



SERVICES 
HANDBOOK

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MESSAGE TO CARERS



As a carer you may face new challenges every day, but you don't need to do this alone. Carers Oxfordshire supports you; special people in our society to feel less lonely and more able to cope. We help by providing specialist support from somebody who genuinely cares about caring for carers.

We are here to support you because you are doing something incredible but might never hear that thank you or reassurance that you are doing well. We want you to know that you are doing a great and vital job and it doesn't go unnoticed by us.

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



ABOUT US

We provide support and information to unpaid carers. If you are 18 or older and care for someone who lives in Oxfordshire we can help.

Carers Oxfordshire is a partnership between the charities Action for Carers Oxfordshire and Rethink Mental Illness. We are commissioned by Oxfordshire Health and Social Care, and work closely with them to provide support. Our team lives in Oxfordshire and are familiar with the area you live in. Many of our staff have experience of unpaid caring, therefore we understand the highs and lows of caring.

We know that caring can be stressful, while also being incredibly fulfilling and rewarding.

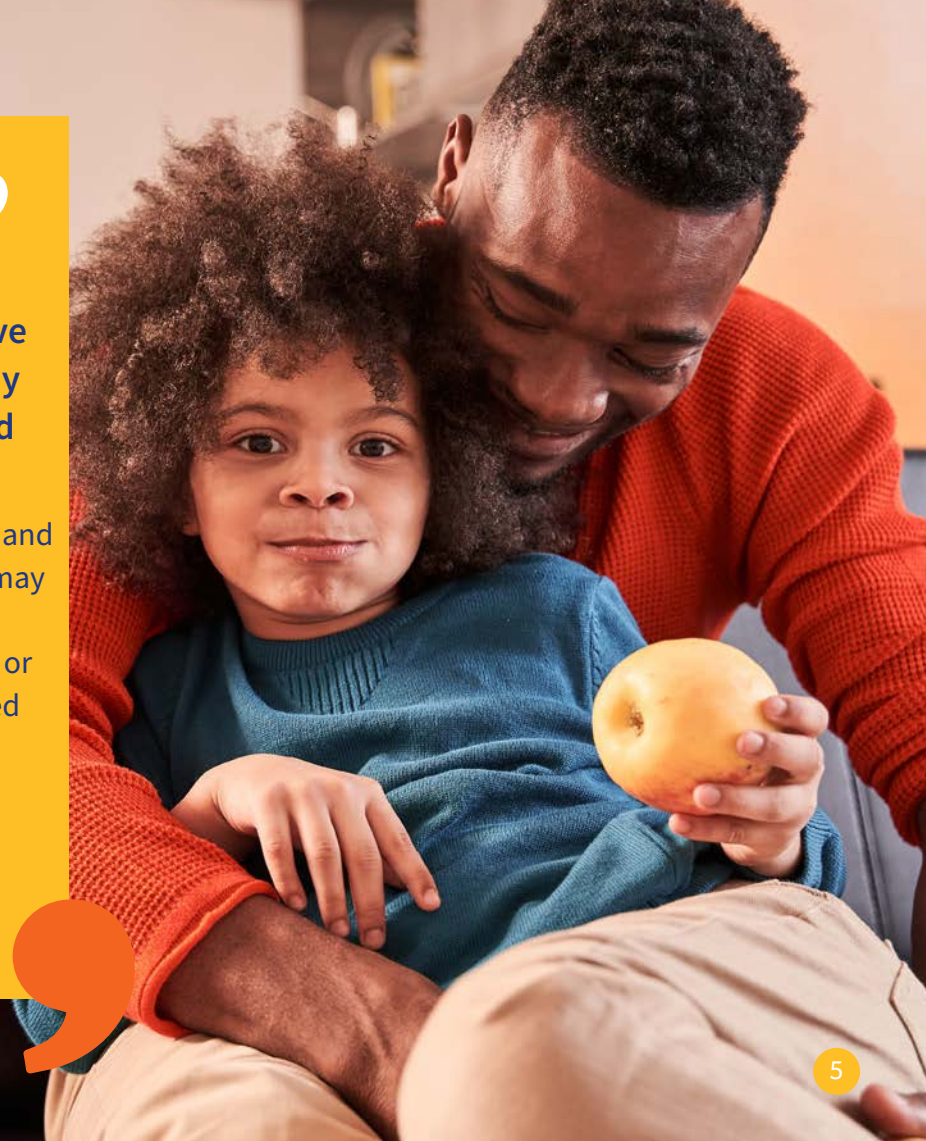


AM I A CARER?

You are an unpaid carer if you have someone who relies on you to stay safe and well and you are not paid for the support you give.

The person you care for can be any age, and you don't need to live with them. They may need support due to having a disability, mental or physical illness, an addiction, or other additional needs. They do not need to have a formal diagnosis.

Anyone of any age can be a carer. We support people aged 18 and over.





ADULT CARERS

Adult carers are 18 and over and provide unpaid support to someone aged 18 years and over. The person you care for could be a family member, friend, or neighbour.

PARENT CARERS

Every parent cares for their child, but some children need extra support because of their needs. If you're giving your child support that other children the same age don't usually need, then you are a parent carer.

WHAT SUPPORT CAN I GET?

We offer a personalised service because we understand that no two caring situations are the same. On the following pages you will find out about our most popular services.

- Carer assessments
- Carers ID
- Carers groups
- Short breaks away
- Time for you
- Courses for carers
- Be prepared
- Max Card



CARER ASSESSMENTS

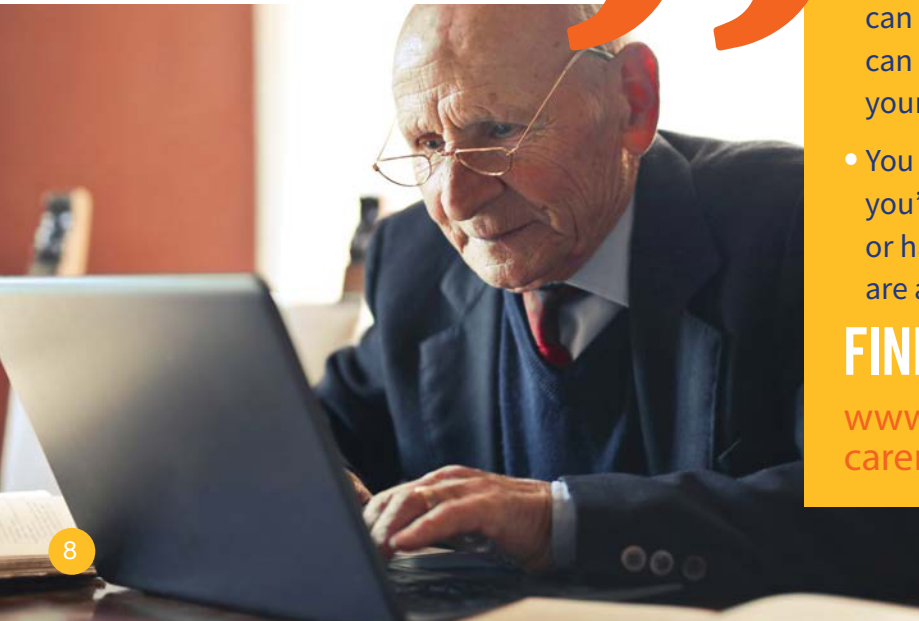
We want to support your needs as much as possible. For many carers, the best way we can give this support is by providing you with a Carer Assessment. This is a way of finding out what support you might need, not an assessment of your ability as a carer.



- It is an opportunity to discuss how caring for someone affects your life and look at how you can do the things that are important to you. You can choose to complete an assessment online yourself or contact us and we can help you.
- You can complete one at any stage - whether you're taking on a caring role for the first time, or have many years of experience. Assessments are annual, or sooner if things have changed.

FIND OUT MORE

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





CARERS ID

We issue a Carers ID to prove you are an unpaid carer. This can be very useful if the person you care for is in a hospital or you are accompanying them somewhere else where you might need to prove you are a carer such as a GP surgery.

When applying you will be asked for some basic information and a photograph. We will then send you the ID.



FIND OUT MORE

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

CARERS GROUPS

Talking to other carers can be a big comfort. Whether it's asking for advice or just discussing how you feel.

There are many unpaid carer groups in Oxfordshire. Some like ours are for carers in general, while others are aimed at carers of people with specific conditions such as Dementia, Autism, mental health illness or addictions. There are also groups for specific communities for example Veterans.

FIND A GROUP

Adult carers:

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

Parent carers:

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

[www.carerxfordshire.org.uk/
carer-support-groups](http://www.carerxfordshire.org.uk/carer-support-groups)



SHORT BREAKS AWAY

Getting a break is important but it can be difficult depending on your situation. If getting away for a few days is right for you, we can help. We have a range of options available.

Our most popular break is with our partner Carefree – a charity that transforms vacant accommodation into vital breaks for unpaid carers.

This offer is designed to give you a break from your caring responsibilities. Choose one or two nights of free holiday accommodation from a wide range of locations across the UK. To qualify you must be aged 18 and over.

FIND OUT MORE

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



A woman with curly hair is sitting on a blue sofa, reading a book and holding a cup of tea. She is wearing a grey t-shirt and blue jeans. The background is a warm, indoor setting with a lamp and a window.

TIME FOR YOU

Caring means something different for everyone – but one thing that’s true for every carer is that you cannot keep going without a rest. The regular demands of caring can lead to feelings of exhaustion, so it’s important to recognise when you need time for you.

We have a range of offers to give unpaid carers time for themselves which vary depending on your circumstances. There are lots of different options that can be explored.

FIND OUT MORE

www.carersoxfordshire.org.uk/time-for-you



COURSES FOR CARERS



A Carers Journey is an award winning series of free workshops created for carers in partnership with Carers Oxfordshire and Abingdon & Witney College. It is designed to help you improve your well-being and gain confidence in caring for someone at home.

The workshops support both the practical and emotional challenges of caring, with a balance between learning practical skills, relaxation and creative sessions. Most of the workshops are online.

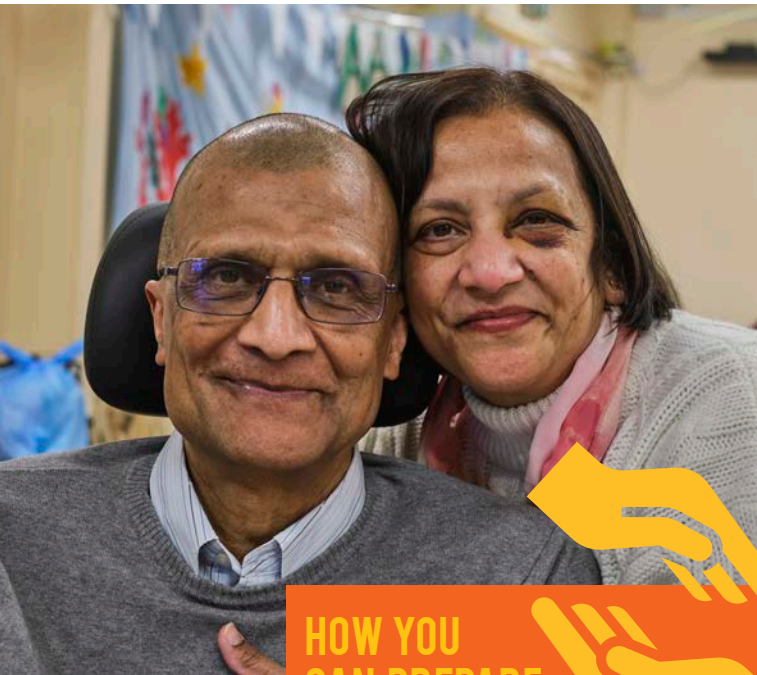
We also offer contributions towards any part-time and evening courses from Abingdon and Witney College. Both offers are available for carers age 19 and over who support someone living in Oxfordshire.

FIND OUT MORE

www.carersoxfordshire.org.uk/courses-for-carers

2020/21
BEACON
AWARD
WINNER





**HOW YOU
CAN PREPARE
IN ADVANCE**

FIND OUT MORE



BE PREPARED

Be prepared for an event that could take you away from your caring role such as an unexpected hospital admission.

Have you thought about what would happen to the person you care for if you were unable to be there? When unexpected events happen, our lives are often put on hold while we deal with them. It's important the person you care for is looked after in these circumstances.

That's why we recommend to be prepared in advance by creating a plan that helps you and the person you care for. There's a handy template on our website, along with other useful information and guidance on how to prepare.

www.carersoxfordshire.org.uk/be-prepared

MAX CARD

Max Card is a discount card for special educational needs and disabilities (SEND) children living in Oxfordshire. It is a partnership between Carers Oxfordshire and the Oxfordshire Children, Education and Families Directorate.

Families can use it at venues across the UK to get free or discounted admission. The discount offered varies between venues. For example, some give a free ticket to carers, while others offer one child free per full paying adult. To see the list of venues that take part and details of their discounts visit:

www.mymaxcard.co.uk



FIND OUT MORE

TO APPLY FOR A MAX CARD VISIT:

www.carersoxfordshire.org.uk/max-card

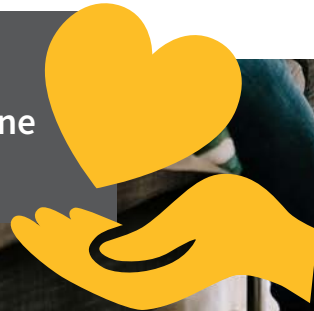


INFORMATION

Having the right information at the right time can make a huge difference to carers and the people they care for. We make your caring journey more manageable by providing information to enable you to navigate what can be confusing systems.

Our resources are designed to bring you the advice and information you need, simply and accurately. Armed with knowledge and confidence we can tackle things together.

- Voices events
- Care matters magazine
- Benefits



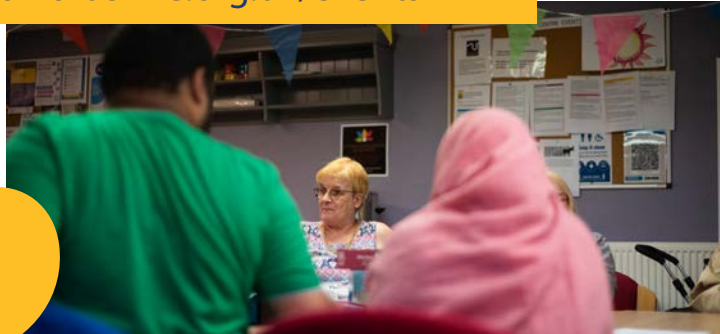
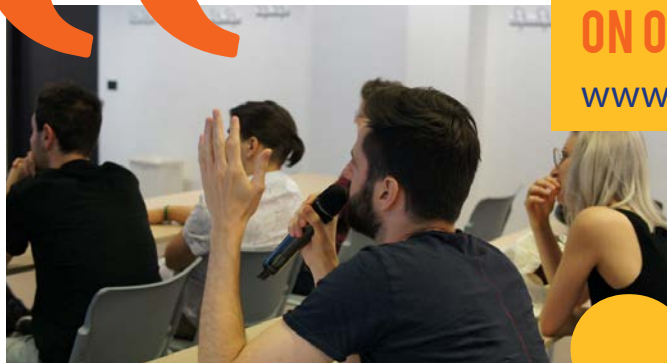
VOICES EVENTS

Voices events are an opportunity for carers to share their experiences of caring and local services and feedback to people who can make a real difference.



**UPCOMING EVENTS ARE LISTED
ON OUR WEBSITE**

www.carersoxfordshire.org.uk/events

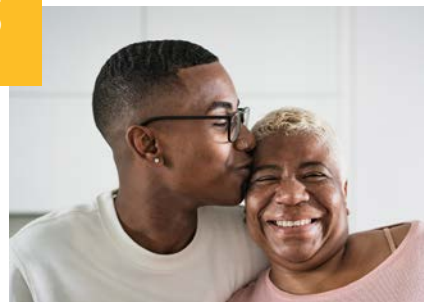


CARE MATTERS

Care Matters is Carers Oxfordshire's magazine. It contains news, information and advice for carers. Each issue focuses on a different topic; past examples include cost of living and well-being.



NEWS &
ADVICE
FOR CARERS



FIND OUT MORE

www.carersoxfordshire.org.uk/care-matters-magazine

BENEFITS

With the rising cost of living it's more important than ever to find out about financial help. There are many different benefits and one-off payments available. The list is forever changing, which can be confusing when working out which ones you're entitled to. We've put together an up-to-date list on our website to help you.

We have a benefits leaflet available on our website (or call and we can post it), with information on benefits calculators and a list of advice agencies.

FIND OUT MORE

www.carersoxfordshire.org.uk/benefits or call 01235 424715



CARER'S EXPERIENCES

WE ASKED CARERS TO TELL US ABOUT THEIR EXPERIENCE OF OUR SUPPORT.

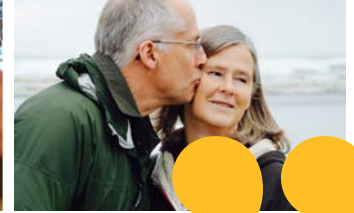
'Everything was carefully tailored to inform and support me by someone who had an excellent overview of the problems I was facing.'

'Before the support I was stressed out, lonely and felt that no one cared. I am in a much better place now.'

'I was totally oblivious as to what was available for me as a carer. I'm relieved there is light at the end of the tunnel to try to get a life back for myself.'

'I feel that I matter, as well as the person I care for.'





94%

felt we helped
them access
the information
and advice they need.

95%

said we helped
them improve
or maintain good social
connections.

99%

felt we understood
their individual
situation and needs.

94%

had improved
overall confidence
to cope.

USEFUL CONTACTS



RETHINK MENTAL ILLNESS

01865 904499
www.rethink.org

AGE UK OXFORDSHIRE

0345 450 1276
www.ageuk.org.uk/oxfordshire

CARERS UK
0808 808 7777
www.carersuk.org

CHILD & ADULT SOCIAL CARE
0345 050 7666
www.oxfordshire.gov.uk

**OUT OF HOURS DUTY
SOCIAL WORKER**
0800 833 408
www.oxfordshire.gov.uk

**OXFORDSHIRE FAMILY
INFORMATION SERVICE**
01865 323332
www.oxfordshire.gov.uk

DEMENCIA OXFORDSHIRE
01865 410210
www.dementiaoxfordshire.org.uk

OXFORDSHIRE MIND
01865 247788
www.oxfordshiremind.org.uk

**OXFORDSHIRE FAMILY SUPPORT
NETWORK**
07821 987 080
www.oxfsn.org.uk

**BETTER HOUSING
BETTER HEALTH**
0800 107 0044
www.bhbh.org.uk

**LIVE WELL OXFORDSHIRE
DIRECTORY**
<https://livewell.oxfordshire.gov.uk>

SAMARITANS
116 123
www.samaritans.org

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

**BRITISH REDCROSS MOBILITY AIDS
SHORT TERM LOAN**
01235 552664
redcross.org.uk

HOME LIBRARY SERVICE
01865 810259
www.oxfordshire.gov.uk

**OXFORDSHIRE SPECIALIST ADVICE
(FINANCIAL ADVICE)**
01865 410660

TURN 2 US (FINANCIAL ADVICE)
0808 802 2000
www.turn2us.org.uk

MONEY HELPER
0800 138 7777
www.moneyhelper.org.uk

GETTING OXFORDSHIRE ONLINE
01235 424 715
www.gettingoxfordshireonline.org

TECH BUDDIES HELP
07584148507
www.ageuk.org.uk/oxfordshire

CARERS OXFORDSHIRE

THERE ARE A NUMBER OF WAYS
THAT YOU CAN CONTACT US.

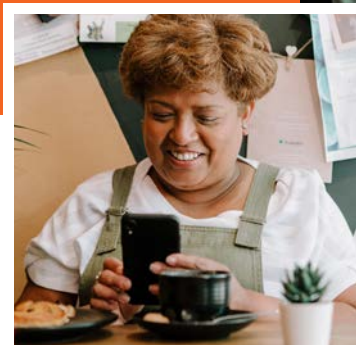
www.carersoxfordshire.org.uk
email: carersinfo@carersoxfordshire.org.uk
telephone: 01235 424715



oxoncarers



carersoxfordshire



DONATIONS:

[www.justgiving.com/
actionforcarers-oxfordshire](http://www.justgiving.com/actionforcarers-oxfordshire)



OXFORDSHIRE
COUNTY COUNCIL



Action for Carers Oxfordshire is a local independent charity,
working with and for all adult carers throughout Oxfordshire.
Registered Charity No. 1149577.