



# Gloucestershire Carers Hub

Gloucestershire Carers Hub provide a range of services for unpaid Carers over the age of 18 regardless of the age of the cared for and all services are free. We have outlined the services which we offer below.

## Information, Advice and Guidance

This can include many topics such as general care advice, social care process, signposting / referral to other specialist services, benefits advice, community support and emotional support.

## Carers Assessments

Two types of assessments are available both focusing on the needs of the Carer.

- The 'Holistic' assessment is a lighter touch assessment enabling the Carer to talk about their needs, their strengths and what they already have in place to support them.
- The Care Act Compliant Assessment is an in-depth assessment looking at areas such as Caring role, Employment, Finances, Managing at Home, Wellbeing and Time for Self. A Carer may have eligibility needs under the Care Act 2014 identified through this assessment.

## Carers Breaks

Carers who are assessed as having eligible need under the Care Act 2014 can access short breaks - Differing forms of breaks are available depending on needs.

## Personal Wellbeing Budgets

Carers assessed as having eligible needs under the Care Act 2014 can be considered for a payment to be made, or items can be purchased to support their wellbeing.

## Carers Emergency Scheme

Contingency Planning for Carers to consider who would support the person they care for if they were not able to do their caring role in an emergency.

- All Carers are eligible for Level 1 where they identify a trusted person within their network who could take over the Caring role (this could be a neighbour, friend, family member).
- Level 2 is available to Carers where the person they care for is over 18 years old, and has complex care needs, and a trusted person would be unable to take on the care. This can result in up to 48 hours of domiciliary care being provided in their home.

## Buddy Up

For Carers to increase their support network it enables them to find like minded people for companionship and support

## Training, Skills and Development

The Carers training, skills and development opportunities vary from physical activities, general information, and specific information sessions. The programme changes and is developed with Carer's feedback forming decisions of the offer.

## 'Be Empowered' Programme

'Be Empowered' is a series of awareness and information sessions to provide Carers with the opportunity to refresh their skills and understanding of recognising their strengths and abilities.

## Health and Wellbeing

We offer an internal health and wellbeing provision where Carers can engage in six focussed sessions reviewing their own wellbeing and are supported in goal setting.

## Emotional Wellbeing

Carers can access both therapeutic counselling or the Emotional Wellbeing Pathway for Carers who are experiencing a change to their caring role, which is based on the five principles of wellbeing. Both are run by external providers

## Health Liaison

Our Health Liaison workers work in conjunction with health professionals to ensure Carers are supported through health services and their experiences of services are heard.

## Carer Aware discount scheme

Carers can access discounts and special offers on a range of services such as refreshments, food outlets, gyms, etc. The Carer Aware discount card also gives Carers a discrete way of evidencing their caring role for existing concessions that maybe offered.

## Engagement with employers

We can offer an employer toolkit indicating they are aware of Carers needs and how they can support employees to maintain employment.

## Volunteering

Volunteering with us gives people the opportunity to support people in their communities who care for someone. There are a number of roles available to provide support to others.

**More information can be found by contacting us on:**

Telephone: **0300 111 9000**

Email: **[carers@peopleplus.co.uk](mailto:carers@peopleplus.co.uk)**

Website:

**[www.gloucestershirecarershub.co.uk](http://www.gloucestershirecarershub.co.uk)**



# Why should I refer?

It doesn't matter how many hours a person supports someone for or how long that person requires support. They can still access the person centred services provided by Gloucestershire Carers Hub.

**We provide a range of services for unpaid Carers who are over 18 regardless of the age of the person they support. All of our services are free.**

**We recommend that people are referred to us for a conversation rather than for a specific service.**



# How do I refer?

Referrals should be made by professionals via the website <https://gloucestershirecarershub.co.uk/refer-a-carer/>.

When you make a referral it is a secure way to send all details across about the Carer, this will ensure that the Triage team have all the information they need to register them and add them to the waiting list for a call.

We would advise to add as much information as possible about the Carer, their role and why you are referring, this helps us to register them, and also gives the team an idea of what support the Carer may need before the call.

You will get an automatic email return to advise that the referral has been received.

The Triage Team will attempt to contact the Carer twice on two separate days, and leave messages or an email when they can, to encourage the Carer to return the call, if they cannot contact them.

After the second failed attempt, then we will send the Carer an email or a letter, with contact details and an information leaflet to encourage them to get in touch. The referrer will receive an email to let them know this.

If the Carer can be contacted, then the Triage Advisor will hold a holistic conversation with the Carer talking about them and their caring role, and the impact it has on their life.

They will encourage the Carer to talk about their strengths, to identify what would support them, what support networks are in place for them and contingency plans if something happened to them.

This conversation may be enough for the Carer to access support that they need, this may be emotional support from the advisor, giving them knowledge about courses that are on offer, or to offer advice and guidance on anything which is important to them.

Through discussions about a Carers' contingency planning, they are given the opportunity to talk through the options for the Carers Emergency Scheme and given support to identify which level is most suitable or appropriate for their needs

If a Carer requests, or through the triage conversation it is identified that a more formal Care Act compliant Carers Assessment should be done, then the Carer is referred to the Key Worker team to complete this.



**Telephone: 0300 111 9000**

**Email [carers@peopleplus.co.uk](mailto:carers@peopleplus.co.uk)**

**Website: [www.gloucestershirecarershub.co.uk](http://www.gloucestershirecarershub.co.uk)**

Gloucestershire

**Carers Hub**

