

## Islip Surgery Carers Support Pack

Welcome to the carers support pack! We hope that this helps you to find the right information and support you will need in your caring role. This pack is designed to signpost you to sources of practical and emotional support in the local community; if you have any medical concerns, please speak to your nurse or GP.

### Carers Oxfordshire

Carers Oxfordshire is the main service that supports carers locally. It is a free service which offers information, advice and support to someone aged 18 and over, who is looking after someone aged 18 and over, living in Oxfordshire, who could not manage without this help. If you are wondering where to start, we would recommend contacting them for signposting and assistance.

The service has four elements:

- a telephone and web-based information service, providing information about benefits and entitlements, support services, carer's breaks, emergency back-up, employment, wellbeing, training opportunities to support carers in their caring roles and much more
- an outreach support service – providing advice and support over the phone (and through home visits where possible)
- a network of peer support groups
- training and wellbeing opportunities

Phone: 0345 050 7666

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

Email: [carersoxfordshire@oxfordshire.gov.uk](mailto:carersoxfordshire@oxfordshire.gov.uk)

## Emotional and practical support

**Action for Carers** Oxfordshire phone line gives practical advice and information, and emotional support to carers during the coronavirus pandemic. This phone line can also be your first step to link with the wider Carers Oxfordshire services.

Call: 01235 424715

Text: 07827 235443

If you are caring for someone with a mental illness, call 07918 133671

Or email [carersreferrals@carersoxfordshire.org.uk](mailto:carersreferrals@carersoxfordshire.org.uk)

### **Carers UK**

This is a national charity, here to make sure that no matter how complicated your query or your experience, you don't have to care alone.

Telephone: 020 7378 4999

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

### **Emergency carers support service**

The service can support carers by providing replacement care when the carer suddenly or unexpectedly becomes ill, or has an accident which prevents him/her from providing care.

Situations include:

- where a family member has been injured and the carer needs to go to hospital with them
- where a carer becomes ill and is unable to provide care.

The service can be provided where there is an immediate impact or serious risk for the person being cared for should they not receive care.

To access the service you must register. You can download the form at:<http://www.carersoxfordshire.org.uk/cms/content/emergency-carers-support-service>

Or, telephone Carers Oxfordshire - 0345 050 7666 and register over the phone or email [carersoxfordshire@oxfordshire.gov.uk](mailto:carersoxfordshire@oxfordshire.gov.uk).

You will receive a registration card which you can keep in your purse or wallet. **Once you are registered, you can call the 24-hour hotline 01865 849562.**

## Help with money, benefits and budgeting

Citizens Advice offer free, impartial advice on housing, benefits, employment issues, debt, and consumer issues. Your local citizens advice is Citizens Advice North Oxfordshire and South Northamptonshire.

Call Adviceline on 0300 330 9037 to speak to a trained advisor, or email [advice@cano.org.uk](mailto:advice@cano.org.uk).

The citizens advice website is also a great source of information about eligibility for benefits and support - <https://www.citizensadvice.org.uk/>.

### **Attendance allowance and carers allowance**

These are benefits which you and the person you care for may be eligible for, to support you in paying for care needs. Attendance allowance is extra money to help with your care needs if you've reached pension age and you have an illness or disability, and is not means-tested.

Carers Allowance is a means tested benefit for people who are giving regular and substantial (35 hours a week +) care. Carer's Allowance is a taxable benefit and forms part of your taxable income.

To find out more, look at the Citizens Advice website here:

<https://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/carers-allowance/>

<https://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/attendance-allowance/>

Or call you local citizens advice as above, who will be happy to help you access and fill out the forms if required.

## Support groups for carers

\*Please note these groups may be suspended due to the coronavirus pandemic, please contact them directly to find out if they are running again\*

**Kidlington Parents and Carers group:** a group for carers, with a wide age range (30 - 80) including parents caring for children with disabilities.

St John the Baptist Church Hall, Broadway, Kidlington, Cherwell, OX5 1DD

Wednesdays 10 - 11.30, every 3rd week of the month

Contact: Alison - [Alisonthompson.66@gmail.com](mailto:Alisonthompson.66@gmail.com) or 07773 796 549

**Kidlington carers group:** a group mainly for older adults (60+). Carers and ex-carers are welcome. Includes tea and cake and a speaker or talk at each event plus time for chatting socially.

At the Methodist Church, Oxford Road

10.30 am every other Tuesday

Contact: Mike Strong 01865370125

## **A Carers Journey - courses at Oxfordshire Adult Learning**

Workshops designed for carers at all stages of the caring journey - learning how to care, learning how to take care of yourself while caring, and learning how to cope and find yourself again when no longer caring.

To find out more or sign up call 01235 555 585 or go to:

[www.abingdon-witney.ac.uk/oal/carers/](http://www.abingdon-witney.ac.uk/oal/carers/)

## Support from Adult Social Care

If you require support such as occupational therapy, adaptations to your home, assistive technology, or regular carers, you can request a needs assessment from Oxfordshire County Council who will assess your situation and eligibility for financial support.

Waiting lists for adult social care are lengthy and it is worth getting onto the list as soon as possible if you feel you are in need of this. Urgent situations will be prioritised.

Call the Adult Social and Health Care team on 0345 050 7666 or visit the webpage below to refer yourself online and find out more:

<https://www.oxfordshire.gov.uk/residents/social-and-health-care/adult-social-care/getting-needs-assessment/members-public#paragraph-3378>

## Personal alarms

You may wish to pay for a personal alarm system so that you can go out with peace of mind, knowing that the person you care for can call for emergency help at the touch of a button.

There are many providers who offer this service and you may be eligible for financial help with the cost of the service if you arrange a needs assessment from the council (see above) and they decide that this kind of technology would be helpful to you.

You can find more information about personal alarms here:

<https://www.which.co.uk/later-life-care/home-care/technology-to-keep-you-safe/personal-alarms-azbn15v6qmgq>

## Respite care options

### **Age UK Home support options**

A paid service where a support worker will come to the patient's home for a few hours a week for companionship and/or light housekeeping or chores.

An initial assessment costs £20.00 then £18.00 per hour of support. For more

Information, call Amy for an informal chat - 0333 577 1044.

**Carers Oxfordshire** also provides a free 'Time Out for Carers' service which is run by volunteers who can provide up to 20 hours of respite care in short bursts (2-3 hours).

Contact Carers Oxfordshire for more information: **0345 050 7666**

## Nail care and podiatry

### **Age UK nail care**

This service is for people over the age of 50 who are unable to cut their own nails through reasons of frailty and difficulty bending, poor eyesight or problems with dexterity.

Regular nail cutting sessions are provided every 6 to 8 weeks and cost £15.00 per session at our office (there will also be a small one-off charge for the purchase of your nail cutting equipment £15.00). If you require a nail cutter to visit you at your home the charge will be £20.00. All our nail cutting staff undertake a full induction and have criminal record checks.

Contact Age UK Oxfordshire: 0345 450 1276

## Physiotherapy

HealthshareOxfordshire provides musculoskeletal (MSK) physiotherapy and podiatry services with a full range of therapists and specialists in Oxfordshire. The right help when you need it for all your joint pain including back and neck.

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

You can be referred by your doctor into the service. When we get your referral, our team will arrange the best help for your problem as soon as possible. This might be:

- Telephone advice and exercise
- MSK Physiotherapy
- MSK Podiatry
- Group exercise classes
- Advice, education and self-management resources

- Condition management and rehabilitation classes
- Links with interfacing community, social care and leisure services

### **You can refer yourself if you:**

- have already tried physical therapy yourself (see guidance and exercises by clicking the links above)
- have an MSK related issue/ condition
- are registered with an Oxfordshire GP
- **are over 18 years old**
- are able to speak English
- are not under the care of a hospital consultant for the same problem

### **You need to see your GP for a referral if you:**

- are aged between 1 and 18 years
- are unable to speak English or only speak limited English
- require post stroke rehabilitation
- require home visits

You can self-refer online only: **All referrals are now processed through our new Healthshare site at** <https://healthshare.org.uk>

## Taxi services and transport

### **Volunteer Driver Service**

The volunteer driver service can take you to and from medical appointments. It is normally cheaper than a taxi as you simply pay the driver's fuel expenses at 45p per mile. To get the best chance of having a volunteer available for your booking, call well in advance of your appointment date to request a driver.

To register for the service and book a drive, call 0300 30 30 125.

### **Driving Miss Daisy**

<https://drivingmissdaisy.co.uk/>

This company is based in Didcot and offers transportation and companion driving services for the elderly, children, disabled and for anyone who is unable to drive from

A to B. Their service can provide assistance in and out of the car, going to appointments, shopping, and company on outings. Special needs are catered for including assistance with a walker or wheelchair.

To discuss pricing, call on [0333 014 6211](tel:03330146211)

### **KIT mobility**

Specialists in wheelchair transport and mobility scooters.

<http://www.kitmobility.com/>

Kit mobility are specialists in transporting wheelchair and mobility scooter users. They can help with short trips for shopping, visiting friends or even to pop down to the pub, as well as longer trips out of the county to airports. They can also provide an escort/assist service.

Call: 01865 435105

## Finding reputable services

Live Well Oxfordshire provides a comprehensive directory of services including care and nursing services. You can search for your local area on

<https://livewell.oxfordshire.gov.uk/>.

For help finding cleaning services, contact the local Age UK who may be able to recommend reputable companies : 0345 450 1276

## Food delivery

### **Wiltshire Farm Foods**

<https://www.wiltshirefarmfoods.com/>

This company provides over 300 ready meal options, which can be regularly delivered to your home. Call 0800 077 3100.

### **Sainsbury's Order by Phone**



Sainsbury's Assisted Shopping scheme helps people who are housebound, cannot travel to the shops or cannot manage online shopping by allowing them to make shopping orders over the telephone. Orders placed before 6pm can be delivered the next day. Register via the phone before you can place orders. For more information, contact Sainsbury's Assisted Shopping directly. The delivery service operates just like the internet shopping scheme.

Access this service by phone 0800 328 1700 Mon-Fri 9am-5pm

## Taking care of yourself

It is easy as a carer to spend all your time and energy caring, and forget to care for yourself! Self-care is not selfish, and is important for your mental and physical wellbeing, to avoid becoming overwhelmed and to help you be the best carer you can be.

Some things that can help with this are:

- Taking time to yourself - even if it's just 10 minutes, taking regular breaks to be with yourself and be kind to yourself is important. You could try a meditation or mindfulness exercise, knit or sew, read a book or watch TV - it's up to you! But make sure to choose an activity that nourishes you and makes you feel good about yourself. Self-care should be a pleasure, not another chore on the to-do list!
- Meditation and mindfulness have been proven to help reduce anxiety and stress. You can try the free meditation app 'Insight Timer' if you have a smartphone, or look at the apps 'Calm' or 'Headspace' which have a free trial followed by a small monthly charge to use. You can also meditate simply by focusing on your breathing. Sit in a quiet comfortable place and set aside 5-10 minutes. Bring your attention to your breath and see if you can count in for 4 counts, hold for 2 and breath out for 6 counts. Repeat this, and every time your mind wanders, just bring it gently back to the breath.
- Exercise is also a great way to deal with stress and take time for yourself. You could go for a short walk or bicycle ride, work in the garden, or do a home exercise video. Age UK's Generation Games have some home videos you can try, and they run exercise classes in person as well - see their website <https://www.generationgames.org.uk/> or call them on 01235 849403. You

could also try some yoga at home - for example, search for 'Yoga with Adriene' on [www.youtube.com](http://www.youtube.com).

If you are feeling very stressed and overwhelmed, please speak to your GP who can discuss further mental health support options with you.

## Finding out about further support available

**This pack was created by Community Connect.** We are a social prescribing service in Cherwell and West Oxfordshire and we can signpost you to services, social groups and support, and help you to make the most of these opportunities.

Call us on 0300 004 0401 or email [community.connect@nhs.net](mailto:community.connect@nhs.net).