



Gloucestershire

Carers



Hub

Support for Carers in
Gloucestershire



Gloucestershire
Carers Hub



**“Refer Today, So You Don’t
Have To Worry Tomorrow”**

Call: 0300 111 9000

Email: carers@peopleplus.co.uk

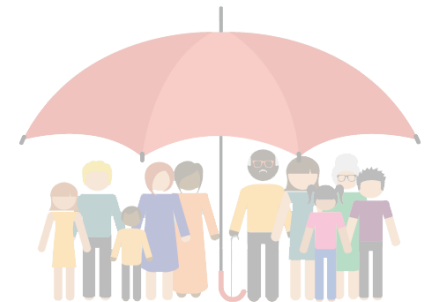
Web: Gloucestershirecarershub.co.uk

FB: [Facebook.com/gloucestershirecarershub](https://www.facebook.com/gloucestershirecarershub)

Twitter: [Twitter.com/GCarersHub](https://twitter.com/GCarersHub)

Do you look after someone? Then...who looks after you?

The Gloucestershire Carers Hub exists to improve the life of carers in Gloucestershire. We do this through personalised advice, training and information.



A Definition of a Carer

“Somebody of any age, who provides support or who looks after a family member, partner or friend who need help because of frailty, physical or mental illness, or disability. This would not usually include someone paid or employed to carry out that role or someone who is a volunteer”



How does Gloucestershire Carers Hub help?

We are commissioned by Gloucestershire County Council and NHS Gloucestershire Clinical Commissioning Group.

We provide a free service to carers.

Gloucestershire Carers' Hub is part of PeoplePlus which empowers people with a range of support needs to lead independent lives.

Gloucestershire Young Carers (GYC) works with and for children and young people aged 8 to 24 who have caring responsibilities within their families.

Gloucestershire Parent Carer Forum is a voice for those with lived experience of being a Parent Carer. "We can create a bridge to the providers of statutory services to help build better services for all families of disabled children in Gloucestershire."

Gloucestershire Carers Hub are proud to work with the Gloucestershire Parent Carer Forum and Gloucestershire Young Carers to support Carers across the county.



So what can we do?

When someone makes their first call or is referred to us, our trained, local triage team can provide Information, Advice and Guidance

We talk to the person about their circumstances at home including;



Health



The Caring Role



Managing at Home



Time for Yourself



How You Feel



Finances



Work or Schooling



What can we offer?



A listening ear- an opportunity to understand the needs of a Carer and as an individual

Information, Advice and Guidance from our trained, local triage team



Regular contact with the carer via our weekly carers email with news, links to activities and useful organisations



Peer to peer support, partnership groups and activities – we have a programme of activities online at [Events \(gloucestershircarershub.co.uk\)](https://gloucestershircarershub.co.uk)

A Health and Wellbeing Service and a Buddy Up Scheme

Access to a Professional counselling service



Benefits and finance advice

Employment and Volunteering Support



Training to help carers in their caring role through our 'Be Empowered Programme'

Helping carers voices to be heard within the NHS and local health provision



The Carer Discount Scheme





How can we work with others to create a Carer Aware culture?

The Care Act 2014

Introduced the following responsibilities and duties to carers;

That local authorities now have a duty to promote the well-being of carers; previously their duty of care was only made to the users of the care services;

That anyone receiving care and support from a regulated provider which has been arranged by the council will be covered by the Human Rights Act 1998;

That councils must enable users or potential users of care services to access independent financial advice on their care funding;

A new appeals system for care users to appeal against council decisions on eligibility to care and care funding;

Guidance on safeguarding vulnerable adults, which in England had taken the form of the 2000 No Secrets guidance, was replaced by statutory guidance issued under the legislation

The Act has led to the introduction of A Statutory carers assessment

This is a discussion that will help us understand the physical, emotional and practical impact that caring has on a carers life and to ensure access to support services to help them in their role.

It is an opportunity to record the impact caring has on a carers life and look and what support or services they need.

The assessment is informed by using a The Carers Star which covers seven key outcome areas:

Health

The caring role

Managing at home

Time for yourself

How you feel

Finances

Work

A Keyworker can make contact with a carer to undertake this assessment.



Carer Discount Card



The National card:
<https://discountsforcarers.com/>

[Businesses offering a discount - Gloucestershire Carers Hub](#)

The Carers Emergency Scheme

An unpaid carer, such as a family member or a friend, can register with The Carers Emergency Scheme to ensure that care will continue, even when they are unexpectedly prevented from looking after the person they care for.

There are two ways in which The Carer's Emergency Scheme can offer support when a carer cannot; with interim emergency care provision from someone known to the person they care for or short-term support from professional healthcare workers.



If family, friends or neighbours are willing to provide the necessary care and support without prior notice, the Level one option ensures that someone familiar can offer the emergency support.

If family and friends live away or are unable to provide unplanned care, Level 2 registration provides free support from experienced care workers for up to 48 hours (72 over a bank holiday). This gives time for family, friends or other relevant organisations to consider longer term care requirements and discuss options with the cared for person.

Buddy Up Peer to Peer scheme

In Summer 2021, we launched the pilot for the Buddy Up peer to peer scheme at the Carers Hub. This was due to carer feedback in light of COVID and carers' increased isolation. Buddy Up seeks to match carers based on the cared for condition or carers' interests. Active Buddy will be launched in Easter 2022.



What are the benefits of Buddy Up for the carer?

- ❖ Builds a support network
- ❖ Increasing their confidence and self-esteem
- ❖ Companionship and friendship
- ❖ Reduced isolation
- ❖ Shared experience
- ❖ Accessing information and advice through each other
- ❖ Learning new skills and strategies – talking about what works
- ❖ Signposting to other sources of help and information

**The Carers Hub is here to provide free services
for the thousands of carers in Gloucestershire
If you require further information**

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