

**You are an unpaid carer if you support a family member or friend that is ill, disabled, elderly, has mental health issues. The person you care for could live with you, in their own home, or even in residential care**

## CARERS FIRST - NOTTINGHAM CITY'S ONE STOP SHOP FOR CARERS

The Carers Federation Carers First service is commissioned by Nottingham City Council to provide information, support and referral to other relevant services to all unpaid Adult Carers who care for someone living in Nottingham City.

**Carers First** provides a wide range of culturally appropriate impartial information and support **free** for all carers across Nottingham City. Our **Adult Carer Support Workers** provide emotional and practical support over the telephone, face to face meetings and/or via email.

Referrals can be made directly by the carer or any agency by calling **Carers First** on 0115 962 9639 or you can email a completed referral form to [info@carersfederation.co.uk](mailto:info@carersfederation.co.uk) Referral forms can be downloaded from our website [www.carersfederation.co.uk](http://www.carersfederation.co.uk)

## CARERS FIRST SERVICES

- **Adult Carer Support Workers** - Provide emotional and practical support to carers in Nottingham City. Our carer support workers have a wealth of information around voluntary and statutory organisations and can help you access and secure appropriate services related to your caring role and inform you of your rights and entitlements as a carer.
- **Local Authority Carers Assessments** - If you care for or intend to care for someone regularly then you are legally entitled to a Carers Assessment. The assessment process aims to support carers so that the person they care for can live independently in their local community for as long as they want or are able to. If the person you care for is **not entitled to or does not want Adult Social Care involvement** Carers First can provide you with a Local Authority Carers Assessment. To find out more or to request an assessment call **Carers First on 0115 962 9369**
- **Drop In** - A weekly drop in session is held every Monday 9-12 noon here at the Carers Federation Christopher Cargill House 21-23 Pelham Road Nottingham NG5 1AP
- **Carers Respite Service** - Offering free short term respite for unpaid adult carers 18+ who are caring for someone **not in receipt of Adult Social Care**. This could be to take a short break or to attend a special occasion or to attend a special occasion. **To access this service call Carers First on: 0115 962 9369**
- **Carers Federation Carers ID Card** The Carers Federation are now able to offer **Adult Carers ID Cards** to Adult carers who reside in or care for someone who lives in Nottingham City. This is a credit card sized card that identifies you as a carer. The card can include a variety of information dependent on your situation. If you would like to know more about the Carers ID Card you can call the Carers First service on 0115 9629369 or to register for one you can visit our Drop-In service on Mondays 9-12 noon.



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## CARERS FIRST SERVICES

- **Caring with Confidence** - Caring with Confidence is a series of **Free** workshops run over 7 weeks that help unpaid carers make a positive difference to their life and that of the person they care for. If you help or support a family member, friend or neighbour with a long-term physical or mental health condition, disability or problem related to old age, **Caring with Confidence** can help you develop your skills and knowledge for your caring role.  
Sessions are held at the Carers Federation Christopher Cargill House 21-23 Pelham Rd Nottingham NG5 1AP . For more information call Carla at Carers First on 0115 962 9316
- **Generic Support Groups** - Are held on the last Wednesday of every month from 12:30-2:30pm at Carers Federation. Carers can share experiences get up to date information for carers and attend occasional trips. A light lunch is provided (voluntary contribution of £2) If you would like to attend call Carers First on 0115 9629 369
- **Culturally Specific Support Groups** - We run a support group for Asian Women called Dhuk Suk and the Windrush/European group for men and women of Afro Caribbean and European heritage. To find out more call Carers First on 0115 9629 369
- **Clifton Support Groups** - Carers Support Group is usually held on the 1st Thursday of each month at Southchurch Community Centre. Call Mell on 0115 962 9317 to find out more

## CARERS FEDERATION

The Carers Federation provide various services to Nottingham City Carers these include:

- **Counselling** - This is a free service for **Nottingham City Carers** aged 7-80+. Counselling can help carers to understand their feelings and help make sense of what is going in their own life and the person they care for. To access this service or to make a referral you can download a referral form from the website [www.carersfederation.co.uk](http://www.carersfederation.co.uk) For more information or to make a referral over the phone call the **Carers Federation on 0115 962 9310**
- **Action for Young Carers** - Action for Young Carers (AYC) is a free and confidential service that supports young carers in Nottingham City. Funded by Nottingham City Council, AYC provides young carers with the chance to get together, have fun and access the help they need. To find out more or to make a referral call **AYC on 0115 962 9351** or email [ayncnottingham@carersfederation.co.uk](mailto:ayncnottingham@carersfederation.co.uk)
- **Mentoring** - Mentoring deliver two projects, these include:  
**Young Carers Transitions Project**, working with young carers aged 15-18 delivering life skills and mentoring to support the transition to adulthood and independence and the  
**Future Pulse** - Access to Health for children and young people, the aim is to improve access and the experiences of children and young people under 25, within health services. For more information contact Rachel Walker on **0115 962 9334** or email [r.walker@carersfederation.co.uk](mailto:r.walker@carersfederation.co.uk)

## NOTTINGHAM CITY COUNCIL & NHS NOTTINGHAM CITY

Nottingham City Council & NHS Nottingham can provide information about what help is available to carers and the people they care for, carry out **community care assessments** for adults who rely on their carer, and draw up care plans which say how the needs identified can be met. They can complete a carers assessment to see what kind of support you may need to be able to carry on caring, and ensure you are not taking on too much. They can also assist in making referrals to local agencies, who may be able to provide further support.

To find out what services you might be eligible for contact: **Nottingham Health and Care Point Hotline** on: 0300 300 3333 or email: [adult.contactteam@nottinghamcity.gov.uk](mailto:adult.contactteam@nottinghamcity.gov.uk)

These services could include home care services, day care services, occupational therapy, Telecare or short breaks. You can find out more about what support and services are available from Nottingham City Council visit: [www.nottinghamcity.gov.uk/health-and-social-care/adult-social-care/](http://www.nottinghamcity.gov.uk/health-and-social-care/adult-social-care/)

There may be a charge for services provided to determine how much if any that you would have to contribute a financial assessment will be carried out.

For more information about **funding your care** in Nottingham City visit: you can call the **fairer charging team** on 0115 8762 525 or email: [fairercharging@nottinghamcity.gov](mailto:fairercharging@nottinghamcity.gov). For impartial advice about funding your care contact **Paying for Care**, a not for profit information service, helping those that are responsible for paying for their own care costs.

There is no charge for the information from this service and you call them on: **0808 208 9994**

**Additional sources of support available are outlined below:**

### RESPIRE & SHORTRBREAKS

- **Carers Trust** - Funded by the NHS to provide respite support to carers of any diagnosis and deemed to be in the **last 12 months of life** and carers of people with Dementia. The service provides planned and emergency respite. For more information the Carers Trust can be contacted on 0115 962 8920
- **Homecare Plus** - Are funded to provide planned respite breaks for carers looking after older people from the African and African Caribbean community. For more information visit [www.homecareplusnottingham.co.uk](http://www.homecareplusnottingham.co.uk) or contact their service manager, Tray Hall on 0115 870 0045
- **Carers Respite Service** - Offering free short term respite for unpaid adult carers 18+ who are caring for someone **not in receipt of Adult Social Care**. To access this service call **Carers First on 0115 962 9369**

### CARER SUPPORT SERVICES

- **Nottingham City Care Carers Support Service** - Provide emotional and practical support to anybody who cares for somebody else and who has a Nottingham City GP. To access this service call Nottingham Health and Care Point on 0300 300 3333
- **City Carer Support Service Adult Mental Health** - Support Carers who are supporting someone who is receiving care from Adult Mental Health Services, They also hold support groups on the last Wednesday of the Month 2-4pm at Highbury Hospital. For more information about this service call **0115 956 0800**
- **Support Groups** - For details of other support groups available in Nottingham City visit the **Carers Federation website** at [www.carersfederation.co.uk/services/adult-carer-support/adult-carers-nottingham-](http://www.carersfederation.co.uk/services/adult-carer-support/adult-carers-nottingham-)

## AIDS & ADAPTATIONS

- **Nottingham Telecare Service** - Provides a wide range of equipment and technology designed to help people remain safe and independent in their own homes. For an informal chat about Telecare services provided or to arrange to buy these services privately contact them on: 0115 876 3222 otherwise they can be accessed Via the **Health and Care Point Hot-line on: 0300 300 3333**
- **Nottingham City Council's Adaptations Agency** - Will design and arrange adaptations following an assessment by the Occupational Therapy Team or Adult sensory Team. If eligible the full service includes Building Control approval and arranging a Disabled Facilities Grant, not needed for Nottingham City Council tenants as the adaptations will be carried out free of charge. To apply you need to contact Occupational Therapy or Adult Sensory support on 0115 883 8266 or for a disabled child call 0115 883 8266
- **PAD (preventative Adaptations for older people)** - If you are an older person you may qualify for this scheme that provides small adaptations such as grab rails and stair rails. It is a FREE service for anyone aged over 60. For more information on these minor adaptations contact the PAD administrator on 0115 8762 485 or email [pad.team@nottinghamcity.gov.uk](mailto:pad.team@nottinghamcity.gov.uk)
- **Disability Living Centre** - The Disability Living Centre's aim is to offer **free impartial advice and assessments** on disability equipment and services to disabled and elderly people, their carers and professionals that work with them. For more information call: 0115 9855 780 or email [info@dlnotts.co.uk](mailto:info@dlnotts.co.uk)

## BENEFITS

- **Department for Works And Pensions** - The DWP provides detailed information on what to claim and when to claim it. Visit the website at [www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)

- **Welfare Rights** - This service offers free, confidential and impartial advice and advocacy on **Benefits & Tax Credits**. They will complete benefit checks to make sure you're claiming all you're entitled to, help with benefit claim forms, support you to challenge decisions, and represent you at benefit appeal tribunals. To access the service call: 0115 9151355 or email: [welfarerights@nottinghamcity.gov.uk](mailto:welfarerights@nottinghamcity.gov.uk)
- **Nottingham and District Citizens Advice Bureau** - Offer a welfare rights advice service you can contact them Mon, Weds, Fri 9:30-12:30. From a landline call 0844 8487 997 from a mobile call 0300 333 5457
- **Disability Direct** - Offer welfare and information services to disabled people, older people and carers living in Nottingham. To find out more visit [www.disabilitydirect.com](http://www.disabilitydirect.com)

## HOUSING

- **Housing Aid**—For advice and guidance on Housing, Homelessness issues, Tenancy sustainment and Floating support you can call Housing Aid on: 0115 876 3300 or email [housingaid@nottinghamcity.gov.uk](mailto:housingaid@nottinghamcity.gov.uk)
- **Notts Housing Advice**  
Offer advice and advocacy and representation. Areas covered include security of tenure, disrepair, harassment and illegal evictions, housing benefit, seeking accommodation, re-housing, rent and mortgages arrears, possession proceedings.  
You can **contact them** on: 0115 945 3970 or **email:** [admin@nottshousingadvice.org.uk](mailto:admin@nottshousingadvice.org.uk)
- **Nottingham City Homes** - Support with independent living for council house tenants. This help could include, the Nottingham on Call alarm or **adaptations** made to your home if you or a family member has a disability or you are older and need some minor work doing. For more information on Independent Living call the **homelink team** on: 0115 915 7167

## MEALS AT HOME

- **Meals at Home** - Supply ready made hot or frozen individual meals and other groceries. The service is not just for older people but for anyone who may benefit from a meals at home service. Their friendly staff are on hand to provide you with information and support in setting up this service and ensuring that the person that you care for receives the right package for them. For enquiries about this service or to place an order contact their team on 0115 876 1847 or  
email [mealsathome@nottinghamcity.gov.uk](mailto:mealsathome@nottinghamcity.gov.uk)

## LEGAL ADVICE AND LASTING POWER OF ATTORNEY

- **Nottingham Law Centre** - Offer free confidential and independent advice to anyone who lives or works in **Nottingham City**, around debt, housing, welfare and benefits. Contact them on 0115 9787 813
- **Nottingham Law School** - Legal Advice Clinic providing **free legal advice** and referral service to the local community. They offer a wide range of advice and assistance on a wide range of legal problems including but not limited to: employment law, housing And benefits. For more information call: 0115 8484262
- **AGE UK Legal Advice** – A local solicitor provides 20 minutes of free legal advice to make an appointment call 0115 844 0011
- **Age UK Free Will Writing Service** - Age UK provide people over 60 who have not made a valid will and who do not have a complex estate a free will writing service. To book an appointment call 0115 844 0011

## ADVOCACY

- **Your Voice your Choice** - if you are having difficulty accessing or understanding what support is available or you feel that you are not being listened to you may be able to access advocacy support. They provide telephone information and advice to help you access the services and support you need, and providing information and advice in the right format for you. You can contact them on 0300 020 0093

## TRANSPORT

- **Blue Badge Scheme** - The Blue Badge Scheme in the City of Nottingham is available to anyone who meets certain criteria. For more information call: 0115 9157 532
- **Easylink** - Dial a Ride is a door to door service by **Nottingham Community Transport** for people who are temporarily or permanently disabled and are unable to access conventional bus services. You can register with **Dial a Ride** if you live within four miles of the city centre. Membership costs £12. If you have a current concessionary bus pass you get a 50% discount on these fares. If you have a carer or PA they can travel free. For more information or to register call: 0115 9691 801

## CONDITION SPECIFIC SUPPORT

- **AGE UK** - Provide a carers' support service offering respite support by trained staff or by volunteers depending on the need of the individual. For more information contact the Home Support Service For Nottingham City you can call 0115 952 5331
- **Alzheimer's Society** -The Alzheimer's Society offers a range of services for Carers of people with dementia of all ages. For more information of services in Nottingham City and County you can call them on 0115 934 3800 visit the website [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

## CONDITION SPECIFIC SUPPORT

- **Admiral Nurses** - Specialist Dementia Nurses who give expert support to families living with Dementia. If you need support you can refer yourself through the Nottingham City **Health and Care Point Hotline** on **0300 300 3333**
- **Stroke Association** - For information, Advice, and Support Services In the Nottinghamshire Area please call Lorna Rowe on 0115 876 2468 or email [Lorna.Rowe@stroke.org.uk](mailto:Lorna.Rowe@stroke.org.uk)
- **Maggies Nottingham** – offer free practical and emotional support **to people with cancer and their families and friends**. Simply drop in anytime they are based at Nottingham City Hospital NG5 IPH or call 0115 9246 210
- **Macmillian** - Cancer Information and Support Centre for Nottingham City offering information, **practical advice and support for people with cancer, their families and friends**. For more information please call 0115 8402 650
- **Headway** - The outreach service offers practical support to families, supporting people to come to terms with the change in lifestyle following **brain injury**. For more Information please call: Michael Tansley Thomas on 0115 9679669
- **Parkinson's UK** - offers information, friendship and support to local people with **Parkinson's, their families and carers**. To find out about groups in your area contact Francis Highfield on 0808 108 8335
- **Motor Neurone** - Motor Neurone Disease Association, Nottingham, for people with **motor neurone disease and their families and carers**, in Nottingham. To find out more visit [www.mndassociation.org](http://www.mndassociation.org)
- **Mind** - Information and advice on supporting someone with a **mental health** condition call: 0115 917 9025
- **Carers Council**– supporting positive mental health working with **carers and people with mental health issues**. For more information call Judith Machin on 0115 917 9025
- **Nottingham Rethink Group** - A group for people with mental health issues and their carers. For more information call Bob Ashton on: 0115 937 2399
- **Autism East Midlands** offer services to families affected by autism and can provide support in the form of telephone advice, counselling, access to a play and leisure activity programme for children and young people and training workshops for parents and professionals. For more information contact them on 01909506678
- **Nottingham City Aspergers Service (NCAS)** Provide specialist multidisciplinary diagnostic assessments for adults suspected of having **Asperger syndrome**; post diagnostic support; and sign posting to other services. To find out more about the Nottingham City Aspergers Service and how a referral can be made phone: 0115 854 2207

## FOR MORE INFO ON CARERS RIGHTS AND NATIONAL SUPPORT

- **Carers Direct** - You can find out where your nearest carer centre is or get **free confidential information and advice for carers** by calling ; 0808 802 0202 (lines are open 9am - 8 pm Monday to Friday and 11am - 4pm at weekends or visit : [www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)
- **Carers UK - Provide information on carers rights**, direct payments, benefits advice, workplace support via their advice line Monday to Friday 10am - 4pm on 0808 808 7777 or visit: [www.carersuk.org](http://www.carersuk.org)