A message to carers from Health and Social Work Services

We would like to express our gratitude to the estimated fifty six thousand carers in Glasgow for the immeasurable contribution they make through their caring roles. We acknowledge carers as key partners in the delivery of health and social care in Glasgow and we are fully committed to supporting you in your caring role.

Caring for family and friends is a natural part of all of our lives. We recognise that the support you provide is fundamental to ensuring those who need your care receive it.

We are here to offer you information, advice and other supports to assist you in your caring role and to improve and maintain your health and well-being. We understand that the pressure of looking after someone else can sometimes be emotionally and physically demanding and that, often, you put the needs of the person you look after before your own.

This booklet outlines some of the supports which may help you and explains how you can access them. Please be assured that NHS Greater Glasgow & Clyde, Glasgow City Council Social Work Services and the Voluntary Sector are committed to working in partnership to provide the highest standard of support to carers and the person you look after. We will continue to provide opportunities for you to tell us of your experience of using services so that we may learn from them.

Councillor Matt Kerr
Executive Member for Social Care
Glasgow City Council

Peter Daniels
Chairperson Glasgow Community Health Partnership
NHS Greater Glasgow and Clyde
Are you looking after someone?

Am I a Carer?

Carer “A person who looks after a partner, relative or friend who cannot manage without help because of an illness (including mental illness), addiction, frailty or disability. You may or may not live with the person you look after.”

Young Carers “Young carers are young people (up to the age of 18 years) who are affected by the chronic illness or disability of a family member and who provide them with care and support. Physical disability, learning disability, mental illness, substance misuse and HIV/Aids are the primary categories of illness/disability likely to affect young carers. Young carers will often be responsible for a great deal of their own care.”

Parent Carer A parent of a child or young person who has additional support needs.

How can I request support?

Carers Self Assessment

At the back of this booklet you will find a carers self assessment form. Completing this self assessment will enable you to tell us about your needs as a carer, either now or in the future, any difficulties you have in your caring role and what type of supports you feel might help. Please complete this form if

• you do not receive any services
• you already receive services but your circumstances have changed

The standard response times from the receipt of a carer’s self assessment will be a maximum of 5 working days.

You can complete this yourself, or your local Carers Service can assist you (see page 10 for details of your local Carers Service). Please send the completed form in the Free Post Envelope.

If you live outside Glasgow City you can still use this self assessment form and we will pass your details on to your local carers service.
What are my rights as a carer?

Carers Assessment

If you are providing, or are going to provide, substantial and regular care, to a family member or friend you are entitled to an assessment of your needs.

An assessment involves discussions with a member of staff from either Glasgow Carers Services or Social Work Services.

The assessment will look at your ability to provide, and continue to provide, care and will identify supports that may assist you in your caring role.

For some people the assessment will only take a few days to complete. For others the assessment process may take a bit longer. You will be kept informed of what is happening during the assessment process and while your assessment is taking place you may be offered some services to deal with any immediate needs you have.

Once the assessment is completed, and any services required are in place, your needs will be reviewed to make sure that the services you receive are appropriate and beneficial to both you and the person you look after.
What supports are available?

Carers Information and Support Line

Please telephone the Carers Information and Support Line to obtain:

- signposting to carers services
- access to up to date information
- advice about how to request a carers assessment
- signposting to other relevant local supports, for example condition specific organisations

Phone 0141 353 6504
Carers Services

There are a number of services in Glasgow providing a range of supports.

Services provided are:

Information and Advice

Staff will provide you with information and advice to enable you to make informed choices, for example

- how to access services
- help with the assessment process
- information about medical conditions affecting the person who is being cared for

Emotional Support

Staff will offer you support

- through one to one contact,
- by helping you to access a support group to enable you to meet other carers in a relaxed environment
- by referring you to a specialist support service if required

Money Matters

Staff will provide or arrange for a full check on benefit entitlement including assistance with form filling.

They can also assist with:

- completion of forms for grants or allowances
- signposting you to organisations which provide support for tribunals and/or debt advice

Short Breaks

Direct support can be offered to you by providing care workers from appropriate agencies to enable you to attend meetings, training, personal appointments or special events.
Are you looking after someone?

Training

A programme of training is available to carers in Glasgow on a variety of topics which can support you in your caring role or to assist you to maintain your health and well-being.

“Having a Voice”

As a carer you should be able to speak out about your needs. Assistance can be given to develop local support groups and forums. Carers are encouraged to attend local and city wide carers events where issues that affect you can be raised and addressed.

Carers services are person-centred. They are based on the principles of sensitivity to individual need, treating people with courtesy and respect, ensuring confidentiality, promoting self determination and not creating dependency.

Health Services

You may also come into contact with health services through the person you are caring for. Your GP and practice nurse are there to help you. They are in a position to put you in contact with services that may help you. Talk to your GP or practice nurse about any difficulties you are having. While your GP may be the person you see most often there are other health care staff who will be happy to tell you about local services that are there to support you. They include nurses working in hospitals and in the community, health visitors, occupational therapists, physiotherapists, and podiatrists. Your local pharmacist can also offer advice on a wide range of health issues.

Patient Information Centres

Drop in: 10am to 4pm Monday – Friday

There are Patient Information Centres on the ground floor at the new Victoria Hospital and Stobhill Hospital. These centres provide:

- Up to date health information Support with understanding medical jargon
- A person to talk to who understands the health service and health issues
- Practical support on topics such as money advice & support for carers

The Patient Information Centres can be used by all hospital users, patients, relatives, visitors and staff of the NHS Greater Glasgow & Clyde area. Contact details are included under useful contacts at the back of this booklet.
How can I request support for the person I look after?

If you feel that the person you are caring for requires more support, you can contact Social Work Services who can access their situation. The purpose of this assessment is to look at their needs and identify how best those needs can be met.

How can I support myself as a Carer?

It is important that you look after your own health to enable you to continue effectively in your caring role, if this is what you choose to do. You can:

• complete a self assessment or ask for a carers assessment (both available through your local Carers Service) to find out what supports are available to you
• ask Social Work Services for an assessment of need for the child, adult or elderly person you are caring for
• let your GP know if
  • you are a carer
  • your caring responsibilities have changed
• talk to your GP about
  • looking after your own emotional well-being
  • any health issues you might have relating to caring, for example back problems
  • referring you to your local carers service
Are you looking after someone?

How can I get involved and make my voice heard?

Area Public Partnership Forums (PPF) are a network of local groups and individuals living in Glasgow who use or are interested in Health and Social Care Services. It enables the public, patients, carers, service users and groups to be involved in decisions and priorities about health and social care services.

There are also a variety of Carers specific groups and forums across the city which carers are encouraged to join to have their views heard.

You can get details on how to get involved from your local Carers services listed at the back of this booklet.

How can I comment on or complain about services?

If you are concerned about the quality of any service you are receiving you are entitled to comment or make a complaint. Health Services, Social Work Services and partner agencies all have their own complaints procedure. There are leaflets available which provide advice about how to make a complaint.

A member of staff from the agency concerned will be able to give you the appropriate advice and leaflet once you have outlined what your complaint is about.
If the service is unable to resolve your complaint to your satisfaction you will have the right to refer the matter to:

Scottish Public Services Ombudsman by writing to Freepost EH641, Edinburgh, EH3 0BR

You must do this within 12 months of first being notified of the matter you are complaining about.

My right to confidentiality

In carrying out the assessments described in this booklet, members of staff require to collect information about you and the person/people you care for.

All members of staff are committed to respecting your confidentiality and your rights under the 1998 Data Protection Act. If you want more information about this, please contact the Carers Information and Support Line.

Phone 0141 353 6504
Where can I ask for support?

Please don’t wait until you are in crisis before asking for support.

Glasgow City Carer Partnership

Statutory Carer Support Teams

Glasgow North East Carers Support Team
Glasgow City Council Social Work Services
400 Pethershill Road, Glasgow G21 4AA
Phone 0141 276 4710
Email carernorthsupport@sw.glasgow.gov.uk

Glasgow North West Carers Support Team
Glasgow City Council Social Work Services
35 Church Street, Partick, Glasgow G11 5JT
Phone 0141 276 1066
Email carersnwproject@sw.glasgow.gov.uk

Glasgow South Carers Support Team
Glasgow City Council Social Work Services
130 Langton Road, Pollok, Glasgow G53 5DP
Phone 0141 2762904
Email carerssouthsupport@sw.glasgow.gov.uk

Carer’s Centres

North East CHP

Glasgow North East Carers Centre
Easterhouse Congregational Church
51 Tondra Place, Glasgow G34 9AX
Phone 0141 781 0728
Email gnnecarercentre@hotmail.com

Glasgow East End
Community Carers Centre
Academy House
1346 Shettleston Road, Glasgow G32 9AT
Phone 0141 764 0550
Email centre@eastend-carers.co.uk
Are you looking after someone?

North West Glasgow

Princess Royal Trust for Carers Anniesland
1561 Great Western Road, Anniesland,
Glasgow G13 1HH
Phone 0141 959 9871
Email westcarers@volunteerglasgow.org

South Glasgow

Princess Royal Trust for Carers
Glasgow South Carers Centre
The Dixon Community Centre
656 Cathcart Road
Govanhill, Glasgow City Council G42 8AA
Phone 0141 423 0728
Email Dixon.carers@btconnect.com

Glasgow South West Carers Project
130 Langton Road
Pollok, Glasgow G53 5DP
Phone 0141 882 4712
Email pollokcarers@volunteerglasgow.org
Useful Contacts

Glasgow Social Work Services

Social Care Direct
Glasgow City Council
PO Box 26845, Glasgow
Social Care Direct 0141 287 0555
Text phone users 18001 0141 287 0555
Email: socialcaredirect@glasgow.gov.uk

An emergency out of hours service is available from the Standby Service.
Phone: 0800 811505

For information go to: www.yoursupportglasgow.org or www.glasgow.gov.uk

NHS

NHS Greater Glasgow and Clyde www.nhsggc.org.uk

NHS Inform (health information) www.nhsinform.co.uk
Phone 0800 224488

NHS Patient Information Centres

Drop in, call or email:
New Victoria Hospital: 0141 347 8468
New Stobhill Hospital: 0141 355 1527
Email: PatientInformationCentres@ggc.scot.nhs.uk

National Carers Organisations

Carers Scotland www.carerscotland.org
Phone 0141 445 307

Coalition of Carers www.carersnet.org
Phone 01786 825 529

Princess Royal Trust for Carers www.carers.org
Phone 0141 221 5066