



North Tyneside Council

North Tyneside Carers' Guide

June 2008 First Edition

Are you providing help and support to a relative, friend, partner or neighbour who has a long term disability or health condition, is frail due to old age, or is finding it hard to cope due to other reasons?

Information for Carers in North Tyneside

North Tyneside Council wants to make it easier for you to get hold of the information you may need about the services it provides.

We are able to provide our documents in alternative formats including audio tape, large print and community languages.

Please call **0845 2000 101** or visit North Tyneside Council at Quadrant, Cobalt Business Park, Silverlink, NE27 0BY

This guide has been produced by North Tyneside Council in partnership with local health and voluntary sector providers. We would like to thank the staff and carers who have contributed their time, thoughts and experience to produce this guide.

If you have any comments about this guide or wish to get involved in developing future services for carers in North Tyneside, please contact:

Service User and Carer Engagement Officer
Adult Social Care
Unicorn House
Suez Street
North Shields
NE30 1BB

Telephone: 0191 200 5530

Or visit our carers' web page at:
www.northtyneside.gov.uk/healthsocial/carers.htm



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About This Guide

According to Census 2001: 21,002 people, or 11% of the overall population of North Tyneside, provide unpaid care.

Carers look after family, partners, friends or neighbours in need of help because they are ill, have a disability or are finding it hard to cope for other reasons. Carers are people like every other person with relationships, families, hobbies etc, the only difference is that, on top of all of this, they care for someone too.

Carers do not always have a choice about caring, but most people, given the choice, would continue to care. The vast majority of people do not see themselves as carers but as mothers, fathers, brothers, sisters, partners, wives, husbands, sons, daughters or close friends.

For the purpose of this guide a carer is defined as:

“Any adult who provides care for another individual aged 18 or over who has a long term disability, or health condition, mental health problem, is frail due to old age, or unable to cope for another reason, and is not in formal or paid employment for that role.”



You are also a carer if you:

- Care for someone who has a drug or alcohol addiction, or you are affected by someone else's addiction
- Are a child looking after a member of your family
- Have a child who is disabled, ill or has special needs.

This guide has been written for adult carers. If you are a young carer or a parent carer you can get help and support from Children's Services or from North Tyneside Carers' Centre. For Children's Services call **0191 200 8181** or call in to Unicorn House, Suez Street, North Shields, NE30 1BB. You can find contact details for the Carers' Centre in the key contacts section.

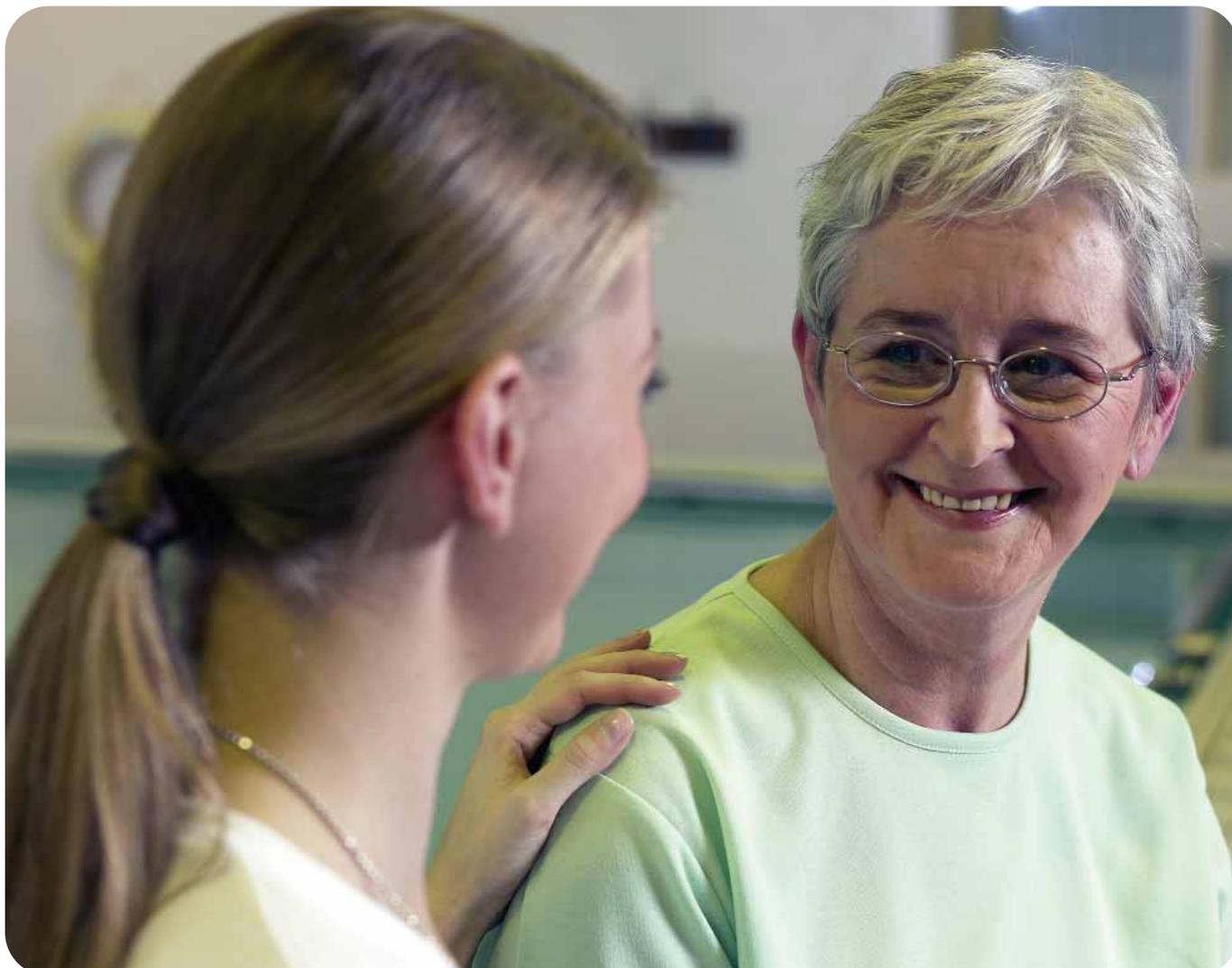
This guide has been produced to help you think about the types of help and support that would help you as a carer.

In each section there are some things to think about and some ideas about where to go for help. You can use the guide by yourself or as a basis for discussion between yourself and a worker from Adult Social Care or health services.

The key contacts section provides a list of people who can give you further information or support. These are the key contacts you might need regardless of your caring situation.

In most cases, the best starting point of contact is Adult Social Care. It can be difficult to know what services may be available to yourself and the person you care for, Adult Social Care can arrange for an assessment of the needs of the person you support to help you to explore all of the options available to you.

You may be entitled to have your needs considered separately as part of a Carer's Assessment. You will find more information about this in the section called 'Carers Rights'.



As you go through this guide you will notice the following pictures:



This picture of the pencil appears next to ideas for 'questions to ask' and 'things to do'



This picture of the key means you should look in the Key Contacts section to find out who to contact for further information.

Throughout this guide you will find references to the three main sources of help and support for carers in North Tyneside:

- North Tyneside Council Adult Social Care is responsible for meeting the eligible care needs of

adults and their carers over the age of 18, living within North Tyneside

- Health services such as the local hospital or your doctor
- Voluntary and community organisations. There are a range of charities, voluntary organisations and community groups in North Tyneside. Some of these provide information and other types of help to carers. Some may provide support, services or other types of help to the person you care for.

Looking After Yourself



Your Health

Caring can be a rewarding experience and supporting one's loved ones seems the most natural thing to do, however, caring can have an effect on your physical, emotional and mental health. When you are caring for someone it is easy to forget about your own health. It is important that you look after yourself so that your health does not suffer and you can continue to care for as long as you choose to.

Ask yourself

- Do I have any health problems?
- Is my health being affected by my caring role?
- Does my health affect my ability to care for the person I look after?

Things to do

- Let your doctor know that you are caring for someone and how it affects your health. Ask for this information to be recorded on your medical record so that your doctor and other people at your GP Practice can provide you with help that is relevant to your situation. You can ask your doctor about flexible appointments and prioritising for flu jabs in light of your caring role. You can ask your doctor if he can refer you to any local support services for carers that are appropriate to your need and situation.
- Take care of yourself. Make sure that you eat healthily and try and find time for exercise and relaxation. Speak to someone at your local health centre for advice and information

Someone to Talk to

Caring for someone can be stressful. Many carers find that they experience a range of conflicting emotions. Typical feelings include, guilt, isolation, anger and depression. Having someone to talk to can be a great help, but not everyone can talk to family and friends.

Many carers find that having someone to talk to is one of the most important kinds of help they can get. There are a range of carer support groups in North Tyneside that offer mutual support between carers. There are also a number of listening and counselling services that carers can access.

Ask yourself



- Do I feel appreciated and valued as a carer?
- Do I feel helpless, overwhelmed or controlled by the caring situation?
- Would it help to talk to someone about my feelings?
- Can I talk openly with friends or family about my feelings?

Things to do



- If you can, talk to the person you care for about what it is like to be a carer
- If the person you care for has a social worker or a support worker of some kind, could you speak to them about your feelings?
- Speak to your doctor about your feelings. If you are having particular difficulties they should be able to refer you to someone to talk to such as a counsellor
- Find out if there is a carer support organisation or group you can talk to



- Join a carer support group
- Contact a confidential listening service.



Time for Yourself

Caring can be extremely rewarding, but it can also bring stresses and strains and many carers welcome the opportunity to have a break.

For peace of mind you may need someone to be with the person you care for to enable you to take a break. Some carers have arrangements in place with family members, friends or neighbours they trust.

Adult Social Care or health services may be able to help to arrange support for the person you care for to help you to have a break. This could be through a sitting service in your home, day service or short breaks away from your home for the person you care for.

Limited funds mean that Adult Social Care can only provide support to people who have the greatest need. This means that an assessment of need has to be carried out for the person you care for and in some circumstances for you as a carer, (see Carer's Assessment in the Carers' Rights section for more information). Assessments provide Adult Social Care with the information they need to work out what services you can get and when they are needed. Even if you cannot get direct services from Adult Social Care they can still provide you with information and direct you to services and organisations that can help you.

There is no charge for an assessment, but there may be a charge for any services you are offered as the result of an assessment. If and how much you pay will be based on the result of a financial assessment of your income. A financial assessment only takes account of the income of the person who will receive the services. If the person you care for is receiving services following an assessment, your income as a carer should not be considered.

Looking After Yourself

Likewise, if you are to receive services in your own right, only your income will be considered during the financial assessment.

You do not have to take up any services that are offered to you following an assessment. The assessment is an opportunity to explore what could be available.

Please note that if the person you care for has had a Community Care Assessment and asks for information about them to be kept confidential, workers will not be able to share this information with you.

Ask yourself

- Do I get any time off from my caring role?
- Do I wish I had more time for myself and a social life?
- Do I have any other caring or family responsibilities and does being a carer affect my ability to do them?
- Do I have a job, do any voluntary work or attend any education courses, training or leisure activities and does being a carer affect my ability to do them?



- Do I wish that I could get a job, do some volunteer work, take up training or leisure activities or join an education course but don't feel I can because of my caring responsibilities?

Things to do

- Ask for help from family and friends that will allow you to follow your interests
- Contact your local Carers' Centre to see if they could help by offering advice and support on these matters
- Ask your employer what family friendly policies they have to help carers, for example flexible working arrangements
- Tell your course tutor that you are a carer and ask what they can do to help you manage your caring and learning roles
- Speak to your local Job Centre Plus, tell them that you are a carer who is looking for work or will want to in the future and ask to speak to a Personal Adviser
- Contact Adult Social Care to find out more about the assessment process.

Caring Tasks



No-one is born knowing how to be a carer. Most carers learn how to look after someone by doing it. However, advice and training is available from some of the organisations and services that you may come into contact with.

Information about the specific illnesses, disabilities or medication of the person you care for are available from health services, Adult Social Care and many voluntary organisations. Practical tips, advice and information on a range of topics are also available.

You may also be able to get equipment or home adaptations, such as handrails or walking aids to make life at home easier and to help you and the person you care for. Following an initial assessment of need, a referral may be made to an Occupational Therapist who will visit and assess the person you care for at home. Equipment is sometimes available for loan or hire from voluntary organisations too.

Please note that if the person you care for has had an assessment and asks for information about them to be kept confidential, workers will not be able to share this information with you.

Ask yourself



- Do I feel I have all of the skills and information I need to carry out my caring tasks?
- Do I think any of my caring tasks could be made easier with the help of equipment or adaptations to my home or the home of the person I care for?

Things to do



- Ask relevant workers for explanations and demonstrations
- Talk to a worker from Adult Social Care or health services about any equipment or home adaptation needs you have
- Find out about voluntary organisations that provide advice, information or pieces of equipment
- Ask a worker from Adult Social Care, health services or speak to your doctor for information about the illness or disability of the person you care for.



Managing Work and Care

Many carers find themselves having to juggle work and caring. If your caring responsibilities are getting you down and you feel unable to cope with both work and caring, think about talking to your employer. Many employers operate flexible working schemes and many more would do so on an individual basis, but first they need to know that there is a problem. If you are in a union you may also find it helpful to speak to your union representative for advice.

Think very carefully before deciding to give up work to care: your work can provide you with financial security and a break from caring. Carers often feel that having a job can increase self-esteem and provides a valuable sense of identity separate to that of caring.

Returning to Work

Many carers may wish to return to work when caring responsibilities have changed or ended. Help is available; many local agencies have advisers you can talk to. Your local Jobcentre can provide you with help and advice and there are local voluntary organisations and community groups who can offer help and support.

Learn Something New

Some carers want to learn something new or gain new skills. Learning can also be about some time for yourself or moving on to new things, like volunteering or paid employment, when your caring responsibilities have changed or ended.

Always seek benefit advice if your circumstances change, for example if you start a course involving 21 hours of study per week your Carers Allowance would be affected.

Ask yourself



- What would help me to continue in or return to work?
- What changes at work might I suggest to help me balance work with caring?
- What opportunities for learning or training are there that I might like to do?

Things to do



- Find out what help is available before giving up work.
- Find out if your employer has a policy to support carers
- Seek advice on benefits and the financial implications of giving up work 
- Seek career and education / training advice 
- Find out what education opportunities exist in your area 
- Ask your employer what family friendly policies they have to help carers, for example flexible working arrangements
- Tell your course tutor that you are a carer and ask what they can do to help you manage your caring and learning roles
- Speak to your local Job Centre Plus, tell them that you are a carer who is looking for work or will want to in the future and ask to speak to a Personal Adviser 
- Contact your local Carers' Centre for help and support. 

Money, Benefits and Legal Matters



Caring for someone can be an expensive business. You may have given up work to be a carer or the person you care for may have been the main breadwinner in the past. You may find yourself with less money to spend but more to pay out, for example on heating bills, equipment or prescriptions.

Some carers have a right to certain benefits. Many people are put off claiming and as a result lose out on the money they have a right to. It is important to find out if you are entitled to receive anything and seek help to make claims where necessary. The benefits system is complicated and benefits change over time. Advice, information and support is available from the Department for Work and Pensions, North Tyneside Council and from some local voluntary and community organisations. You will find useful contact details in the Key Contacts section of this guide.

Carers' Allowance

Carers' Allowance is the main benefit for carers. It is a benefit to help people who look after someone who is disabled. You do not have to be related to, or live with, the person that you care for. The information in this section is a guide only. The Carer's Allowance Unit - who will handle your claim - can answer any questions you may have about claiming and receiving Carer's Allowance.

To get Carer's Allowance you must be over 16, care for at least 35 hours per week for someone on Attendance Allowance or receiving the middle or higher rate care component of Disability Living Allowance or some rates of Constant Attendance Allowance. You may still qualify if you are working and the income you receive is below a certain amount.

Money, Benefits and Legal Matters

You cannot get Carer's Allowance if you are in full-time education with 21 hours or more a week of supervised study or earn more than £95 a week after certain deductions have been made (such as Income Tax).

Carer Premium

This is not a benefit in itself, but an extra amount of money paid to carers who either get Carer's Allowance of who are entitled to Carer's Allowance but are not receiving it. The Carer Premium is paid as part of Income Support, Housing Benefit and Council Tax Benefit.

Council Tax Discount

Some people are entitled to a discount on their Council Tax, including some adult carers. To qualify you must:

Live with the person you care for; and
Provide an average of at least 35 hours of care per week; and

- are not either the partner of the person you care for or the parent of the person you care for (if they are under 18); and
- the person you care for must be receiving a 'qualifying benefit'. The qualifying benefits are: the higher rate of Disability Living Allowance care component, the higher rate of Attendance Allowance, elements of Constant Attendance Allowance in Industrial Injuries or the War Pensions Scheme.

Housing Benefit

If you are on a low income and need financial help to pay your rent, you may be able to get Housing Benefit. You may get extra money if you are caring for a disabled child or adult.

State Second Pension

The State Second Pension is a supplement to the basic state Retirement Pension and is aimed at people on low or moderate incomes, including

some carers. Carers can build up entitlement to the State Second Pension if they:

- are caring for someone, throughout a tax year, and getting Carers Allowance, (or have claimed Carers Allowance but get another benefit instead because it pays more); or
- stay at home to care for a child under six and are the person who receives Child Benefit for that child, or
- qualify for Home Responsibilities Protection because they are needed at home to care for somebody who is ill or disabled, including a child who is older than six.

Direct Payments for Carers

If you have been assessed by your local council as needing support services to help you in your caring role, you may want to choose Direct Payments. They allow you to organise and buy in the help you want yourself rather than accepting a service directly from Adult Social Care.



Community Care Grants

If you are receiving Income Support, income-based Jobseekers Allowance or Pension Credit and you need financial help to ease exceptional pressure on your family, you may be able to get a Community Care Grant. You could be eligible if someone in your family has a long-term illness or if you are caring for someone who is ill or disabled.

Vehicles and Transport

If you are caring for a disabled person who doesn't drive, they can nominate you as their driver so that you can apply: for a Blue Badge that provides a range of parking benefits; to lease or buy a car through the Motability scheme; for vehicle tax exemption. If you care for a disabled adult who has a Disabled Persons Railcard, you can apply for a discount on rail travel when you are travelling with them.

The Tyne and Wear Concessionary Travel Scheme provides free or reduced price travel for Tyne and Wear residents aged 60 and over and for people with certain disabilities. Contact your local travel centre for more information.

Legal Matters

Many carers feel it helpful to prepare for the future and need advice about managing someone else's affairs or making a will. The person you care for can, for example, arrange a lasting power of attorney. This means they can appoint someone to take over the management of their affairs when they choose or should they later lose capacity. The person who wishes to make any legal arrangements should book an early consultation with a solicitor, as arranging affairs after a person has lost capacity can be costly and time consuming.

For issues relating to capacity, refer to the Mental Capacity Act 2005. You can download useful information booklets, including "A guide for family,

friends and other unpaid carers", at: www.dca.gov.uk/legal-policy/mental-capacity/publications.htm

Or email the Department of Health on: IMCA@dh.gsi.gov.uk

Ask yourself



- Am I getting any benefits?
- Am I confident that I'm getting all of the benefits that I am entitled to?
- Am I entitled to a Council Tax Discount and if so am I getting it?
- If I already get benefits, have my circumstances changed since I started receiving them and, if so, have I informed anyone of the changes?
- Would it be helpful to consider an lasting power of attorney?
- Do I need legal advice?

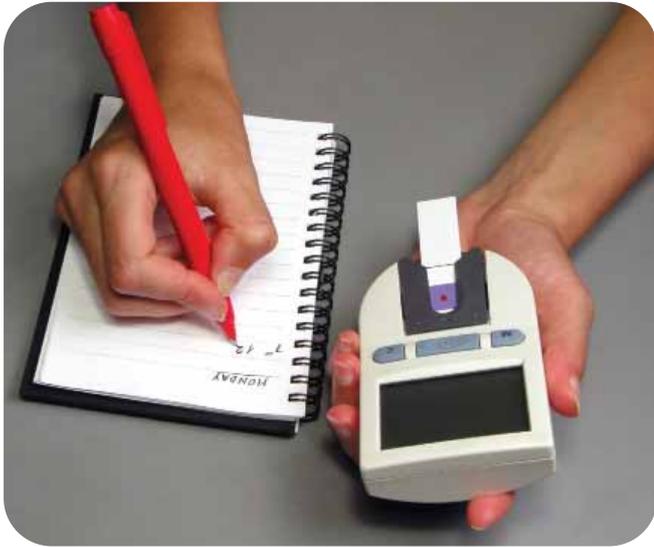
Things to do



- Get a benefit check
- Contact your local Housing Office to see if you are entitled to Housing Benefit and Council Tax Discount
- Find out about funds that might be available for one-off costs
- Speak to someone from Adult Social Care about a Carer's Assessment and Direct Payments
- Ask for legal advice in good time.



Planning for an Emergency



All carers worry about what will happen if an emergency arises. Careful preparation for emergencies can help to reduce stress and increase your personal sense of well-being.

Carers should be routinely helped to discuss emergency plans as part of their assessment and care plan (see our section on Carers' Rights for more information on Carer's Assessments). This contingency planning in itself can be valued by carers, even if the assessment does not identify a need for regular services.

Emergency Duty Teams

Local authority social services departments provide emergency or out of hours services that can respond quickly to crisis situations. See our Key Contacts section for details of how to contact the Emergency Duty Team in North Tyneside.

Technical Solutions

Technology is changing fast, offering help to many people. Much of this technology can have a knock-on benefit for carers. There is a huge range of technology that can give carers peace of mind, for example, mobile phones, alarm systems, fall detectors, pull cords, bed/chair occupancy sensors, health monitors.

If you or the person you care for, are eligible for services from North Tyneside Adult Social Care you can discuss the use of 'telecare' as part of your package of care either during your assessment or as part of a subsequent review.

Many monitoring companies will accept private paying clients. For contact details see the Emergency Planning section in Key Contacts.

Medical Identification Jewellery

Medical identification jewellery provides you with peace of mind that the person you care for would be treated and diagnosed correctly in an emergency. Medical condition worn by you, as their carer, also ensures that they will be taken care of if you suddenly fall ill or injure yourself.

MedicAlert is a registered charity providing medical identification jewellery. Sponsorship is available for those on a limited income. For contact details see the Emergency Planning section in Key Contacts.

Carers Emergency Break Service

North Tyneside Council is launching a Carers' Emergency Break Service in 2008. This service will provide peace of mind for carers by ensuring that plans are in place should an emergency occur.

The service will involve carers being asked to register. Carers will then work with someone to draw up their emergency plans. Plans will be held by the service which will provide a 24 hour response service. Carers will be issued with a card with the service telephone number and a unique PIN number to avoid any personal details appearing on the card. If an emergency arises, the carer or someone with them calls the service. Using the unique PIN number an operator looks up the emergency plan and makes arrangements for replacement care. This could be as simple as contacting friends or family, or arranging professional help. Plans will have been shared so the individual

requirements of the person requiring care, such as medication, will be known by the person providing the replacement care.

If you would like to find out more about the service once it is launched, you can register your interest by contacting:

Service User and Carer Engagement Officer
Unicorn House
Suez Street
North Shields
NE30 1BB

Telephone: 0191 200 5530

Ask yourself

- Do I feel secure that I know what would happen if an emergency arose?
- Do I have friends and family I can ask to help and to be on call for an emergency?
- Does the person I care for know what will happen in an emergency?
- Are the care, medication and health needs of the cared for person known to those who will step in during an emergency?
- Do I have an emergency card, or something that identifies me as a carer, that I carry with me?

Things to do

- Develop a set, written plan that will be carried out should an emergency arise – this can be between yourself and friends and family or yourself and Adult Social Care or an emergency service, but it should be known to everyone and have clear instructions for what needs to happen in an emergency
- Make sure that the person you care for knows what will happen in an emergency

- Consider keeping a diary of your daily caring tasks so the person who takes over from you in an emergency can follow any routines you have built up

- Contact your local carers' centre to find out about emergency card schemes in your area – see the Key Contacts section

- Register your interest in the up and coming North Tyneside Council Carers' Emergency Break Service

- If you or the person you care for have a care plan with Adult Social Care, or you are going to have an assessment – discuss emergency planning as part of this and if you are interested, ask to discuss the use of telecare

- Make sure that any emergency plan you develop contains information about the individual requirements of the person requiring care, such as medication, personal care needs etc.



Getting Informed



Information is one of the most valuable resources a carer can have. Many carers feel their situation would be easier if they were given an explanation of any health problems affecting the person they care for. This may include information about diagnosis and treatment and what to expect or about medication and possible side effects.

As a carer you have a right to information to help you to care effectively. You can speak to your doctor, or a health or Adult Social Care worker if the person you care for has one, about the condition affecting the person you care for. However, it must be noted that workers will not be able to share personal details with you if the person you care for has asked for them to be kept confidential.

excellent resource. If you do not have a computer, or Internet access yourself, there are a great many computers in community centres and libraries across North Tyneside that you could use. You can even access basic IT. courses and support at many of these venues. The Voluntary Organisations Development Agency will be able to give you details of local community centres that have computers you can use. There are also computers in all libraries for public use. Look for contact details in the Key Contacts section.

The Key Contacts section in this guide provides information on further sources of information and advice.

Ask yourself



- Am I sure that I have all of the information that I need? Is it sufficient to inform my decisions now and for the future?
- Are there any aspects of the illness or condition of the person I care for that I don't fully understand?
- Do I know who the professionals involved are and how to contact them if I need advice or help?
- Do I know who to contact in an emergency or does the person I care for know what to do if something happens to me?

Things to do



- Always ask if you don't understand or need more information
- Ask for information about the illness or disability of the person you care for. (Consent from the person you care for may be needed for the sharing of personal information)



- Where appropriate, ask for health information before you take on the caring role and where relevant, before the person you care of is discharged from hospital
- Information must work two ways. Make sure people are aware of your opinions and wishes, especially in relation to your circumstances and ability to provide adequate care and support
- Contact your local Carers' Centre if you want to be kept up-to-date through newsletters and useful information mailings for carers in North Tyneside
- Make sure you make plans and have contact numbers available in the event of an emergency
- If you can, check out some of the websites from the key contacts list, or ask someone to do it for you.



Having Your Say

You will learn a lot about the person you care for, the services they receive and what it is like to be a carer. The knowledge and experience you will gain is very useful.

Sometimes decisions have to be made about the person you care for, workers do not spend as much time with this person as you do. Unless the person you care for says otherwise, you should expect to have a say when decisions are made and to be given the information you need to help you to contribute.

As someone who uses services in North Tyneside, you have valuable experience of how they work. You may have questions, queries, suggestions or concerns based on your experience. Adult Social Care welcomes your comments. If you would like to get involved in developing services for carers in the borough, please contact:

Service User and Carer Engagement Officer
Unicorn House
Suez Street
North Shields
NE30 1BB

Telephone 0191 200 5530

There may be times when you are unhappy with services and you wish to complain. Every organisation has its own complaints procedure that should be made public. Ask to see a copy of the complaints procedure if you haven't already.

You may feel unsure or unable to speak for yourself, whether it's to complain or to make suggestions as to how services could be improved. In such cases an advocate may be able to represent you or you may benefit from some support and representation. The local Carers' Centre will be able to help you to have a voice. You may be interested in sharing your views and experiences and supporting other carers. North Tyneside Carers' Centre also supports a number of forums and support networks. Contact:

North Tyneside Carers' Centre.

Carers' Rights

Carers have a number of rights that ensure them access to financial and other support to help them in their caring role.

Assessment

All carers have a right to have their views taken into account when the person they care for undergoes a Community Care Assessment. The law states that when undertaking a Community Care Assessment, social services must:

- consider whether the person has any carers and if so consult with them, (if the authority thinks this is appropriate);
- take all reasonable steps to reach agreement with the person and, where appropriate, any carers of that person.

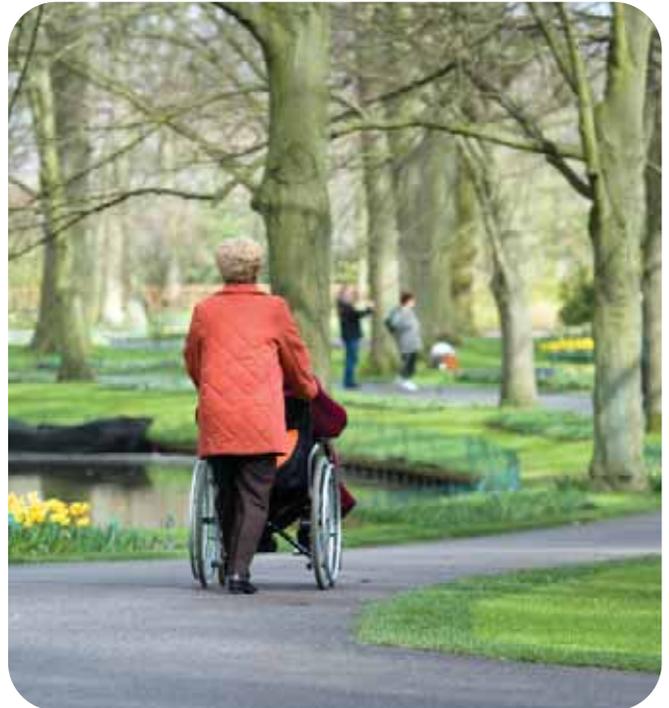
However, carers who provide, or intend to provide, a substantial amount of care on a regular basis, have an additional right in that they are entitled to have a separate Carers' Assessment in their own right.

Carers can refuse to have a Carers' Assessment, but even if they do, the law requires that their ability to manage their caring role must still be taken into account when planning services for the person they care for.

Carers' Assessment

A Carer's Assessment is based on a conversation between you and a worker from Adult Social Care or health services, about your needs as a carer. An assessment gives you the opportunity to talk about your caring role and to find what support you might need. This may be something simple like advice and information or referral to support such as a counselling service, through to services that will provide you with a break from your caring role.

If you have a Carers' Assessment, the worker will ask you a series of questions. The topics of these questions are covered by the information in this guide. Going through this guide first can help you to



prepare if you are going to have an assessment. The worker will complete a Carers' Assessment form based on what you discuss and will ask you to check and sign it. They will ask for your permission to share the information with other staff and services if this is necessary.

You can have a friend or advocate present during the assessment if you wish. You also have the choice to have your assessment away from the person you care for. Discuss the arrangements with Adult Social Care and let them know what you would prefer.

Financial Support and Benefits

Some carers have a right to certain benefits such as the Carers' Allowance.

For more information on benefits and entitlements see the Financial and Legal section of this guide.

Key Contacts



Below is a section of key contacts in North Tyneside who can provide carers with information, advice, support or services.

For information on any topic not covered by this list, or if you are not certain who to contact, contact North Tyneside Carers' Centre (see the Voluntary Organisations part of this section).

We have left space at the end of this section for you to add your personal contacts if you wish.

Financial, Benefits and Legal



Jobcentre Plus

Whitley Bay Telephone: 0191 220 4949

Wallsend Telephone: 0191 220 8700

North Shields Telephone: 0191 220 5400

Killingworth Telephone: 0191 220 8000

Or visit the national Jobcentre website:
www.jobcentreplus.gov.uk

North Tyneside Council Customer Services is the first port of call for council information and services, including advice on benefits.

Telephone 0845 2000 101

Monday – Friday 7.30am – 8.00pm

Citizens Advice Bureau offers free confidential, impartial advice to everyone. They can offer you a benefit check and provide help to fill out forms.

Call the telephone advice line **0870 126 4747**

Monday to Friday 1pm – 4pm or visit the national website: www.citizensadvice.org.uk



Call in to open door sessions:

Wallsend

St Lukes Church House
Hugh Street
Wallsend
NE28 6RL

Mon & Thurs 10.00am – 1.00pm & Fri 10.00am – 4.00pm

North Shields

51 Bedford Street
North Shields
NE29 0AT

Mon, Tues, Thurs 10.00am – 3.00pm; Wed 1.00pm – 3.00pm & Fri 1.00pm – 3.00pm



Community Legal Service Direct provides help and information on civil legal issues. Call for information on **0845 345 43 45** or visit their website: www.clsdirect.org.uk

Health

For advice or information about health care speak to your doctor, pharmacist or other health services worker, for example, a nurse from your doctor's practice.



NHS Direct is a 24hour, confidential health information and advice service. Provides advice from qualified nurses as well as information about health conditions and local services. Telephone **0845 46 47** or visit their website: www.nhsdirect.nhs.uk

PALS (Patient Advice and Liaison Service)

Provides confidential advice and support for patients, carers and relatives who have questions or concerns about NHS services.

Telephone: **0800 032 0202**

North Tyneside Primary Care Trust Primary Care is the care provided by the people you normally see when you first have a health problem. It might be a visit to the doctor or dentist or just a trip to the pharmacist. NHS Walk-in Centres and the phone line service NHS Direct are also part of primary care. All of these services are managed by your local Primary Care Trust (PCT).

You can find out more about North Tyneside PCT and the services it offers where you live by phoning 0191 219 9292 or visiting their website: www.northtynesidepct.nhs.uk

PCT Clinics

North Shields clinic: 0191 2196685

Dudley clinic: 0191 643 2865

Longbenton clinic: 0191 218 0087

Meadow Well clinic: 0191 2196730

Monkseaton clinic: 0191 2524264

Shiremoor health centre: 0191 297 9015

Wallsend health centre : 0191 2205910

Whitley Bay health centre: 0191 2531113

Drop in at the nurse-led walk in centres

The are three walk-in clinics based in Accident and Emergency in Newcastle General Hospital, North Tyneside General Hospital and Newcastle Central Walk-in Centre near the Central Station.

North Tyneside General Hospital's centre is open **6.00am to 10.00pm Monday to Friday**, and you don't need to make an appointment. To find out more, **ring 0844 811 8111** and ask for the drop-in clinic.

Newcastle General Hospital's centre is open **8am to 9pm, seven days a week**. To find out more, **ring 0191 256 3163** and ask for the walk in centre.

The **Newcastle Central Walk-in Centre** is at St James' Gate (next to Jury's Inn Hotel) near the Central Station, and is open **Monday to Friday 7am to 7pm**. No appointment needed - **ring 0191 233 3760** for details

Out of Hours GP Services

GPs in Newcastle and North Tyneside are open 8.00am to 6.30pm Monday to Friday. The services provided when your GP is closed are called out of hours GP services. If your GP surgery is closed and you need to see a doctor or nurse, please phone the out of hours GP service on **0845 60 80 320**.



Housing and Equipment



North Tyneside Council Customer Services is the first port of call for council information and services, including advice on housing.

Telephone 0845 2000 101

Monday – Friday 7.30am – 8.00pm

Or call into a local housing office:

Forest Hall

Irving House, Station Road, Forest Hall, NE12 9AO

North Shields

Borough Road, North Shields, NE29 6PW

Wallsend

Park House, Park Road, Wallsend, NE28 6QY

Whitley Bay

Victoria Terrace, Whitley Bay, NE28 2QW

You can call into these centres without an appointment between the hours of:

8.45am – 4.30pm: Mon, Tues & Thurs

8.45am – 1.00pm: Wed

8.45am – 4.00pm: Fri

Disability North provides free, confidential information and advice about every aspect of independent living for disabled people of all ages.

Telephone 0191 284 0840 Monday to Friday 9am – 5pm.

Text direct 1800101912840840

email: reception@disabilitynorth.org.uk

Listening Support



Many doctors' practices offer an in-house counselling service. They can also provide details of other counselling and emotional support services for carers.



Samaritans offer a confidential listening service for anyone who has feelings of distress or despair, including those that may lead to suicide.

Telephone 08457 90 90 90 at any time.

Relate offers advice, relationship counselling, mediation, consultations and support face-to-face, by phone and through its website. Visit: <http://www.relate.org.uk/> or call **0191 232 9109**

Adult Social Care



North Tyneside Council Adult

Social Care may be able to provide practical support to carers and to the person you care for. Contact:

Adult Social Care Services
Unicorn House
Suez Street
North Shields
NE20 1BB

Telephone 0191 200 8181

To arrange a Community Care or Carer's Assessment, call the **First Call Team** on 0191 200 6050 during office hours For out of hours call **0191200 6800**

Emergency Duty Team – call **0191 200 8181/6050** during office hours. Call 0191 200 6800 out of hours.

Or visit the Adult Social Care webpage on North Tyneside Council website:
www.northtyneside.gov.uk/healthsocial.htm

North Tyneside Council Corporate Complaints – call **0845 200 0101**

Voluntary Organisations



There are a wide range of voluntary organisations and community groups in North Tyneside that can provide the advice, help and support you are looking for. We could not list them all so we have selected two main agencies who will be able to refer you to the support and services you require.

North Tyneside Carers' Centre provides support, advice and a range of services including emotional support, short breaks, counselling, aromatherapy and courses for carers in North Tyneside. The Centre works in partnership with a range of statutory and voluntary sector organisation and can signpost people to other sources of advice and support in North Tyneside.

North Tyneside Carers' Centre
Neptune House
Neptune Road
Wallsend
NE28 6DD

Telephone 0191 200 1111

Opening times - Monday to Friday 9.00am – 4.30pm

Email: enquiries@ntcarers.co.uk
Website: www.carers.org/ntyneside

Voluntary Organisations Development Agency (VODA). Holding details of over 100 voluntary organisations and community groups in North

Tyneside, VODA can provide information on what is available locally to meet your need. VODA can also help people who are interested in volunteering by offering support, training and help to find a placement.

VODA
Shiremoor Centre
Earsdon Road
Shiremoor
NE27 OHJ

Telephone 0191 200 8555 or visit their website:
www.voda.org.uk

Education, Training and Libraries



North Tyneside Adult Learning Alliance runs a wide range of courses for adults from venues across North Tyneside. Courses include: First Aid; British Sign Language; Health & Safety; computers; yoga; painting; cookery; languages and much more.

To get a copy of their prospectus or to ask for advice, including advice on benefits to help toward the cost of fees, call: The Adult Learning Alliance on **0191 200 1627 / 1628** or download a copy from North Tyneside Council website at:
www.northtyneside.gov.uk/adultlearning/adulteducation1.shtml

Tynemetropolitan College. Based in Battlehill, Wallsend, the college offers over 2000 courses across 14 subject areas both full and part time. To ask for a prospectus or for advice on options and financial support, call **0191 229 5000** or visit:
www.tynemet.ac.uk/courses/
A number of voluntary organisations and local community groups also run courses and informal learning activities from centres across North

Tyneside. Look in Voluntary Organisations contacts to see how to get in touch.

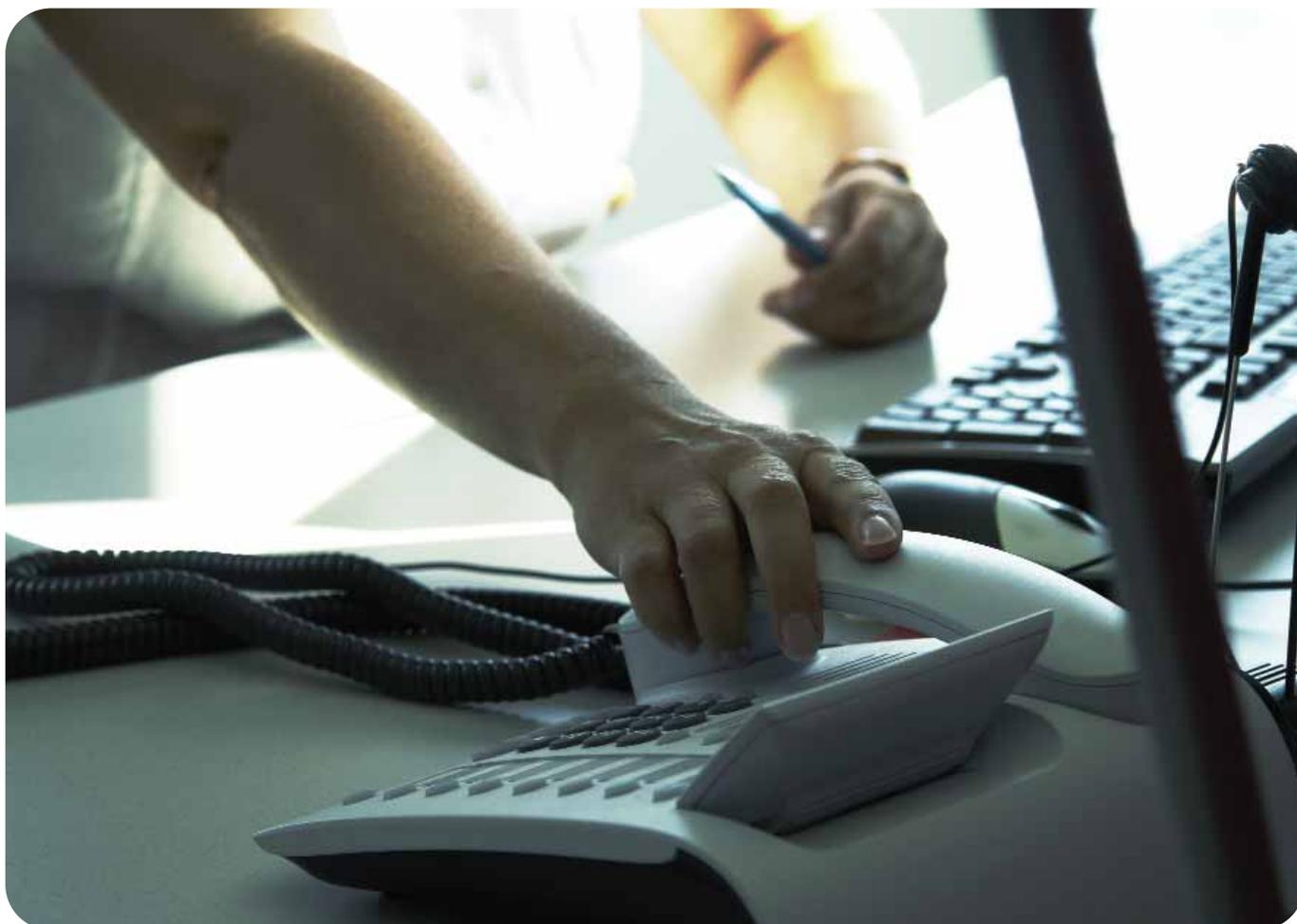
Libraries – As well as providing a wealth of information and access to computers, the libraries run a yearly series of events and activities and manage the mobile library service. For information

Telephone: 0191 200 5424

or visit North Tyneside Council website:
www.northtyneside.gov.uk/libraries.shtml

or email: central.library@northtyneside.gov.uk





Emergency Planning

To find out more about telecare services in North Tyneside, including information on buying services personally, contact:

Project Leader
Assistive Technology
Care Call
Perth Gardens
Wallsend
NE28 0PQ

Telephone: 0191 200 6902



Medicalert is a registered charity that provides an identification system that aims to protect and save lives. Visit their website for more information:

www.medicalert.org.uk

Or contact them at:

1 Bridge Wharf
156 Caledonian Road
London
N1 9UU

Freephone: 0800 581420

Tel: 020 7833 3034 Mon-Fri, 9am-5pm

Email: info@medicalert.org.uk

North Tyneside Adult Social Care

Emergency Duty Team – call

0191 200 8181/6050 during office hours.

Call **0191 200 6800** out of hours.



Medicalert

www.medicalert.org.uk



Websites

North Tyneside Council:

www.northtyneside.gov.uk

North Tyneside Adult Social Care:

www.northtyneside.gov.uk/healthsocial.htm

North Tyneside Carers' Centre:

www.carers.org/ntyneside

Jobcentre Plus:

www.jobcentreplus.gov.uk

North Tyneside PCT:

www.northtynesidepct.nhs.uk

NHS Direct:

www.nhsdirect.nhs.uk

Voluntary Organisations Development Agency

www.voda.org.uk

Citizens Advice Bureau:

www.citizensadvice.org.uk

Community Legal Service Direct:

www.clsdirect.org.uk

North Tyneside Adult Learning Services

<http://www.northtyneside.gov.uk/adultlearning/adulteducation1.shtml>

Tynemetropolitan College

<http://www.tynemet.ac.uk/courses/>

Libraries

<http://www.northtyneside.gov.uk/libraries.shtml>

My Contacts

Use this space to jot down your contacts.

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North Tyneside Council

Service User and Carer Engagement Officer
Adult Social Care
Unicorn House
Suez Street
North Shields
NE30 1BB

Telephone: 0191 200 5530
www.northtyneside.gov.uk/healthsocial/carers.htm