



# North Tyneside Carers' Centre

Professionals Newsletter Dec 2021



## GP Award Scheme

New scheme for GP's

## Carers Rights Day

Supporting carers to know their rights

## Christmas closing times

When the Centre is closed over Christmas

Aspirational

Empathetic



Approachable

Empowering



Responsive



# Welcome to the Professionals Newsletter

Supporting you to support carers



Welcome to the last edition of the year of the professionals newsletter, bringing you updates from North Tyneside Carers Centre.

It has been a busy few months here at the Carers' Centre, with more groups, training, and Carers Rights Day on the 25th November. We have been pleased to welcome many carers back to face to face groups and activities over the last couple of months.

We want to continue to tell carers stories, celebrate achievements and ensure that both adult and young carers are supported as we move into the festive period and new year.

If you need to get in touch to discuss supporting a carer or referring a carer to us you can phone the advice line on; (0191) 643 2298 or by emailing enquiries@ntcarers.co.uk. Adult carers referrals can be made on our website.

Young Carers from the age of 5 - 18 can access support from the Carers' Centre following the completion of a Young Carers Needs Assessment by a professional (usually a teacher at school or a social worker.)

It has been a challenging year and we thank you for working with us to support unpaid carers in North Tyneside.

And finally, we wish you all a Merry Christmas and a Happy New Year!!



## Supporting GP Practices to Support Carers



The 2011 Census identified 22,208 adult carers in North Tyneside and it was estimated that there were up to 7,000 young carers living in the Borough. However, research in 2018 suggested the figure for young carers could be up to 800,000 young people in England alone. This means there may be six young carers in every North Tyneside secondary school class.

North Tyneside Carers' Centre has been working with the Clinical Commissioning Group and other stakeholders to develop a Carer Friendly Award Scheme Resource Pack. Its purpose is to support primary care to improve the experience of carers. The focus will be on better identification and sign posting.

The pack aligns with Local and National guidance and has been developed from;

- North Tyneside CCG's Carer Friendly Practice Award Scheme sets out Gold, Silver and Bronze activities that Practices can take to support unpaid carers.
- NHS England's Quality Markers for Unpaid Carers – this set of markers provides practical ideas on actions that can be taken to support unpaid carers.
- NICE: Supporting Adult Carers (QS200)

– this set of Quality Standards should be used as a way that a practice can self-assess the work they are doing to support unpaid carers.

The key messages will include asking patients if they provide support to someone who could not otherwise manage, to establish if they are an unpaid carer and information about or a referral to the Carers' Centre.

The pack will contain:

- Information on the benefits to supporting unpaid carers.
- Guidance on training, accessing information on carer identification, accessing slides for waiting rooms.
- Guidance on identification and onward referral.
- Guidance on the use of a template to code carers so they can be identified on a GP practice system.
- Guidance on the benefits of providing an annual carer wellbeing check.
- Guidance on how staff in primary care who are carers can be supported.

We will keep you updated on progress in future newsletters.

# Carers Rights Day: Knowing Carers Rights

On 25th November it was Carers Rights Day, a day to raise awareness of the rights of young and adult carers. All carers have rights at work, at home and in the community.



At the Carers' Centre we hosted a full day of workshops, from employment to benefits to end of life care; there was something for everyone. The day was about supporting carers to understand their rights and learn how to advocate for them too. It is important that carers understand their rights so that they can access support and make informed choices.

## The right to receive a Carers Assessment

If a carer is looking after someone in North Tyneside and appear to have a need for support they should be offered a Carer's Assessment by North Tyneside Council. Carers are entitled to an assessment no matter what their level of need, the amount of care they provide, their financial circumstances or whether the person they care for accesses services.

If a carer would like a Carers' Assessment they can contact the Council's Gateway Team on (0191) 643 2777 or if they would like support through the process they can contact the Carers' Centre on

0191 643 2298.

The Local Authority will consider 3 questions when determining eligibility:

1. Are the carers' needs the result of providing necessary care?
2. Does the caring role have an impact on the carer?
3. Is there, or is there likely to be, a significant impact on the carer's wellbeing?

The Carer's Assessment should cover:

- How the caring role affects their health and wellbeing
- The carers feelings and choices about caring and whether they wish or are able to continue in their caring role
- The carers desire or ability to work, study or undertake training
- The carers ability to maintain relationships that are important
- Their ability to enjoy social activities and have a life outside of caring

Carers have the right to...

## receive a Carer's Assessment

Many carers find it easier to continue in their caring role if they can get some assistance. If it appears that they have needs for support, they can have a Carer's Assessment.

Find out how to get your carer's assessment at [carersuk.org/carers-assessment](http://carersuk.org/carers-assessment)



- Planning for emergencies

The support a carer could get will depend on individual circumstances and what they feel will improve their situation but could include: driving lessons, taxi fares, a laptop, help with housework, a short break, gardening or a gym membership.

Even if they are not considered to be eligible for support the local authority must provide carers with information and advice about local services to prevent their needs from developing further.

## The right to request flexible working

Many carers report struggling to sleep at night because they are worried about what might happen to the person they care for when they are at work all day. Juggling work and caring responsibilities can be challenging, often resulting in carers

deciding to give up work to ensure they can be there for the person they care for.

Unpaid Carers have the right to speak to their employer about flexible working, to make things easier at work. Flexible working can be anything, which allows the employee to vary the amount, timing, or location of their work. It can help carers get into work or stay in their job by allowing them to balance employment with other things in their life, such as caring responsibilities. It can sometimes feel a bit daunting for carers to start a conversation about flexible working in the workplace. Our Carers into Work Advisor can help carers make those initial steps.

## The right to request to be identified as a carer

Carers can ask their GP practice to identify them as a carer on their

patient record. This will enable carers to be called forward for the flu jab or other public health campaigns. Many unpaid carers were able to get their Covid-19 vaccination earlier because they were identified as a carer.

### **The right to request a flu jab**


Carers often worry about becoming ill over the winter months, and not being able to look after the person they care for. Unpaid carers have the right to request a free flu jab, to protect themselves and the person they care for.

### **The right to be consulted on hospital discharge**

If a carer's loved one is due to leave hospital, the hospital must identify and consult with the carer where possible.

### **The right to protection from discrimination**

If they are an older or disabled person, the Equality Act 2010 – protects carers from direct discrimination and harassment because of their caring responsibilities.

The rights carers have are there to ensure they feel supported, and listened to. There are now an estimated 1 in 10 adults in the UK who are providing unpaid care, a figure that has risen since the Coronavirus pandemic. The Carers' Centre will always be there to support carers you work with and to advocate for their rights. They can get in touch with us on: (0191) 643 2298 and a member of our team will provide them with the advice and information they need. 

## **A massive thank you for supporting carers this year**

The last year has been an especially challenging year for unpaid carers in North Tyneside. Carers have struggled with isolation, loneliness, education and accessing services for themselves and the person they care for.

Thank you for supporting carers this year, whether directly through the organisation you work for, passing on information about events or activities, attending our training or referring carers directly to us. We hope to continue to work in partnership with you all in the New Year as we work to ensure carers know their rights and they continue to get the support they need.

## **Christmas closing times**

North Tyneside Carers' Centre will close for the Christmas break on Thursday 23rd December and re-open on Tuesday 4th January. If you are working with a carer who requires support during this period you can contact:

### **Adult and Children's Social Care - Gateway service**

Telephone: (0191) 643 2777

Email: [childernandadultscontactcentre@northtyneside.gov.uk](mailto:childernandadultscontactcentre@northtyneside.gov.uk)

Available Monday to Thursday 8.30am to 5pm and Friday 8.30am to 4.30pm.

Or **Out of Hours**: 0330 333 7475

### **Mental Health Crisis team**

The Mental Health Crisis team is also available for carers who are experiencing a mental health crisis over the festive period. Their telephone number is: 0191 814 8899 or freephone 0800 652 2863.

We wish you all a safe and restful Christmas and we look forward to working with you all again in the New Year.

**Carers have the right to...**

**Carers Rights Day**  
Thursday 25 November

Find out more  
[carersuk.org/crd](http://carersuk.org/crd)



**carers**  
RIGHTS DAY





# North Tyneside Carers' Centre

**W**e hope you have enjoyed this edition of the Professionals Newsletter; as always you can get in touch with the Carers' Centre for advice & support on a variety of carers issues.

You can call us on: (0191) 643 2298 or email: [enquiries@ntcarers.co.uk](mailto:enquiries@ntcarers.co.uk).

If you do not wish to receive this newsletter or have received this in error please contact us on the number above and we will take you off our mailing list.