

# Carers Pack



Are you looking after a partner, family member, child or friend who couldn't manage without your help?

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In this booklet you'll find lots of organisations and information to support your mental health and wellbeing. You can find them all on a new website called Joy.

Joy is a new NHS funded website for people living in Leicester, Leicestershire and Rutland. It has been created to link you to groups, services and activities that suit your needs and interests, local to you. Once you add your postcode and search, it will list the services closest to you.

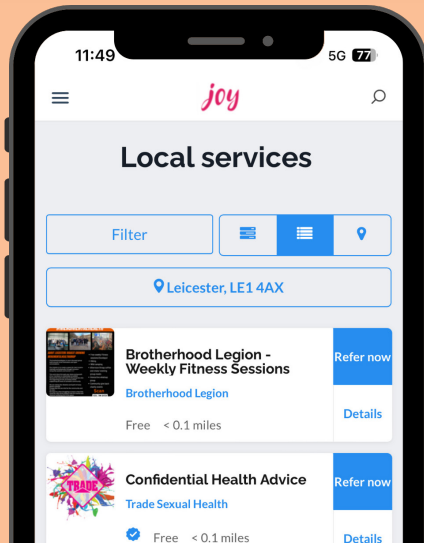
LLRjoy.com

joy



SCAN HERE

4



1. Filter  
by postcode

2. Pick your  
interests

3. Joy lists  
services available

# Urgent mental health support

Need urgent mental health support now?

Call

**NHS 111**

Select mental  
health option

If you, or someone you care about, need urgent advice or support for your mental health, help is available over the phone. **Call NHS 111, mental health option.** This number is open **24 hours a day, seven days a week** free of charge and in confidence.

Please note, this service can be busy at certain times and you may have to wait for your call to be answered.

You can also text **0748 063 5199** and we will aim to get back to you within four

## **In an emergency**

If you are concerned about an immediate risk of harm – either to yourself or someone else – phone **999**.

You can also call **NHS 111** for physical, medical and mental health issues.

[www.signvideo.co.uk/nhs111](http://www.signvideo.co.uk/nhs111)

# How you can be supported as a carer

A carer is anyone who looks after a partner, family member, child or friend who needs help because of their illness, frailty, disability, mental health or addiction and cannot cope without your support. A carer may be an adult or a child. The care they give is unpaid (some carers will receive carers allowance).

We understand that trying to provide support and care for a loved one can be challenging. This could impact upon your own health and wellbeing.

The information in this leaflet is intended to provide awareness of services that are available within the community that could help carers feel supported and empowered.



# New to caring?

If you're new to caring, these websites are a great place to start. They are packed with useful information - whether you live in the city, county or Rutland. You may also be entitled to extra support, including financial help which can be assessed through your local authority.



**Leicester**  
City Council

Leicester City Council offer a variety of support for carers living across Leicester City

**Phone: 0116 454 1004**

**[www.bit.ly/3rWx1AD](http://www.bit.ly/3rWx1AD)**



**Leicestershire**  
County Council

Leicestershire County Council offer a variety of support for carers living across Leicestershire

**Phone: 0116 305 0004**

**[www.bit.ly/3gaQWcx](http://www.bit.ly/3gaQWcx)**



**Rutland**  
County Council

Rutland County Council offer a variety of support for carers living across Rutland

**Phone: 01572 722 577**

**[www.bit.ly/3l9UyOM](http://www.bit.ly/3l9UyOM)**

# Understanding mental health

If your loved one has been diagnosed with a mental health condition, you may want to find out more about what symptoms they might struggle with and how it could affect them.

You can always ask the care team involved with your loved one for more information.

You may also want to understand and find support for your own mental health. This booklet has information about a wide range of support available for mental health.

If you are not sure where to start, are worried about your mental health (but not in crisis), your first point of contact would be to ring 111 or speak to your GP.

Visit the NHS website to learn more about mental health conditions:

**[www.nhs.uk/mental-health/conditions](http://www.nhs.uk/mental-health/conditions)**



# Better Health - Every Mind Matters

**Better Health - Every Mind Matters** helps empower people to look after their mental wellbeing. Their website features lots of NHS approved tips and advice to help you be kind to your mind.

At its heart is the free NHS-approved Mind Plan, available on the website. By answering five short questions people get a personalised mental health action plan, providing practical tips to help them deal with stress and anxiety, boost their mood, sleep better and feel more in control.

[www.nhs.uk/every-mind-matters](http://www.nhs.uk/every-mind-matters)

## Discover simple steps to help look after your mental wellbeing

Search Every Mind Matters



# Helpful tips for carers



1. **Register as a carer** with the GP of the person you care for (and your GP if different) - it can be easier if you're registered with the same GP
2. Ask for a **carers assessment** from the Local Authority
3. If the person you care for has care and support needs, consider asking for a **care and support needs assessment** from the Local Authority for them
4. **Check your benefits** through a website such as Carers UK: [www.carersuk.org](http://www.carersuk.org)
5. Get a **carers passport** (find out more on page 7)
6. **If you work**, talk to your employer about your caring responsibilities. They may be able to help you balance your caring role with your employment duties
7. **Meet and talk to other carers at local carers groups** and find out events happening with the community and connect with others
8. Caring can have a big impact on a carer's own mental health. It's important to ask for support with **looking after your mental health and wellbeing** if you need it. This could be from family, friends or even your local carers support group (find out more on page 11) or mental health services via GP referral
9. If you **need a break** from caring, talk to your local carer support service who will be able to point you in the right direction

# Carers Passport

The Carers Passport is available and recognised throughout Leicester, Leicestershire and Rutland. The Passport enables access to services and support. It's available as a wallet-sized card, downloadable onto your smartphone or with a lanyard.



If you live in **Leicester City**, you can contact Leicester Carers Support Service to access your carers passport:

**Email:** [carers@ageukleics.org.uk](mailto:carers@ageukleics.org.uk)

**Phone:** 0116 222 0538

If you live in **Leicestershire**, you can contact VASL to access your carers passport (if you're over 18):

**Email:** [maureen@supportforcarers.org](mailto:maureen@supportforcarers.org)

**Phone:** 01858 468 543

**[www.supportforcarers.org](http://www.supportforcarers.org)**

If you live in **Rutland**, you can contact Rutland County Council to access your carers passport:

**Email:** [carersteam@rutland.gov.uk](mailto:carersteam@rutland.gov.uk)

**Phone:** 01572 758 341

**[www.rutland.gov.uk/adult-social-care/carers](http://www.rutland.gov.uk/adult-social-care/carers)**



# Carers support in your community

There are various different community services available in Leicester, Leicestershire and Rutland, depending on individual needs and where you live.



**VASL** is a local charity based in Leicestershire, offering support to those looking after someone 18 and over, offering a dedicated telephone advice line, carers groups around Leicestershire.

**Email:** [maureen@supportforcarers.org](mailto:maureen@supportforcarers.org) **Phone:** 01858 468 543



**Leicester Carers Support Service** supports carers aged 18+ when they or the person they, or the person they look after, live in Leicester City.

**Email:** [carers@ageukleics.org.uk](mailto:carers@ageukleics.org.uk) **Phone:** 0116 222 0538



**LAMP** provides independent community mental health advocacy to the people of Leicester, Leicestershire and Rutland, including support to families and carers.

**Email:** [info@lampdirect.org.uk](mailto:info@lampdirect.org.uk) **Phone:** 0116 255 6286



**Age UK** provides services to support the wellbeing of older people and informal / family carers.

**Email:** [enquiries@ageukleics.org.uk](mailto:enquiries@ageukleics.org.uk) **Phone:** 0116 299 2233

# National carers support

There are various different carer support services nationally that offer guidance, advice and practical support.



Mobilise is an online service led by carers, for carers. They provide free personalised guidance, community and coaching. Together the community's collective knowledge, wisdom and expertise empowers those that care to thrive.

[www.mobiliseonline.co.uk/  
leicestershire-and-rutland](http://www.mobiliseonline.co.uk/leicestershire-and-rutland)



Carers Trust is a major charity for, with and about carers. They work to improve support, services, and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems.

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



Carers UK offers information on any aspect of caring. Whether you're looking for information on benefits, practical help in your caring role, or support in the workplace, Carers UK offers help and advice

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

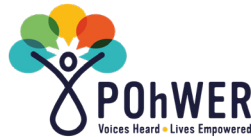
# Community Advice



**Leicester Community Advice and Law Centre** is an independent, free and confidential advice service. Offers free legal advice for areas of law which include debt, welfare benefits and housing.

**Email:** [enquiries@cals.uk.net](mailto:enquiries@cals.uk.net)  
**Phone:** 0116 242 1120

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



**POhWER** are the contracted service providers for Independent Mental Health Advocacy (IMHA), Independent Mental Capacity Advocacy (IMCA) and NHS Complaints Advocacy. Their advocates support people to understand their rights, speak up and be heard.

**Email:** [pohwer@pohwer.net](mailto:pohwer@pohwer.net)  
**Phone:** 0300 456 2370

[www.pohwer.net/leicestershire](http://www.pohwer.net/leicestershire)



**Citizens Advice LeicesterShire** offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

**Phone:**  
Leicester City - 0808 2787970  
Leicestershire - 0808 2787854  
Rutland - 01572 723 494

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

# Support for young people, parents and guardians

If you are a young person, or the parent or carer of a child or young person, there are various websites and helplines you can use to find support.



**The Leicestershire Partnership NHS Trust website** offers a range of support for children and young people, including an 'At a Glance' guide, which gives an overview of support based on level of need. Scan the QR code or visit the link:  
[www.leicspart.nhs.uk/mental-health/resources/conditions/young-people](http://www.leicspart.nhs.uk/mental-health/resources/conditions/young-people)



**Health for Under 5s** offers a great choice of health related information for parents and carers of 0 to 5 year olds.  
[www.healthforunder5s.co.uk](http://www.healthforunder5s.co.uk)



**Health for Kids** enables primary school age children to learn about health in a fun and interactive way.  
[www.healthforkids.co.uk](http://www.healthforkids.co.uk)



**Health for Teens** allows young people to find out more about health, including feelings, growing up, mental health, lifestyle and sexual health.  
[www.healthforteens.co.uk](http://www.healthforteens.co.uk)

# Support for young people, parents and guardians



**ChatHealth** is a confidential text messaging service that enables children and young people (aged 11-19) to contact their local public health nursing team for confidential advice and support.

**[www.chathealth.nhs.uk](http://www.chathealth.nhs.uk)**

**childline**

ONLINE, ON THE PHONE, ANYTIME  
[childline.org.uk](http://childline.org.uk) | 0800 1111

**Childline** is a private and confidential helpline for children and young people under 19. Calls are free on 0800 1111.

**[www.childline.org.uk](http://www.childline.org.uk)**



**My Self Referral** is a website available to C&YP up to the age of 18yrs in LLR who want advice and support for their mental health. It enables C&YP to access a broad range of advice, resources and services. It also enables C&YP, parent/carer to complete a self-referral form for signposting or onward referral to a specialist service without them needing to see their GP.

**[www.myselfreferral-llr.nhs.uk](http://www.myselfreferral-llr.nhs.uk)**



**Autism Space** is a dedicated area on the Leicestershire Partnership NHS Trust website to find advice, information and support around all things relating to autism.

**[www.leicspart.nhs.uk/autism-space](http://www.leicspart.nhs.uk/autism-space)**



**First Steps ED** offer support to C&YP aged 5-25 in LLR with mild to moderate eating disorder symptoms or poor body image

**Phone:** 0300 102 1685

**[www.firststepsed.co.uk/make-a-referral](http://www.firststepsed.co.uk/make-a-referral)**

# Young carers support - Leicester City

**Young people who regularly look after someone, sometimes don't think of themselves as carers, and don't realise that help and support is available.**

If you're a young person who is looking after someone, Leicester City Council can support you as much as possible with specialised help and advice. All Young Carers are entitled to a Young Carer Assessment. Leicester City Council use a "Whole Family Approach" as part of the assessment process.

## **There are two Young Carer groups:**

- 7-12 Years - Young Group facilitated by Leicester City in the Community (LCitC)
- 13-18 Years - Older Group facilitated by Leicester City Council Youth Service

**To make a referral, call 0116 454 1004** and then choose:

- Option 1: City
- Option 1: Child
- Option 4: Young Carer

**For general enquiries email: [young-carersplanning@leicester.gov.uk](mailto:young-carersplanning@leicester.gov.uk)**



**\*This service is open to those living in Leicester City only**

# Young carers support - Leicestershire

## The Children and Family Wellbeing Service

provides early help services to a child, young person or family, where they are expressing difficulties that cannot be supported by universal services, such as schools or GPs alone.

In the Youth and Justice Service there is a Young Carers Team dedicated to support young carers in Leicestershire. They offer support to Young Carers 11-18 years, an assessment of caring responsibilities, Young Carers Passport ID and 121 support where appropriate. There are also Young Carer youth groups in 5 locations in Leicestershire County Council areas, a Young Adult Carers 15+ virtual group and young carers can join CYCLe to have a voice in decision making in the area.

All services are accessed through a Multi Agency Referral Form (MARF) or Self Referral for the Young Carers Team (including Groups). Please access the web pages below for further details.

[www.bit.ly/3BoXb3E](http://www.bit.ly/3BoXb3E)



# Young carers support - Rutland

**If you're a young person who is looking after someone, Rutland County Council can support you as much as possible with specialised help and advice.**

You can call their referral, assessment and intervention service on 01572 758 493 to ask for a young carers assessment. Someone from their team will come to your home to talk about your situation and work out how to help you.

**Rutland County Council run three groups for young carers which allow you to: take time away from caring, get help for you and your family, get out to activities, find someone to talk to and meet other young carers.**

**The groups are:**

- **Little Stars** - for young carers aged 5 to 8 - [www.bit.ly/3FrbnvD](http://www.bit.ly/3FrbnvD)
- **Young Stars** - for young carers aged 8 to 12 - [www.bit.ly/3TeH5BX](http://www.bit.ly/3TeH5BX)
- **TOFU (Time Out for Us)** - for young carers aged 13 and over - [www.bit.ly/3JGWLdV](http://www.bit.ly/3JGWLdV)

**[www.rutland.gov.uk/children-young-people-families/services-young-people/young-carers](http://www.rutland.gov.uk/children-young-people-families/services-young-people/young-carers)**

**\*This service is open to those living in Rutland only**



**Rutland**  
County Council

# Parent Carer Forums

The Parent Carer Forums represent parents and carers of children and young people with special educational needs and disabilities across Leicester, Leicestershire and Rutland.

## Leicestershire SEND Hub

Email: [team@leicestershiresendhub.org.uk](mailto:team@leicestershiresendhub.org.uk)

Facebook: [www.facebook.com/groups/leicestershiresendhub](https://www.facebook.com/groups/leicestershiresendhub)

## Leicester City Parent Carer Forum

Phone: 0745 5745344

Email: [rjaramba@lcpcf.net](mailto:rjaramba@lcpcf.net)

Website: [www.lcpcf.net](http://www.lcpcf.net)

## Rutland Parent Carer Voice

Phone: 07562 121508

Email: [rutlandpcv@gmail.com](mailto:rutlandpcv@gmail.com)

Website: [rutlandpcv.org.uk](http://rutlandpcv.org.uk)

# Mental health support in the community

There are many specialist services available in Leicester, Leicestershire and Rutland depending on individual needs for you or the person you care for. Below are some local organisations that can offer support.

## Bereavement



### **Laura Centre**

Provides support for bereaved children and support following the death of a child.

Email: [info@thelauracentre.org.uk](mailto:info@thelauracentre.org.uk) Phone: 0116 254 4341

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



### **CRUSE**

Provides bereavement support.

Email: [leicester@cruse.org.uk](mailto:leicester@cruse.org.uk) Phone: 0116 288 4119

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

## Abuse



### **Quetzal Project**

Provides support for women who have experienced childhood sexual abuse.

Phone: 0333 101 4280

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



### **First Step**

Provides support for men who have experienced sexual abuse.

Email: [contact@firststepleicester.org.uk](mailto:contact@firststepleicester.org.uk) Phone: 0116 254 8535

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

# Mental health support in the community

## Community Support



### **Loughborough Wellbeing Centre**

Provides a range of support in a safe, social space for adults (18 plus), as well as the Wellbeing Café and Veteran's Wellbeing Hub in Loughborough and Oakham, Rutland.

Email: [admin@loughboroughwellbeing.com](mailto:admin@loughboroughwellbeing.com)

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



### **ADHAR**

Providing mental health support for (but not exclusively to) minoritised communities.

Email: [admin.box@adharproject.org](mailto:admin.box@adharproject.org) Phone: 0116 220 0070

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



### **Peppers, A Safe Space**

Providing drop-in sessions for adults struggling with their mental health or loneliness in Melton and Oakham.

Email: [info@peppersasafeplace.co.uk](mailto:info@peppersasafeplace.co.uk) Phone: 07714 503 556

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

## Suicide Prevention



### **Harmless**

Provides a community self-harm and suicide bereavement service for people who live in Leicester, Leicestershire and Rutland.

Email: [leicester@harmless.org.uk](mailto:leicester@harmless.org.uk) Phone: 0115 8800 280

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

# Mental Health Helplines and Online Support

If you feel that you need to talk to a professional about your mental health needs or the needs of someone you care for, you can contact the MHCAP (Mental Health Central Access Point), our 24/7 phonenumber free of charge on 0808 800 3302. Below is a list of other providers that can offer support.



## Samaritans

When life is difficult, Samaritans are here - day or night, 365 days a year. You can call them for free on 116 123 or visit [www.samaritans.org](http://www.samaritans.org) to find your nearest branch



## SANEline

If you're experiencing a mental health problem or supporting someone else, you can call SANEline on 0300 304 7000 (4pm - 10pm every day) or email for a response on [support@sane.org.uk](mailto:support@sane.org.uk)



## Combat Stress

If you have served or are currently serving in the UK Armed Forces, you can call the Combat Stress 24 hour mental health helpline on 0800 138 1619 or text on 07537 173683



## Switchboard

Provides a one-stop listening service for LGBTQIA+ people on the phone, you can call Switchboard on 0300 330 0630 (10am – 10pm every day) or use their webchat service

# Phone apps

There are many different phone apps available to download for free, which can provide support and advice on various issues. Below are some suggestions:



**Stay Alive** is a suicide prevention app with over 600 resources and tools to help you, or someone you are worried about, keep safe. Created by Grassroots Suicide Prevention Charity with people who have lived experience.



**Calm Harm** provides tasks to help you resist or manage the urge to self-harm. Calm Harm uses the basic principles of an evidence-based therapy called Dialectical Behavioural Therapy (DBT).



**MindDoc** helps if you are struggling with emotional problems or simply want to be more aware of your mood and wellbeing. It is a personalized mental health companion that checks on you three times a day.



**DistrACT** provides trusted information and links to support people who self-harm and may feel suicidal (aged 17+).

The logo for Tellmi is a yellow speech bubble containing the text "tellmi" in lowercase black letters.

tellmi

The **Tellmi** app provides free digital mental health support, 365 days a year (on Android, iOS and the web) to anyone aged 11+ across Leicester, Leicestershire & Rutland.

# Mental health self-help guides



One in six of us will experience mental ill health. At some point in our lives we will know someone who is struggling. That could be us personally or a partner, family member, friend or colleague. Sooner or later, we will all know someone who is struggling.

We have written a series of self help guides covering a wide range of topics such as depression, anxiety and stress which offer users the opportunity to find out more about the causes of mental health issues and provide tools to work through feelings and emotions.

Our self help guides contain verified information and are written by NHS Clinical Psychologists with contributions from service users, healthcare and voluntary sector staff.

They're not intended to replace the advice of a medical professional. If it's not a medical emergency and you're unsure about what to do next, our self help guides can suggest next steps.

[www.bit.ly/LLR-self-help-guides](http://www.bit.ly/LLR-self-help-guides)



# Neighbourhood Mental Health Cafés

Drop in support for when you're struggling to cope

Feeling overwhelmed? In crisis?  
Need someone to talk to about your mental health?

We're here for you.

A safe space to be when you're feeling low.

Drop in or book an appointment - let's talk.

Cafes are open 7 days a week, find out where and when by scanning the QR code below or visiting:

[www.leicspart.nhs.uk/service/neighbourhood-mh-cafes](http://www.leicspart.nhs.uk/service/neighbourhood-mh-cafes)



Neighbourhood  
Mental Health  
Cafés

For times when you're struggling to cope



# Counselling / Talking Therapies

There are various talking therapy services available in Leicester, Leicestershire or Rutland, depending on individual needs. Some of the main providers are below.



**Vita Health** provides help for people with anxiety, depression and other similar difficulties across Leicester, Leicestershire and Rutland. You can request that your GP refers you to the service, or you can refer yourself directly by phone or online where you can also find further information about the service. This is funded by the NHS.

**Website:** [www.bit.ly/3E2ieM0](http://www.bit.ly/3E2ieM0)

**Phone:** 0330 094 5595

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**The Leicester Counselling Centre** offer a long-term counselling for up to 2 years to adults in Leicester, Leicestershire and Rutland. They offer support for a variety of issues, including feeling low, depressed, stressed or anxious about something, struggling with a relationship breakdown, past or present abuse, bereavement, family problems, money worries or work-related problems. There are costs associated with this service.

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

**Phone:** 0116 255 8801

**Email:** [admin@leicscounselling.co.uk](mailto:admin@leicscounselling.co.uk)

# Physical Health and Wellbeing

Looking after your physical health as a carer is just as important as your mental health and wellbeing. It is important for you and also helps the person you care for.

## Eating well

Shopping, meal planning and preparation are important for good nutrition and a healthy daily routine. For more information about healthy eating, visit:

[www.nhs.uk/live-well/eat-well](http://www.nhs.uk/live-well/eat-well)



## Sleeping well

When you're caring for someone you may need to see to their needs during the night making it harder to get enough sleep. Sleep problems can affect your energy and concentration levels making it difficult to carry out your caring role. Speak to your GP if you have trouble sleeping or visit the NHS website for tips on better sleep:

[www.nhs.uk/every-mind-matters/mental-health-issues/sleep/](http://www.nhs.uk/every-mind-matters/mental-health-issues/sleep/)



# Physical Health and Wellbeing

Looking after your physical health as a carer is just as important as your mental health and wellbeing. It is important for you and also helps the person you care for.

## Moving well

Research has shown that regular physical activity can improve mood, self-esteem and quality of sleep. Having good physical fitness, strength and flexibility reduces the risk of physical injury and fatigue from the demands of caring. LFS Active Together offer physical health groups and information for carers:

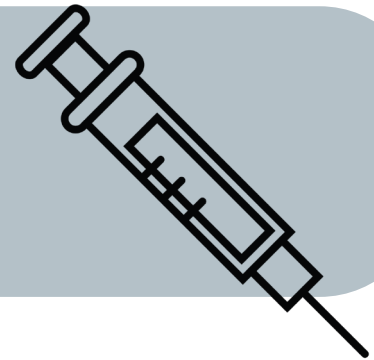
[www.active-together.org/letsgetmoving](http://www.active-together.org/letsgetmoving)



## Staying well in Winter

You are entitled to a free flu jab every year. For more information, visit:

[www.nhs.uk/better-health](http://www.nhs.uk/better-health)



# Glossary

## **Carers Allowance**

If you spend at least 35 hours a week caring for someone with an illness or disability, you may be eligible for extra money called Carer's Allowance.

Find out more here: [www.carersuk.org/help-and-advice/financial-support/carers-allowance](http://www.carersuk.org/help-and-advice/financial-support/carers-allowance)

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## **Carers Assessment**

If you care for someone, you can have an assessment to see what might help make your life easier. This is called a carer's assessment. It's separate from the needs assessment the person you care for might have, but you can ask to have them both done at the same time.

Find out more here: [www.bit.ly/2SPoYIL](http://www.bit.ly/2SPoYIL)

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## **Needs Assessment**

If you think you, or someone you know, needs help to cope day-to-day, the first step is to get a needs assessment from your local council.

Find out more here: [www.gov.uk/apply-needs-assessment-social-services](http://www.gov.uk/apply-needs-assessment-social-services)

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## **Respite**

Respite care means taking a break from caring, while the person you care for is looked after by someone else.

Find out more here: [www.bit.ly/2PrgSil](http://www.bit.ly/2PrgSil)

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## **Mental Health Advocacy**

Advocacy means getting support from another person to help you express your views and wishes, and help you stand up for your rights. Someone who helps you in this way is called your advocate.

Find out more here: [www.pohwer.net](http://www.pohwer.net)



Find out more about getting involved and joining the  
Service User/Carer Network:

[www.leicspart.nhs.uk/involving-you/involving-you](http://www.leicspart.nhs.uk/involving-you/involving-you)



Information about services across Leicester,  
Leicestershire & Rutland that provides  
support for your mental health and wellbeing.