

Carer Support in Wolverhampton

Information for
Informal Carers



wolverhampton.gov.uk

Carer Support in Wolverhampton

Are you a Carer?

The Care Act 2014 defines a Carer as “an adult who provides or intends to provide care for another adult (“adult needing care”). The Act also simplifies, consolidates and improves existing legislation; “putting carers on an equal legal footing to those they care for and putting their needs at the centre of the legislation”.

What support is available for me as a Carer?

The Carer Support Team provides practical and emotional support as well as information and advice for carers. Our support worker will complete a Carers Assessment with you as the carer and this will help to identify your needs and the outcomes that you wish to achieve. We offer the following support:

- Duty Officer available at the Carers Centre
(see back of leaflet for opening times)
- Carer’s Emergency Card
- Training for Carers, for example First Aid Training
- Information, Advice & Guidance
- Emotional support for example via support groups and forums
- Referrals & signposting to relevant agencies and sources of support
- Benefits advice and support.

Information, Advice & Guidance

Carers often do not have time to find out the information that they need or know where to go to find it. The Carer Support Team provides relevant, up-to-date Information and advice on a regular basis. This may be about changes to legislation, information about relevant events and activities and access to other support that may help meet your needs.

You can access this information via:

- Carers Centre
- City Carer magazine
- Monthly news bulletins
- Wolverhampton Information Network (WIN)
- Events and workshops organised by Carer Support.

Carers Emergency Card

On completing a Carers Assessment, your Carer Support worker will offer you a Carer's Emergency card. This credit-card sized card will identify that you have a caring role and provides peace of mind. The team works closely with organisations and businesses in Wolverhampton to raise awareness of carers and to support them in their caring role.

Carer Training

Carers often identify that they would like training to support them in their caring role or to recognise their skills as a carer. Some of the examples of the training that we have provided is First Aid Training, IT Training, Safeguarding awareness and Care Act Training. If, as a carer there is training that you feel would be useful for you please get in touch with team and we can either signpost you to an appropriate course or if there are enough requests, arrange for a training session.

City of Wolverhampton Council's Learning and Development offer carers the opportunity to access online training via the Learning and Development Hub. To access this training hub you will be given a log in and password to enable you to access the Hub. For more details contact Carer Support.

How to request a Carer's Assessment

This booklet includes a short questionnaire, designed to help you to describe your current situation as a carer and to think about the challenges that you face. It will help you focus on the aspects you would like to discuss further in your Carers Assessment.

Your answers will help us to:

- Prioritise your assessment
- Focus your mind on your caring role
- Allow your support worker to come prepared with relevant information to your assessment.

To start the process, please complete the enclosed form and return it to the Carers Centre.

Self-Directed Support

As a carer, a personalised approach should be applied to meet your needs. This will mean that you have flexibility, choice and control over how, when and where support is provided. Therefore we aim to ensure that you have access to information, advice and signposting to offer you choice and control and we also aim to ensure that you are fully involved in your assessment.

Safeguarding Adults

Safeguarding is the term used to describe how adults who may be at risk because of their individual circumstances are helped to keep safe and protected. Carers play an important role in helping to identify abuse or neglect and sometimes carers can be at risk of harm or mistreatment themselves. In these cases services work with carers to help them raise their concerns, and provide practical and emotional support.

*For more information about safeguarding or if you are worried or concerned about someone you know or if you feel that you are at risk you can contact the **Adult Safeguarding Team on 01902 551199**. Out of Office hours, contact the **Emergency Duty Team on 01902 552999**.*

Where can I find out more about Carer Support?

Carer's Centre, Blossom's Fold, Off North Street
Wolverhampton WV1 4HJ

Telephone: **01902 553409**

Email: **carer.support@wolverhampton.gov.uk**

Website: **www.wolverhampton.gov.uk/carers**

A duty officer is available to talk to from Monday to Friday from Monday to Friday 9am till 5pm (4.30pm on a Friday).

*For a range of well-being information and advice visit Wolverhampton information network (WIN) at **www.wolvesnet.info***

wolverhampton.gov.uk 01902 551155

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