

**The North East Lincolnshire**

# **Carers' Guide**

**A Carer is someone of any age who looks after or intends to look after a child, relative, partner, friend or neighbour in need of help because they have an illness, disability, frailty or a substance misuse problem.**

**The care provided may be personal, emotional, practical or supervisory and is unpaid.**



# In this guide

## 1. Introduction

- Am I a Carer?
- NEL CCG and NELC's commitment to Carers
- Carers' rights

## 2. The North East Lincolnshire Carers' Support Services

- Adult Carers
- Young Carers
- Parent Carers

## 3. Substance Misuse Carer Support

## 4. Carers' Assessments

- What is a Carer's Needs Assessment?
- The Care Act and
- Children and Families Act
- Young Carers
- Where can I find more information on the Care Act
- How do I get an assessment and find out if I am eligible?

## 5. Support with Work

## 6. Support with Education and Training

## 7. Housing

## 8. Finances

- Financial support
- Accessing benefits advice

## 9. Support at Hospital

## 10. Carers' Health

- General health and wellbeing
- Healthcare
- Single Point of Access (SPA)

## 11. End of Life Care

- General information and planning ahead
- When caring ends

## 12. Safeguarding & Confidentiality

- What is safeguarding?
- What to do if you suspect a safeguarding concern
- What does confidentiality mean

## 13. Involving Carers

- Forums in North East Lincolnshire

## 14. Local Contacts and Information

## 15. National Contacts and Information



# Introduction

## Am I a Carer?

A Carer is someone who fits the definition on the title page of this booklet. Carers need different levels of help and support at different times. Carers are entitled to seek support and advice from the Local Authority where the person they care for lives. If you are a Carer it is important to remember that there are services available to support you through your caring journey.

***In the first instance, contact the authority where the person you care for lives for carer support; if this isn't convenient as you live elsewhere contact your local Carers service for advice***

**Adult Carers** are adults caring for someone aged 18 or over.

**Parent Carers** care for a child under the age of 18 with additional needs. Parent Carers may or may not have parental responsibility.

**Young Carers** are under the age of 18 and care for a parent, family member, sibling, friend or neighbour.

**Hidden Carers** can be from any of the above groups and do not identify themselves as Carers. Difficulties in identifying individuals can lead workers to believe, incorrectly, that these individuals do not need or want support.

Although we know there are hidden Carers across all Carer groups, the following groups are acknowledged as being harder to reach:

- Carers from minority ethnic backgrounds.
- Carers who are lesbian, gay, bisexual and transgender.
- Carers who look after someone with a mental health condition, including those with dementia.
- Carers who look after someone with a drug or alcohol problem

***Do any of the above situations sound like you? You can access information and support by calling the NEL Carers' Support Service on 01472 242277***



## North East Lincolnshire Clinical Commissioning Group and North East Lincolnshire Council's commitment to Carers

Within North East Lincolnshire, Carers are recognised as an essential part of care in our communities. Without them we would not be able to meet the needs of some of our most vulnerable people.

Often Carers ignore their own needs; they do not notice the increasing stresses and strains until it is too late and a crisis has occurred. The contribution Carers make can leave them experiencing a wide range of health, wellbeing, social, employment and financial inequalities. North East Lincolnshire Clinical Commissioning Group (NELCCG) and North East Lincolnshire Council (NELC) are committed to addressing these inequalities by providing support to Carers to sustain their caring role, reduce the impact of caring, and support Carers to have a life of their own.

We seek to ensure that Carers are respected as individuals and are involved directly in the planning and development of services they use. Our vision in North East Lincolnshire is to make Carers feel recognised, valued and supported for the contribution they make.

This guide is a summary of helpful information about your caring situation and the support available, whatever your caring circumstances. It will hopefully give you some ideas for looking after your own health and wellbeing.





## Carers' rights

The Care Act became law in April 2015. This Act, along with the Children's and Families Act 2014 and other supporting legislation, identifies the most complete set of rights for Carers that has ever existed in law. In summary:

- No rights are lost that were held before April 2015
- Carers are entitled to an assessment where they appear to have need
- Carers are entitled to an assessment, regardless of whether the person they care for has had/wants a needs assessment
- Carers are entitled to support if they meet the national eligibility criteria and have unmet needs.

**Please note. Carers can access support from the Carer's Support Service without meeting the National Eligibility Criteria.**

### Where can I find out more about Carers' rights?

Contact the NEL Carers' Support Service  
on 01472 242277

Visit the Carers UK website for their full guide on Carers' rights:  
[www.carersuk.org/help-and-advice/get-resources/carers-rights-guide](http://www.carersuk.org/help-and-advice/get-resources/carers-rights-guide)

**Who can support me if my rights are being challenged?**

**The Carers' Support Service can provide you with an advocate and/or arrange an appointment with specialist advisers.**

**Call 01472 242277**



# The North East Lincolnshire Carers' Support Service

The Carers' Support Service is a "one stop" facility, providing a wealth of Carers support services for Carers of any age that can be accessed without a Carers' Needs Assessment.

The service also provides support and signposting to other services as needed.

In North East Lincolnshire, services for Carers are free of charge.

*Please note:* Charges may apply for the person you are caring for if they receive a service.

**The NEL Carers' Support Service is an ideal first port of call**

**TEL: 01472 242277  
Drop in: 1 Town Hall Square, Grimsby, DN31 1HY**

## Services include:

- Information and advice related to caring
- Specialist advice and information, including benefit checks, financial advice and support with housing
- Carers groups, social activities and events
- One to one emotional support
- Advocacy support - Advocates deal with a range of issues including social and health care, complaints and support during legal matters
- Training and courses for Carers
- Free holistic therapies such as full body or Indian head massage
- A dedicated worker to support Carers of people with alcohol and substance misuse issues
- Alternative Care to support Carers to access Carer Support services
- Support to access other services
- The opportunity for Carers to identify their needs
- Support when caring ends (For up to two years)
- The opportunity to be part of the North East Lincolnshire caring family

**Website: [www.carerssupportcentre.com](http://www.carerssupportcentre.com)**

**Email: [info.nel@carerssupportcentre.com](mailto:info.nel@carerssupportcentre.com)**

**Registered Charity 1070028**

# Adult Carers

## **Peace of mind -**

### **Carers' Emergency Alert Card -**

The Carers' Emergency Alert Card ensures there is a plan for supporting the cared for person in the event of an emergency or personal crisis affecting the Carer. The card also gives Carers the opportunity to claim discounts at certain local businesses, services and leisure facilities. **You can access this support by contacting the Carers' Support Service - 01472 242277 or via a Carers' Needs Assessment.**

**Support may also be available that is specific to the condition of the person you care from. The Carers' Support Service can point you in the right direction, to help you get the support you need when you need it.**

### **Support provided by the Alzheimer's Society - Address: Room 2/3 Centre4, 17A Wootton Road, Grimsby DN33 1HE**

Alzheimer's Society are available to those with a diagnosis of Dementia, their supporters, family and friends. Services aim to empower, enable and support everyone affected by dementia. Their Dementia Advice and Support Service provides accessible, quality information. Memory Cafés are a friendly, informal setting for people to meet, and the Side by Side Service supports those with dementia to keep on doing what they enjoy within their community. A Carer Information and Support Programme (CrISP) is delivered throughout the year to provide Carers with an improved knowledge of dementia, practical information, a reduction in social isolation and support to plan with and for the person they care for.

**Call 01472 359247 or email [referrals\\_NELincs@alzheimers.org.uk](mailto:referrals_NELincs@alzheimers.org.uk)**

### **Carers Wellbeing Worker Service, Care Plus Group - 01472 571120**

This service supports Carers of older people and people with a learning and/or physical disability. This includes when the cared for has moved into residential care or supported housing. The service offers telephone or face to face contact, including home visits, meeting in the community, information, emotional and practical support and social activities. Carers can refer themselves to this service.



# Adult Carers

## **Support provided by NAViGO - 01472 806800**

Navigo offers support for Carers of those with mental health problems and Carers with their own mental health concerns.

Carers of people with dementia have access to qualified Admiral Nurses, via the number 01472 808500 and to a dedicated Carers Support Worker for one to one support via 806800.

NAViGO welcomes Carers of those who access any NAViGO services including Open Minds and Mental Health Crisis support. To Access NAViGO Carer Support call 01472 806800.

These services offer advice, information, education, emotional and practical support, and Carers assessments so long as the person you care for resides in North East Lincolnshire.

For more information on services and support you can visit the Live Well website. The website is an online directory of organisations in North East Lincolnshire.

**[www.livewell.nelincs.gov.uk](http://www.livewell.nelincs.gov.uk)**

## **Carers' breaks**

There are a variety of Carers' break options available to Carers to give them time away from their caring role, i.e. sitting service, respite care and support from universal services (holistic therapies, social activities and day trips).

**Call the Single Point of Access to discuss breaks via a sitting service and respite care on 01472 256256**

**For more information please call the NEL Carers' Support Service on 01472 242277**



# Young Carers

## Young Carers Project

The Young Carers Project is provided through NELC and based at the Carers' Support Service; it works with children and young people under the age of 18 with caring responsibilities, and their families.

### **The service aims to reduce the caring role through:**

- The involvement of other services
- Enablement of the family to find other solutions

### **Where caring continues, the service aims to reduce the impact of caring by providing:**

- Information and advice
- Informal advocacy
- One to one and family support
- Group support
- Time out from the caring role, including a range of activities and events
- The opportunity to have a Young Carer's Assessment

Services and support available also include counselling and advocacy. Counselling is provided by the Children's Counselling Access Partnership. Advocacy is often provided by children's charities. NELC will also provide advocacy in some circumstances.

**The Young Carers' Team and Children's Informal Advocacy**  
**01472 326294 (option 3 then option 2)**  
**Children's Counselling Access Partnership**  
**01472 326292**

The **North East Lincolnshire Carers' Support Service** can provide Young Carers with information and advice and refer Young Carers directly to the Young Carers Team.

# Young Carers



## Support for children affected by parental substance misuse

Families First have trained staff who can provide early help support to families experiencing parental substance misuse. Call North East Lincolnshire Council on 01472 313131 and ask to be put through to your local Family Hub.

'We Are With You' provide specialist support to local services working with families. For general enquiries on how to access support you can contact them on 01472 806890.

# Parent Carers

Information about services for children and young people with additional needs 0 - 25 years old:

<https://www.nelincs.gov.uk/children-and-families/send-and-local-offer>

**Call: North East Lincolnshire Council  
Family Information Service on - 0800 18 303 17**

**Peace of mind - Carers' Emergency Alert Card -**  
**You can access this support by contacting the NEL Carers' Support Service - 01472 242277** The Carers' Emergency Alert Card ensures there is a plan for supporting the cared for person in the event of an emergency or personal crisis affecting the Carer.

The card also gives Carers the opportunity to claim discounts at certain local businesses, services and leisure facilities.



# Parent Carers

## **Carers' breaks -**

**Call the NEL Carers' Support Service for information - 01472 242277**

There are a variety of break options available to Carers to give them time away from their caring role, i.e. sitting service, respite care and support from universal services (holistic therapies, social activities and day trips).

## **Preparing for adulthood (14+ yrs) Education Health and Care plans**

Preparing for adulthood (or "transitions") refers to a young person age 14+ (Year 9 onwards) with Special Educational Needs or a Disability (SEND) who is making plans with the people that support them about how they will achieve the things they need and want in their adult life. As part of this process, there is now a strong emphasis on outcomes and preparing for adulthood from the early years.

Preparing for adulthood is also about helping young people and their families to prepare for the changes in the services or support that they may receive.



Transition planning will focus on the young person achieving paid employment, independent living, good health and community inclusion. Young people state that these things are required in order for them to be enabled to lead a fulfilling adult life.

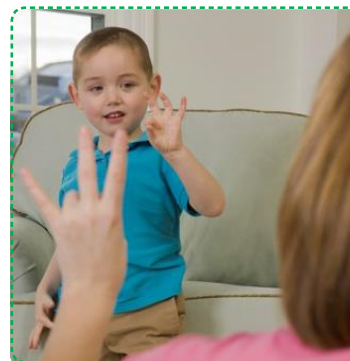
**The Transition Information Network provides useful info about the transition process:**

[www.transitioninfonetwork.org.uk](http://www.transitioninfonetwork.org.uk)

# Parent Carers

An Education Health and Care plan (EHC) is a legal document that describes a child or young person's special educational, health and social care needs. The plan details the additional help that must be provided to meet those needs and achieve their goals in life. An EHC can be put in place up to the age of 25.

EHC plans are for children/ young people whose special educational needs require more help than could normally be provided in mainstream education. EHC plans include health and/ or social care needs. You can only ask for an EHC assessment if the child or young person has, or may have, SEN – it does not apply where there are only health or social care needs.



Parents, Carers, the education facility or the young person (if over age 16) can ask the Local Authority to carry out an assessment. The Special Educational Needs and Disabilities Information, Advice, and Support Service (SENDIASS) or professionals working with your family will be able to advise you. SENDIASS can be contacted on 01472 355365.

## Substance Misuse

Caring for someone with a substance misuse problem has unique challenges. Carers can struggle to understand addiction and the reasons behind certain behaviours.

Understanding addiction and associated behaviours can give a Carer the tools to manage their caring role and their

relationship with the substance misuser. One to one and group support is available from the Carers' Support Service. Call **01472 242277**

Those who experience problems with drug or alcohol use are supported by 'We Are With You' (Formerly Addaction).

To find out more call **01472 806890**.

# Carers' Assessments

## What is a Carer's Needs Assessment?

A Carer's Needs Assessment will consider the impact on you of your caring responsibilities; it will look at your current and future needs for support, and what you want to achieve in your daily life. You may have someone with you at the assessment to support you.

**A Carers' Needs Assessment is your opportunity to identify your goals and to talk about the specific things that could be helpful or make life easier for you.**

## The Care Act and Children and Families Act:

Carers who appear to have any level of need for support must be offered and can also request an assessment. Carers can have an assessment independent of the person they care for, even if the person cared for is not in receipt of care/support, or has refused an assessment of their own needs.

Statutory services have a duty to support Carers who have assessed eligible unmet needs. Carer eligibility is defined nationally. For more information, please see:

**<http://www.Carersuk.org/files/section/4630/factsheet-e1029--assessments-and-the-care-act-after-april-2015.pdf>**

Carers with eligible unmet need will be supported to put a support plan together (where necessary) and access where necessary additional support to meet those needs.

Carers with eligible unmet needs will be offered a Carers' personal budget which can be delivered through commissioned services or a direct payment.

**All Carers can access universal Carer support from the NEL Carers' Support Service without an assessment.**





# Carers' Assessments

## Young Carers

The identification of a Young Carer should result in the offer of a needs assessment for both the Young Carer and the adult/child with additional needs requiring support. The aim of these assessments is to minimise the impact of caring on a Young Carer and the caring responsibilities a Young Carer has.



**Your Young Carer's Assessment will also consider, in addition to the above:**

- Whether you have inappropriate levels of caring responsibilities
- Whether you are a child in need
- Whether your development or welfare may suffer if support is not provided
- Why you are caring, and what needs to change in order that you do not take on excessive or inappropriate caring responsibilities
- Any changes to the caring situation that would result from your change in circumstances
- The parenting responsibilities of any adult in need, as well as the impact of their needs on you as a Young Carer

The views of the whole family (adults and children separately) should be sought. Eligibility of the cared for person should take into account the needs of child Carers.

# Carers' Assessments

## Where can I find more information on the Care Act?

The Carers' Support Service can support you to better understand the Care Act. You can also visit:

<https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets/care-act-factsheets>

## How do I get an assessment and find out if I am eligible?

### **Adult Carers of Adults -**

Call Single Point of Access on 01472 256256. If you want information about Carers' Needs Assessments or support to request one, register with the North East Lincolnshire Carers' Support Service and they will support you to make a referral into the Single Point of Access.

### **Adult Carers of Children -**

Contact the Childrens' Disability Service on 01472 326292 option 1 or register with the North East Lincolnshire Carers' Support Service and they will support you to request an assessment.

### **Young Carers -**

Call the Young Carers Team (North East Lincolnshire Council) on 01472 326294, option 3 then option 2, or register with the North East Lincolnshire Carers' Support Service and they will support you to make a referral.



# Support with Work

Trying to work and care for someone can be difficult - employers can help Carers by offering flexible working practices and management support.

**Jobcentre Plus** personal advisers offer help for Carers to find or return to work, by identifying suitable vacancies and explaining the range of work programmes available.

## Job Centre Plus

To arrange an  
appointment call  
**0800 169 0190**

The North East Lincolnshire Carers' Support Service can also provide information, advice to Carers who are working or who wish to work, and can offer support with employment issues. They can also make a referral to the Job Centre for you to be contacted by a member of their team.

Carers UK also have a section on their website about your rights as a working Carer: <https://www.carersuk.org/help-and-advice/work-and-career>

**Carers who experience difficulties in juggling work and caring should talk to their employer**

A free resource via Employers for Carers contains a wealth of information about support for you as a working Carer. You can sign up at [www.carersdigital.org](http://www.carersdigital.org) with the code DGTL2217



Resources are also available to help employers support Carers. Share this website and code with your employer: [www.efcdigital.org](http://www.efcdigital.org)  
Code: #EFC2217



# Support with Education and Training

**The Carers' Support Service**  
01472 242277

**Franklin College**  
01472 875004

**Grimsby Institute**  
0800 315 002

**Care Plus Employability Services**  
01472 256730

**Grimsby Institute** and **Franklin College** offer a range of general courses. **Care Plus Employability Services** offers apprenticeships, internships and supported employment.

## Housing

There are many housing providers in North East Lincolnshire, including private landlords. A number of housing associations advertise properties on Home Choice Lincs in North East Lincolnshire. You will need to register on the site to bid.

Carers may experience difficulty with housing due to the needs of the person they care for. Or your circumstances may mean you are no longer able to afford the home you are currently living in. The NEL Carers' Support Service can support you through difficult situations via their advocacy service. You may also benefit from a Specialist Advice appointment to talk through your situation and discuss your options.

For housing advice contact Shoreline 0345 849 2000, North East Lincolnshire Carers' Support Service (01472 242277) or the Citizens Advice Bureau (01472 252500).





# Finances

## Financial support

Carers often face reduced income as a result of their caring role. The below organisations help Carers to maximise their benefits, give advice about debt issues and provide financial advocacy/representation:

- Citizens Advice Bureau - 01472 252500
- Jobcentre Plus – 0800 169 0190
- Pensions Service - 0800 731 7898
- North East Lincolnshire Carers' Support Service (specialist advice and information on benefit checks and financial advice) 01472 242277
- Centre4 – 01472 236675

Also go to [www.gov.uk](http://www.gov.uk) and search for Carers' employment.

## Accessing benefits advice

As a Carer you may be entitled to a number of financial benefits. For example, you may be eligible for Carers Allowance if you are aged 16+ (this can include Carers who are older than the pension age) and care for someone for 35+ hours a week who is receiving Attendance Allowance.



Centre 4 (referral via the Carers' Support Service) can check your entitlement to a full range of benefits, including means tested and disability benefits and tax credits. They can also check if you are entitled to other kinds of financial support, such as education awards. They will help you to claim your benefits and support you to challenge any incorrect decisions made by other benefits organisations. To make an appointment contact the Carers' Support Service on 01472 242277.

# Support at Hospital

A visit to hospital can result in a person needing care and support, a change in someone's care and support needs or even the end of a caring role. People often find themselves in the position of becoming a Carer following the admission of a family member, friend or neighbour to hospital, or they experience a change in the care and support they are being asked to provide in the future.

You have a choice about the care and support you provide if you care for someone aged 18 or over. You don't have to accept any caring responsibilities, and if you do accept some, you will be able to discuss with professionals which responsibilities you want to accept (as well as how appropriate it is for you to do them).

Before discharge, Health and Social Care staff will work with you, the person you care for and anyone else involved in their care, to ensure the cared for person can be discharged safely when they are ready to return home. Planning for a discharge will consider both the short and long-term care needs of the person you care for.

You can request a copy of the hospitals discharge policy for more information.

If you have any questions or concerns, speak to ward staff. You can also ask to speak to a ward manager. The Patient Advice and Liaison Service (PALS) is available should you need support within the hospital or want to make a complaint. The PALS team can be contacted on 01472 875403 Monday to Friday 9am to 4pm excluding bank holidays, or you can email [nlg-tr.PALS@nhs.net](mailto:nlg-tr.PALS@nhs.net)



# Carers' Health

## General health and wellbeing

Aside from all the usual reasons to look after your health, people depend on you so it's important to safeguard your mental and physical wellbeing.

- Don't wait for a crisis - access support as early as possible
- Try to eat well - cooking can be daunting, especially when juggled with caring, and preparing a balanced meal can seem impossible
- Try to take regular exercise, even if it's only slight
- Make time for yourself, even if it's only 10 to 15 minutes a day

For signposting or to discuss your options, please call the Carers' Support Service. The Health and Wellbeing Service can also offer information and support to anyone wanting to maintain or improve their health and wellbeing. Call them on 01472 325500 or text 60060.

## Healthcare

- Let your GP, dentist or the hospital know that you are a Carer (they will be better able to support you as a Carer).
- Try to make/ keep appointments regularly, rather than putting them off because of your caring role.
- Some surgeries and pharmacies have arrangements in place to help with the collection and delivery of prescriptions - ask at your surgery or local pharmacy. Some of the larger pharmacy chains also offer this service.

**If you have concerns about your health or the health of the person you care for, give your GP a call during office hours. For local GP out of hours service call 01472 256256**

## Single Point of Access (SPA) - 01472 256256

SPA provides a health and social care crisis response line, community advice, information and interventions. This line is staffed 24 hours a day, 7 days a week.

# End of Life Care

## General information and planning ahead

End of life care is the support available for people who are in the final stages of life, to enable them to live as well as possible until they die and to die with dignity. This includes palliative care (the holistic care of people with a progressive, life limiting illness), and support for the whole family and/or Carers (i.e. psychological, social and spiritual).

## Once everyone is able and ready to do so, consider:

### Discussing the wishes of the person with them.

- For example:
- How do they want to be cared for in the final months of their life?
  - Who (professionals/family) need to know that information?
  - Do they want to make/change a will?
  - Do they wish not to be resuscitated?
  - Funeral arrangements

**Whether to apply for Lasting Power of Attorney\*** (LPA) - LPA is a legal way to appoint one or more trusted people to make decisions on another person's behalf if they cannot or do not want to make those decisions themselves. There

are two types - Health and welfare, and property and financial affairs. You can apply for either or both. LPA can also be cancelled if it is no longer needed or wanted.

**What other help/information is available** i.e. does your family want to visit a hospice, do you have support for all your collective needs, are the professionals involved being kept up-to-date?

**A good initial contact is the cared for person's GP or social worker, who can signpost you to useful services and answer any immediate emotional or health concerns.**

\*You must be 18+ and have capacity to make and understand your own decisions to make a **Lasting Power of Attorney**. If you need advice/help with this, contact the Office of the Public Guardian: 0300 456 0300 or [customerservices@publicguardian.gsi.gov.uk](mailto:customerservices@publicguardian.gsi.gov.uk)

Information and advice is also available from the NEL Carers' Support Service on 01472 242277.

# When Caring Ends

Caring may end due to bereavement, the person you care for moving into residential care, a break up or many other reasons.

You may suddenly feel a lack of purpose without someone to look after, or you may feel relieved. There may be aspects of caring that you'll miss, such as having company every day. You may feel that you did not do a good enough job. You may have built strong relationships of trust with professionals who you won't see anymore, and this may make you feel isolated. How you coped with caring and how you react to the end of your caring role will depend on your personality as much as on events that took place. Now, more than ever, don't be too hard on yourself.

Some Carers value talking about their feelings. Others experience difficulty openly expressing how they feel and prefer to immerse themselves in a range of activities - hobbies, sport or work. There are a number of support and activity groups available, as well as bereavement services (some targeted, others more general). Contact the NEL Carers' Support Service on 01472 242277 for information.

You can find out more about what to do when caring ends in the **When Someone Dies** booklet produced by the Care Plus Group, St Andrews Hospice and Northern Lincolnshire and Goole NHS Trust.

**The guide is available from the Carers' Support Service**

For details of other organisations that provide end of life and bereavement support, visit the Carers' Support Service website: [www.carerssupportcentre.com](http://www.carerssupportcentre.com)





# Safeguarding

## What is safeguarding?

Some vulnerable\* individuals may not be able to protect themselves from harm because they have:

- A disability and / or are frail
- A mental health problem
- A serious illness
- Difficulty making their wishes and feelings known

\*Please note: all children are considered vulnerable, due to their position of dependency.

Safeguarding is the process that protects a person's fundamental human, wellbeing and health rights and ensures their ability to live free from harm, abuse or neglect.

Abuse may include instances of: *Physical abuse, domestic violence, sexual abuse, psychological abuse, financial or material abuse, modern slavery, discriminatory abuse, organisational abuse, neglect and acts of omission, self-neglect*

The person carrying out the abuse could be a relative, partner, someone paid to provide care and services or even a volunteer, neighbour, friend or stranger. Often the person carrying out the abuse is someone close to the individual and could be someone who is loved and trusted by them.

Sometimes people can abuse without actually knowing it; where they may think they are caring for someone, but may not know how to do it properly. Some people will deliberately abuse individuals they see as an easy target; either way advice is available.

## What to do if you suspect a safeguarding concern

All you need to do is share your concerns with us - your call could make a difference.

**For Adult safeguarding concerns, call 01472 256 256**

**For Child safeguarding concerns, call 01472 326292 option 2**

**In the case of an emergency, dial 999**

# Confidentiality

Everyone has a right to expect that their private information will be kept confidential. This includes information about a medical condition, care plan and any support they receive. Information can only be shared when permission is given. This is called giving consent.

Without consent, there are only two reasons information can be shared:

- When it is in the public's/individual's best interest. For example a doctor may decide to share information with relevant organisations when someone poses a risk to others or themselves
- As part of a court order

You can take legal action if your information is shared without consent (and outside of the reasons above)

Reasons should be given to a Carer if information cannot be shared. A lack of consent from the cared for person should not prevent a professional from listening to a Carer who has concerns about this person, but the professional cannot tell you if they plan to do anything with the information you have given them.

## Giving Consent

Professionals can be told what information to share with whom. This is commonly done via a consent form. Carers can ask their cared for person to fill these in for relevant services/situations. Those completing the form must be able to understand the decision they are making (called 'having mental capacity').

Sometimes people can lose capacity when they are unwell. An advanced Statement can be completed in these circumstances.

People can have "fluctuating capacity" - sometimes they can understand decisions, sometimes they cannot. Speak to the professionals involved in their care and support if in doubt.

For more information on consent and confidentiality which are covered in General Data Protection Regulations (GDPR) visit:

**<https://www.gov.uk/government/publications/guide-to-the-general-data-protection-regulation>**

# Involving Carers

## Forums in North East Lincolnshire

Within North East Lincolnshire, we are committed to including Carers in the planning, development and on-going monitoring of local services. Local forums promote Carers' issues, rights and involvement, acting as independent voices for different Carer groups.

You may wish to find out more about how you could be involved, or how the forums can help represent the issues closest to you. Involvement can be anything from receiving information to sitting on decision-making groups/boards.



**There are a number of forums available for community members to have their say on local health and social care services:**

**North East Lincolnshire Carers Forum**

**01472 242277**

**Mental Health Service User and Carer Independent Forum**

**01472 233312**

**North East Lincolnshire Parent Participation Forum (for Parent Carers)**

**01472 242277**

# Local Contacts and Information

## **ACCORD - 0300 3000 567**

Email: [nelccg.accord@nhs.net](mailto:nelccg.accord@nhs.net)

Website: [www.nelccg-accord.co.uk](http://www.nelccg-accord.co.uk)

## **Advocacy – Coram Voice (Young Carers) and Cloverleaf (adults) 0303 303 0413**

Email: [voicetogether@cloverleaf-advocacy.co.uk](mailto:voicetogether@cloverleaf-advocacy.co.uk)

Website: [www.coramvoice.org.uk/advocacyservice/north-east-lincolnshire](http://www.coramvoice.org.uk/advocacyservice/north-east-lincolnshire)  
or [www.cloverleaf-advocacy.co.uk](http://www.cloverleaf-advocacy.co.uk)

## **Age UK North East Lincolnshire - 01472 344976**

Email: [admin@ageuknelincs.org.uk](mailto:admin@ageuknelincs.org.uk)

Website: [www.ageuk.org.uk/northeastlincs](http://www.ageuk.org.uk/northeastlincs)

27 Osborne Street, Grimsby, DN31 1EY

20 Wardall Street, Cleethorpes, DN35 8HA

## **Bereavement - NHS leaflet for South Humber**

[www.rdash.nhs.uk](http://www.rdash.nhs.uk) In the search box type "bereavement and grief"

## **British Red Cross - Support at home - 01472 871157**

Suite 1 DBC House, Laceby Business Park, Grimsby Road, Laceby, DN37 7DP

## **Care4all - 01472 472105 (General Enquiries) - 322915 (Meals on Wheels)**

Website: [www.care4all.org.uk](http://www.care4all.org.uk)

Eleanor Centre, 21 Eleanor Street, Grimsby, DN32 9EA

## **Carelink - 01472 312312 - Website: [www.carelinknel.co.uk](http://www.carelinknel.co.uk)**

Email: [carelinknel@gmail.com](mailto:carelinknel@gmail.com)

Centre4, Wootton Road, Grimsby, DN33 1HE

## **Care Plus Employability Services - 01472 256730**

Email: [CPG.EmployabilityServices@nhs.net](mailto:CPG.EmployabilityServices@nhs.net) Website:

[www.careplusgroup.org](http://www.careplusgroup.org)

Val Waterhouse Centre, 41-43 Kent Street, Grimsby, DN32 7DH

## **Carers Wellbeing Workers (Care Plus Group)**

**01472 266999** (general number) Website: [www.careplusgroup.org](http://www.careplusgroup.org)

**01472 571120** (ALDT)/CLDT) Email: [CPG.ALDS@nhs.net](mailto:CPG.ALDS@nhs.net)

**01472 571100** (IST/LD PSYCHOLOGY) Email: [CPG.IST@nhs.net](mailto:CPG.IST@nhs.net)

Queen Street Centre, Queen Street, Grimsby, DN31 1QG

## **Community Mental Health Memory Service (NAVIGO) - 01472 583000**

Email: [info.navigo@nhs.net](mailto:info.navigo@nhs.net) Website: [www.navigocare.co.uk](http://www.navigocare.co.uk)

Navigo House, 3-7 Brighowgate, Grimsby, DN32 0QE

### **Cruse Bereavement Support**

**07867312658**

Website: [www.cruse.org.uk](http://www.cruse.org.uk)

Email: [grimsby@cruse.org.uk](mailto:grimsby@cruse.org.uk)

### **End of Life Care, Specialist Palliative Care Services - 01472 250623**

(Integrated Team: St Andrews Hospice, Macmillan, Care Plus Group and Haven) Referrals to: [CPG.specialistpalliativecareservices@nhs.net](mailto:CPG.specialistpalliativecareservices@nhs.net)

Website: [www.careplusgroup.org](http://www.careplusgroup.org)

**(Also North East Lincolnshire Bereavement Partnership)**

### **Foresight North East Lincolnshire - 01472 269666**

Email: [info@foresight-nelincs.org.uk](mailto:info@foresight-nelincs.org.uk)

Website: [www.foresight-nelincs.org.uk/](http://www.foresight-nelincs.org.uk/)

60 Newmarket Street, Grimsby, DN32 7SF

### **Friendship at Home Scheme (Befriending, social activities, information & support) - 01472 602500**

Email: [admin@friendshipathome.org.uk](mailto:admin@friendshipathome.org.uk)

Website: [www.friendshipathome.org.uk](http://www.friendshipathome.org.uk)

6-7 Aspen Court, Cleethorpes, DN35 0SJ

### **Gingerbread (Bereavement and advice/support for single parent families) - 0808 802 0925**

Website: [www.gingerbread.org.uk](http://www.gingerbread.org.uk)

### **Healthwatch North East Lincolnshire 01472 361459**

Email: [enquiries@healthwatchnortheastlincolnshire.co.uk](mailto:enquiries@healthwatchnortheastlincolnshire.co.uk)

Twitter/Facebook [@HealthwatchNEL](#)

Website: [www.healthwatchnortheastlincolnshire.co.uk](http://www.healthwatchnortheastlincolnshire.co.uk)

Suite 4, Alexandra Dock Business Centre, Fisherman's Wharf, Grimsby, DN31 1UL

### **Home Choice Lincs -**

Website: [www.homechoicelincs.org.uk](http://www.homechoicelincs.org.uk)

### **Homeless Team ( North East Lincolnshire Council)**

01472 326401

01472 355234 (Harbour Place)

01472 326296 option 1 (Homeless prevention team)

01472 326296 option 1 (Homeless tonight)

### **Linkage College 01472 372306**

Email: [info@linkage.org.uk](mailto:info@linkage.org.uk)

Website: [www.linkage.org.uk](http://www.linkage.org.uk)

The Bateman Orangery, Weelsby Campus, Weelsby Road, Grimsby, DN32 9RU



**MacMillan Specialist Palliative Care Nurses - 01472 250623**

Website: [www.careplusgroup.org](http://www.careplusgroup.org)

St Andrew's Hospice, Peaks Lane, Grimsby, DN32 9RP

**Mental Health Service User and Carer Independent Forum 01472**

**2333120 or 01636 894154 -**

**MIND - 01472 349991**

Website: [www.mind.org.uk](http://www.mind.org.uk)

73 Kent Street, Grimsby, DN32 7DH

**NAViGO - Carers Support (functional mental health)**

**01472 806800**

Email: [NAV.carers@nhs.net](mailto:NAV.carers@nhs.net) Website: [www.navigocare.co.uk/navigo-carers](http://www.navigocare.co.uk/navigo-carers)

**NAViGO - Admiral Nurses - 01472 302515**

Email: [NAV.admin-thegardens@nhs.net](mailto:NAV.admin-thegardens@nhs.net) Website: [www.navigocare.co.uk](http://www.navigocare.co.uk)

**NHS – Support and benefits for Carers -**

[www.nhs.uk/conditions/social-](http://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers)

[care-and-support-guide/support-and-benefits-for-carers](http://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers)

**North East Lincolnshire Carers Forum - 01472 242277**

Website: [www.careressupportcentre.com](http://www.careressupportcentre.com)

Email: [carersforum@careressupportcentre.com](mailto:carersforum@careressupportcentre.com)

**North East Lincolnshire Children's Services -**

**01472 326292 (option 2)**

**North East Lincolnshire Parent Participation Forum (for Parent Carers) 01472 242277**

Email: [nelppf@careressupportcentre.com](mailto:nelppf@careressupportcentre.com)

**North East Lincolnshire Young Carers Project**

01472 326294 option 3 then option 2 Email: [admin.yps@nelincs.gov.uk](mailto:admin.yps@nelincs.gov.uk)

**Northern Lincolnshire & Goole Hospitals NHS Foundation Trust**

**01472 874111** (Diana, Princess of Wales Hospital)

**01724 282282** (Scunthorpe Hospital)

**01405 720720** (Goole hospital)

Email: [nlg-tr-foundationtrustoffice@nhs.net](mailto:nlg-tr-foundationtrustoffice@nhs.net) Website: [www.nlg.nhs.uk](http://www.nlg.nhs.uk)

Enquiry form: [www.nlg.nhs.uk/contact/enquiries](http://www.nlg.nhs.uk/contact/enquiries)

**Patient Advice and Liaison Service (PALS) 0300 300 0500**

Email: [NEL-CCG.askus@nhs.net](mailto:NEL-CCG.askus@nhs.net)

Write to: Customer Care Team, North East Lincolnshire CCG, Municipal Offices, Town Hall Square, Grimsby, DN31 1HU

Website: [www.northeastlincolnshireccg.nhs.uk](http://www.northeastlincolnshireccg.nhs.uk)

### **Pensions Service (DWP)**

**0345 606 0265** (general questions)

**0800 731 0469** (for information on State Pension) or

**0800 99 1234** (for information on Pension Credit)

Website: [www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)

### **Samaritans**

**01472 353111 or 01472 116123**

Website: [www.samaritans.org/branches/grimsby](http://www.samaritans.org/branches/grimsby)

55 Alexandra Road, Grimsby, DN31 1RD

### **SCOPE**

**01472 346131**

Email: [helpline@scope.org.uk](mailto:helpline@scope.org.uk)

Website: [www.scope.org.uk](http://www.scope.org.uk)

84 Freeman Street, Grimsby, DN32 7AG

### **Single Point of Access** (24/7, including holidays)

Adult Social Care, Out of Hours GP, Adult Safeguarding

**01472 256256**

Website: [www.focusadultsocialwork.co.uk](http://www.focusadultsocialwork.co.uk)

Email: [focus@nhs.net](mailto:focus@nhs.net)

### **Stroke Association**

**07799436006/ 07717275829**

**0303 3033100** Stroke helpline

Email: [northeast.lincs@stroke.org.uk](mailto:northeast.lincs@stroke.org.uk)

Website: [www.stroke.org.uk](http://www.stroke.org.uk)

### **VANEL**

**01472 231123**

Email: [office@vanel.org.uk](mailto:office@vanel.org.uk)

Website: [www.vanel.org.uk](http://www.vanel.org.uk)

82 Grimsby Road, Cleethorpes, N E Lincolnshire, DN35 7DP

The Willows. 23 Bargate, Grimsby, DN34 4SS

### **Wellbeing Services (North East Lincolnshire Council)**

**01472 325500** or text 'Wellbeing' to 60060

Email: [wellbeingsservice@nelincs.gov.uk](mailto:wellbeingsservice@nelincs.gov.uk)

Website: [www.nelincs.gov.uk](http://www.nelincs.gov.uk)

# National Contacts and Information

## **Admiral Nursing Dementia Helpline (a Dementia UK service)**

This service offers free practical and emotional support and advice

**0800 888 6678**

Email [helpline@dementiauk.org](mailto:helpline@dementiauk.org)

## **Alzheimer's Society**

**0300 222 11 22** National Dementia Helpline

Website: [www.alzheimers.org.uk/im-caring-someone-dementia](http://www.alzheimers.org.uk/im-caring-someone-dementia)

## **Bereavement and end of life care (for parents):**

**Together for short lives**

**0800 8088 100**

Website: [www.togetherforshortlives.org.uk](http://www.togetherforshortlives.org.uk)

## **Bereavement advice and support (for single parents):**

**Gingerbread**

**0808 802 0925**

Website: [www.gingerbread.org.uk](http://www.gingerbread.org.uk)

## **Carers UK**

**0808 808 7777**

Email: [advice@carersuk.org](mailto:advice@carersuk.org)

Website: [www.Carersuk.org](http://www.Carersuk.org)

## **Gov.uk - Carer information** on a range of topics.

Website: [www.direct.gov.uk](http://www.direct.gov.uk)

## **Contact** (Formerly 'Contact a Family')

**0808 808 3555**

Website: [www.contact.org.uk](http://www.contact.org.uk)

## **Dying Matters**

Website: [www.dyingmatters.org](http://www.dyingmatters.org)

## **Euro Carers**

Website: [www.eurocarers.org](http://www.eurocarers.org)

## **Family Fund** - Grants to help raise disabled children (up to 17 years)

Website: [www.familyfund.org.uk](http://www.familyfund.org.uk)

### **Carers Trust**

Email: [info@carers.org](mailto:info@carers.org)

Website: [www.Carers.org](http://www.Carers.org)

### **Job Centre UK**

**0345 606 0234** (main number to find a job)

**0800 055 6688** (new benefit claim)

**0345 608 8545** (employment and support allowance)

Email: [info@jobccentre.uk.com](mailto:info@jobccentre.uk.com)

**Marie Curie** support line:

**0800 090 2309**

Website: [www.mariecurie.org.uk](http://www.mariecurie.org.uk)

### **National Autistic Society**

**0808 800 4104**

Email: [supportercare@nas.org.uk](mailto:supportercare@nas.org.uk)

Website: [www.autism.org.uk](http://www.autism.org.uk)

### **NHS – Support and benefits for Carers**

[www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers](http://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers)

**Revitalise** - provides short breaks/respite care and other services for people with disabilities or visual disabilities

**0303 303 0145**

Website: [www.revitalise.org.uk](http://www.revitalise.org.uk)

**The Royal British Legion** (for ex - servicemen)

**0808 802 8080** (all enquiries from 8am to 8pm, 7 days a week)

Email: [info@britishlegion.org.uk](mailto:info@britishlegion.org.uk)

Website: [www.britishlegion.org.uk](http://www.britishlegion.org.uk)

**Turn2us** – Practical help for people who are struggling financially

**0808 802 2000** (9am – 5.30pm Monday – Friday)

Website: [www.turn2us.org.uk](http://www.turn2us.org.uk)



**For additional copies of the Carers' Guide please  
contact the North East Lincolnshire Carers'  
Support Service on 01472 242277**

**You can also download the guide from  
[www.northeastlincolnshireccg.nhs.uk](http://www.northeastlincolnshireccg.nhs.uk)  
[www.nelincs.gov.uk](http://www.nelincs.gov.uk) or [www.carerssupportcentre.com](http://www.carerssupportcentre.com)**

**If you need this information in another format, please  
contact North East Lincolnshire Carers' Support Service**



**North East Lincolnshire  
Carers Partnership**



**North East Lincolnshire  
Clinical Commissioning Group**