

# **Leeds Carers Partnership**

## **Covid19: Support and guidance for carers**

**Issue 4: 10th August 2020**



**The latest guide to support for anyone looking after a friend or relative with an illness, frailty, disability, mental health issue or an addiction in Leeds.**

**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 carers and the organisations who support them, with helpful information 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If you want to include something in the next issue or if you notice something is incorrect or out of date, please contact: [ian.brookemawson@leeds.gov.uk](mailto:ian.brookemawson@leeds.gov.uk)

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## Official guidance

### UK Government

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

- [General guidance for all carers](#)
- [Carers of adults living with learning disabilities or autism](#)
- [Carers under the age of 25](#)
- [Social distancing](#)
- [Information for shielding](#)
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### Key Messages



Keep a safe distance from others.



Wash your hands regularly, for 20 seconds.



You must wear a face covering on public transport, in shops and in healthcare settings.



No one in your household should leave home if any one person has symptoms.



If you have symptoms, stay at home and [book a free test](#) or ring 119.



If you need to stay at home and have no family or friends for support, ring 0113 378 1877.

### Leeds City Council

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 UK

Carers UK are the UK's only national membership charity for carers. They provide a wide range of information for carers as well as campaigning for better recognition and support of carers.

[Carers UK guidance about Covid19](#)

Carers UK also have a national helpline which can be contacted by phone at 0808 808 7777 or by emailing [advice@carersuk.org](mailto:advice@carersuk.org)

## **Carer health and wellbeing**

It is important that carers look after their own physical and mental health. The following websites provide information and advice as well as 'top-tips'

[Young people taking care of their mental wellbeing from Mindmate](#)

[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](#)

## **West Yorkshire Health and Care Partnership**

The West Yorkshire and Harrogate Health and Care Partnership has an established Unpaid Carers Programme Team which has created specific resources for carers during Covid-19 including information on healthy eating, mental and physical health, and resources for parent carers.

[Resources for carers from West Yorkshire and Harrogate Unpaid Carers Programme](#)

## **Support from your GP and the 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 when visiting GP practices, community health centres and hospitals. 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 important to tell your GP practice that you 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 your caring role can be identified when you contact the practice and you can be offered appointment times and additional services, for example carer health checks and access to flu vaccinations. As long as you give permission, the GP practice can also send a referral to Carers Leeds who will then get in touch with you to offer any information, advice or support that can help.

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

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

## **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 might 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.

Carers are entitled to an assessment of their own needs, even if the person they care for doesn't want or need services themselves. This is called a Carers Assessment and it is simply the way professional workers from Health or Social Care organisations find out what the caring situation is, and what would help carers to continue caring. It is not a 'test' of how well carers 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 Advice Line on 0113 380 4300. The assessment will be carried out by Adult Social Care Staff who work in close partnership with Carers Leeds

More information about the type of care and support available and how to contact Adult Social Care is available by phone on 0113 222 4401 or on the Adult Social Care website <https://www.leeds.gov.uk/residents/health-and-social-care/adult-social-care>

## **Carer support available in Leeds**

### **Carers Leeds (support for carers aged 18 and over)**

Carers Leeds is open as usual and continues to offer a range of support, advice and information for carers and professionals in Leeds.

The carer advice line (0113 380 4300) is open Monday to Friday, 9-5 and also available by e-mailing [advice@carersleeds.org.uk](mailto:advice@carersleeds.org.uk)

Carers Leeds is keeping in touch with carers and providing one-to-one support by telephone, email and via online platforms such as Zoom.

Online support groups are providing social engagement, a range of health and wellbeing activities and facilitating peer 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.

#### **Contact details for Carers Leeds**

Phone: 0113 380 4300

Email: [advice@carersleeds.org.uk](mailto: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 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.

Young carers 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](mailto:leedsyoungcarers@family-action.org.uk)

Web: [www.leedsyoungcarers.org.uk](http://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.childrensociety.org.uk/youngcarer/covid-19>

### **Caring for someone with dementia**

**Leeds and York Partnership Foundation NHS Trust** have put together a pack that includes suggestions that might help carers and the person they care for cope with this difficult time. There are some ideas about how carers can look after themselves, how to respond to any changes in the behaviour of the person with dementia, 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 has moved online and will be open between 1.00pm and 2.00pm on Thursday's until further notice. Anyone interested in attending should contact Ripaljeet on 07585964782 or by email at [ripaljeetk@touchstonesupport.org.uk](mailto:ripaljeetk@touchstonesupport.org.uk) or for further information, please visit <https://touchstonesupport.org.uk/community-services/bme-dementia-service/>

The **Dementia Hub at Carers Leeds** provides specialist carer support throughout the city in order to support carers of people living with dementia, which includes telephone support, one-to-one support and training to better understand dementia, how to access support as a carer, financial and legal affairs and planning for the future. In order to access this service carers can telephone the Carers Leeds advice line on 0113 380 4300.

**M4D radio** is part of the Music for Dementia campaign to make music available to people living with dementia. It is a group of 5 themed radio stations available 24 hours a day, 365 days a year playing music that evokes memories. M4D radio is available at <https://m4dradio.com/>

## **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.

### **Contact details for SENDIASS**

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.

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

## **Social Prescribing**

Social Prescribing is a way of linking individuals with a range of local community services to improve social, emotional and mental wellbeing.

Linking Leeds provides Social Prescribing for Leeds citizens aged 16 years and above. Wellbeing Coordinators are based within GP practices providing one-to-one support over the phone and face to face.

Anyone can make an appointment to see a Wellbeing Coordinator by:

- Asking their GP practice to book them an appointment

- Asking another organisation (eg Carers Leeds) to contact Linking Leeds
- Completing the introduction form and sending it to [linking.leeds@nhs.net](mailto:linking.leeds@nhs.net)
- By telephoning the Hub on 0113 336 7612.

## **Bereavement support**

Bereavement brings a number of extra issues for carers, for example the loss of purpose and identity that caring provided, and the loss of, or 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.

### **Contact details for Grief and Loss Helpline**

The free helpline number is 0808 196 3833 or the online chat facility is available at [griefandlosswyh.co.uk](http://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 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](mailto:advice@carersleeds.org.uk)

## **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 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 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. This service has to be arranged by Leeds City Council's Adults and Health Directorate who can be contacted on 0113 222 4401.

### **Time for Carers Grant**

The Time for Carers fund can provide an unpaid carer with a payment of up to £250 so that they can have a break from caring. The scheme is funded by Leeds City Council and administered by Carers Leeds.

The Time for Carers Fund is available for unpaid carers aged 16 and over who are providing regular care for a family member, close friend or neighbour who could not manage without the support you give them. Any unpaid carer is potentially eligible for a grant, it is not means tested.

A Time for Carers grant can be used for something that clearly gives a carer a break from their caring role. For example; a weekend break, day trips, training course fees or leisure equipment.

To apply, you'll need to fill out all sections on the Time for Carers Fund application form. You can either;

- Complete a Time for Carers Fund application form online at [www.carersleeds.org.uk/breaks-for-carers/](http://www.carersleeds.org.uk/breaks-for-carers/); or
- Print the online form to complete by hand; or
- Contact Carers Leeds on 0113 380 4300 to request a copy in the post

If you have any questions about the fund please contact the admin team on [info@carersleeds.org.uk](mailto:info@carersleeds.org.uk)

## **Family, work, and home**

### **Balancing paid employment with unpaid care (working carers)**

If you are balancing unpaid caring with work you are likely to 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](#)

### **Money and Finance**

The Money Advice Service has been set up to provide free and impartial money advice. Information about the support available for carers, including benefits and tax credits, and how to manage the money of the person being cared-for is available at:

<https://www.moneyadvice.service.org.uk/en/categories/support-for-carers>

Leeds City Council's Welfare Rights Unit can also provide free, confidential, impartial advice and support on a whole range of welfare benefits and can help people to complete application forms over the phone. The Welfare Rights Unit can be contacted on 0113 376 0452 or by email at:

[welfare.rights@leeds.gov.uk](mailto:welfare.rights@leeds.gov.uk).

### **Making a Contingency Plan (Plan B)**

Making a Contingency Plan can help carers to 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 that someone would need to enable them to take over the caring role on a temporary basis as well as the contact names of at least two people that have agreed that they will step in as needed.

A [Contingency Plan template](#) has been produced and is available as an appendix at the end of this document.

### **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 or restricted, and that not being able to talk to loved ones has been causing significant distress. Up to date information about visiting and visiting times is available at <https://www.leedsth.nhs.uk/patients-visitors/patient-and-visitor-information/visiting-times/>

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 a Letters to Loved Ones 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](mailto: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 an 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/>

All wards have access to iPods with a video-calling app called JusTalk. This enables carers, friends and relatives to video-call their loved one in hospital by downloading the JusTalk app for free and contacting the ward with their username. The ward will then arrange a time for the video call to take place. For more information please visit <https://www.leedsth.nhs.uk/patients-visitors/patient-and-visitor-information/covid-19-support/talking/>

A hospital support fund has been launched for patients, their relatives and Trust volunteers who may be struggling financially due to the coronavirus pandemic. The fund is intended to assist (but not limited to):

- Bereaved relatives facing immediate financial pressures until their personal financial affairs are sorted eg having weekly bills to meet and no immediate access to bank accounts
- Patients isolating for 14 days in advance of admission to hospital and suffering income loss, excess cost or other financial hardship as a result
- Patients, their immediate families or volunteers who have experienced significant household income loss as a result of the pandemic and are struggling with financial obligations
- Those experiencing significant increases in costs as a direct result of the pandemic, eg increased childcare costs

Further information and an application form can be found at <https://www.leedsth.nhs.uk/coronavirus/supportfund>

## **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 people in a variety of ways towards living well and more independently. These include

home and garden maintenance, equipment to help with daily living tasks such as cooking or getting washed and dressed, sitting services, home care, home security, tradespeople that can help with urgent repairs in the home to keep people safe and well.

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 and 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 people and keep them connected.

The main Leeds Directory website is <https://leedsdirectory.org/> and the Leeds Directory team can also be contacted by phone on 0113 378 4610.

### **Telecare equipment**

Telecare is a service that can support older and vulnerable people to live safely and independently in their own home through the use of simple sensors.

Telecare can provide carers with peace of mind which can mean you are able to go to work, take part in leisure activities or just simply go out, knowing that a Response Centre will be alerted if the sensor detects any problems.

Response centre staff will have information about the person using the service, will be able to identify which sensor has been activated, and how best to respond.

### **Contact details for Telecare**

Phone: 0113 222 4401

Website: <https://www.leeds.gov.uk/assistedliving/telecare-services>

## Digital tools for carers

### Video Based Resources (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>

### 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. [A leaflet](#) is available as an appendix at the end of this document.

It's easy to register by visiting [www.carersdigital.org](http://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, and 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.

### Learning for Living

Carers UK have developed this interactive e-learning programme to help carers develop greater understanding of the unique skills and knowledge they apply on a day-to-day basis in their caring role, and how they can transfer these skills to the workplace.

The aim of the e-learning programme is to boost confidence amongst unpaid carers, who regularly carry out complex tasks, manage finances and communicate in a range of situations, but often underestimate the value of these skills when job searching or looking at changing roles.

The Learning for Living e-learning programme is available at <https://www.learning4living.org/login/index.php>

## **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/>

Details of additional online training courses and learning opportunities designed for carers is available on the Carers Leeds Website <https://www.carersleeds.org.uk/wp-content/uploads/2020/05/E-Learning-for-carers.pdf>

# 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:

<b>Your Name:</b>		<b>Age</b>	
<b>Contact phone number:</b>			
<b>GP Practice:</b>			
<b>Have you been advised to shield?</b>	Yes / No	<b>Has anyone else living with you been advised to shield?</b>	Yes / No
<b>Relationship to the person you care for:</b>	(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.

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

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

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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](http://www.carersdigital.org)



**Your Free Access Code is: DGTL8267**

Use this code to get free access to all the digital products and online resources, including:



### About Me eLearning Course

This online course 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, save files and notes, manage medication and lots more.

### Free publications Carers UK guides

Essential reading for carers including: *Upfront guide to caring*, *Looking after someone – Carers Rights Guide 2016* and *Being heard: A self-advocacy guide for carers*

### Links to more info and local resources

Access links to further resources and sources of local information and support for people who are looking after a loved one.

Scan to register without using a code:

