

# Supporting Carers

A toolkit for GP practices



# About this toolkit

This toolkit has been adapted by Healthwatch Wokingham Borough with permission from the original author Healthwatch Reading.

The toolkit is deliberately concise to ensure it is quick-read for busy GP Practices.

This toolkit has been endorsed by the NHS Berkshire West Carers Commissioning Forum.

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# The Wokingham picture

An unpaid carer is: ‘... any person, adult or child, who provides unpaid support to a partner, relative or friend who couldn’t manage to live independently or whose health or wellbeing would deteriorate without this help. This could be due to frailty, disability or serious health condition, mental ill health or substance misuse.’

(Royal College of GPs)

## DID YOU KNOW ?

In the 2011 census

**.13,900+** people in Wokingham Borough identified themselves as unpaid carers (9% of population)

**.2,315** of them provide more than 50 hours of care every week

- £17.60 is the average hourly rate that Wokingham Council would have paid for a home care worker (2014-2015) in the absence of any informal, unpaid care
- £27.70 is the average hourly rate paid in this region for those paying privately for care (2016)

**.55% of carers** in a national survey describe themselves as depressed

## CASE STUDY 1

As a carer for my mum I feel very stressed at how difficult it is to make contact about an assessment. It is hard to cope when mother has been ill and I feel there is no one to turn to at all and I’m not really sure who I should turn to

## CASE STUDY 2

It wasn’t until just recently that I realised that I could be entitled to extra support as a carer. I have cared for my husband for a few years now but no one has signposted me before. My GP was aware that I care for my husband. The problem is if you don’t have information available to you or get signposted by professional then you will never know what support you can

- Most GPs say unpaid carers don’t tell them about their carer role
- GP: *“Patients don’t identify themselves as ‘carers’. It’s just they do”*
- GPs say carers benefit from being known, because of primary care staff awareness of the carer’s risk of depression, stress and other health needs



## Do you look after someone who could not manage without you?

Are they frail or unwell? Do they have a disability, or a mental health or substance misuse problem?

Do they rely on you for help with dressing, washing, meals, medication, travel, sorting out paperwork or emotional support?

## Then you may be entitled to extra support

Talk to reception, or your GP, about how our GP surgery and other organisations could help you with your role as an 'unpaid carer'.





**Are you – providing much-needed care for a loved one?**

**There is free, personalised support waiting for you make things easier**

**Advice**

Peer support

Carer breaks

**Training**

Discounts

**Grants**

**Czy - zapewniając bardzo potrzebne opieki dla bliskiej osoby ?**

**مت هو - کیا تب حم کیا کئے لئے تالی ناپوررض کی دھبھلا ار فعم نوکے ؟**

**ਤੁਹਾਨੂੰ ਹਨ - ਇੱਕ ਪਿਆਰ ਕੀਤਾ ਇੱਕ ਲਈ ਬਹੁਤ ਕੁਝ - ਦੀ ਲੋੜ ਦੇਖਭਾਲ ਮੁਹੱਈਆ ?**

**Tuhānū hana - ika pi'āra kītā ika laṯ bahuta kujha - dī lōṛa dēkhabhāla muhaṯā?**

If you need this information translated in any other languages please let us know.

**Find out more call us on 0118 324 7333 or Email  
ask@berkshirecarershub.org**

# Useful contacts

## Wokingham numbers & resources for carers and clinicians

### Wokingham Outreach Carers Service

0118 324 7333

[www.berkshirecarershub.org](http://www.berkshirecarershub.org)

Gives information, advice and support to unpaid carers, under a joint NHS-council funded contract. Also provides short-break accommodation, support groups, shopping discounts and more.

### Wokingham Borough Council Adult Social Care

0300 365 1234 Adult contact team  
(01344 78654 out-of-hours emergency number)

Single contact centre to call with any adult social care query, including how to get personal care, home adaptations/equipment, day care services, respite care, carers assessments and more.

### Early Help Hub

0118 937 6545

Single contact number for public queries/referrals about childrens needs, including young carers

### Information & advice for carers

<http://www.wokingham.gov.uk/care-and-support-for-adults/support-for-carers/>

WBC webpage giving information & advice for carers

### Carers Assessment Form

[https://directory.wokingham.gov.uk/kb5/wokingham/directory/advice.page?id=6o\\_G10WKd1Y](https://directory.wokingham.gov.uk/kb5/wokingham/directory/advice.page?id=6o_G10WKd1Y)

Link to WBC Carers Info and Assessment Form for carers to complete and apply for help with their carer role, which may result in a one-off payment or a personalised support plan

### Online directory

<https://directory.wokingham.gov.uk/kb5/wokingham/directory/home.page>

Online directory with built-in translation tool, to give Wokingham residents information about local statutory and voluntary sector support, advice, groups and events

### Wokingham Community Mental Health Team

01189 989 0707 Support and treatment to adults aged 18 and over.

### Mental Health Crisis Service

(Berkshire Healthcare NHS Trust)

0330 365 0300

The 'common point of entry' for new referrals for those in crisis. Takes self and GP referrals

## VOLUNTARY SECTOR

### Wokingham Mencap

0300 777 8539

[www.wokinghambracknellmencap.org](http://www.wokinghambracknellmencap.org)

Providing information and advice, social clubs and advocacy to people with learning difficulties

### Age Concern Twyford and District

0118 934 4040

[www.ageconcerntwyford.org.uk](http://www.ageconcerntwyford.org.uk)

Support for older people including befriending, lunchclubs and footcare, haircare, carers support, handyman

### Age UK Berkshire

0118 959 4242

[www.ageuk.org.uk/berkshire](http://www.ageuk.org.uk/berkshire)

Information and advice including fact-sheets on finances, finding care homes, transport & more

### Alzheimer's Society Reading

01189 571 183

[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Includes dedicated section on caring for a person with dementia

### Autism Berkshire

01189 594 594

[www.autismberkshire.org.uk](http://www.autismberkshire.org.uk)

Provides a helpline, activities for children and adults with autism spectrum conditions, training and a network of support groups for parent carers

### Parenting Special Children

0118 986 3532

[www.parentingspecialchildren.co.uk](http://www.parentingspecialchildren.co.uk)

Assists parent carers of children with special needs, including diagnosis support service and sleep service

### Healthwatch Wokingham

0118 418 1418

[www.healthwatchwokingham.co.uk](http://www.healthwatchwokingham.co.uk)

Statutory organisation helping local people have a say over the NHS and social care, and providing information, advice on concerns or complaints