

About this guide

Do you provide unpaid care for a family member, friend or neighbour? Do you provide

- Practical Support
- Help with Medication
- Physical Health
- Emotional support
- Personal Care
- Help with Finances

Is the care you give unpaid?

Do you need some information and support to help you in your role as a carer?

If there is anything in this guidance that you do not understand, please speak to your health or social care worker using the contact details provided at the end of the guide.

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1. Am I a Carer

A Carer is anyone, including children and adults, who look after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid.

2. How do I get support as a Carer?

If you provide unpaid care for an adult family member or friend, you might need support to help you look after your own health and wellbeing.

The Council's Adult Social Care Department can arrange for an initial assessment of your needs to help you continue in your role as carer, even if the person you care for does not receive care and support from us. You can request your free assessment by contacting the Council's Adults Access Team on 01642 771500. Alternatively, if you would prefer you can contact one of the organisations, we (the Council) commission to provide our Adult Carers Information and Support Service, (contact details are provided in Table 1 below) to carry out the initial assessment for you.

3. Do I have to live in Redcar and Cleveland to get support?

No, as a carer you do not have to live in the borough as long as the person needing care and support lives in Redcar & Cleveland.

4. What happens after my initial assessment?

Following an initial assessment, if it is agreed that you need further support from the Council, your details will be passed to an Adult Social Care Practitioner to carry out a full carer's assessment. The assessment looks at the impact the caring role has on your wellbeing and the type of support you may need. A plan will then be developed to help with your needs.

If your assessment indicates that your needs can be met in the community, you will be referred to one of the organisations we

commission to provide Adult Carers Information and Support Services (as detailed in Table 1 below).

Table 1: Carer Support Services

Organisation	Website	Teleph one No.	Email
We Care You Care	We Care You Care - Help and support for all carers living across the South Tees area We Care You Care		Hello@wecareyou care.info
Carers Together	Contact – Carers Together	01642 488977	info@carerstogether-rc.org.uk
Teesside Mind	Home (teessidemind.org.uk)	01642 257020	info@teessidemind.org.uk
The Junction Foundation	About - The Junction Foundation	01642 756000	info@thejunctionfoundation.com
Age UK Teesside	Age UK Teesside Contact us	01642 805500	info@ageukteesside.org.uk

5. What type of support is available?

The Adult Carers Information and Support Service can provide you with a range of support including, but not limited to:

- Help completing forms or signposting to someone who can help
- Advice and Practical Support
- Advocacy
- Legal support through signposting
- Access to one-to-one support and groups and activities in the community
- Dementia Advisory Outreach Service
- Welfare Rights Advice
- Employment and Education

- Parent Carers
- Hospital based support

Carers Emergency Card this service is delivered by Beyond Housing - The card offers contingency measures for the cared for person in the event of an emergency involving the unpaid Carer which results in a breakdown of the caring role.

6. What about support for young carers?

Young Carers Information and Support Service (YCISS), delivered by The Junction Foundation– The primary aim of the Young Carer Support Service is to provide a comprehensive information, advice and support service to any children or young people under the age of 18 who are caring for adults or siblings.

This service will also deliver on our Transition agenda in collaboration with Carers Together, ensuring young adult carers are enabled to make positive transitions between the ages of 15-25.

A Young Carers Passport has been co-produced with the Young Carers who are supported through our YCISS. www.thejunctionfoundation.com.

7. What if I care for a child and need support?

If you are a carer for a child with a disability or with support needs, help may be available through the Council's Children and Families Service, you can contact them on 01642 771500. Support is also available from Carers Together through our Parents Support offer and through Teesside Mind, contact details are provided in Table 1 above.

8. What if I would like to find services myself?

Alongside the Adult Carers Information and Support Service, we have also commissioned We Care You Care (WCYC), this is an information platform that is designed to enable Carers to make informed choices and is designed to signpost Carers to the most relevant support

services available. This approach allows for a more person-centred approach by allowing you to choose your own providers and access to information at any time of the day or night. All the commissioned and non-commissioned services across South Tees and how to access them can be found here.

The Council and the Adult Carers Information and Support Services can also provide information on services and activities which are available to everyone in your community. These include things like leisure activities, lunch and social clubs and services such as 'handyman', cleaning or befriending (someone to keep you company). You may have to pay for some of these services although some will be free.

All the Adult Carers Information and Support Service providers hold a directory of support groups and activities that may be of interest to you, to access this information you can contact them directly.

Contact Details Adult Social Care	
Directorate of Adults & Communities Adult Social Care Redcar and Cleveland Borough Council Seafield House Kirkleatham Street Redcar Yorkshire TS10 1SP	Telephone: 01642 771500 Email: contactus@redcar-cleveland.gov.uk Website: www.redcar-cleveland.gov.uk Sign Video App (for BSL users)
Office hours: Monday to Thursday: 8.30 am - 5.00 pm and Friday: 8.30 am - 4.30 pm.	
If you need help in emergency when our offices are closed, you can contact the Emergency Duty Team: 01642 524552.	