

Making the Difference for Carers

Booklet of Services
for Birmingham Carers



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This booklet is available in large print upon request.





Sign up to our Enews

For regular updates on carer-related information, activities and opportunities across Birmingham, email us or sign up using the web address below



news@birminghamcarershut.org.uk



forwardcarers.org.uk/enews



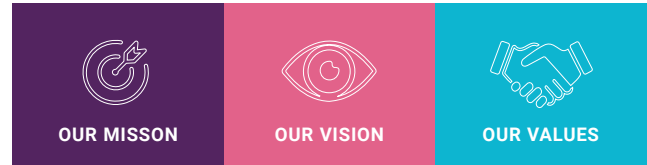
Who are Forward Carers?

Forward Carers delivers Birmingham Carers Hub, a partnership of not-for-profits, funded by Birmingham City Council, BSOL CCG and Birmingham Children’s Trust.

Forward Carers is a West Midlands based Carer and family support organisation. We pride ourselves on making a real difference to the lives of people caring for an elderly frail, sick or disabled family member through working in partnership. As well as offering support to Carers direct, we also advise and support organisations such as public body commissioners, providers and employers, in the following areas: Statutory Carer Assessment, Resource allocation and Direct Payments; Outcome focused consortium, partnership or prime-contractor models; Case management systems; Carer quality of life tracking; Marketing including website design, digital marketing including growing online capability; Carer health facilitation, Corporate wellbeing.

We are an award winning social enterprise and committed to the Birmingham Business Charter for Social responsibility.

As a Carer-friendly employer, we take our responsibilities to our staff seriously and have been awarded the Working for Carers outstanding accreditation.



Our mission is to improve the physical and mental wellbeing of Carers, young and old, including parent Carers, so that families stay healthier and happier together, for longer.

Our vision is a world where Carers are happy and healthy and have the skills and knowledge to carry out their caring role. Carers will be able to fulfil their potential and their ambitions in life and work. The caring role will be recognised for its valuable contribution to society.

Our values underpin everything we do.

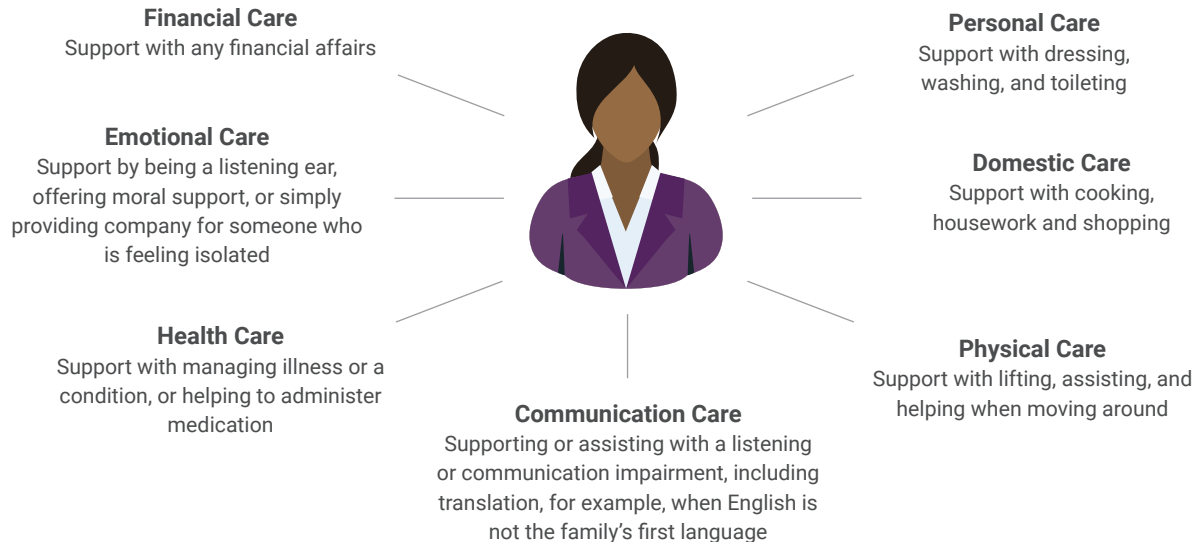
- Fulfilling-potential** Improving Carer wellbeing to fulfil their potential
- Family-centred** Placing Carers, families and their networks at the heart of what we do
- Impact-driven** Making a real difference to Carers and their families
- Trusted-partner** Working with others to make communities ‘Carer-friendly’

What Carers Do

A Carer provides physical, social or emotional support to sick or disabled family members or friends, it is a voluntary role.

Each caring role is unique, and may encompass a range of tasks and responsibilities.

The role of a Carer might include, but is not limited to, the following:





Birmingham Carers Hub

Funded by Birmingham City Council, BSOL CCG and Birmingham Children's Trust, Birmingham Carers Hub is a partnership of organisations that work together to provide a range of free support and services tailored to Carers' needs. Our core offer includes Carer Assessments, Advice and Information, Carers Emergency Response Service (CERS) and Carer Training. Our partners offer a range of services, you can read more about these in Our Partners section.

Get In Touch

Get in touch with one of our friendly team on the details below to register and / or discuss your caring situation. In some situations, we can arrange to come out to meet you at various locations throughout Birmingham.

 0333 006 9711

 birminghamcarershub.org.uk

 info@birminghamcarershub.org.uk

Our Core Offer

Our support and services are available to Carers in Birmingham.

Information and Advice

The Information and Advice service is available for anyone caring for a friend or family member within Birmingham. This service can be accessed by telephone, email or via outreach sessions at various locations throughout Birmingham. Please visit our website or get in touch to find out more.

Our specialist team can provide advice and information on:

- One to one support – from assisting with welfare entitlements to counselling
- Accessing grants and Carer breaks (subject to availability)
- Carer Emergency Response Service – CERS
- Training for Carers
- Carer support groups
- Wellbeing provision, for some 'me-time' away from caring
- Out of school activities for children with additional support needs
- Signposting to other agencies who can assist Carers
- Online communities through Facebook and Twitter

We work with our partners and Birmingham City Council to provide a range of free support and services tailored to Carers' needs.

Helpline Opening Times

Mon, Tues, Thurs & Fri: 8.45am-5pm

Weds: 8.45am-6.45pm

Working in Partnership



Birmingham Buddhist Centre



怡明耆華人社區中心
CCC-B Chinese Community Centre - Birmingham



Improving life after brain injury



The voice of learning disability



Carers Assessments

If you care for an adult in Birmingham and caring has a major impact on your life, you can talk to Birmingham Carers Hub about the help and support you may need. This is called a Carer's Assessment which Birmingham Carers Hub undertakes on behalf of Birmingham City Council. There is no charge for the assessment and currently no charge for any support you may be allocated.

Your assessment gives you the chance to discuss your needs. You may be offered the following support and services:

- Information, advice and support from us or Carers' organisations
- Welfare entitlement support
- Referral to other specialist groups which provide expert advice and support about health, housing, benefits, employment, education, training and leisure opportunities
- Referral to Carers' support groups
- Registration for Carers Emergency Response Service (**CERS**)
- Training for your caring role
- In certain circumstances, counselling or practical assistance to support you in your caring role

If you care for a child with a disability, Birmingham Carers Hub can offer you a Wellbeing Check and talk to you about the support we offer.

To request a Carers Assessment or Wellbeing Check, contact us on:

 **0333 006 9711** (low call rate)

 **info@birminghamcarershub.org.uk**

If you are a Carer under 18 years, it is important that your needs are looked at too. You can contact Spurgeons who offer support to young Carers:

 **0121 638 0878**  **birminghamyc@spurgeons.org**

Training for Carers

We understand that in your caring role you may encounter situations you don't feel prepared for. As your role changes, the skills you need to carry it out may change too.

Our two free training courses– First Aid for Carers, and Moving and Handling the Person You Care For - will give you the skills you need to carry out your role safely and with confidence. Both courses are suitable whether you care for an adult or child. To find out about all our free training opportunities and to book your place call:

 **0121 442 2944**

 **training@birminghamcarershub.org.uk**

Activities and Events for Carers

Birmingham Carers Hub partners and carer-friendly organisations across Birmingham offer a wide range of events and activities around the city. Most events are free or heavily discounted for Carers. There are opportunities to meet new people, to share experiences with like-minded people, to get some time out of the house and to take part in activities you enjoy. You can find out about the opportunities on offer on our regularly updated Events Calendar at forwardcarers.org.uk/events

Online Support

On our website, you will find useful information on how to look after yourself and manage your caring role, with advice and tips designed with Carers across the West Midlands in mind. As well as this, you can find out about all of the support and services available in your area by going to the Local Services section of the website. You can also register as a Carer, or make a professional referral, at www.birminghamcarershub.org.uk

Are you aged 18-25 and caring for someone?



YMCA SUTTON COLDFIELD


Our Young Adult Carers Service (YAC) can offer you free help and advice.

If you support a family member with a disability, illness or addiction, we can help you reach your full potential. We offer;

- Information and advice to support you and your family
- An assessment of your needs
- Regular groups and drop-ins
- Individual life coaching to achieve your work or education goals

This service is delivered by YMCA Sutton Coldfield
see page 21 for more details.

Parent Carers



**Are you a parent of a child
aged 4 – 18 years with
additional needs?**

**We will help identify Parent Carers and
offer support, advice and guidance.
Support Parent Carers to access
Parent Carer Assessments**

Get in touch to find out more:



0121 442 2944



midlandmencap.org.uk/care-and-support



families@midlandmencap.org.uk



Register today so you are covered for the future



Would you need support in an emergency or to enable you to attend a medical appointment?

Then you need to register with the Carers Emergency Response Service (CERS), the Emergency Service for Carers. CERS supports Carers by providing a free back up service to ensure the person they care for is given support in the case of an emergency, for up to 48 hours (72 on Bank Holidays). CERS will support the Carer and/or their family to make longer term arrangements, if necessary. CERS is delivered and managed by Midland Mencap.

The CERS service can assist you if:

- You are suddenly admitted into hospital.
- You needed elsewhere urgently, for another crisis.
- You have a pre-planned medical appointment i.e. GP, hospital, dentist, etc.
- You have an accident.
- You cannot get home because a vehicle breaks down, or a train is delayed.

 0121 442 2960

 info@cers.org.uk

 0121 449 4181

Remember to register for CERS in advance, so you can access support when you need it. Contact the service ahead of time to check demands and arrange cover for your important appointments.

Our Partners

We believe communities are best placed to serve families and those in a caring role to care happily and healthily. Our partners reflect the diverse communities across Birmingham, so we can reach every Carer who needs us. Birmingham Carers Hub services and activities for Carers are free or heavily discounted.

Many Carer groups and events run throughout the year, but we regularly add new opportunities and some locations may change. The best way to find the most up-to-date information about our partner events for Carers is to check out our Events Calendar at forwardcarers.org.uk/events.

Before attending any group or service, please make contact with the relevant organisation to check the latest dates. Some services are in high demand, so always try to book ahead where possible.



Birmingham Buddhist Centre



伯明翰華人社區中心
Chinese Community Centre - Birmingham
CCC-B



Improving life after brain injury



Action for Children

 0121 507 9500

 actionforchildren.org.uk



Organisation Information

As a registered charity, we support and speak out for the most vulnerable children and young people in the UK. Locally, Action for Children support parents-carers from their Children's Community Centre in West Birmingham. We offer information and advice as well as out of school activities for children with additional support needs.

Carer Services

- Support with form filling for parent-carers, including DLA, PIP, Carers allowance, Family Fund, Housing Application.
- Support with medical appointments (subject to assessment needs)
- Carers activities/ workshops
- Carers Support group and Autism Support group
- Sibling Support Group
- Sleep Counselling Clinics (Subject to postal address)
- Triple P - Positive Parenting Programme (subject to postal address)
- Short breaks (school holidays - subject to postal address)

Regular Groups For Carers

Two monthly groups (Carers Café and Siblings Support Group, and an Autism Support Group) and three weekly Carer Support Groups.





Barefoot Birmingham

 0121 426 2633

 info@barefootbirmingham.com

 barefootbirmingham.com/free-yoga-for-carers

Organisation Information

Barefoot Birmingham yoga studios offer a tranquil and welcoming environment to everyone from first-timers to established yogis. With varied weekly timetables, there are classes aimed at all abilities.

Yoga has the power to transform the body and the mind by reducing stress, improving sleep and energy levels and increasing vitality. Everyone can benefit.

Services Offered

As a Carer, we know you probably give a lot of time and energy to fulfilling your caring role. We offer a number of free yoga classes to registered Carers living in Birmingham. Regular yoga is a way to look after your own wellbeing, and you'll find that the benefits extend to the person you care for too.

Classes are available in Harborne, Kings Heath, Bearwood and Mere Green. Contact us on the details above to find out more and to book your first class.


 The image shows a close-up of a person's bare foot resting on a brown yoga mat. Above the foot is a white lotus flower graphic. The text "BE HEALTHY BE HAPPY BE BAREFOOT" is overlaid in large, white, bold, sans-serif capital letters.

**BE HEALTHY
BE HAPPY
BE BAREFOOT**

Birmingham Buddhist Centre

 07426 542 272

 carersbreaks14@gmail.com

 livingwellworkingwell.org.uk



Organisation Information

The Buddhist Centre offers overnight relaxation breaks for Carers, which offer a chance for Carers to learn different ways of looking after themselves and their own wellbeing.

The project gives Carers a chance to learn relaxation techniques and approaches which help them cope better with stress.

This is a secular project and there is no religious content. Many people from a wide range of faiths and none enjoy the breaks.

Carer Services

Various relaxation sessions, including Tai Chi and Yoga, and overnight or weekend Carer breaks.

Regular Groups For Carers

Weekly (except August and December) Tai Chi sessions for Carers. There are standing and sitting options suitable for all abilities. No charge – and no need to book.

Birmingham Mind

 0121 237 3761

 birminghammind.org.uk



Organisation Information

An independent charity providing high quality recovery-based services to improve mental wellbeing. People experiencing mental distress and their family Carers have access to information and services, including dedicated support groups.

Carer Services

Wellbeing Sessions with Mind

Birmingham Mind offer Wellbeing for Resilience drop-in sessions for Carers, across the city.

These free sessions are about connecting with others, prioritising self-care and learning the skills to manage your own mental health and wellbeing. They are supportive group sessions where you will meet up with other Carers to share experiences and access information.

Contact MichelleBoyce@birminghammind.org or **0121 237 3761** for more information.

Chinese Community Centre - Birmingham



伯明翰華人社區中心
CCC-B Chinese Community Centre - Birmingham

 0121 685 8510

 chinesebirmingham.org.uk/carers-support

Organisation Information

A registered charity that aims to provide services to meet the social, health, welfare and development needs of the Chinese community.

Carer Services

- Advice and advocacy support
- Information and advice support
- Language support
- One to one support – from assisting with benefits entitlements to advice and counselling
- Signposting and referrals to other agencies
- Support groups
- Wellbeing, creative and social activities
- Workshops and health tasks

Regular Groups run for Carers

We run a wide range of events, activities and groups suitable for Carers.



Disability Resource Centre - DRC

 03030 40 20 40

 disability.co.uk

Organisation Information

Disability Resource Centre is one of the leading disability organisations operating in Birmingham, Solihull and the wider West Midlands. We provide a range of service for disabled people, older people and those with long term health conditions.

Carer Services

Information and advice on issues including: housing, finance and debt management, welfare benefit entitlements and access to statutory and other services

- Casework and advocacy support
- Help to get back into employment
- Workshops on: Energy efficiency, Money management, Health promotion and Staying safe (at home and in the community).

Regular Groups For Carers

Coffee mornings, walking group and Arts and Crafts.



ACP Group - East Birmingham Collective

 0121 687 6767

 acpgroup.org.uk/news/news-carersupport.html

Organisation Information

East Birmingham Collective is a core of local charities who provide support and services that help meet the needs of local Carers across 12 wards of East Birmingham.

We can help you find out about benefits, practical help, funding for a professional Carer to sit with the person you care for to give you time to yourself for a couple of hours a week, and more.

Carer Services

- Advice, Information and Signposting
- Benefits Advice
- Support Café for Carers
- Advice for Young Carers becoming Adult Carers
- Training

Regular Groups For Carers

We run a weekly Carers Café in Sparkhill.



Health Exchange

 0121 663 0007

 healthexchange.org.uk/services/wellbeing-coordinator

Organisation Information

The aim of Health Exchange is to shape the design and development of health and wellbeing services in a way that will enable everyone to have the capacity and confidence to choose positive health and wellbeing.

Carer Services

The Wellbeing Coordinator service engages Carers in positive conversations about their health, empowering them to improve their physical, mental and social wellbeing.

Carers are invited to meet with a Health Exchange Wellbeing Co-ordinator to discuss their needs and agree a plan that will make the most difference to the Carer, using resources within the community, their own strengths and assets and statutory services.

This may include:

- Support to make lifestyle changes
- Wellbeing provision
- Signposting to other relevant agencies



Headway - Birmingham & Solihull

 0121 457 7541

 headway-bs.co.uk/carer-services

Organisation Information

Headway Birmingham and Solihull is a local charity set up to give help and support to people affected by brain injury. We do this by offering services to meet the needs identified by those affected by brain injury.

Carer Services

- Hospital Link Worker
- Enquiry Line
- 1:1 Family Support
- Macmillan Caseworker
- Support Groups
- Social Groups and Events
- Training for Carers
- Counselling
- Sports in the Community

Regular Groups For Carers

We run three weekly support, social and sports and wellbeing groups at three locations across Birmingham.

KIDS West Midlands

 0121 362 4577

 kids.org.uk/young-carers

Organisation Information

KIDS is a national charity, providing a wide range of support services to disabled children, young people and their families. We support children with any disability from birth to 25 years of age. We offer our support to the whole family with the aim of giving disabled children a brighter future.

The service is flexible to meet the individual needs of the Carer. It may be attending a group at our Centre or support within the community, either at home or a local venue.

The aims of the Carers Service are to provide the skills, tools and knowledge so each person can have a balance between caring for their loved ones and working towards creating a positive future for themselves.

Carer Services

- Appointment basis Monday - Friday





Midland Mencap

 0121 442 2944

 midlandmencap.org.uk

 families@midlandmencap.org.uk

Organisation Information

Midland Mencap is a charity which works and campaigns for accessible and inclusive services and a better quality of life for everyone.

- Safe, Secure & Quality Housing
- The Right Care, Support, Advice & Information
- Meaningful & Fun Things to do

Carer Services

Midland Mencap offers a wide range of services, FREE to local Carers and Parent Carers, including:

- Drop in sessions across our many Community Hubs
- One to one support – from assisting with welfare entitlements to counselling
- Carer Emergency Response Service (CERS) - See page 11
- Carer Support Groups and Training for Carers
- Out of school activities, including short breaks, for children with additional needs




Regular Events For Carers

We have a wide range of weekly and monthly wellbeing groups and activities.



YMCA Sutton Coldfield

 0121 354 5614

 ymcasc.org.uk/services-support/support-respite-for-young-carers/

 yac@birminghamcarershubs.org.uk

Organisation Information

We offer tailored personalised support for Young Carers aged 5-25 years and their families through understanding and valuing young people's roles, whilst empowering and inspiring them to fulfil their full potential. The Upbeat Project service offers personalised support for Young Adult Carers aged 16-25 years, in transition, supporting them with current and future aspirations.

Carer Services

We offer tailored personalised support for Young Adult Carers aged 18-25 years, in transition, supporting them with current and future aspirations with the following support:

- flexible 1 to 1 meetings with a key worker
- Group work workshops
- Respite opportunities
- Take part in peer support and online groups
- Undertake online training
- Access information that other Young Adult Carers found useful
- Weekly youth clubs

See page 9 for more information



Our Other Services

We understand that Caring can be rewarding and demanding at the same time, the following pages are initiatives delivered by Forward Carers across the city.



**Carer
Friendly
Brum**

When a community is Carer Friendly, every corner – from hospital, workforce, to leisure services and beyond – will be geared towards addressing the needs of Carers. This means that if you're caring for someone, local services and systems will remove obstacles and make sure things are done differently so your life is a little bit easier.

Ageing Better in Birmingham

Birmingham is part of Ageing Better, a programme set up by The National Lottery Community Fund, the largest funder of community activity in the UK. Ageing Better aims to develop creative ways for older people to be actively involved in their local communities, helping to combat social isolation and loneliness.

Forward Carers works in partnership with Ageing Better in Birmingham on two projects and a campaign, designed to bring people together in groups and to reduce isolation in older carers over 50 years and ex-carers.

Ageing Better Networks

This programme encourages neighbours in streets, residents in housing schemes, people who know each other through their local church, mosque or other place of worship, and groups of friends who want to make a difference to their local community to come together for the benefit over people over 50.

To help transform ideas into reality, we offer bespoke support for people like you, who want to make a real difference in their neighbourhood. So far, hundreds of new initiatives have been supported across Birmingham, run by people who have taken action to improve connectivity in their local community.

To find out more, develop your idea and to apply to the Ageing Better Fund, please get in touch with

 0333 006 9711

 CarersAB@birminghamcarershub.org.uk



**COMMUNITY
FUND**



**AGEING
BETTER IN
BIRMINGHAM**





Making Space for Carers

Making Space for Carers aims to reduce isolation and give value and purpose to the lives of older Carers. This is done by setting up spaces for groups to meet across Birmingham, which are led by volunteers with experience of caring.

If you are interested in attending one of these spaces or would like to find out more about volunteering for the Making Space project, please contact:



0121 274 0413



info@forwardcarers.org.uk

Unsung Heroes

Unsung Heroes is a two-year campaign to raise awareness and understanding of Carers' experience so that they are recognised as the 'unsung heroes' that they are. The campaign will use the voices and experiences of Carers like Sylvia (in the photograph opposite) to raise awareness of the issues that Carers face; ensure that all services, activities, employers, organisations and institutions are 'carer-friendly'; and raise awareness of the services and support available to Carers and enable them to access these effectively.

If, like Sylvia, you would like to share your story and give voice to your experience as a Birmingham Carer, contact



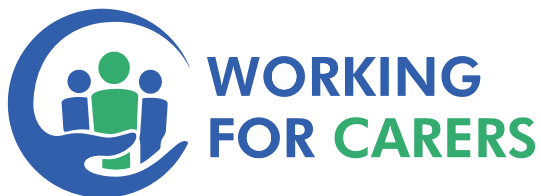
0121 274 0413



info@forwardcarers.org.uk



CHAMPIONING THE CARERS OF BRUM



For Carers

Being a Carer can be very rewarding, but we know that for many people juggling work and a caring role is a daily challenge.

For information about balancing your caring role with work, returning to work after a caring break, starting work for the first time, or if you are thinking of leaving work due to your caring commitment, visit

 forwardcarers.org.uk/employment

The National Careers Service is a useful resource which provides information, advice and guidance on learning, training, career choice, career development and looking for work. It can be accessed online, by telephone, and face to face.

 **0800 100 900**

 nationalcareersservice.direct.gov.uk

Birmingham Adult Education Service (BAES) is a fantastic choice if you are thinking of updating your skills and trying something new. BAES offer a wide range of courses and flexible learning with daytime, evening and weekend courses to fit around your other commitments.

 **0121 303 4318**  learnbaes.ac.uk

If you are balancing work and a caring role, you do not have to tell your employer about your caring responsibilities outside of work, however, there are likely to be benefits for you and your employer if you do. Encourage your employer to find out more about our Working for Carers accreditation, so we can help them to provide the right support and understanding to help you thrive in your work and caring roles. Find out more in the 'For Businesses' section.





For Businesses

Carrying out a caring role can make it difficult to sustain employment due to mounting pressure and commitments to loved ones.

Research shows that supporting staff to effectively juggle their home and work life and to continue in employment, holds valuable benefits for your business, including; increased productivity, reduced absence, staff retention and improved morale.

Forward Carers works with businesses and offers the Working for Carers accreditation scheme for employers. Benefits include access to downloadable resources, online training for staff, staff discounts, regular networking opportunities and much more. This is a low cost way for employers to extend their employee benefits programmes and demonstrate their investment in Corporate Social Responsibility.



0121 274 0413



birmingham@workingforcarers.co.uk



forwardcarers.org.uk/employment/employers



Health and Wellbeing Tips

Staying healthy and looking after yourself is important for everyone, but it's especially important for you if you are a Carer.

As a Carer, it is easy to prioritise the needs of the person you care for over your own, but it is essential to make time for your own health. Carer burnout is the primary reason that family members are admitted into care homes. So, prioritising your own health and finding time for the things that make you feel fit and well will ultimately benefit the person you care for too. The better your physical and emotional wellbeing, the better you will be able to manage the daily demands of being a Carer.

You are not alone and we are here to support you. Remember – when you feel okay, you will find it easier to give your time and energy to supporting a loved one who may need you.

Here are a few things you can do to help improve your health and wellbeing in your everyday life.

Respite

Respite can take many forms, from attending a group or taking part in an activity you enjoy, to an overnight break, or longer, from your caring role. This could take the form of someone coming in to your home to provide support so you can take a break, or your loved one may go into a suitable home for a short time. You can contact Adult Health and Social Care to discuss this. Alternatively, a useful directory of respite care homes can be found at



cqc.org.uk/what-we-do/services-we-regulate/find-care-home

Counselling

Sometimes it's hard to talk to people close to you. Your Local Carers Centre, GP, Social Services, specific illness charities and support groups should be able to give you further advice on counselling or help you to find a counsellor.



cruse.org.uk/get-help/local-services/west-midlands/birmingham

Take care of your back

Back pain is common among Carers. Nurses and Care Assistants never move anyone on their own but most of the time, as a Carer, you will have no choice. Even helping someone to dress or move from bed to chair can take its toll on your back. We offer training for Moving and Handling the Person You Care For. Call to book onto the next course.



0121 442 2944

Talk to your GP

Talk to your GP and other health professionals involved in the care of the person you look after. It is really important that you stay well, physically, and mentally too. Your GP can ensure that you receive additional support, for example free flu jabs, screening for depression and anxiety or help to look after your back. They can also inform you about services that may be of benefit to you.

Try to get enough sleep

There are a few ways that can help you get a good night's sleep:

- Regular exercise will allow your body to rest better and help you sleep
- Try to go to bed at the same time each night or at least try to get a consistent number of hours each night if possible
- Create a restful sleeping environment
- Make sure that your bed is comfortable
- Try to relax before going to bed
- Keep your caffeine intake to a minimum, especially before bed
- Write away your worries by making lists of things to be tackled the next day
- Don't worry in bed, get up and do something you find relaxing until you feel sleepy again, then return to bed
- Don't smoke or over-indulge in too much food or alcohol, especially late at night

Eat Well

A good, well balanced diet will help you in a number of ways such as giving you energy, combating stress and building immunity so there's a reduced risk of you falling ill.

Your role as a Carer can mean that you are busy helping someone else with food at mealtimes, so you may find that you have little time yourself to eat. However, having regular patterns for your meals will help keep your energy and concentration levels high and help avoid the temptation of unhealthy snacks. A good routine can also be of benefit to the person you care for and enable you to schedule time for you to eat.

The sorts of things that are recommended are:

- Lots of fruit and vegetables and starchy foods to give you long lasting energy.
- Eat some non-dairy protein such as fish, lean meat, eggs, beans, chickpeas and lentils.
- Milk, dairy foods and cheese and yoghurt are good sources of protein and calcium. For plant-based sources, try nuts and seeds, pulses, spring greens and kale.

- Cut down on saturated fat which increases the risk of heart disease. Saturated fats are contained in foods such as hard cheese, cakes, biscuits, sausages, cream, butter and pies. Choose food with unsaturated fats, such as vegetable oils, oily fish and avocados.
- Cut down on sugar and foods that contain added sugar, such as fizzy drinks, alcohol, cakes, biscuits, chocolate and pastries.
- Cut down on salt, as too much salt in your diet can increase your blood pressure and increase the risk of heart disease or stroke.
- Keep hydrated and aim to drink about 1.2 litres of fluid (around seven big glasses) each day – water, milk, fruit juice or other non-alcoholic drink (although try to avoid sugary soft and fizzy drinks).





Exercise

Choose an exercise that you enjoy, it could be swimming, an hour at the gym, yoga, or even a short walk with the person you care for. You could even turn regular household chores into a workout like vigorous vacuuming, cleaning or gardening.

There are other ways you can incorporate exercise into your daily routine, for example you could use the stairs rather than the lift if practical. If you are unable to get out, you can exercise at home with a video or book.

Exercise will help with stress relief, clear your head, give you more energy and even help you sleep. However, if you haven't exercised for some time and you have health concerns, you may want to talk to a health professional, preferably your GP, before starting a new exercise routine.

Get fresh air and absorb Vitamin D

Vitamin D is important to maintain healthy teeth and bones, and we get most of our vitamin D from sunlight on our skin. However, if you are unable to get outdoors as often as you would like, you may want to consider taking vitamin D supplements. Please discuss this with your GP.

Coming to terms with your role change

Becoming a Carer is often a life changing experience. You may be unprepared for the change in roles and relationships. It may affect things such as employment, education, socialising and interests. Give yourself time to adapt to these changes.



Dealing with your emotions:

Guilt

Another common feeling amongst people who are Carers is guilt. You may feel guilty about being angry, making decisions or having fun away from the person you care for. Letting go of guilt can help improve your wellbeing and your ability to cope and help you focus on the positive things in your life.

It is best to talk about your feelings with the person you care for, or if it gets too difficult, you can contact your GP or talk to Birmingham Carers Hub who will be able to recommend a local group or activity where you can meet fellow Carers. Don't forget, it might take a little time to adjust to your role as a Carer.

Anger

Although generally we all feel anger from time to time, anger is a common emotion amongst people who are Carers. You could be feeling out of control, frustrated, upset or low.

Anger can be expressed physically through your body language or vocally. It may help you to look out for triggers or physical signals such as feeling hot or tense etc. Try counting to ten, take some time out, take a deep breath, or try to empathise about the situation or the person creating the anger.



Talk to friends and other Carers

Even if it's just by telephone or email, try to keep in touch. Socialising is good for your mental health so, even if you feel isolated and don't want to talk, try using social media, as there are other people out there who are going through what you're going through, and may be able to help you get the support that you need, or even just give you the time to listen to you.

Emergencies

Knowing that the person you look after will be cared for in an emergency is a major concern. If others share the care with you, make sure you discuss it with them. Ensure you pre-register for the Carers Emergency Response Service, so when you need them, they are there. You can call them on:



0121 442 2960

Get time for yourself when you can

- Have a cup of tea
- Read the paper
- Listen to music
- Look at photos together with the person you care for
- Go out for a coffee or drink
- Meet a friend or go shopping to get out of the house
- Pursue interests, hobbies and activities that you find enjoyable
- Have a short holiday if possible, whether it is a few days or a week

Setting just a couple of minutes aside each day to focus on your health and wellbeing, over time, will help you to feel more balanced, calm, and in control of all aspects of your life - caring or otherwise!

Visit forwardcarers.org.uk/events to find a Carers group near you.



Keeping you Safe:

Forward Carers is signed up to the principles of Making Safeguarding Personal. We believe all adults have the right to live their lives free from abuse or neglect.

As a Carer, you may look after a relative or friend who may be older and frail, or have mental health difficulties, long-term illness, a physical or learning disability, or who may lack the mental capacity to make decisions about their health, care or finances.

It is important to understand that:

- you or the person you look after could be vulnerable to harm; you may need support to ensure that you and the person you care for are kept safe;
- you may need support to avoid harming the person you care for, which will also help you to continue your caring role.

Who can cause harm

Anyone can cause harm to a person who is unable to protect themselves. It is more likely that the harm will be caused by someone they know and trust, for example a main Carer, family member, friend, paid Carer or health worker.

Types of harm

Harm can be unintentional or deliberate. By harm we mean regular or consistent harm, not a single accidental incident. Harm can take many shapes, including physical, emotional, psychological or sexual harm, financial harm or theft, domestic violence, self-neglect, slavery or forced servitude.

What to do if you feel unsafe

Sometimes it is difficult to acknowledge that you don't feel safe, especially if this is due to the words or actions of the person you care for. You may:

- have got used to it;
- think they do not mean it or they don't know what they're doing; or
- worry that you may be separated from the person you care for.

If you feel unsafe, please contact **Birmingham Carers Hub**. Sometimes, all you need is someone to talk to.

 **0333 006 9711**

In an emergency, or if someone is in immediate danger, call 999. Otherwise, report crimes to West Midlands Police by calling 101.

What to do if you know or suspect someone is being harmed

Some common signs of harm are unexplained or multiple bruising or finger marks, worsening health or weight loss, not having contact with friends, family or professionals, shortage of money for no apparent reason.

It is possible that the person you are worried about usually has a variety of these signs due to their condition. However, if they appear worse than normal or are acting differently this could prompt your concerns. If someone confides in you that they are being harmed or even harming someone, take whatever they tell you seriously and listen carefully. Do not promise to keep it a secret. Take action and contact the Birmingham Carers Hub. You may be saving someone from harm or causing harm. Try to repeat the words used by the person who told you when telling others.

What to do if you are worried you might harm the person you care for

If you are feeling overwhelmed and are worried that you might cause harm to the person you care for, or suspect someone you know is being, or could be, harmed, report this to Birmingham City Council in one of the following ways:

 **0121 303 1234**

 **ACAP@birmingham.gov.uk**

Text Relay: dial 18001 followed by the full phone number

Help from Adult Social Care and Health



Getting Additional Help In Your Caring Role

As a Carer you may reach a stage where you think that you or someone you care for needs additional support. If you feel you can no longer continue in your caring role without additional support, please contact Birmingham Carers Hub. We will discuss your needs and if appropriate, seek support from Birmingham Adult Social Care and Health to support you and the person you care for.

If you need to speak to Adult Social Care and Health about anything else, you can contact them:

Monday to Thursday: 8:45am to 5:15pm

Friday: 8:45am to 4:15pm



0121 303 1234



0121 303 6230



acap@birmingham.gov.uk

Getting Help In An Out-of-hours Emergency

The Emergency Duty Team provides a city-wide service out of normal working hours, including nights, weekends and bank holidays. This emergency out-of-hours service is for anyone who is in danger and unable to protect themselves, or for those who cannot remain in the community without immediate intervention.

The service is available to any permanent or temporary resident in Birmingham whose need is sufficiently urgent that it cannot wait until normal office hours.



0121 675 4806

Monday - Thursday before 8.45am and after 5.15pm

Friday before 8.45am and after 4.15pm

All day weekends and Bank Holidays.

Safeguarding Children

The safety, protection and welfare of children is everyone's business. You could be a neighbour, friend, parent, relative, childminder, teacher or doctor - or working for any organisation which has contact with children and young people.

Worried about a child?

The Children's Advice and Support Service (CASS) provides a single point of contact for professionals and members of the public who want to seek support or raise concerns about a child.

They want to keep all children and young people in Birmingham safe from harm. If you are concerned about a child please contact CASS. We will listen, assess your concerns, and can take action if a child is at risk.

If you're not sure whether a child is at risk you can discuss the circumstances with CASS or with someone else who works with children, such as a teacher, health visitor or the NSPCC. All professionals who work with children have a responsibility to safeguard them and will know how to help.

Monday to Thursday: 8:45am to 5:15pm

Friday: 8:45am to 4:15pm



0121 303 1888

**Emergency out-of-hours;
Please contact 0121 675 4806.**

For more information on keeping children safe, you can visit the Birmingham Safeguarding Children Partnership website or the Birmingham Children's Trust website, which also provides information on supporting families.



lscpbirmingham.org.uk



birminghamchildrenstrust.co.uk

Other Local Support

Spurgeons – Birmingham Young Carers Unite (8-18yrs)

Spurgeons offers a wide range of services to support young Carers, from mentoring and educational support to activities and trips away to give them much needed time out from their caring duties.

 0121 638 0878  spurgeons.org

Coventry Carers Centre

A free and confidential information, advice and support service to meet the needs of Coventry's family Carers. The service allows Carers to talk through their situation with support workers who understand the needs of Carers and how caring affects Carers' quality of life. We support Carers from the age of 5 years.

 024 7610 1040  coventrycarers.org.uk

 contactus@carerstrusthofe.org.uk

Dementia Information and Support for Carers (DISC)

DISC provide dementia information and support for Carers, that is free to Carers with a Birmingham post code. They can offer advice from experience of working with hundreds of families for over a decade, to help find services that can make life easier for Carers and the person they look after.

 0121 607 1828  sandwellcrossroads.org/disc/

University Hospitals Birmingham (UHB) - Carer Service

There are two Carer Co-ordinators working across the Trust covering the Queen Elizabeth Hospital, Heartlands Hospital, Solihull Hospital, Good Hope Hospital and the Birmingham Chest Clinic.

The co-ordinators work alongside staff to identify Carers and provide support to help Carers both in a hospital setting and in their caring role generally. A detailed Carer Pack is also available. Guest beds are available in all four hospitals to allow a Carer to stay with the person they care for. For more information, contact one of the Carer Co-ordinators below:

Queen Elizabeth Hospital Birmingham (QEHB)

 0121 371 3438  carersQEHB@uhb.nhs.uk


Heartlands, Good Hope and Solihull Hospitals (HGS)

 0121 424 3945  carers@heartofengland.nhs.uk

Admiral Nurses

Admiral nursing services offer specialist dementia nursing support to family carers with multiple and complex care needs, using a range of therapeutic interventions. The service works closely with Dementia UK. **For more information on how to access this service:**

 0121 301 5830  admiral.nursingservice@bsmhft.nhs.uk

 dementiauk.org/get-support/admiral-nursing

Walsall Carers Centre

The Carer's Centre brings together statutory and voluntary sector services who can support Carers. Our experienced staff and support workers can help you overcome the feelings of isolation and stress. In order to do this, we have several aims, and these include:

- Providing advocacy and information for Carers

If you want to know your rights, need help finding out about support services, or want someone to act on your behalf, they aim to offer assistance.

 01922 610810  walsallcarers.org

 info@walsallcarers.org

Dudley Council's Carers Network

Carers in Dudley can receive support from joining the Dudley Council's Carers' Network free of charge. As a member you can get information and advice about the support on offer to you and the person you care for. You can also:

- Have access to a Carers' advice line
- Carers' peace of mind emergency scheme.
- Apply for the council's Options+ leisure card.
- Support groups.
- Carers' assessment.
- Receive e-bulletins with up-to-the minute information.

 01384 818723  dudley.gov.uk/carers

 carers.network@dudley.gov.uk

Sandwell Council

- To get more information about these services you can email or call. They will arrange for you to have a Carer's assessment and can work out what will help you most.

 0121 303 1888

 sandwell_enquiry@sandwell.gov.uk

Carers Trust – Solihull

Carers Trust Solihull is the lead organisation for Carers in Solihull and is supported by Solihull Council. They provide emotional support, information and advice and assistance to those providing unpaid care. Carers Trust Solihull supports all age groups:

- Young Carers, aged 5 – 18 years
- Young Adult Carers, aged 18 – 24 years
- Adult Carers, aged 25 and over

All services are confidential.

 0121 788 1143  solihullcarers.org

 centre@solihullcarers.org

HomeGroup


Homegroup provides a range of support, information and advice to Carers who support individuals with mental health needs. Carers can be of any age and this includes young Carers aged between four years old and 17 years of age. We provide an individually tailored approach, focusing on the needs identified by Carers themselves and we aim to work with you through the areas of support that you identify.

 **0300 304 5530**  **homegroup.org.uk**

 **MHCarerService@homegroup.org.uk**

Home from Hospital

Home from hospital volunteers try to make the transfer from home to hospital as smooth as possible so that patients have the best chance of making a speedy recovery. They work with adults of all ages, and visit patients at their home or place of residence. The service is normally once or twice a week for up to six week's duration and includes, friendly visits at home, tea and chat, emotional and social support, assisting with form filling, and more. Please note, they do not offer personal care or cleaning support.

 **0121 472 4499** (Mon – Fri: 10am – 4pm)

Worcestershire Association of Carers

The Worcestershire Integrated Carers Hub provides a one-stop shop for Carers, including Carer Pathway Advisors, Carer Training, Telephone Support for Carers and Carer Groups.

 **Helpline - 0300 012 4272**  **carersworcs.org.uk**

 **mail@carersworcs.org.uk**

Wolverhampton Carers Support Service

The Carers' team provides information, advice and support for Carers including:

- Carer's Assessment
- Benefits advice including council tax discounts
- Signposting to other support services
- Emotional support for you as the Carer
- Emergency care for your loved ones with a Carer Emergency Card
- Carer Awareness Training online course

 **01902 553409**  **wolverhampton.gov.uk**

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

Carers United

Cares United provide information and advice to Carers to help the access the services and support they need in their caring role. They also run social activities including a Carers Café, trips and events.

 **0121 355 1006**  **info@carersunited.org**

Birmingham Advocacy Hub

The Birmingham Advocacy Hub delivers the following services:

- Independent Mental Capacity Advocacy (IMCA)
- Relevant Person's Paid Representative (RPPR)
- Independent Mental Health Advocacy (IMHA)
- Care Act Advocacy • NHS Complaints Advocacy
- Community Advocacy • Group, Citizen and Peer Advocacy

 **pohwer.net/birmingham**

Useful Contacts:

ACAS West Midlands
0300 123 1150

Action Fraud
0300 123 2040

Adult Health and Social Care
0121 303 1234

Anti-social Behaviour
0121 303 1111

Birmingham Adult Education Service
0121 303 4318

Birmingham City Council Benefit Service
0121 464 7000

Birmingham City Council Emergency Duty Team
0121 675 4806

Birmingham City Council Homelessness
0121 303 7410

Birmingham City Council Housing Information
w: birmingham.gov.uk/housing

Birmingham Drug and Alcohol Line
0121 227 5890

British Red Cross Birmingham
0344 871 11 11

Bereavement Benefits
0800 731 0139

Children Services - concerned about a child?
0121 303 1888

Dog Warden - animal rescue house
0121 643 5211

Domestic Violence 24 Hour
0808 2000 247

Environmental Health
0121 303 6007

Immigration Advice Service
0121 667 5838

Jobseeker's Allowance (JSA), Income Support, Incapacity Benefit or Employment and Support Allowance (ESA)
0800 169 0310

Neighbourhood Offices
0121 216 3030

Refugee Council
0121 446 5118

Register Office
0121 675 1000

Ring and Ride
0121 326 7860

Salvation Army
0121 236 6554

Samaritans
116 123

Shelter West Midlands
0344 515 1800

SIFA Fireside
0121 766 1700

Universal Credit
0800 328 9344

Universal credit **Monthly****Standard allowances**

Single	Under 25	251.77
	25 or over	317.82
Couple	Both under 25	395.20
	One or both 25 or over	498.89

Elements

Only / eldest child		277.08
Other children		231.67
Disabled child	Lower rate	126.11
	Higher rate	392.08
Limited capability for work		126.11
Limited capability for work and work-related activity		336.20
Carer		160.20
Childcare costs	85% of costs up to 646.35	
	a month for one child and 1,108.04 for two or more children	

Income support and JSA **Weekly****Personal allowances**

Single	Under 25	57.90
	25 or over	73.10
Lone parent	Under 18	57.90
	18 or over	73.10
Couple Both	under 18	57.90/87.50
	One under 18	57.90/73.10/114.85
		114.85
Both 18	or over	114.85

Premiums

Carer		36.85
Disability Single		34.35
Couple		48.95
Enhanced disability Single person / lone parent		16.80
Couple		24.10

Severe disability	65.85
Pensioner Couple	140.95

Children

(Pre 6 April 2004 claims / no child tax credit)	
Personal allowance	66.90
Family premium	17.45
Disabled child premium	64.19
Enhanced disability premium	26.04

Employment and support allowance **Weekly****Basic allowance**

Single /lone parent	57.90/73.10
Couple	57.90/ 73.10/87.50/114.85

Component

Work-related activity	29.05
Support	38.55

Premiums

Carer, enhanced disability, pensioner and severe disability paid at same rate as Income support/JSA. Pensioner premium reduced where claimant entitled to ESA component

Pension credit **Weekly****Minimum guarantee**

Single	167.25
Couple	255.25
Severe disability	65.85
Carer	36.85
Children	63.84
Only/eldest child	53.34
Other children	29.02
Disabled child	90.23
Lower rate	
Higher rate	

Savings credit

Threshold	Single	144.38
	Couple	229.67

Maximum	Single	13.73
	Couple	15.35

Housing benefit **Weekly**

(Where different to income support JSA, ESA or pension credit)

Personal allowances

Single /lone parent		181.00
Aged 65 or over		87.50
Couple Both under 18		114.85
One under 18		270.60
One or both 65 or over		

Premiums

Family (lone parent rate)	22.20
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Tax credits **Annual****Working tax credit**

Basic element	1,960.00
Couple /lone parent	2,010.00
30 hours	810.00
Disabled worker	3,165.00
Severe disability	1,365.00
Childcare 70% of up to a week childcare costs for one child, and up to for two or more children	175.00
	300.00

Child tax credit

Family	545.00
Child	2,780.00
Disability	3,355.00
Severe disability	4,715.00

Thresholds

Working tax credit	6,420.00
Child tax credit only	16,105.00

Attendance allowance	Weekly
Lower rate	58.70
Higher rate	87.65
Bereavement allowance	Weekly
Aged 45-54	35.97 – 111.51
Standard rate	119.90
Bereavement support payment	Monthly
Standard rate	100.00
Higher rate	350.00
Carer's allowance	Weekly
Standard rate	66.15
Supplement (paid twice yearly in Scotland)	8.70
Adult dependant	38.90
Child dependant	8.00/11.35
Child benefit and guardian's allowance	Weekly
Child benefit Only / eldest child	20.70
Other children	13.70
Guardian's allowance Standard rate	17.60
Disability living allowance	Weekly
Care component Lower	23.20
Middle	58.70
Higher	87.65
Mobility component Lower	23.20
Higher	61.20

Employment and support allowance	Weekly
Basic allowance	57.90/73.10
Work-related activity component	29.05
Support component	38.55
Incapacity benefit	Weekly
Long term	112.25
Age addition	6.60/11.90
Adult dependant	65.20
Child dependant	8.00/11.35
Industrial injuries benefit	Weekly
Standard rate	35.80 – 179.00
Jobseeker's allowance	Weekly
Under 25	57.90
Aged 25 or over	73.10
Maternity allowance	Weekly
Standard rate	148.68
Personal independence payment	Weekly
Daily living Standard rate	58.70
Enhanced rate	87.65
Mobility Standard rate	23.20
Enhanced rate	61.20

Severe disablement allowance	Weekly
Standard rate	79.50
Age addition	6.60 /11.90
Adult dependant	39.10
Child dependant	8.00/11.35
State pension	Weekly
New state pension Retirement pension	168.60
Category A	129.20
Category B late spouse's or civil partner's NI	129.20
Category B spouse's or civil partner's NI	77.45
Category D non-contributory, aged 80 or over	77.45
Age addition, aged 80 or over	0.25
Adult dependant, with Category A	70.00
Child dependant, with Category A and B	8.00/11.35
Statutory payments	Weekly
Adoption, maternity, paternity and shared parental pay	148.68
Statutory sick pay	94.25
Widowed parent's allowance	Weekly
Standard rate	119.90
Child dependant	8.00/11.35

Information correct at the time of print, October 2019.



 forwardcarers.org.uk/birmingham

 info@birminghamcarershub.org.uk

 0333 006 9711

 BirminghamCarersHub

 forwardcarers

To discuss your caring role, or if you would like a large print version of this booklet, please contact us on the details above

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BIRMINGHAM
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