

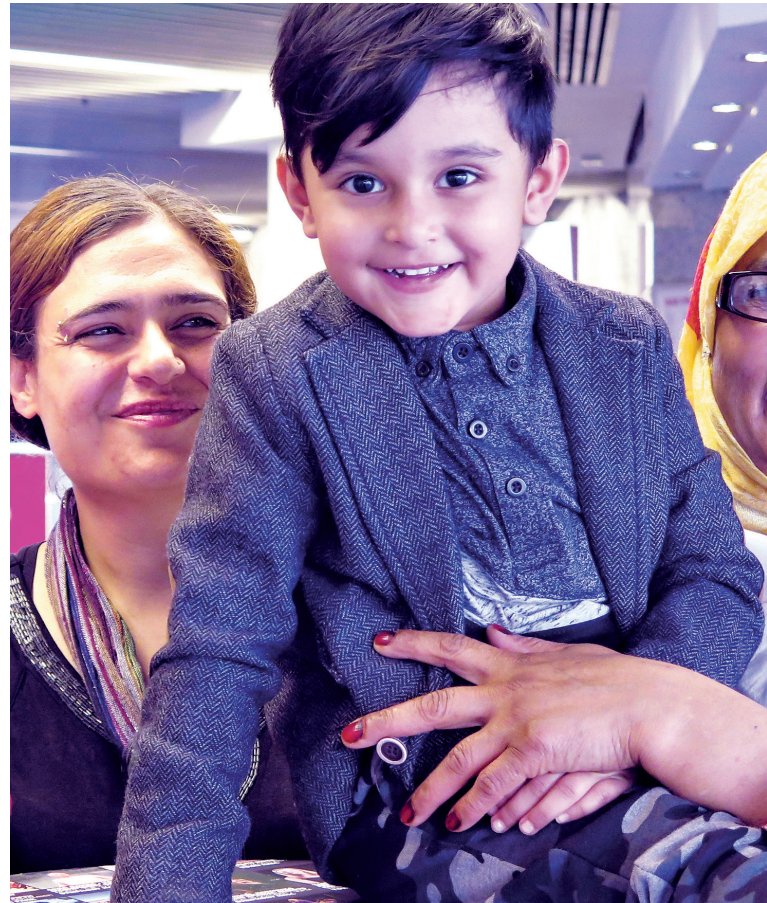
Contents

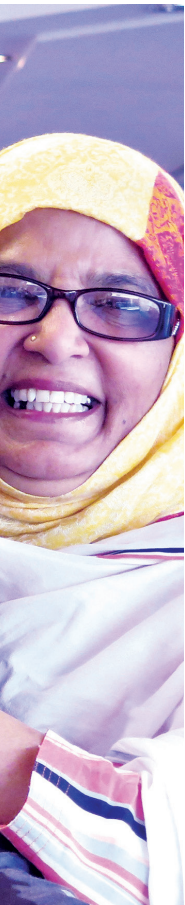
- 4 - 5 What Carers Do
- 6 - 11 Forward Carers and Birmingham Carers Hub
- 12 - 21 Our Partners
- 22 - 23 Ageing Better in Birmingham
- 24 - 25 Making Space For Carers
- 26 - 27 Caring and Working
- 28 - 33 Tips for Looking after your Physical and General Wellbeing
- 34 - 35 Help from Adult Social Care and Health
- 36 - 37 Keeping you Safe
- 38 - 40 Local Support
- 41 Useful Contacts
- 42 - 43 Welfare & Entitlements

Sign up to our Enews

For regular updates on carer-related information, activities and opportunities across Birmingham, email news@birminghamcarershub.org.uk to sign up, or find the link on our homepage, forwardcarers.org.uk

This booklet is available in large print upon request.







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:

Personal Care	Support with dressing, washing, and toileting
Domestic Care	Support with cooking, housework, and shopping
Physical Care	Support with lifting, assisting, and helping when moving around
Financial Care	Support with any financial affairs
Health Care	Support with managing illness or a condition, or helping to administer medication
Emotional Care	Support by being a listening ear, offering moral support, or simply providing company for someone who is feeling isolated
Communication Care	Supporting or assisting with a listening or communication impairment, including translation, for example, when English is not the family's first language



Who are Forward Carers?

Our values underpin everything we do.

We promise to be:

- **Carer-centred:** Placing Carers at the heart of everything we do
- **Impact-driven:** Making a real difference to carer wellbeing
- **True-partnership:** Collaborating with others to improve carers' lives

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.

Forward Carers is a partnership of not-for-profits who have come together to form the **Birmingham Carers Hub**.



Birmingham Carers Hub

We work with our partners and Birmingham City Council 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

 forwardcarers.org.uk/birmingham

 info@birminghamcarershub.org.uk

forwardcarers.org.uk

Our Core Offer

Our support and services are available to carers based 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.

The Birmingham Carers Hub contact centre is run by Age Concern Birmingham staff.

 AGE concern
Birmingham

Helpline Opening Times

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

Weds: 8.45am-6.45pm

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 forwardcarers.org.uk/birmingham



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

Do you live in Birmingham?
Are you interested in out of school activity clubs?
If so, your child can access up to 100 hours of subsidised support in group based fun activities.

Get in touch to find out more:



0121 442 2944



midlandmencap.org.uk/care-and-support



shortbreaks@midlandmencap.org.uk



carers emergency response service



0121 442 2960



info@cers.org.uk



0121 449 4181

midland **mencap**

The voice of
learning disability



Would you need support in an emergency 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)**, after which, if necessary, longer term care can be arranged.

The CERS service can assist carers if:

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

And for Young Carers, the same plus if:

- They need emergency support to attend health appointments
- They need support with exam attendance
- There is an emergency to the person they care for which may affect attendance at school or health 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. Our partner services and activities for carers are free or heavily discounted.

Over the next section you will discover more about our partners, what support they offer as well as read an overview of the regular carer events and groups they offer. 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 www.forwardcarers.org.uk/events.

Before attending any group or service, please make contact with the relevant organisation to check the latest dates.



Birmingham Buddhist Centre



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



INTERNATIONAL NARTEXCENTRE



Action for Children

 0121 507 9500

 actionforchildren.org.uk



Organisation Information

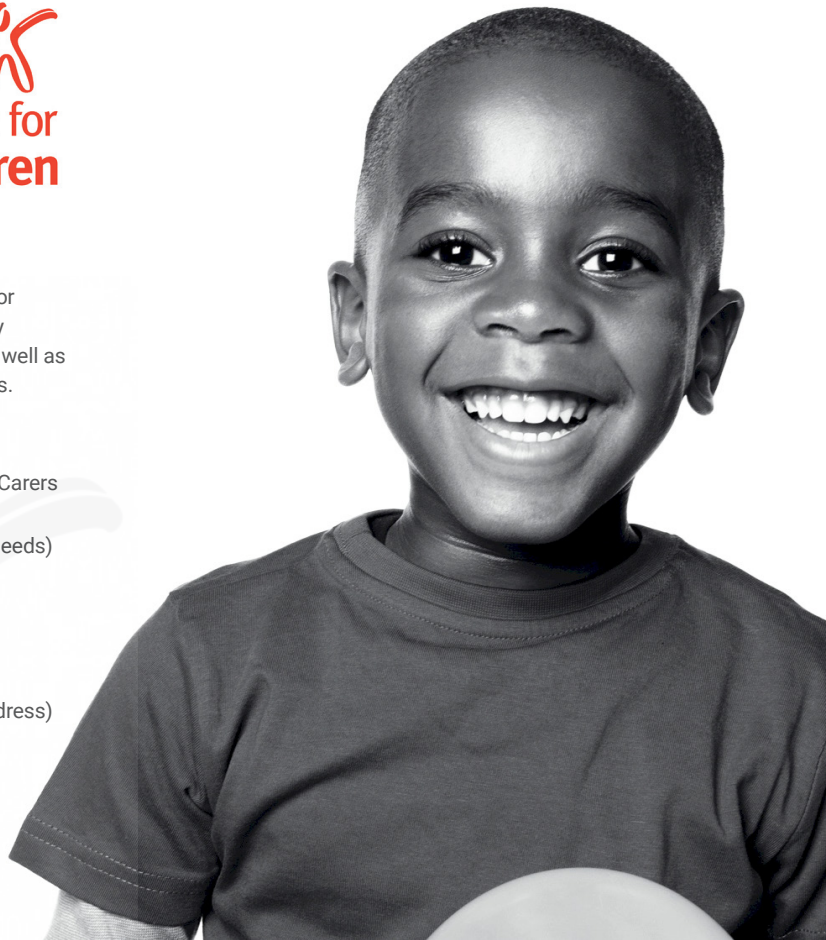
As a registered charity, we support and speak out for the most vulnerable children and young people in the UK. Locally, Action for Children support parents-carers from their Children's Community Centre in West Birmingham. We offer information and advice as well as out of school activities for children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

 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 events run for Carers

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



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

contact *For families with disabled children*

Contact Midlands

 0808 808 3555  contact.org.uk

 westmids.office@contact.org.uk

Organisation Information

We support families with the best possible guidance and information. We bring families together to support each other. We help families to campaign, volunteer and fundraise to improve life for themselves and others.

Contact in the Midlands has a team of parent advisers who offer support and information to parents. We run free workshops for parents on a wide range of issues including: coping and support; financial issues such as Disability Living Allowance and other benefits; dealing with challenging behaviour or sleep problems; and education workshops including Education, Health and Care plans. We also organise free family events when funding allows.

Our national freephone helpline **0808 808 3555** is open weekdays from 9am to 5pm. It is free to call from all mobile networks and landlines. The team can give advice on education issues, financial issues, accessing services and support groups, or dealing with other issues faced by families with special needs children. Where needed, the team has access to interpreters.

Carer Services

- Advice and Information
- Free Family Events
- Free Workshops for parents



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 Events For Carers

Coffee mornings, walking group and Arts and Crafts.



ACP Group - East Birmingham Collective

 0121 687 6767 / 07786023838

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

Organisation Information

East Birmingham Collective is a core of local charities; Ashiana Community Project, Narthex Sparkhill and Khidmat Centre, who have joined forces to 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 and see if you can get funding for a professional carer to sit with the person you care for, for a couple of hours a week to give you some personal space.

Carer Services

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

Regular Events 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:

- Undertaking a Health and Wellbeing Assessment
- 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 Events 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/birmingham-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 with experience of learning disabilities and additional needs, in the following ways:

- 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 of people with disabilities, including:

- Information and advice line
- Drop in sessions across our many Community Hubs
- One to one support – from assisting with welfare entitlements to counselling
- Sitting service to give you a break
- Carer Emergency Response Service – CERS
- Training for carers
- Wellbeing provision, for some 'me-time' away from caring
- 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 / 07931 277 708

 suttoncoldfieldymca.org.uk/young-carers/

Organisation Information

We offer tailored support to 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

- 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 have found useful
- Weekly youth clubs

Ageing Better in Birmingham

Ageing Better in Birmingham is a programme to bring together the Birmingham community and help those over 50 years to overcome isolation. It is funded by the Big Lottery Fund.

Ageing Better Networks

Citizens across Birmingham of all ages can get together to create an Ageing Better Group. The groups are made up of people who have decided to get together to make a change to the lives of isolated older people in Birmingham.

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.

The Ageing Better Fund

The Ageing Better Fund supports citizens of all ages in Birmingham to empower people over 50 to make contributions to their community by starting Ageing Better Groups. These are groups of people who come together to organise activities to help end isolation for older people.

No matter how innovative or unique your idea is, if it is what people over 50 in your community want to do and it includes isolated people over 50 in the design of your activity, then consider applying to the Ageing Better Fund! The Ageing Better Fund can cover costs up to £2,000.

 **Kaldip Grewal or Christine Higgins on 0333 006 9711**

 **CarersAB@birminghamcarershub.org.uk**





■ Sylvia

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

Carers' Voice

Carers' Voice 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



MAKING SPACE FOR CARERS

**Helping you to improve your
quality of life as a carer.**



For Community, Places of Worship, GP Practices and Workplaces

Are you able to host a space to enable older people, over 50-years-old, who care for a family member or friend and are at risk of social isolation to come together?

We are looking for organisations, community centres and GP practices to provide a space within the community to help us enable these carers to gain valuable and vital peer lead group support to become strong, resilient individuals, to develop their confidence and improve

overall wellbeing and reduce social isolation.

The benefit of this to the GP surgery would mean there is safe space within your practice that the GP can direct carers too, we will be able to bring in wellbeing clinics and hopefully improve the quality of life and wellbeing of the carers - reducing the need for support from the GP due to carers hitting crisis points.

Making Space For Carers

Are you caring for, or have you previously cared for, a loved one, friend or family member?

Are you 50+ and want to improve your social circle, meet like-minded people who can support each other and understand the issues you may face?


In partnership with Ageing Better in Birmingham, we are looking at improving opportunities for carers and ex-carers (over 50 years old) to come together and develop safe, interactive groups to help reduce isolation and to


improve the quality of life of the carer.

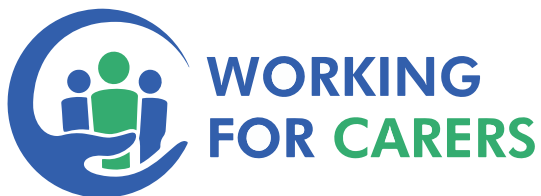
We want to work together with carers and ex-carers to help improve your social connections with both fellow carers and the wider community, to enable you to find purpose and meaning by sharing your experience of being a carer in a peer-lead environment.



If you would like to find out more about attending or volunteering:

 0121 274 0413

 info@forwardcarers.org.uk



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 programme, so we can help them to provide the right support and understanding to help you thrive in your work and caring roles. Find our 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



carehome.co.uk

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.

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 **0121 442 2944** to book onto the next course.

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

- 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.




Help from Adult Social Care and Health



Getting Additional Help In Your Caring Role

As a carer you can contact Birmingham Carers Hub to discuss your needs and your caring situation, but you may reach a stage where you think that you or someone you care for needs additional social care support. If you feel you can no longer continue in your caring role without additional support you can contact Birmingham Adult Social Care and Health to discuss your needs or the needs of the person you care for.

 **0121 303 1234**

 **acap@birmingham.gov.uk**

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

Friday: 8:45am to 4:15pm

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.



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. It is normal to sometimes feel you can't cope.

 **0333 006 9711**

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 professional, 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

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

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.uk

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  discbirmingham.org

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 4491  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

The Walsall Carers Centre

The Carer's Centre brings together statutory and voluntary sector services together 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

CARES Sandwell

CARES offers a complete range of services for carer support including:

- A telephone helpline for Carers
- Carer support groups to reduce isolation
- Carer get-together and away days
- A comprehensive Information & Advice service
- An Outreach Service for Carers unable to get out and about
- Adult guidance & lifelong learning
- A Carers' Consultation Network
- Continuing support after the care is over
- Money advice for Carers



cares-sandwell.org.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**

VoiceAbility

VoiceAbility is a care advocacy service. As a carer, they can support you to understand what is happening, help you to understand your choices and assist you to make your own decisions to ensure you get your rights.

 **01223 555800**

 **voiceability.org/support-for-you/care-and-support-advocacy**

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**

Useful Contacts:

Adult Health and Social Care
0121 303 1234

ACAS West Midlands
0300 123 1150

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	383.86
Limited capability for work		126.11
Limited capability for work and work-related activity		328.32
Carer		156.45

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
Both 18	or over	114.85

Premiums

Carer		36.00
Disability Single		33.55
Couple		47.80
Enhanced disability Single person / lone parent		16.40

Couple	23.55
Severe disability	64.30
Pensioner Single	89.90
Couple	133.95

Children

(Pre 6 April 2004 claims / no child tax credit)

Personal allowance	66.90
Family premium	17.45
Disabled child premium	62.86
Enhanced disability premium	25.48

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	37.65

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	163.00
Couple	248.80
Severe disability	64.30
Carer	36.00

Savings credit

Threshold	Single	140.67
	Couple	223.82
Maximum	Single	13.40
	Couple	14.99

Housing benefit **Weekly**

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

Personal allowances

Single /lone parent	
Aged 65 or over	176.40
Couple Both under 18	87.50
One under 18	114.85
One or both 65 or over	263.80

Premiums

Family (lone parent rate)	22.20
---------------------------	--------------

Tax credits **Annual****Working tax credit**

Basic element	1,960.00
Couple /lone parent	2,010.00
30 hours	810.00
Disability	3,090.00
Severe disability	1,330.00
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	3,275.00
Severe disability	4,600.00

Thresholds

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


Attendance allowance	Weekly	Employment and support allowance	Weekly	Severe disablement allowance	Weekly
Lower rate	57.30	Basic allowance	57.90/73.10	Standard rate	77.65
Higher rate	85.60	Work-related activity component	29.05	Age addition	6.45 /11.60
Bereavement allowance	Weekly	Support component	37.65	Adult dependant	38.20
Aged 45-54	35.13 – 108.90	Incapacity benefit	Weekly	Child dependant	8.00/11.35
Standard rate	17.10	Long term	109.60	State pension	Weekly
Bereavement support payment	Monthly	Age addition	6.45/11.60	New state pension Retirement pension	164.35
Standard rate	100.00	Adult dependant	63.65	Category A	125.95
Higher rate	50.00	Child dependant	8.00/11.35	Category B late spouse's or civil partner's NI	125.95
Carer's allowance	Weekly	Industrial injuries benefit	Weekly	Category B spouse's or civil partner's NI	75.50
Standard rate	64.60	Standard rate	34.96 – 174.80	Category D non-contributory, aged 80 or over	75.50
Adult dependant	38.00	Jobseeker's allowance	Weekly	Age addition, aged 80 or over 0.25	68.35
Child dependant	8.00/11.35	Under 25	57.90	Adult dependant, with Category A	68.35
Child benefit and guardian's allowance	Weekly	Aged 25 or over	73.10	Child dependant, with Category A and B	8.00/11.35
Child benefit Only / eldest child	20.70	Maternity allowance	Weekly	Statutory payments	Weekly
Other children	13.70	Standard rate	145.18	Adoption, maternity, paternity and shared parental pay	145.18
Guardian's allowance Standard rate	17.20	Personal independence payment	Weekly	Statutory sick pay	92.05
Disability living allowance	Weekly	Daily living Standard rate	57.30	Widowed parent's allowance	Weekly
Care component Lower	22.65	Enhanced rate	85.60	Standard rate	117.10
Middle	57.30	Mobility Standard rate	22.65	Child dependant	8.00/11.35
Higher	85.60	Enhanced rate	59.75		
Mobility component Lower	22.65				
Higher	59.75				

Information correct at time of print, November 2018



 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



Forward Carers Consortium is a not for profit company (Registration No. 9549033) limited by guarantee.
Making Space for Carers is part of the National Lottery funded Ageing Better programme set up by the Big Lottery Fund
Information correct at the time of print, November 2018.



Making the Difference for Carers:



Booklet of Services
for Birmingham Carers

