

Carers
First



Merton
Carers Service



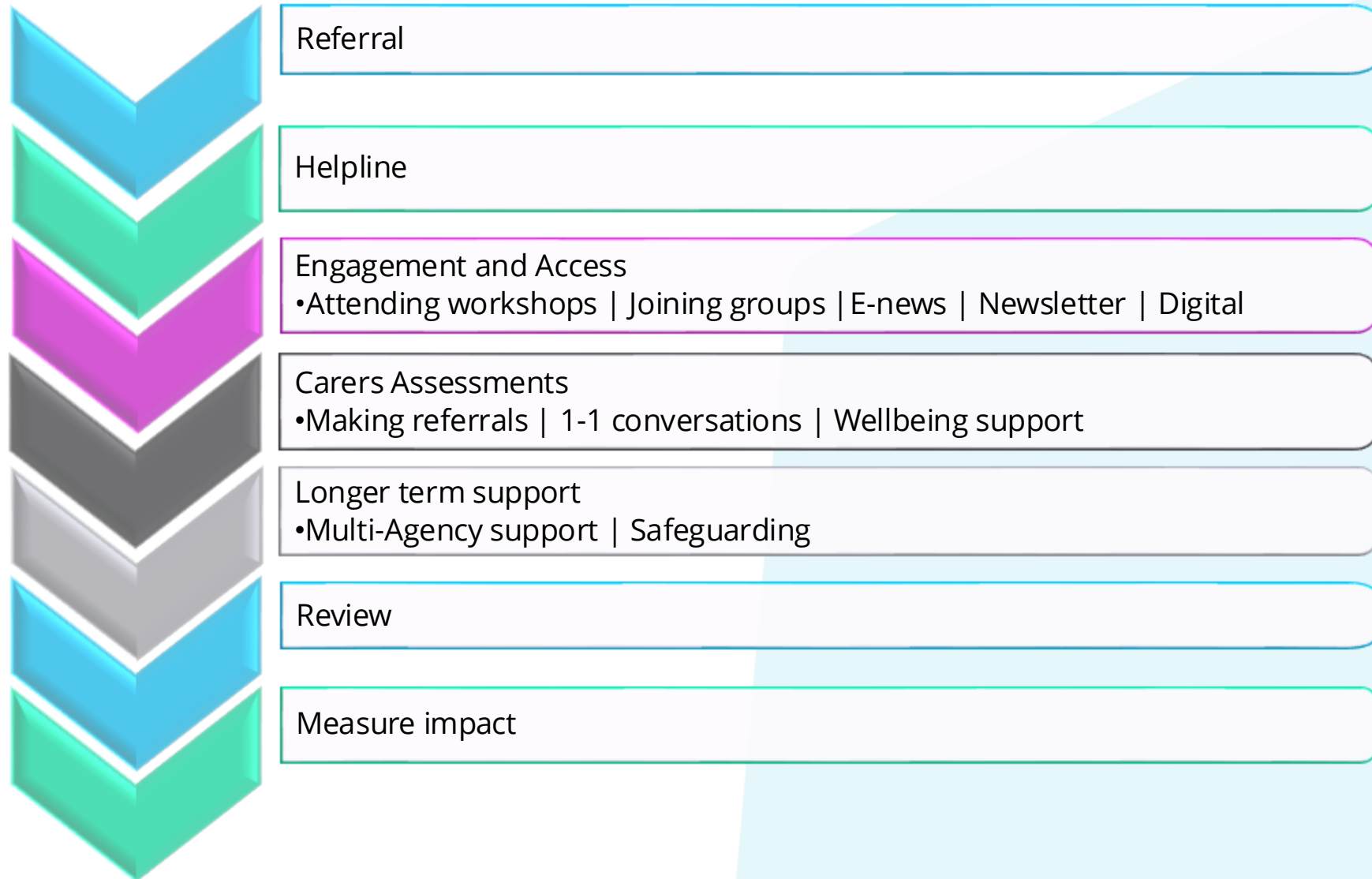
About Carers First

Carers First works directly with, and for, thousands of carers, providing personalised information and tailored support in the way that suits them: online, on the phone, or face-to-face in their local community.

With the help of our supporters and volunteers, we can continue to be there for carers, helping them find balance, and to live their lives to the fullest - today, and for years to come.



Carer Journey



Carer Service



Referral

- **Self referral**

Carers can refer themselves by calling
Our helpline 0300 303 155
or by completing our [online form](#)

- **Professional referral**

Professionals can refer into the service
By completing our [online form](#)

Get support for yourself:

Adult carer: Get support for yourself →

Use this form to get support for yourself if you are an adult carer.

Young carer: Get support for yourself →

Use this form if you are a young person aged 13 in Medway or Newham, or aged 16-17 in Lincolnshire.

Get support for someone else:

Professional: Refer an adult carer to us →

Use this form if you are a professional and would like to refer an adult carer to us

Professional: Refer a young carer to us →

Use this form if you are a professional and would like to refer a young carer to our project in Medway or Newham.

Professional: Rapid Support/Brokerage Referral →

Use this form if you are a professional making a rapid support/brokerage referral in the Dartford, Gravesham or Swale areas.

Family/Guardian: Refer a young carer →

Use this form if you are the parent / guardian of a young carer and would like to refer them to our project in Medway or Newham.

Carer Service



Making connections

•Building relationships | Establishing need | Accessing local assets

- Helpline
 - Identification of Carers immediate need.
 - Provide information, advice and signposting.
 - Carers emergency plan
 - Refer to community support staff.
 - Welcome pack

Helpline Service

Ann-Marie Shepherd
Helpline Manager



Meet the Helpline

- The Helpline team has specialist skills covering Mental Health, Dementia, Autism, Learning and Development, Older Person Care, Young Carers, and YACS, with many staff also working carers.
- There is a great teamwork ethic and staff use their active listening skills and empathy to support carers.
- The Helpline was a finalist at the National Helplines Partnership Awards in 2022 and 2023.



First point of contact

- The Helpline is the first point of contact for all carers and professionals with the main methods of contact via:
 - Telephone
 - Website
 - Emails
 - Webchat (new platform from Autumn 2024)
- Helpline Carer Support Advisers (CSAs) process referrals, triage and assess all support needs providing immediate IAG, signposting, and referrals to partner organisations including Social Services and other voluntary sector organisations.

First point of contact continued

- This reduces waiting times for the carer and if additional support or engagement is identified, they are referred onto community teams.

Health and Social Care ❖ Hospitals ❖ Secondary Schools and Colleges ❖ Social Prescribers Carers First ❖ Carer Support Services ❖ GPs ❖ Carers

Conversation 1

Helpline

- Single point of access
- Telephone
- Email
- Webchat
- Referrals
- Carers Conversation including action /emergency Planning.
- Building on strengths
- Person-centered approach
- Outcome focused.
- Motivational Interviewing
- Programmes of Support / Carer Training Programmes

Connecting you to sources that will help you.

Universal Services, Support Groups, Social opportunities, E-Bulletins and newsletters, Website resources, Training

- ❖ Community Support
- ❖ Statutory Support
- ❖ Befriending

Local Partnership Working

Conversation 2

Helpline / Community CSA's

- Wellbeing Assessment / proportionate assessment and Carers Star
- Action /Emergency Planning
- Statutory Support

What help can be provided?

- Carer Grants / One-off payments
- Referrals to other services
- Benefits Support
- Training / Programmes of support
- Befriending/ Counselling
- Young Carer Transition
- Hospital Discharge Planning
- Palliative Care Planning

Carer Star and Statutory reviews

Conversation 3

Community CSA's

- Statutory Carers Assessments and support
- Support Planning (future and supporting present)
- Long Term Support
- Whole Family Approach

How we can help you mobilise support.

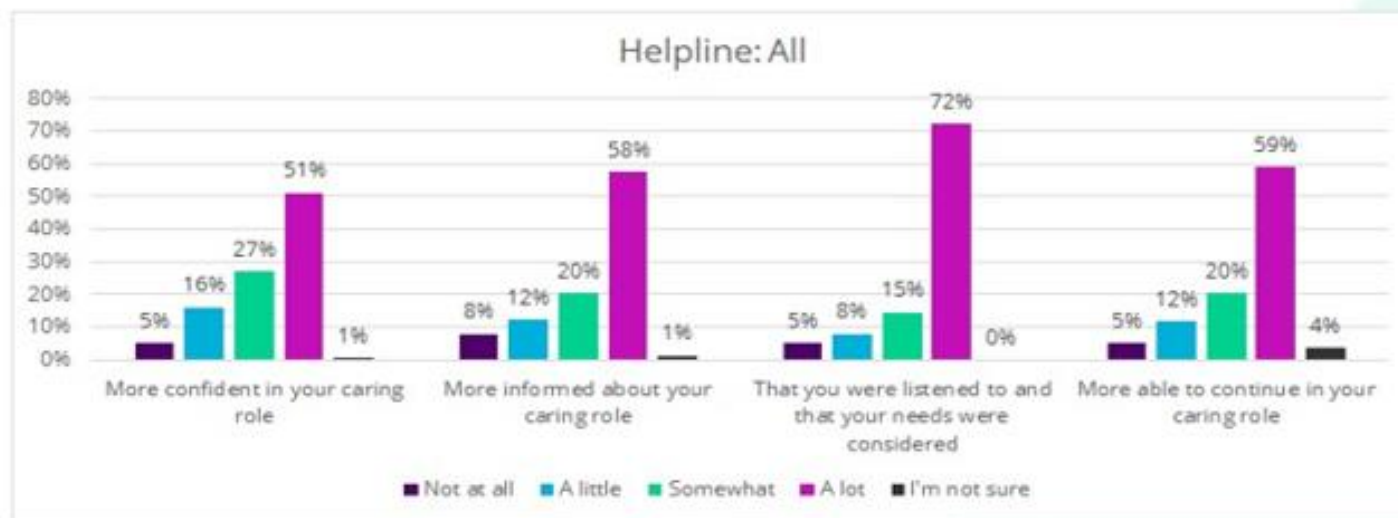
- Respite
- Personal Budgets
- Direct Payments
- Long Term Care planning
- Befriending
- Carer Support reviews

What carers say about the Helpline

- Quarterly carer survey – Q3 feedback showed a steady 70% of carers have felt supported and heard with their needs met by the Helpline team across all localities.

Question level results (all areas) - Helpline

The figure below shows the results for the helpline questions, all areas combined. The most positive result is in relation to the extent to which carers feel listened to, with 72% of carers responding with 'A lot'.



Carer Service



Engagement and Access

•Attending workshops | Joining groups | E-news | Newsletter | Digital

- Website
- Enews, What's on guide, Newsletter
- Carer support groups
- Carer learning
- Wellbeing activities

5.7 million
in the UK

15,925
carers in Merton

£162 billion
saving to the UK
economy



Carers First Merton

If you're an unpaid carer supporting someone in Merton, we're here to help with [online help and advice](#), as well as 1-2-1 practical and emotional support. Remember, you don't have to wait until crisis point before asking for help - the earlier you ask, the bigger difference it can make.

Help and advice

Carers First

Help & advice

Young carers

For professionals

Get involved

Local support

Q

Donate

Help and advice topics

Carer's assessments

Caring for someone with...

Everyday tasks

Financial support

Legal matters

Looking after yourself

Planning ahead

Support entitlements

Working and caring

Young carers



Staying well as a carer

When you are a carer, looking after your own physical health often takes a back seat. We provide ideas for quick and easy ways to help you stay fit and well.

Looking after yourself



How your relationships can change when you become a carer

The relationships you have with the important people in your life may well change when you become a carer. We give some advice for navigating these changes smoothly.

Looking after yourself

Carer situations

I'm caring for someone who...



has dementia →



is frail and elderly →



has a learning disability or is autistic

Carers First

Carer Activities



Monthly
20
JUN

Online Event

Care2Relax Chair Pilates

Online

2pm - 2:45pm

Physical activity Health and wellbeing



Monthly
26
JUN

Online Group

Working Wednesday

Last Wednesday of the Month

7pm - 8pm

Support groups



Event
27
JUN

In person Event

Coffee and Conversation

Canons House, Mitcham, CR4 4HD

2pm - 3:30pm

Social events



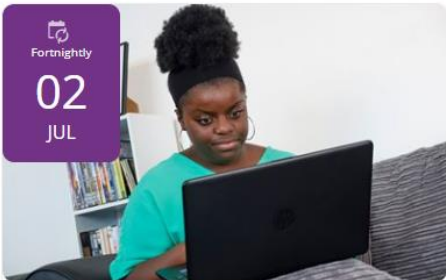
Monthly
01
JUL

Online Event

Care2Relax Pilates

Online

4pm - 5pm



Fortnightly
02
JUL

Online Group

Young Adult Carers Chill and Chat

7pm - 8pm

National Databank

To qualify, a carer must be:

- Aged 18yrs or over
- Live in a low-income household

And qualify in at least one of the following statements:

- Has no access or insufficient access to the internet at home
- Has no or insufficient access to the internet when away from the home
- Cannot afford their existing monthly contract or top up



National Databank

Network provider	Data type	Data / Sim
Virgin media / O2 – AWAITING STOCK	20GB data, free calls and texts for 30 days (can be issued for 1 – 12 months)	Data vouchers (compatible with O2 Pay As You Go SIM cards)
Vodafone	40GB data, free calls and texts for 30 days (renews automatically for 6 months)	SIM cards arrive loaded with data
Three	24GB data (only), one off provision, not time bound	SIM cards arrive loaded with data

Carefree breaks

- Carers First is a referral partner
- Turn vacant accommodation into rooms for carers
- Staff can refer carers for one break per calendar year (only need referring once)
- Referred 919 carers
- 167 breaks taken
- 85% carers felt able to cope with their caring role after their Carefree break
- 95% saw an improvement in their wellbeing

(Crewe Hall)



Every carer has access to a break



- 1-2 nights stay, bed and breakfast
- Selection of hotels and dates across the UK
- Must care 30+hrs
- Be registered with Carers First (can self-refer)
- Be able to organise own transport, any sitting service and cover food
- Cannot take the cared for; can take a companion or go alone – have to share a room

(London Marriott)

Process

- Carers First refer a carer to Carefree
- Carer receives link to Carefree Booking Hub
- Once referred carer can book immediately or at a time that suits
- View availability (hotels and dates and rooms) – changes daily
- Pay £33 to Carefree at time of booking
- Reminder from Carefree – book for 2025
- If don't book can still take future breaks

LONDON CARERS GET 2ND BREAK IF BOOK BEFORE END JUNE 2024

Short hotel breaks for unpaid carers!



The Mill Hotel and Spa Chester

- 2 nights stay
- Went on my own
- Buffet breakfast was included
- Double room
- Swimming pool, gym, sauna, jacuzzi
- Town centre location
- Free car parking



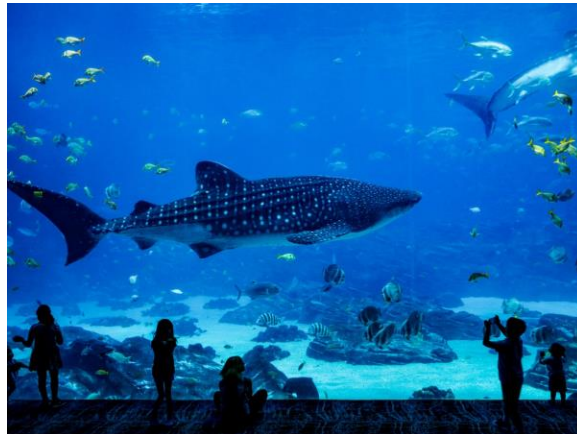
Carers feed-back

It was a lovely hotel, we had a great breakfast and the staff were excellent. We both came home feeling refreshed. I would definitely recommend taking advantage of this opportunity and tell people not to be put off if they can't find anything suitable when they first look on the website.

Carers days out directory



- Discounts and cheap days out for carers
- Search our Days Out directory to find free or discounted entry at loads of local family attractions, theme parks, historical sites, parks, museums, wildlife parks and more.
- London Eye, Tower of London, London Zoo, Sky Gardens....
- [Discounts and cheap days out for unpaid carers | Carers First](#)



To register

Yvonne Dawes

07776 769286 LDCarers.support@mertonmencap.org.uk

Karen Johnson

Trusts and Foundations Fundraiser

07702 882 658 karen.johnson@carersfirst.org.uk

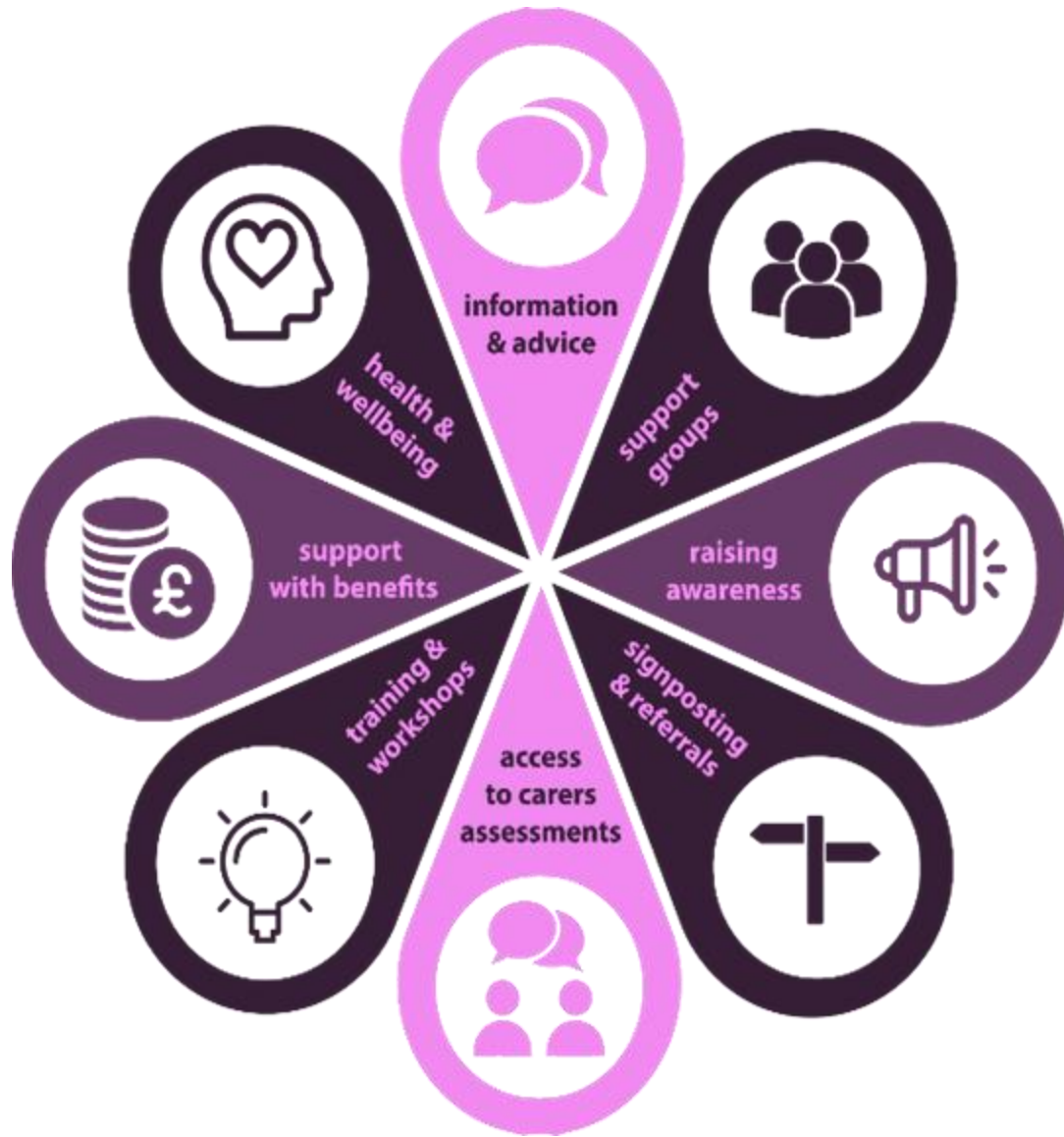
Carer Service



Personal action plans

•Making referrals | 1-1 conversations | Wellbeing support

- 1:1 support with our community staff.
- Carers Assessment, to identify what's required to support the carer in their caring role and reduce the impact.
- Support plan created with the carer to meet the outcomes identified in the Carers assessment.
- Carers emergency plan
- Referrals to other services



Our dedicated team are here to understand the specific need of the adult carer and provide them with regular support. We aim to equip them with skills to enable to them carry on caring whilst maintaining a good life balance.

We will talk through the Carers situation and tailor a programme of support according to their needs, in **one or more** of the following areas:

- Caring role
- Managing at home
- Time for yourself
- How you feel & Wellbeing
- Finances
- Work

We continuously work with carers and volunteers to develop new services.

Carer Service



Longer term support
•Multi-Agency support | Safeguarding

- Referral to adult social care
- Referral to safeguarding
- Referrals to other community services
- Support to prevent carer breakdown.

Carer Service



Review

- Support plans are reviewed between 6-12 weeks.
- Check-in and Chat
- Annual review

Yvonne Dawes
Merton Mencap Carers
Advisor

Carers of Adults with
LD and/or Autism



How can I help?

- Provide you with information/advice/guidance tailored to your unique role as a carer to an adult with a learning disability and/or Autism.
- Offer you a Carers Assessment Appointment for a longer chat about all the ways in which your caring role may be affecting your daily living.
- Act on what you have told me and create a 'Support Plan' that is unique to your needs.



Examples of support accessed through Carers Assessment

- Refer to money saving support (Carefree, Carers Trust Grants, Food Delivery)
- Fast track Citizens Advice appointments for welfare benefit checks/debt advice
- Refer carers to Carers Groups/Activities in the Merton or emotional support.
- Refer carers to Mencap Caseworker for advocacy support



Examples of support accessed through Carers Assessment

- Refer your 'cared for' person to services to lessen caring impact on your life.
- If eligible, recommend funding for sitting/cleaning service to Merton Council
- If eligible, recommend financial support 'Carers Discretionary Grant'



How to request a Carers Assessment

- Contact Merton Mencap ldcarers.support@mertonmencap.org.uk
020 3963 0599
- Carers First Helpline 0300 303 1555

Your 'Carers Assessment' can take place over the phone, at home, or at Merton Mencaps head office in Morden.

Yvonne Dawes

LD Carers Advisor/Assessor

Mobile: 07776 769286

LDCarers.Support@mertonmencap.org.uk





Young Carers

What support is available?

- Targeted 1 to 1 support held within schools for the most vulnerable young carers
- A term time programme of activities
- A half term programme of activities
- Webinars, videos and case studies
- Termly e-Newsletters



Young Carers Website pages



Staying well as a young carer

We have put together a summary of things you can do to stay well as a young carer and also some tips about how to fit them in around your caring role.



Taking breaks as a young carer

Taking breaks as a young carer can be hard but it is very important. We give advice about the types of breaks you should take and how to arrange respite care.



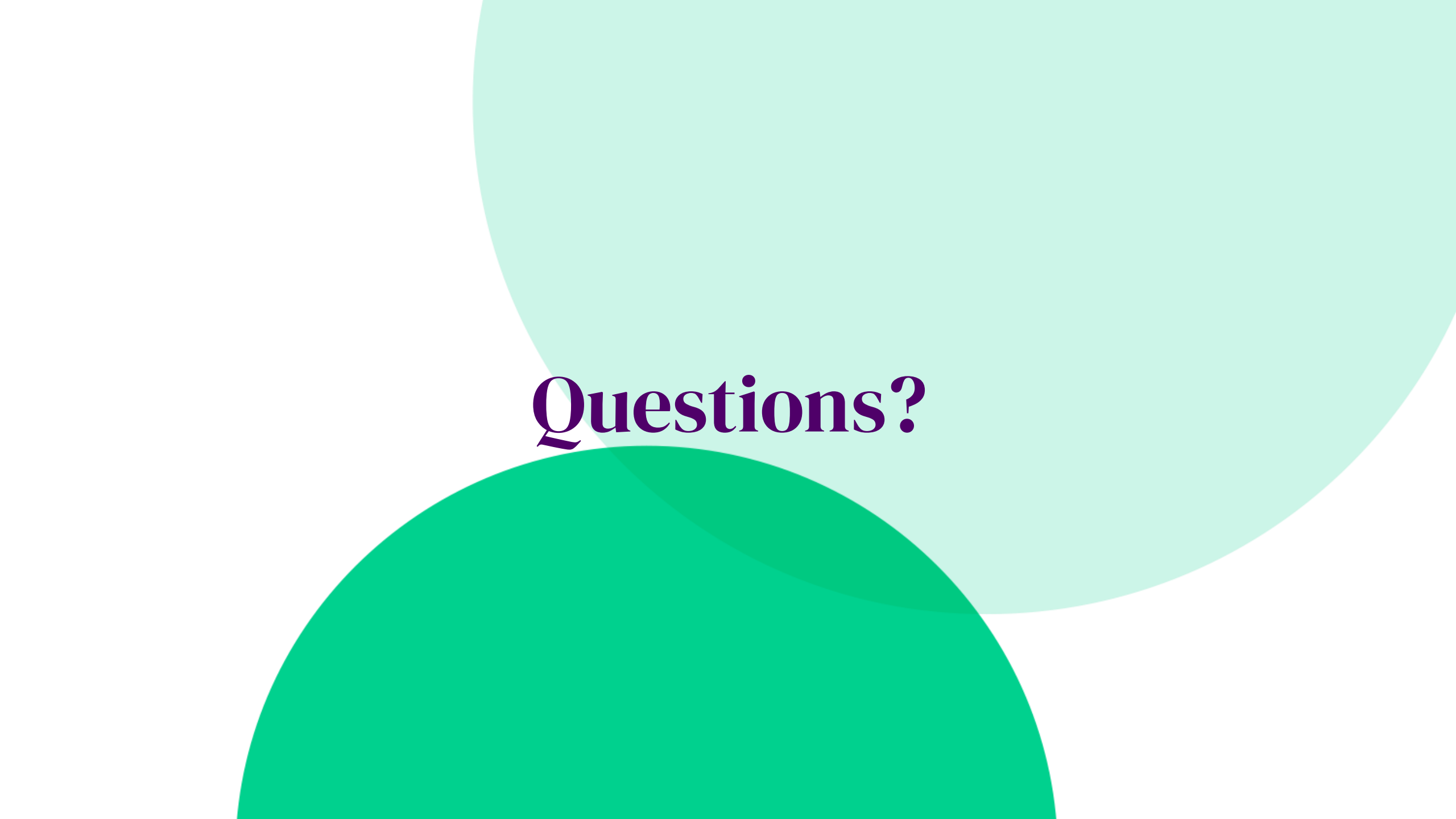
Managing difficult emotions as a young carer

Being a young carer can bring up lots of difficult emotions, including anger, frustration and guilt. We provide some advice to help you manage these emotions.



Getting help at school or college as a young carer

It can be tough balancing being a young carer with still doing well at school or college. We give advice for ways you can do both successfully.



Questions?