

# Supporting Carers in Essex

A single source of help and advice for all unpaid carers from 1 April 2015

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## **What is Supporting Carers in Essex?**

Supporting Carers in Essex is a partnership of registered charities working together to support unpaid carers of all ages across Essex. It provides a single contact point for carers via a single telephone number or email address and a central point of reference for professionals.

## **Who is it for?**

Any unpaid carer looking after someone who lives in Essex who needs support

## **What partner organisations are involved?**

Led by Action for Family Carers, the partnership brings together:

- Essex Carers Support
- Caring for Harlow Carers (merging with Action for Family Carers from 1 April 2015)
- Crossroads Care Tendring & Colchester
- Crossroads Care Braintree District & Chelmsford
- Crossroads Care East Anglia
- Carers Trust Epping Forest, Harlow, Havering & Redbridge - Crossroads Carer Services
- Crossroads Care Brentwood & Basildon.

## **What services will be available?**

Services detailed below are for carers aged over 18 years, unless specified and will be available from 1 April 2015

### **Adult carer community-based support, delivered by phone, home visits and peer –led support groups providing;**

- Practical and emotional support, information and signposting
- Crisis and contingency planning
- Carers training
- Volunteer-led counselling

### **Hospital carer support, in all acute hospitals in Essex (phased in during 2015)**

- Providing practical and emotional support for carers when the cared for person is admitted to hospital
- Working with discharge teams to make sure discharge package in place

### **Macmillan carer support of people at end of life, provided in partnership with Macmillan Cancer Support (phased in during 2015)**

- Practical and emotional support service for carers looking after people with a terminal diagnosis or at end of life
- Delivered by home visits, over the phone and regular drop-ins in each of the acute hospitals in Essex and community hospitals

### **Carers Rapid Response service – providing breaks for carers in crisis**

- Support for carers experiencing exceptional difficulties or waiting to have a carers assessment
- Taking care of their cared-for in or out of the home, depending on carer preference.
- A short term response, offering up to 48 hours of care (up to 4 hours per session) over a period of up to 12 weeks

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## **Young carers secondary school-based support for carers aged 11 to 18 (phased in during 2015)**

- Practical support, information and signposting and individual emotional support, identifying issues relating to their caring role that are affecting their education.
- Working with staff and governors to raise awareness of young carer issues

## **Young adult carers transition support for carers aged 16 to 24, delivered through one-to-one support sessions and group drop-ins**

- Identifying issues relating to their caring role and providing practical and emotional support as they move into adulthood.
- Personal development such as basic cooking skills or managing personal finances.
- Working with colleges and universities to raise awareness of young adult carer issues.

## **How do carers access the service?**

Call single phone number 0300 7 70 80 90

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

Coming shortly - online referral form.

## **What are the hours of operation?**

The telephone line will be available Monday to Friday, 9am – 4.30pm

If a carer is ringing about the Rapid Response service, this service is contactable from 7am to 10pm, 7 days a week. The office hours telephone number will let the carer know who to contact.

Due to the nature of the support for carers, we are not always available to give an immediate response. In situations such as this we aim to follow up within 3 working days for all services, except Rapid Response, where initial contact will be made within 48 hours.

## **What's different about Supporting Carers in Essex?**

- Single point of contact for all carers, with one phone number and email address
- Carers details will be recorded on the first conversation, saving the need to repeat their story

## **What do we not do?**

- We are not an emergency service
- Formal advocacy for carers is provided through Essex Advocacy, a separate partnership of local and national organisations including Action for Family Carers and Essex Carers Support.
- Some condition specialised support which may be needed after initial more general support
- Young carer clubs are provided through separate district-level contracts with Essex County Council and may be delivered by other partner organisations in some areas

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Funded by Essex County Council and the NHS working together