

Carers Pack



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

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Urgent Mental Health Support

If you, or someone you care about, need urgent advice or support for your mental health, you can call or text our Mental Health Central Access Point 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.

Central Access Point phone service: **0808 800 3302**

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



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



**Leicestershire
County Council**

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

Phone: 0116 305 0004

www.bit.ly/3gaQWcx



**Rutland
County Council**

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

Phone: 01572 722 577

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



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
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

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

Phone: 01858 468 543

www.supportforcarers.org

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

Email: carersteam@rutland.gov.uk

Phone: 01572 758 341

www.rutland.gov.uk/adult-social-care/carers



Connecting with carers

Are you caring for, or looking after someone who is frequently in mental health 'crisis'?

There is an opportunity to access support and advice. You'll be able to connect with other people who may be going through similar experiences to you.

The LPT crisis carers group, which launched in December 2022, is led and supported by mental health professionals from Leicestershire Partnership NHS Trust.

If you would like to join the sessions email: lpt.crisiscarersgroup@nhs.net

The sessions are held every last **Wednesday** of the month, **6pm - 7pm**



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.



The Carers Centre is a local charity that provides support to unpaid carers across Leicester, Leicestershire and Rutland. This includes an advice and information helpline, self advocacy and support groups, mental health and well-being support and social/ respite activities.

Email:

enquiries@thecarerscentre.org.uk

Phone:

0116 251 0999

www.claspthecarerscentre.org.uk



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

Phone:

01858 468 543

www.supportforcarers.org



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

Phone:

0116 222 0538

Carers support in your community



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

Phone: 0116 255 6286

www.lampadvocacy.co.uk



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

Email:
enquiries@ageukleics.org.uk

Phone: 0116 299 2233

www.bit.ly/3wlu9Kc



ADHD Solutions is set up to support children young people and adults who have ADHD, their families, and the professionals who are working with them.

Email: info@adhdsolutions.org

Phone: 0116 261 0711

www.adhdsolutions.org.uk

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



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

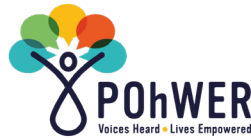
Community Advice



Community Advice and Law Service 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
Phone: 0116 242 1120

www.cals.uk.net



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
Phone: 0300 456 2370

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

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.



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



Health for Kids enables primary school age children to learn about health in a fun and interactive way.

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

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. Leicester City only.

www.chathealth.nhs.uk



Kooth is an online service that offers individuals a safe community to support their mental health. Aimed at adults, students and young people.

www.kooth.com

childline

ONLINE, ON THE PHONE, ANYTIME
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

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



***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



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

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

Facebook: www.facebook.com/groups/leicestershiresendhub

Leicester City Parent Carer Forum

Phone: 0745 5745344

Email: rjaramba@lcpcf.net

Website: www.lcpcf.net

Rutland Parent Carer Voice

Phone: 07562 121508

Email: rutlandpcv@gmail.com

Website: 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 Phone: 0116 254 4341

www.thelauracentre.org.uk



CRUSE

Provides bereavement support.

Email: leicester@cruse.org.uk Phone: 0116 288 4119

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



First Step

Provides support for men who have experienced sexual abuse.

Email: contact@firststepleicester.org.uk Phone: 0116 254 8535

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

www.thewellbeingcafe.org



ADHAR

Providing mental health support for (but not exclusively to) minoritised communities.
Email: admin.box@adharproject.org Phone: 0116 220 0070

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 Phone: 07714 503 556

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 Phone: 0115 8800 280

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 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



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.



Togetherall is a safe, online community where people support each other anonymously to improve mental health and wellbeing. Join a community that empowers people to seek and provide support for their mental health and wellbeing.



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+).

Leicestershire Recovery College

Leicestershire Recovery College is an NHS college offering a range of recovery-focused educational courses and resources for people aged 18 and over who have lived mental health experience, along with their friends, family and Leicestershire Partnership NHS Trust staff.

The college offers a range of courses designed to contribute to wellbeing and recovery, supporting people to recognise their own resourcefulness and skills in order to become experts in their own self care and achieve the things they want to in life. The courses cover a range of topics:

- Getting involved
- Understanding / experience of mental health conditions
- Building your life
- Developing skills and knowledge
- Physical health and wellbeing

Phone: 0116 295 1196

Email: LPT.Recoverycollege@nhs.net

www.leicspart.nhs.uk/service/leicestershire-recovery-college



Neighbourhood Mental Health Cafés



Are you struggling with your mental health? Feeling unable to cope?

Neighbourhood Mental Health Cafés are open to anyone over the age of 18 who are struggling to cope with their mental health.

Information on the Neighbourhood Mental Health Cafés may be subject to change. For up to date information on days, times and locations, visit the website below.



Neighbourhood Mental Health Cafés in Leicester City

Aylestone Neighbourhood Mental Health Café - provided by Mental Health Matters

Aylestone Baptist Church, Lutterworth Road, Lutterworth, Leicestershire, LE2 8PE

Phone: 07816 350 215 Email: mhm.leicestercrisiscafes@nhs.net

DeMontfort Student Union Neighbourhood Mental Health Café - provided by Mental Health Matters

DeMontfort University Students Union, Mill Lane, Leicester, LE2 7DR

Phone: 07816 350 215 Email: mhm.leicestercrisiscafes@nhs.net

The Peepul Neighbourhood Mental Health Café - provided by the Peepul Centre

Peepul Centre, Orchardson Avenue, Leicester, LE4 6DP

Phone: 0116 261 6000 (main reception)

Leicester Neighbourhood Mental Health Crisis Café - provided by Turning Point

David Wilson Foundation Centre, St Martin's House, 7 Peacock Lane, Leicester, LE1 5PZ

Email: leicestershire.helpline@turning-point.co.uk

Leicester University Neighbourhood Mental Health Café - provided by Mental Health Matters

Leicester University Students Union, Percy Gee Building, University Road Leicester, LE1 7RH

Phone: 07816 350 215 Email: mhm.leicestercrisiscafes@nhs.net

West End Neighbourhood Mental Health Café - provided by Mental Health Matters

Robert Memorial Hall, 147 Narborough Road, Leicester, LE3 0PD

Phone: 07816 350 215 Email: mhm.leicestercrisiscafes@nhs.net

Neighbourhood Mental Health Cafés in Leicestershire

Beacon Neighbourhood Mental Health Café - provided by Beacon Care and Advice CIC

The Wellbeing Hub, Lutterworth Leisure Centre, Coventry Road, Leicester, LE17 4RB

Phone: 0755 1940 068 (texts preferred during café hours)

Coalville Neighbourhood Mental Health Café - provided by Marlene Reid Community Action

Marlene Reid Community Action, 85 Belvoir Road, Coalville, Leicestershire, LE67 3PH

Phone: 01530 510515

Hinckley Neighbourhood Mental Health Café - provided by Turning Point

Hinckley Baptist Church, Baptist Walk, Hinckley, Leicestershire, LE10 1PR

Email: leicestershire.helpline@turning-point.co.uk

Loughborough Neighbourhood Mental Health Café - provided by Turning Point

Loughborough Wellbeing Centre, Asha House, 63 Woodgate, Loughborough, Leicestershire LE11 2TZ

Email: leicestershire.helpline@turning-point.co.uk

Loughborough University Neighbourhood Mental Health Café - provided by Mental Health Matters

Student Services, Bridgeman Building, Loughborough University, Epinal Way, Loughborough, Leicestershire, LE11 3TU

Phone: 07816 350 215 Email: mhm.leicestercrisiscafes@nhs.net

Neighbourhood Mental Health Cafés in Leicestershire

Market Harborough Neighbourhood Mental Health Café - provided by Turning Point

The Symington Building, Adam & Eve Street, Market Harborough, Leicester, LE16 7LT

Email: leicestershire.helpline@turning-point.co.uk

Melton Neighbourhood Mental Health Café - provided by Sunny Skies CIC

Melton Mowbray Country Park Café, Wymondham Way, Melton Mowbray, Leicestershire

LE13 1HX

Phone: 07486 594 363

Oadby and Wigston Neighbourhood Mental Health Café - provided by Turning Point

40 Bell Street, Wigston, Leicestershire, LE18 1AD

Email: leicestershire.helpline@turning-point.co.uk

Beacon



The Mental Health Wellbeing and Recovery Support Service (MHWRSS)

This service is open to anyone aged 18+ who is experiencing emotional and mental health problems, as well as their carers. Its goal is to help you to maintain and improve your mental wellbeing, become empowered to achieve your goals, and to live a meaningful life. You don't need a mental health diagnosis to use this service - it is open to people who would benefit from support offered. Please choose the organisation that is local to you.



Charnwood and Melton - Nottinghamshire Community Housing Association
Address: Unit B, The Point, Granite Way, Mountsorrel, Leicestershire, LE12 7TZ
Email: charnwoodandmeltonmh@ncha.org.uk
Referrals: referralsCMMH@ncha.org.uk
Phone: 0800 434 6126
Website: www.ncha.org.uk/talk-to-us



Leicester City and Rutland - People, Potential, Possibilities
Email: leicestermhwrss@p3charity.org / rutlandmhwrss@p3charity.org
Phone: 0808 178 0960
Website: www.bit.ly/3C6wHUC (Rutland)
www.bit.ly/3C9W6wy (Leicester City)

The Mental Health Wellbeing and Recovery Support Service (MHWRSS)



North West Leicestershire, Hinckley and Bosworth - Mental Health Matters

Address: The Crescent, 27 King Street, Leicester, LE1 6RX

Email: nwleicshbos.mhm@nhs.net

Phone: 0300 323 0189

Website: www.mhm.org.uk/mental-health-wellbeing-recovery-service



Blaby, Oadby and Wigston and Harborough - Leicester Life Links

Address: First Floor, 60 Charles Street, Leicester, LE1 1FB

Email: leicestershire.lifelinks@richmondfellowship.org.uk

Phone: 0800 0234 575

Website: www.bit.ly/2FKxDBQ

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.



VitaMinds 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

Phone: 0330 094 5595



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

Phone: 0116 255 8801

Email: 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



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/



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:

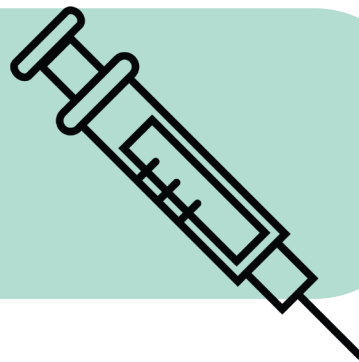
www.active-together.org/letsgetmoving



Staying well in Winter

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

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

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

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

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

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



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

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

www.leicspart.nhs.uk/involving-you/involving-you