

Leeds Carers Partnership

Covid19: Support and guidance for carers



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Issue 2: 6th July 2020

The Leeds Carers Partnership champions the needs of carers and young carers in Leeds and aims to influence the way that services are planned and delivered in response to their needs and aspirations.

This bulletin has been produced to provide both carers, and the organisations who support them, with information that might be helpful during the Covid19 crisis.

If you want to include something in the next issue or if you notice something is incorrect or out of date, please contact: ian.brookemawson@leeds.gov.uk

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Government Guidance and Support about Covid19

The Gov.UK website includes up-to-date guidance and support and is updated daily:

[Guidance for people who are caring, unpaid, for friends or family during the coronavirus outbreak.](#)

[Guidance for people who are providing unpaid care to adults with learning disabilities and autistic adults during the coronavirus \(COVID-19\) outbreak](#)

[Guidance about staying alert and keeping safe \(social distancing\)](#)

[Information for shielding and protecting people defined on medical grounds as extremely vulnerable from COVID-19](#)

[Guidance on coronavirus testing, including who is eligible for a test and how to get tested](#)

[Guidance on the wearing of Face-coverings](#)

[An overview of the NHS test and trace service, including what happens if you test positive for coronavirus \(COVID-19\) or have had close contact with someone who has tested positive.](#)

If you are looking for other information and guidance which is not listed above please visit <https://www.gov.uk/coronavirus>

Information from Leeds City Council about Covid19

Leeds City Council regularly update their Covid19 information on their website:

[Information about the help available for people and communities](#)

[Find out how Council services are affected by the coronavirus outbreak](#)

[Information and support available for residents who are shielding](#)

Carers Leeds (support for carers aged 18 and over)

The Carers Leeds Advice Line is open as usual and continues to be the first point of contact for carers and professionals wanting information, advice and/or guidance.

Carers Leeds are keeping in touch with carers by telephone, email and have access to webcams to provide one-to-one support via platforms such as Skype/Zoom/Duo.

Online support groups which are needed now more than ever are aimed at providing online environments for social engagement, health and wellbeing activities or facilitating a venue for peer group support.

Carers Leeds are working with Leeds Libraries and 100% Digital Leeds to provide carers with access to technology and support to use it.

A team of trained Carers Leeds Volunteer Befrienders are providing regular telephone support for carers who prefer not to use online support.

Working in partnership with Healthwatch Leeds, Carers Leeds can advise carers about the support available for carers who need support with urgent food shopping or prescription collection.

Contact details for Carers Leeds

Phone: 0113 380 4300

Email: advice@carersleeds.org.uk

Web: <https://www.carersleeds.org.uk/>

Family Action (support for young carers aged under 18)

Family Action provide advice and information to professionals, young carers and their families, via a range of methods including social media, activities, group work, networking, accessing and signposting to external agencies for young carers and families to gain additional support.

They can also offer more targeted Support via 1-2-1 work and group work in schools, community venues and home.

Contact Details for Family Action

Phone: 0113 733 9126

Email: leedsyoungcarers@family-action.org.uk

Web: www.leedsyoungcarers.org.uk

The Children's Society has developed some resources, advice and information for young carers and professionals during Covid-19 which are available at <https://www.childrenssociety.org.uk/youngcarer/covid-19>

Looking after your health and wellbeing

Now, more than ever, it is important for carers to look after their physical and mental health. There are various websites that provide information and advice as well as 'top-tips'

[Information about taking care of your mental wellbeing from the Mindmate website](#)

[NHS Leeds Clinical Commissioning Group advice on healthy lifestyles](#)

[Carers UK advice about keeping active and well](#)

[Carers UK advice about looking after your mental wellbeing](#)

Video Based Resources for Carers (SCIE)

The Social Care Institute for Excellence (SCIE) has developed a video-based resource designed to help people look after someone safely at home.

Each section has a set of videos designed to give practical and relevant information to support carers day to day. The videos cover how to help manage certain conditions and may be particularly useful for carers who are

supporting someone during the COVID-19 crisis. The videos are available at <https://www.scie.org.uk/carers/informal-carers>

Carers UK

Carers UK are a national charity who provide a variety of online support for carers.

[Carers UK guidance about Covid19](#)

[Carers UK advice about keeping active and well](#)

[Carers UK advice about looking after your mental wellbeing](#)

[Join the Carers UK online Forum for carers](#)

Carers UK Helpline: 0808 808 7777 –or you can contact by email at advice@carersuk.org

Support from your GP and the Carers Yellow Card Scheme

GP surgeries are open and NHS Leeds Clinical Commissioning Group (CCG) have launched a local campaign to remind people to seek medical care when they need it, particularly for life changing and life threatening illnesses.

Anyone accessing health services in Leeds is now expected to wear a face covering as part of the city's effort to reduce the spread of COVID-19. The advice, issued by the NHS in Leeds, builds on the Government's announcement telling people they must wear face coverings when accessing care in hospital. This means people in Leeds should wear a face covering when visiting GP practices, community health centres and hospitals in the city. For some people, wearing a face covering may be difficult due to physical or mental health conditions. In these instances, other measures will be considered on a case by case basis, for example timed appointments and being seen immediately on arrival.

It is also important that carers tell their GP practice that they are a carer. You can ask your GP practice for a Carers Yellow Card and when you have completed the short form hand it back to the practice. This means that carers can be identified when they contact their practice and can be offered appointment times and services that fit with their caring role, for example carer health checks and access to flu vaccinations.

[Information about the "Your NHS is still here for you" local campaign](#)

[Information about when to contact your GP](#)

Making a Contingency Plan (Plan B)

Writing a Contingency Plan can help carers think about the different ways and different people that can help if they are unable to look after the person they normally care for due to illness or an emergency.

A contingency plan should include the information someone would need to enable them to take over the caring role on a temporary basis. The plan should also include the contact names of two people who have agreed that they will step in as needed.

We have developed a [Contingency Plan template](#) which carers can use and which is included at the end of this guide.

Free Digital Resource for Carers

Leeds City Council and NHS Leeds CCG have teamed up with Carers UK to give carers in Leeds free access to a wide range of [digital tools and resources](#) that may help make their caring situation easier.

It's easy to register by visiting www.carersdigital.org and using the unique reference code **DGTL8267** when prompted, to create your free account.

Once you have created your account you will have free access to:

About Me: An online course that aims to help you identify and find resources, technology and sources of support to prevent your caring responsibilities from becoming overwhelming.

Jointly Care co-ordination app: a central place to store and share important information about the person you are caring for. Set up appointments, allocate tasks to friends or family members, save files and notes, manage medication and lots more.

Carers UK guides: Essential reading for carers including: Upfront Guide to Caring, Looking After Someone, Carers Rights Guide and A self-advocacy Guide for Carers.

Free online learning resources for unpaid carers

Health Education England team has worked with Carers UK to develop an e-learning resource to support the vital care that unpaid carers provide. All the resources are free for anyone who provides care and support to a family member or friend. The resources are available at:

<https://www.e-lfh.org.uk/programmes/supporting-unpaid-carers/>

Adult Social Care and Carers Assessment

Adult Social Care can help people who may need extra care and support to live independently and have a fulfilling life. This can include connecting people with support in their own local community as well as personal care, attending activities (e.g. day centres), equipment and home adaptations, extra care housing and residential or nursing care.

If you are caring for someone, you are entitled to an assessment of your own needs, even if the person you care for doesn't want or need services themselves. This is called a Carers Assessment.

A Carers Assessment is simply the way professional workers from Health or Social Care organisations find out what your caring situation is, and what would help you to continue. It is not a 'test' of how well you are providing care!

Carers who don't already have a social worker or other Adult Social Care staff member involved with the family, can ask for a Carers Assessment by contacting Carers Leeds via their Advice Line on 0113 380 4300. The assessment will be carried out by Adult Social Care Staff who are based at Carers Leeds Offices.

You can find out more about the type of care and support available and how to contact Adult Social Care at <https://www.leeds.gov.uk/residents/health-and-social-care/adult-social-care> or you can phone Adults Social Care on 0113 222 4401

Having a short break from caring

A short break is anything that means that a carer is relieved of their caring responsibility for a period of time, and in most cases, this will involve someone else taking over their caring role.

This can range from very informal relationships where a family member or friend takes over caring for a short time, to local support that is available for particular groups of people (e.g. Neighbourhood Networks, Dementia Cafes) or to more formal care arrangements through a service provided by a regulated care agency or respite in a residential care home.

While some carers may be reluctant to leave the person they look after with someone else during the Covid19 crisis, having a short break, even just of a couple of hours, can be helpful.

If there are no family, friends or appropriate local support, Leeds City Council can help carers to get a break from caring. This could include a Community Based Short Break service where a paid care worker looks after the cared-for person in their own home for a few hours or can accompany the cared-for person on a short trip or outing. Please note that this service has to be arranged by Leeds City Council's Adults and Health Directorate who can be contacted on 0113 222 4401.

You can find out more about short breaks and respite at: <https://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/carers-breaks-and-respite-care/>

The Leeds Directory

Leeds Directory is Leeds City Council's online source of information to help people live well and as independently as possible. Leeds Directory includes a range of services in the home and community, activities and support groups.

There are over 1,700 organisations and services that may assist and support you (or someone you know) in a variety of ways, towards living well and more independently. These include for example, home and garden maintenance;

equipment to help with daily living tasks such as cooking or getting washed and dressed; home care; and home security.

Organisations that provide services around the home and garden or on a one to one basis in the community are checked and vetted by the Leeds Directory. These providers are marked with a 'green tick'.

Information is regularly updated to include notifications from organisations about how they are operating in line with current government and public health guidance. All traders have received information on social distancing and minimizing risk. While activities and events that take place outside the home are cancelled until further notice, many organisations are offering online activities, telephone-based services and other social connections to support you and keep you connected.

You can look at the Leeds Directory at <https://www.leedsdirectory.org/> or you can phone the team on 0113 378 4610 (weekdays 9am to 5pm) who will talk you through the options available to you, depending on your enquiry. There is also an answerphone that is on outside these hours for you to leave a message.

Families of children with Special Educational Needs and Disabilities

The Leeds Special Educational Needs and Disabilities Information Advice and Support Services (SENDIASS) service provides vital support, information and advice for parents/carers, children, and young people with Special Educational Needs.

Phone: 0113 378 5020

Web: <https://sendiass.leeds.gov.uk/>

The Leeds Local Offer has been published to ensure that families can access clear information about services for those aged 0-25 with SEN and disabilities and to explain what support families are entitled to and can expect from services. This includes services and groups which promote inclusion and can provide parent carers with a short break from caring.

Phone: 0113 378 5020

Web: <https://leedslocaloffer.org.uk/#!/directory/suggestions>

Caring for someone with dementia

Leeds and York Partnership Foundation NHS Trust have put together a pack that includes suggestions that might help you and the person you care for cope with this difficult time. There are some ideas about how to look after yourself, how to respond to any changes in the behaviour of the person you care for, as well as information about where to seek additional practical and emotional support

[Leeds and York Partnership Foundation NHS Trust guide for people who are caring for someone with dementia at home.](#)

Hamari Yaadain (Our Memories) is a South Asian dementia café for people with memory issues and their carers from South Asian background. For the time being the dementia café is moving online and will be open between 1.00pm and 2.00pm on Thursday's during July. If you are interested in attending please contact Ripaljeet on 07585964782 or by email at ripaljeetk@touchstonesupport.org.uk

M4D radio is part of the Music for Dementia campaign to make music available to people living with dementia. M4D is a group of 5 themed radio stations available 24 hours a day, 365 days a year playing music that evokes memories. You simply choose your `era`, listen and enjoy...

To listen to M4D radio go to <https://m4dradio.com/>

Balancing paid employment with unpaid care (working carers)

If you're balancing caring with work, you may be adjusting to very different circumstances and are perhaps additionally worried about the practical and financial effects of Covid19.

[Carers UK latest guidance for working carers](#)

[Carers Leeds Working Carers Project information about how to get support in the workplace](#)

[Information from the West Yorkshire and Harrogate Health and Care Partnership for Working Carers](#)

[Government guidance for employees](#)

If you or the person you care for is in hospital

It has been difficult for patients and their families whilst hospital visiting has been suspended and that not being able to talk to loved ones has been causing significant distress.

Leeds Teaching Hospitals Trust are introducing limited hospital visiting following the revised guidance issued on 5 June by NHS England.

It is important to note that there are some strict exceptions to when visiting will be allowed, and carers must check this with the ward before attending.

From 17 June, the Trust will be implementing revised visiting practice for some in-patient and critical care areas which will initially be limited to 2pm – 4pm and to one visitor per patient. In addition, the following will apply:

- Women will continue to be restricted to one birthing partner
- Children will continue to be allowed one parent visiting / resident with them at any time.
- Patients attending Outpatients and Emergency Departments are asked to attend unaccompanied if possible. Exceptions to this will apply, for instance if patients require a carer to be with them or are at the end of life.

- Anyone showing any signs of coronavirus and anyone self-isolating with other people showing signs of coronavirus must not visit.
- People who have been contacted by the Track and Test programme must not visit.
- On adult wards, visiting will be limited to one hour and a limited number of people will be able to visit the ward at any one time.

Carers of people who are requiring extra support whilst they are an inpatient in hospital may be able to visit for longer periods of time, however this must be discussed with the ward team and may not be possible to accommodate.

To try and ease the current situation, Leeds Teaching Hospital NHS Trust have set up an email address, for families to send messages to their loved ones while they are in hospital.

Emails can be sent to leedsth-tr.letterstolovedones@nhs.net and they will be printed out and delivered to the patient. Please include the patients full name, date of birth and ward (if known)

Belongings to Loved Ones is a new initiative to help relatives get personal possessions to their loved ones in hospital to help make their time as an inpatient easier and more homely. The service will be available Monday-Friday between 10:00 and 14:00 from 25 June - at Jubilee Reception LGI and Gledhow Reception St James's. For more information please visit <https://www.leedsth.nhs.uk/patients-visitors/patient-and-visitor-information/covid-19-support/belongings/>

Bereavement support

Being affected by bereavement can bring extra worries for carers, for example the loss of purpose and identity that caring provided, and the disconnection from some of the things carers may have lost or given up to care, such as contact with friends or work. This is likely to be even more so for those experiencing bereavement and grief during the Covid19 pandemic.

A new **Grief and Loss Support Service** has been launched across West Yorkshire and Harrogate to offer support and advice 7 days a week between 8.00am and 8.00pm. The service can support anyone experiencing any form of grief and loss, or those worried about losing someone, whether this relates to a family member, friend or member of their community. Where appropriate, people will be signposted to further support from Leeds based specialist bereavement support services.

The free helpline number is 0808 196 3833 or if you prefer you can chat online at griefandlosswyh.co.uk

The **Bereaved Carer Project at Carers Leeds** provides support on a one-to-one and group basis for carers who have been bereaved. In addition the 'Support After Loss' group can offer bereaved carers the opportunity to socialise and build their confidence in getting out and about and enjoying the activities and events in the community.

For more information about Bereaved Carer Support at Carers Leeds please contact the Carers Leeds Advice Line on 0113 380 4300 or email at advice@carersleeds.org.uk

Unpaid Carers Contingency Plan (Plan B)

This is your “Plan B” – It is here to help you think about the different ways and people that can help if you are unable to look after the person you normally care for due to illness or an emergency

Please complete this form with as much information as possible, keep it in a safe place and please make sure someone else you trust knows where it is should they need it

Please destroy this form when you no longer wish to keep it, if it becomes out-of-date, or if you replace it

Information about you:

Your Name:		Age	
Contact phone number:			
GP Practice:			
Have you been advised to shield?	Yes / No	Has anyone else living with you been advised to shield?	Yes / No
Relationship to the person you care for:	(e.g. child, parent, spouse)		
Use this space to record the care that you normally provide and that the person you care for would need if you were taken ill (e.g. personal care, assistance with toileting, emotional support, shopping, medication etc)			
If you're not able to connect with people due to social isolation, or are feeling lonely, or worried about yourself, the person you care for, your work, or anything else, please contact Carers Leeds on 0113 3804300 - they'll listen to you, talk things through, and help			

Emergency contacts:

Please say who you would like contacting if you are unable to look after the person you normally care for due to an emergency or illness.

Name (Person 1)			
Contact phone number			
Have you talked with this person about what they can / will do if called upon?			Yes / No
Do they have a copy of this plan?			Yes / No
Use this space to tell us what this person can help with:			
Name (Person 2)			
Contact phone number			
Have you talked with this person about what they can / will do if called upon?			Yes / No
Do they have a copy of this plan?			Yes / No
Use this space to tell us what this person can help with:			

Information about the person you look after (care for)			
Name		Age	
Address:			
Contact phone number:			
GP Practice:			
Pharmacy:			
Have they been advised to shield?	Yes / No	Has anyone else living with them been advised to shield?	Yes / No
Use this space to record the health condition(s) of the person you care for			
Use this space to list any medications they are taking including how often, dosage and where it is stored:			
Use this space to list any ongoing treatment they will need:			
Use this space to list details of any medical appointments they need to keep			
Use this space to record any allergies they have			
Use this space to record any continence products that are required and who supplies them			
Use this space to record any care and support services they receive and who supplies them			
Use this space to record anything else that will help someone to provide care in an emergency (e.g. best way to communicate, mobility needs etc)			

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FREE
digital resources
for carers



Looking after someone?

Caring for a loved one who is ill, disabled or older can be valuable and rewarding, but without the right support caring can have an impact on your health, your job, your finances and your social life.

Visit www.carersdigital.org



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<p>About Me eLearning Course</p> <p>This online course aims to help you identify and find resources, technology and sources of support to prevent your caring responsibilities from becoming overwhelming.</p>	<p>Jointly Care co-ordination app</p> <p>A central place to store and share important information about the person you are caring for. Set up appointments, allocate tasks, save files and notes, manage medication and lots more.</p>	<p>Free publications Carers UK guides</p> <p>Essential reading for carers including: <i>Upfront guide to caring</i>, <i>Looking after someone - Carers Rights Guide 2016</i> and <i>Being heard: A self-advocacy guide for carers</i></p>	<p>Links to more info and local resources</p> <p>Access links to further resources and sources of local information and support for people who are looking after a loved one.</p>			

Scan to register without using a code:

