

# CARE MATTERS

If someone relies on you  
you can rely on us

**CARERS RIGHTS**



**BALANCING WORK & CARING**

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



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# YOU MATTER

## Welcome from Kay Francis Head of Carers Support Services

“Hello and welcome to the winter edition of Care Matters.

In this issue, we focus on carer’s rights. Carers Oxfordshire is here to help you know and understand your rights as a carer. This knowledge will help you gain confidence to ask for the support you are entitled to.

As head of Carers Oxfordshire, I speak to carers like you every day and frequently hear about the struggles of juggling work and care. It’s a difficult balancing act, often making you feel you need to reduce your working hours or even leave work altogether.

This can feel like an impossible choice, especially with the cost-of-living crisis. Reducing hours or leaving work can have a huge impact on your household income. More carers than ever are feeling anxious about their future and finances.

In the article ‘Working Rights’, you can find out what help you are entitled to, including Carer’s Leave and flexible working. These can transform your



ability to stay at work while being a carer.

Every carer in Oxfordshire has the right to a Carers Assessment from us. Find out how to request one and what to expect in our article ‘Know your rights as a carer’. A Carers Assessment can have many benefits, from improving your physical and mental well-being to helping support you to care more effectively for your loved ones.

Finally, I want you to know how amazing you are for the care you give and the difference you make to the person you care for and our society. Thank you.”

## If someone relies on you you can rely on us

# Balancing work & Caring



It's not easy to juggle work and caring responsibilities. Every caring situation is different; you may be a full-time carer or help with chores for a couple of hours a week. Some jobs are more flexible than others; working hours, location, and contractual rights vary tremendously. Here a few of the staff at Carers Oxfordshire share their stories.



**Cath Evans**  
Carer Adviser

*"I care for my mum; she is 86 and has limited mobility due to Angina and Arthritis. I do her admin, which takes longer than you would think. It includes paying bills, making doctor and hospital appointments, and organising prescriptions. I stopped working on Thursdays to take mum to regular appointments at the eye hospital. I also use my day off to take her to fortnightly appointments for her feet. Although work was very supportive and gave me the time off to take mum to appointments, I found it difficult to find the time to make up the hours."*

## **Emma Hessian** Carer Adviser

*"I support my dad; he is 78 and has cerebral palsy and uses a wheelchair. I have flexible hours and work part-time, which makes it much easier to fit in caring for him. He lives nearby, and I drop in to help. I support him with cleaning, take him to medical appointments, deal with professionals on his behalf, take him out, and on holiday. The hardest part about caring for my dad is when there is an emergency. I dread a phone call when I am away, which may mean I need to rush back home to help him. I know that when there is an emergency during working hours, I can take a break, then make up the time later. Having flexible hours is a big help."*



**"...Having flexible hours is a big help..."**

# WORK-LIFE BALANCE

## **Fiona Macpherson** Outreach Team Manager

*"I support my father. He is 91 years old, very independent and has a genetic condition called Usher syndrome. For him, this means progressive hearing and sight impairment, and there is no cure. He is now completely blind and profoundly deaf. He lives on his own in the family home about 20 minutes away. He manages well and needs no help with washing, dressing etc. He has somebody go in on weekdays to make lunch, clean and check he is ok. I visit him once or twice a week on my days off and at the weekend, and I usually call him most evenings. He needs help with paperwork, paying bills and generally sorting things out around the home. I manage his GP and other medical appointments. I work part-time, and my manager is very supportive, so I can usually fit most things in on my days off unless there is a crisis or if he is ill."*



# CARERS RIGHTS

## KNOW YOUR RIGHTS AS A CARER



It is vital to know your legal rights as an unpaid carer. We have put together this guide to explain what you are entitled to in Oxfordshire. It examines information, advice, carer assessments, support plans, breaks for parent carers and decision-making. This article is informative but not conclusive.

### Legal Acts

Two acts cover unpaid carer rights: The Care Act 2014 and The Children and Families Act. The Care Act 2014 covers adults caring for adults, and The Children and Families Act gives parent carers similar rights to the Care Act.

In this article, we have summarised the key points for both and explained where the rules for parent carers differ.


### Responsibility

There is no legal duty in the UK that requires one adult to provide unpaid care for another adult. Parents are legally required to care for their children; the law also places duties on local authorities to support them in many situations.

### Information & Advice

As a carer, you have the right to information and advice to support you. In Oxfordshire, the service that provides this is us – Carers Oxfordshire. We must respond to your support needs, including emotional, health, information, and practical.





Support  
you are  
entitled  
to

## Carer Assessments

As a carer, you have the right to an assessment no matter how your finances are or how much care you provide. The person you support (adult or child) doesn't need to have a formal diagnosis. Local authorities must inform you of your right to a carer assessment if it appears you have a need.

**Oxfordshire County Council (OCC) and Carers Oxfordshire** are responsible for carer assessments in Oxfordshire. You can complete a carer's assessment by visiting our website or OCC's website.

**[www.oxfordshire.gov.uk/residents/social-and-health-care/looking-after-someone/carers-assessment](http://www.oxfordshire.gov.uk/residents/social-and-health-care/looking-after-someone/carers-assessment)**

The assessment will consider your wellbeing, outline your needs and how to meet them. This might range from offering guidance and information to arranging for services.

## Carer assessments must:

- Involve you throughout
- Support you to have choice and control
- Find out if you are able and willing to continue to provide care for an adult.
- Assess the impact of caring on your well-being

## For parent carers, we must also ensure the assessment:

- Considers your ability to continue to provide care in light of your needs.
- Ensures the needs of the whole family are considered.

*You are not legally required to have a carer assessment. You can request to be re-assessed if your circumstances change.*

# Support Plans

If you complete a Carer's Assessment and it shows you have support needs, you have the right to a support plan from Carers Oxfordshire. We will work with you to create it. If you have difficulty and no one you know can help, OCC must provide an independent representative.

## The plan must involve you throughout and must:

- Outline and meet the needs identified in your assessment
- Identify and meet the outcomes you wish to achieve
- Explain how providing support could contribute to achieving your outcomes
- Prevent or delay the development of future needs
- Consider your wishes for work, education, training, or recreation.
- Consider your well-being
- Consider your values and aspirations
- Ensure the needs of the whole family are considered (if you're a parent)
- Decide if you are eligible for a Carer Personal Budget



**A Carer Personal Budget** is a payment from OCC to help support you with your caring role and help with your well-being.

## Eligibility for Support

You will be eligible for support if the assessment or support plan finds that caring is causing a significant impact on your well-being.

## To be eligible, you must be unable to achieve one of the following:

- Care for other adults or children
- Maintain a safe, habitable home environment
- Manage and maintain nutrition
- Keep family or other significant personal relationships
- Engage in work, training, education, or volunteering
- Use local facilities or services such as gyms or swimming pools
- Engage in recreational activities





## Rights & services for carers



Parent carers have the right to a break under The Children Act 1989. Oxfordshire Council is legally required to provide activities for disabled children and young people giving families and carers a break from caring.

**For more information, visit [www.oxfordshire.gov.uk/shortbreaks](http://www.oxfordshire.gov.uk/shortbreaks)**

## Health & Care Services

**The Health and Care Act 2022** introduced new measures to make it easier for health and care organisations to deliver joined-up care for people who rely on multiple services.

Health and care organisations must involve carers and those they care for in decision-making.

The Bill will place new duties to involve carers through public engagement; these new provisions also require involvement with carers in relation to preventive treatment

or care, diagnostic processes as well as the ongoing care and treatment of the person that they care for.

Importantly within this legislation there are clear responsibilities set out for NHS trusts to involve carers, in the planning and delivery of discharge from hospital.



# Working Rights



Working can have advantages when you're a carer, helping you keep your identity outside of caring and providing an income. However, many carers need support to help them stay in work. As a carer, you have statutory rights to take time off for caring responsibilities; these are:

## Time off for dependants:

- All employees have the right to take unpaid time off work to deal with an unexpected event involving dependants. The length of time must be reasonable and agreed with your employer. Time off for a dependant is unpaid unless your workplace has a paid policy.

[www.acas.org.uk/absence-from-work/time-off-to-help-someone-else](http://www.acas.org.uk/absence-from-work/time-off-to-help-someone-else)

## Parental Leave

- After one year's employment you can take unpaid leave to look after a child under the age of 18. You can take up to 4 weeks a year and 18 weeks in total per child. You can take parental leave more flexibly if a child receives Disability Living Allowance (DLA) or Personal Independence Payment (PIP).

[www.acas.org.uk/parental-leave](http://www.acas.org.uk/parental-leave)

## Flexible Working

- You have the right to request flexible working if you are an employee with 26 weeks (six months) of continuous employment at the time you make an application.

## Protection from discrimination

- Carers of someone who is elderly, or disabled are protected from discrimination by The Equality Act 2010.

[www.gov.uk/guidance/equality-act-2010-guidance](http://www.gov.uk/guidance/equality-act-2010-guidance)

*In addition to statutory rights, you may have contractual rights. Talk to your employer about how they can support you to stay at work. Check your employment contract, staff handbook, HR policies or letter of appointment to see if you have contractual working rights. It's worth doing as these can be more generous than statutory rights.*



## CARERS LEAVE BILL

On October 21st 2022, the government confirmed that it supports the Carer's Leave Bill.

Once it becomes law, the rules will create a new entitlement of one week's unpaid leave each year for employees who are providing or arranging care for a dependent with a long-term care need. We await an implementation date. To keep up to date on working rights and the progress of The Carer's Leave Bill visit our webpage.

[www.carersoxfordshire.org.uk/working-rights](http://www.carersoxfordshire.org.uk/working-rights)

## CARERS OXFORDSHIRE IMPACT

Carers are at the heart of everything we do at Carers Oxfordshire. We ask carers who receive our support to let us know how we are doing regularly. Here are the results from earlier this year.

*Figures are based on responses from carers who received support from July to September 2022.*



# Carers Voices Event



## Carers Share their Experiences with Oxfordshire County Council

On the 17th of August, we ran 'Carers Voices' at the Voco Spires Hotel in Oxford. We invited adult carers of someone aged 18+ living in Oxfordshire to share their experiences of caring with representatives from the Oxfordshire County Council Adult Social Care team.

Twenty-five carers attended the event on the day. Several carers could not attend but shared their experiences via telephone or email, which was also fed back to Oxfordshire County Council.

Attendees were asked what they thought was both positive and negative about the support they receive to help them in their caring role, with a particular focus on timeliness, communication, quality of life, quality of care and finances and cuts.

Carers expressed how applying for things such as a blue badge and a carers assessment and accessing

formal care is overcomplicated and very difficult. They said that you often need to go to various agencies for support and it's not always clear which agency is the right one. Carers also shared how they would prefer being able to speak to someone on the phone and that information should be provided in hard copy as well as online.





Many carers that attended the event told us they felt listened to and the event was a positive experience. Eighteen attendees want to continue being involved in similar events and co-production in the future. Some attendees found the event a good opportunity to meet, socialise and share experiences with other carers. The event ended with a meal where carers could mingle and enjoy some time together.

**We are planning to run several Carers Voices events across the county to allow more carers the opportunity to share their experiences of caring in Oxfordshire. We will update our website and send an email to our mailing list when details are confirmed.**

## Help us develop Carer Groups in Oxfordshire

**Carers Oxfordshire is working on a project to update our knowledge of carer groups running across Oxfordshire. These vital groups support the well-being of unpaid adult carers, be it for social, emotional, health, information, or practical support.**

We'd love to hear about your experiences in this quick survey, whether you are currently an unpaid carer or have had that role in the past. Tell us about the groups which you know about in your local area.

Your honest feedback will help shape support for unpaid carers in Oxfordshire.

**[www.carersoxfordshire.org.uk/  
carers-groups-survey](http://www.carersoxfordshire.org.uk/carers-groups-survey)**

If you're unable to access the survey on the website call **Carers Line on 01235 424715** and leave your phone number. Our Group Co-ordinator Helen Browne will call you back to go through the questions.



# OXFORDSHIRE CARE AWARDS

The annual Oxfordshire Care Awards recognises and celebrates individuals, organisations and companies who have demonstrated excellence within the care sector in Oxfordshire. The Awards bring together unpaid carers, the community/voluntary sector, and statutory and independent care providers.

The awards are hosted by the Oxfordshire Association of Care Providers (OACP), Carers Oxfordshire and Age UK Oxfordshire, the awards ceremony will take place on Monday 24th April 2023 at Voco Oxford Thames Hotel.

## NOMINATIONS ARE NOW OPEN!

Do you know someone who deserves to be recognised and celebrated for providing outstanding care? Nominate them to celebrate their dedication and commitment and help raise the profile of caring across Oxfordshire.

Nominations can be made online via the **OACP website ([www.oacp.org.uk](http://www.oacp.org.uk))**. Alternatively, you can download and complete a nomination form from [www.carersoxfordshire.org.uk/oxfordshire-care-awards-2023](http://www.carersoxfordshire.org.uk/oxfordshire-care-awards-2023) and write a supporting statement of 100 to 300 words.



Val Wolsey and Kay Francis, Head of Carer Support Services at Carers Oxfordshire.

Email the form and statement to [awards@oacp.org.uk](mailto:awards@oacp.org.uk), or post them to: **Oxfordshire Care Awards 2023, c/o Age UK Oxfordshire, 9 Napier Court, Barton Lane, Abingdon OX14 3YT**

*Nominations must be received by 5pm on Friday 31st March 2023. Winners will be announced at the ceremony and will appear on the OACP website.*

*The categories are The Newcomer to Care Award, The Care Home Worker Award, The Unpaid Carer, The Volunteer Award, The Community/Home Care Worker Award, The Care Team Award, The Care Employer Award, The Long-Term Service Award, The Leadership Award, The Inspiration Award and Josie's Award. **Find out more about each award on the OACP website.***

## 2022 WINNERS

At the Oxfordshire Care Awards 2022, Val Wolsey won The Unpaid Carer/Volunteer Worker Award for the outstanding support she provides unpaid carers in Wallingford. Val has run the Wallingford Carers Support Group for over ten years, single-handedly. She organises everything including hiring the church, securing essential funding, volunteers, marketing, administration, and guest speakers.

Andy Kessler from Stowford House Care Home won The Care Home Worker Care Award for constantly going above and beyond his maintenance role. During the pandemic, he created a beautiful commemorative stained-glass window in memory of the residents lost.

*Left to right: Eddy McDowall, CEO of Oxfordshire Association of Care Providers (OACP) and Andy Kessler.*



Three ladies from Jericho's Alive and Kicking group for the over 50s, won the highly commended Unpaid Carer /Volunteer Worker Award for their work in organising activities for older residents. Councillor Susann Pressel said "I nominated them for the award because they are so very kind and helpful to the older people in Jericho, especially when they are ill or house-bound. They also visit people in hospital or when they move into a care home.

*Left to right: Sharon Robb, Barbara Wright, and Margaret Villamuera are the main Alive and Kicking organisers pictured with their award*



**If you would like to get involved or need more information about the Oxfordshire Care Awards 2023 please email [jane.wood@oacp.org.uk](mailto:jane.wood@oacp.org.uk), call 01235 248087 or visit [www.oacp.org.uk](http://www.oacp.org.uk).**

# EVENTS

## WHAT'S ON?

Did you know we attend and run a range of in-person and online events throughout the year?

These include training courses, information days, carers groups and Carers Voices. Take a look at our website to find out what's on.

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



Rethink  
Mental  
Illness.

# Rethink Mental Illness Oxfordshire

In 2021 Action for Carers Oxfordshire formed a working partnership with the charity Rethink Mental Illness Oxfordshire to increase the range of support for unpaid adult carers across the county. It is under the umbrella name Carers Oxfordshire.

Rethink supports anyone who is a relative, partner, friend, or neighbour of someone with a mental health problem. You do not have to live with the person or provide a specific amount of care or support to use their service.

The role carers play in helping people recover from mental illness should be acknowledged, valued, and supported. Friends and relatives that look after someone with a mental health problem experience tremendous pressure and stress themselves. It can double their chances of experiencing poor emotional and physical health compared to non-carers.

Rethink works with carers to create a culture of hope, support, and recovery. They encourage carers to manage, change and improve the quality of their lives and the people they support.

**Call Rethink on 01865 904499 or email [oxfordshirecarers@rethink.org](mailto:oxfordshirecarers@rethink.org)**



# Support for carers

Rethink has a highly experienced team of Senior Mental Health Recovery Workers that support carers of people with mental illness in Oxfordshire. They provide:

- One-to-one emotional support from a dedicated Senior Mental Health Recovery Worker
- Carers Assessments
- Confidential support designed to meet your needs and preferences
- Telephone, online and in-person support
- Flexible appointment times
- Carers training with the Oxfordshire Recovery College
- Monthly online and in-person support groups across Oxfordshire
- Signposting to additional information and resources
- Guidance and information regarding your rights as an unpaid carer
- Additional support - such as liaising with the care team of the person you support

*Many people who use the service find they can cope better, even if this is not true for the person they care for.*

*"Without Rethink, I was feeling low and alone. With support from this service, I feel stronger, and I am looking forward to the future. Thank you."*

**Carer, Oxfordshire**

*"Thank you to everyone in the team for the ongoing support. As you're only too aware the role of a carer is a difficult one and the support, openness and friendly approach of the team is invaluable in this."*

**Carer, Oxfordshire**



## Referrals

Referrals are simple, take approximately fifteen minutes and are usually by phone. They take basic details about you, your situation, and the person you care for.

Once your referral is accepted, you will be allocated a local support worker. They will contact you to introduce themselves and arrange your first support meeting.

If you are referring another person, please ensure you have their permission to provide Rethink with their contact details otherwise they cannot make contact. Alternatively, pass Rethink's details to them.

# COURSES FOR CARERS



A **Carers Journey** is a partnership between Action for Carers Oxfordshire and Abingdon & Witney College. It is a series of free courses designed to help unpaid carers improve their well-being and gain confidence in caring for someone at home. These courses support you with the practical and emotional challenges of caring or being an ex-carer. Visit [www.abingdon-witney.ac.uk/oxfordshire-adult-learning/a-carers-journey](http://www.abingdon-witney.ac.uk/oxfordshire-adult-learning/a-carers-journey) or call 01235 555 585 to book.

## FREE WORKSHOPS FOR CARERS

### YOGA FOR RELAXATION

ONLINE

17th January to 28th March 2023  
Tuesdays, 2–3 pm

### TAKE TIME OUT AND FOCUS ON YOUR HEALTH AND WELL-BEING IN THIS TEN-WEEK YOGA COURSE.

Uplifting classes that are fun and engaging, offering a light-hearted approach to practising yoga and relaxation. Each class will focus on bringing awareness to the body with gentle stretching and yoga postures and working closely with the breath to help increase energy, flexibility, and vitality. It will help you release physical tension and promote relaxation for the mind.

### MINDFULNESS

ONLINE

18th January to 29th March 2023  
Wednesdays, 2–3 pm

Do you often find yourself feeling anxious, stressed, or exhausted? Do you want to learn to worry less and be kinder to yourself, even when life is tough?

Mindfulness is an evidence-based approach which combines ancient wisdom with modern neuroscience. It can help people feel calmer and more in control, even in stressful situations such as caring for loved ones.

In this course, you will learn how to cope with worry and overthinking by anchoring yourself in the present moment. You will come away with practical tools to use in everyday life and a way of relating to yourself which feels a little kinder and gentler.

# Oral Health - Why does it matter?

Community  
Dental  
Services



Caring for someone's hygiene can be challenging at times. Dental hygiene often tends to come at the bottom of the priority list.

Community Dental Services (CDS) have made a video, especially for unpaid carers in Oxfordshire. It highlights the importance of good oral health. Charlotte Iddon from their Oral Health Improvement team explains how to deliver a good mouth care routine and gives tips and tricks to make it easier.



WATCH  
the new  
oral health  
video

Watch the video  
on the CDS  
YouTube channel  
<https://youtu.be/50RtTfX7weg>



Charlotte is available to answer any questions about oral health for yourself or your loved ones, email [charlotte.iddon@cds-cic.co.uk](mailto:charlotte.iddon@cds-cic.co.uk).

More information is also available on the CDS website  
[www.communitydentalservices.co.uk/oral-health-improvement/resources](http://www.communitydentalservices.co.uk/oral-health-improvement/resources)



# DEMENTIA FRIENDLY ABINGDON



Dementia Friendly Abingdon (DFA) is a volunteer initiative based on the Alzheimer's Society Dementia Friendly Communities scheme. The scheme aims to raise understanding of dementia and promote dementia-friendly practices in local communities.

The goal of DFA is to make Abingdon more understanding and supportive of those affected by dementia or Mild Cognitive Impairment (MCI), the diagnosis someone may receive before a diagnosis of dementia. To help achieve their goal, they provide Dementia Information Sessions to a range of groups. These include statutory services; businesses (including financial, retail and hospitality); community, voluntary and faith groups; arts, leisure, and recreation clubs (including children and students).

The information sessions are run by volunteers trained by the Alzheimer's Society. They provide an understanding of dementia in an informative and engaging way.

DFA encourage groups or individuals to contact them and arrange a session.

DFA have a regular email newsletter covering both local and national initiatives. You can sign up for the mailing list by emailing [dementiafriendlyabingdon@gmail.com](mailto:dementiafriendlyabingdon@gmail.com). They also have a **Facebook group @dementiafriendlyabingdon**.

Both Dementia Oxfordshire and the Alzheimer's Society in Oxfordshire are supportive of DFA. If you would like to offer help or support please do get in touch with them on the details above.



## COFFEE GROUP

**Thursdays, 10.30am to 11.30am**  
Garden Room at St Ethelwold's House,  
East St Helen Street, Abingdon

An opportunity for those living with dementia or MCI and their carer or supporter to meet in an understanding and supportive environment. Come along to this thriving coffee group with 'dementia friend' volunteers on hand for a chat and support. *If possible, please email beforehand.*



# OXFORDSHIRE CARERS' STRATEGY

HAVE  
YOUR  
SAY

The Oxfordshire Carers' Strategy is for carers of all ages, their families and the professionals who work with them. It includes all carers who provide unpaid support to someone of any age living in Oxfordshire.

The Oxfordshire Carers' Strategy 2017 ([oxfordshire.gov.uk](http://oxfordshire.gov.uk)) set out the priorities carers wanted us to focus on.

To identify carers and effectively support them, improving their health and well-being and providing opportunities for a break from their caring role.

To safeguard the most vulnerable carers who need more support to look after themselves, particularly during times of change and transition.

To encourage and enable carers to have an active life outside their caring role, including fulfilling their education, employment, and training potential.

It is important now to look at these priorities. To see how well we are meeting them, and if we need to change them. We have created a survey to collect your views.

You can take the survey online here [www.carersoxfordshire.org.uk/strategy-survey](http://www.carersoxfordshire.org.uk/strategy-survey)

If you would like to receive an email or posted copy call our **Carersline 01235 424715**.

# LANGUAGE LINE

## DO YOU KNOW OF A CARER WHOSE FIRST LANGUAGE IS NOT ENGLISH AND NEEDS OUR SUPPORT?

We can help. Carers Oxfordshire have joined Language Line, a telephone translation service in over 200 languages. All our staff have access to add a translator to their calls. We are proud to be able to support many more people in Oxfordshire from different cultural backgrounds.

**To arrange a translated call**  
email [carersinfo@carersoxfordshire.org.uk](mailto:carersinfo@carersoxfordshire.org.uk) in your local language.



## RAISE AWARENESS



There are many ways you can raise awareness of both Carers Oxfordshire and unpaid caring:

- Tell friends and family about us.
- Follow us on Facebook, Twitter and Instagram and share our posts.
- Hand out our leaflets at social groups/clubs you attend
- Help at our events
- Support the Carers UK campaigns

## VOLUNTEER

Volunteers play an incredibly important part in what we do, and each volunteer makes a valuable contribution to improving the lives of unpaid carers across Oxfordshire.

Volunteer to set up and support carers by running a group in your local area. Creating a regular place to meet others with the help of one of our carer support workers.

**If you can spare some time to volunteer call 01235 424715.**



# GET INVOLVED

There are many ways you can get involved with Carers Oxfordshire. Donate, fundraise, volunteer, or raise awareness.



**JustGiving™**

## FUNDRAISE

Fundraising is an important part of Carers Oxfordshire. If you would like to hold a fundraising event such as a cake sale, sponsored walk or run our team will be happy to support you.

Any funds raised no matter how big or small are appreciated. They will be used to help us provide information, advice and support that will directly impact carers in Oxfordshire.

You can set up a Just Giving fundraising page using the link below or call 01235 424715.

<https://www.justgiving.com/actionforcarers-oxfordshire>

## DONATE

Since the pandemic, there are now around 80,000 unpaid carers in Oxfordshire. The need for support has never been so great. We are a small, local charity with a big job. Your donations will help us support carers for whom a call to us makes all the difference.

You can donate via our Just Giving page below or call 01235 424715.  
<https://www.justgiving.com/actionforcarers-oxfordshire>

DONATE



## Subscribe free to Care Matters magazine

To subscribe or update your subscription to this magazine email [carersinfo@carersoxfordshire.org.uk](mailto:carersinfo@carersoxfordshire.org.uk) or call 01235 424715.



# Useful Contacts

## **Rethink Mental Illness**

01865 904499  
[www.rethink.org](http://www.rethink.org)

## **Age UK Oxfordshire**

0345 450 1276  
[www.ageuk.org.uk/oxfordshire](http://www.ageuk.org.uk/oxfordshire)

## **Dementia Oxfordshire**

01865 410210 [www.dementiaoxfordshire.org.uk](http://www.dementiaoxfordshire.org.uk)

## **Out of hours Duty Social Worker**

0800 833 408  
[www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk)

## **Child & Adult Social Care**

0345 050 7666  
[www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk)

## **Oxfordshire Family Information Service**

01865 323332  
[www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk)

## **Carers UK**

0808 808 7777  
[www.carersuk.org](http://www.carersuk.org)

## **Oxfordshire Mind**

01865 247788  
[www.oxfordshiremind.org.uk](http://www.oxfordshiremind.org.uk)

## **Oxfordshire Family Support Network**

07821 987 080  
[www.oxfsn.org.uk](http://www.oxfsn.org.uk)

## **Better Housing Better Health**

0800 107 0044  
[www.bhbh.org.uk](http://www.bhbh.org.uk)

## **Samaritans**

116 123  
[www.samaritans.org](http://www.samaritans.org)

## **Talking Space**

01865 901 222  
[www.oxfordhealth.nhs.uk/talkingspaceplus](http://www.oxfordhealth.nhs.uk/talkingspaceplus)

## **Good Neighbour Scheme**

01993 776277  
[www.goodneighbours.org.uk](http://www.goodneighbours.org.uk)

## **Home Library Service**

01865 810259  
[www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk)

## **British Red Cross Mobility Aids Short Term Loan**

01235 552664  
[www.redcross.org.uk](http://www.redcross.org.uk)

## **Oxfordshire Specialist Advice (financial advice)**

01865 410660  
<https://livewell.oxfordshire.gov.uk>

## **Turn 2 Us (financial advice)**

0808 802 2000  
[www.turn2us.org.uk](http://www.turn2us.org.uk)

## **Money Helper**

0800 138 7777  
[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

## **Getting Oxfordshire Online**

01235 424 715  
[www.gettingoxfordshireonline.org](http://www.gettingoxfordshireonline.org)

## **Tech Buddies Help**

07584148507  
[www.ageuk.org.uk/oxfordshire](http://www.ageuk.org.uk/oxfordshire)