

Factsheet G1 – About Carers in Hertfordshire

Do you provide help or care to a relative, partner, friend or neighbour, who has a physical or learning disability, dementia, mental health condition, misuses drugs or alcohol, is ill or elderly? It doesn't matter whether that person lives with you or elsewhere, whether they are an adult or a child, or what age you are. If they could not manage without your support and you are not paid for the help you provide, then you are a carer and Carers in Hertfordshire's free services are available for you.

Carers in Hertfordshire is the leading countywide charity for unpaid carers. We support people in Hertfordshire providing unpaid care to someone as well as those who live outside the county and look after someone in Hertfordshire. We also support bereaved carers for up to three years following the death of the person they cared for.

We can provide the information you need to make choices about your life and caring role and the opportunity to have your voice heard by the people who plan the local health and community services that affect your life.

Carers in Hertfordshire was set up in 1995 as a carer-led charity. The organisation is governed by Trustees, some of whom are carers themselves.

Through our **Information and Carer Planning Service** we can provide one to one for you according to your needs. The team could provide guidance about:

- Sources of emotional support and they have the time to listen and talk about what you need to support YOU.
- Time off – its importance and how to arrange it. In some instances they may be able to access money to help make that possible.
- Having a life outside caring, whether in education, employment or through leisure activities.
- Community care and health services – what is available and help to access them.
- The Carer's Assessment – what it is, how to get one and preparing for one.
- Benefits for carers and access to specialist advice for more complex problems.
- Access to advice on relevant legal issues for example residential care, wills and trusts, and power of attorney.
- Emergency back-up – what would happen if you were unable to care and how to make a Contingency Plan.

We also offer a range of **free workshops, training opportunities and events**, some related to caring and others to help with your life outside caring. Details of these are included in our free publication 'Carewaves' and are also listed on our website www.carersinherts.org.uk/events

Help with getting to venues and support with funding alternative care for the person you care for may be available to enable you to attend, please contact us to discuss this.

Through our **Carers' Passport**, you can access offers and savings from a growing range of local and national businesses.

We give carers a voice:

- Individually, by informing and advising them about consultations and local services and enabling carers to speak up about what they need;
- Collectively, through opportunities to meet with other carers and speak directly to those who plan and provide services;
- Across Hertfordshire, by building up a picture of carers' concerns and difficulties and using this knowledge to influence plans for future services; and
- Through our **Carer Trainer Unit**, where trained carers support learning opportunities for those working in health, care and other services, or studying for a career in health or social care.

We also offer support and advice following a **bereavement** and have a **Mentoring Service** where carers and those with relevant experience provide regular support. In addition, we support **carers groups** around Hertfordshire where you can meet up with others who understand your situation, share information and experiences, make new friends, and find out about local support.

And for young carers ...

If you know someone aged 18 and under in a caring role our Young Carers Service offers:

- Information and support for the whole family.
- Opportunities to meet other young carers.
- Activities to provide a break from caring or a chance to develop skills or knowledge.
- A voice on young carers' issues through the Young Carers' Council and surveys.

Check out our Young Carers website www.carersinherts.org.uk/young-carers

Our Care Service

In Hertsmere, Three Rivers and Watford, we provide Carers' Breaks (where a trained Care Support Worker looks after the person needing care for an agreed amount of time, allowing the carer time away from their caring role). In Hertsmere, we also provide home care to enable people to continue living in their own home.

The Care Service is regulated by the Care Quality Commission and was rated 'Good' at the last inspection in January 2017, the highest rating available at the time.

To contact our Care Service email admin@carersinherts.org.uk or call 0208 905 1158.

How to contact us

Carers can contact us to receive confidential information and support tailored to their individual needs and further information about any of our activities.

Carers in Hertfordshire, The Red House, 119 Fore Street, Hertford, Herts, SG14 1AX.

Tel: 01992 58 69 69 (Office hours are 9am - 5.30pm Monday to Thursday and 9am - 4.30pm on Fridays. Closed on bank holidays).

The Information and Advice Team is available 9.30am - 5pm Monday to Thursday and 9am - 4pm Fridays (except bank holidays). If you work or struggle to get in touch during these hours, we have some appointments available on Wednesday evenings between 5.30pm and 7.30pm, please ask us about these.

Email: contact@carersinherts.org.uk

Website: www.carersinherts.org.uk

As a charity we depend on the support of volunteers and fundraisers. If you wish to get involved to support us in any way please get in touch.

*The information contained on this sheet is correct at the time of issue.
Carers in Hertfordshire takes no responsibility for any inaccuracy in facts supplied to them.*