

A journey through Carers' Resource can involve as much support from each team as is appropriate, often being involved in more than one team at any one time. This gives the client a comprehensive, needs-led, professional and understanding support service. Below gives a brief outline of the teams and services within Carers' Resource.

Advice line by calling our Freephone number **0808 50 15 939** you get straight through to a locality worker who can help you there and then with your query. It's a direct line to someone who knows about caring responsibilities and the support available both from Carers' Resource and from other organisations and agencies.

Care @carers resource our care provider service offers practical support to carers in looking after their cared for from offering regular respite, personal care and medication support to escorted holidays.

Carer Navigators support carers while their loved one is in hospital, helping them to navigate local health and social care

- Help carers and families to recognise that as a carer they can get support and help with their concerns.
- Attend meetings with carers (e.g. reviews, assessments, discharge).
- Let carers and families know about their entitlements, including their right to a carer's assessment, benefits and equipment
- Connect carers to other services.
- Let carers know where they can get help after hospital discharge.

Carers' Time Off service provides a short break/befriending service to enable carers to have a break from their caring commitments. The service is provided by volunteers and offers carers a break for 2-3 hours, in or outside the home on a regular or occasional basis. All our volunteers have provided two references and completed a DBS.

Contact Team receives the majority of the initial carer and professional referrals. Their friendly and professional manner reassures both carer and professional that their enquiry will be dealt with appropriately. Members of the team are responsible for welcoming carers and professionals into the organisation and inputting referrals on to the database. They also process emergency plans and the carers' wellbeing grants as well as numerous day-to-day admin tasks.

CRreate Project (Carers' Resource Employment, Advice and Training) supports carers to take part in employment and personal development activities outside their caring role.

- **Workshops and one to one advice:** our specialist advisers support carers through workshops and advice sessions to develop their skills and plan how best to balance their caring role with employment, courses or other activities.
- **CV and job search support:** we offer help and guidance with finding and staying in paid employment or self employment alongside a caring role.
- **Employment rights:** we offer advice to carers on their rights in employment

- and support flexible working applications
- **Employers** - we work closely with employers to encourage a carer-positive working environment and the introduction of carer friendly working practices.

Group workers set up and run a range of different support groups, activities and trips across each of the districts. These can be delivered face to face or virtually using online services such as Google Meet, Zoom and WhatsApp. Closed Facebook groups are also available for supporting parent carers.

Home from Hospital Team provides support for vulnerable adults who may need extra help and support following discharge from hospital. We can provide a thorough assessment, a basic hamper and follow up visits for up to six weeks to support the sometimes turbulent transition from hospital back home and towards independent living.

Information Team maintain a comprehensive and up-to date information resource, answer professional and carer enquiries along with queries from the Carers' Resource staff. With knowledge and experience of local, regional and national services, their role involves as much signposting as it does information provision. In addition, the team prepare fact sheets for frequently asked questions and an internal newsletter.

Locality Workers provide carers with individually tailored support, advice and guidance on a wide range of issues, depending on their needs. Examples of their support include:

- **A Wellbeing Review:** The maze of support services available can be overwhelming. A talk with a case worker can help the carer focus on what help will really make a difference.
- **One to one support:** Caring can be stressful; having someone to talk problems over with can be lifeline to many carers. Each caring situation is different and our caseworker team spend time with some carers, supporting them in decision making about how best to improve their situation.
- **Understanding finances:** provide good information to help carers make informed financial choices: guidance through the system, benefits, paying for care, Direct Payments, personal health budgets, plus help filling in forms and applications to ease the financial pressures of caring responsibilities.
- **Contingency/emergency planning:** in partnership with Bradford Council and NYCC, and working together with the carer to agree and construct a care plan which is stored activated and implemented in the event of an emergency.

Volunteer Teams underpin all of our services, adding valuable extra support for the organisation, carers and vulnerable people. People can volunteer in a range of roles some of which are detailed below:

- **Admin & Office work:** Helping our office run more efficiently by taking on additional office tasks.
- **Groups, activities and trips:** Supporting staff and carers at lunches, groups, trips and activities – both for adult and young carers.
- **Fundraising & events:** Helping with events, choosing Carers' Resource for sponsorship or forming satellite fundraising groups all help provide additional funds to support carers.

- **Carers Time Off** volunteers provide an ongoing befriending service for the cared for to allow the carer to have some time off from their commitments. This can involve sitting in for a chat or taking the cared for out to an activity or for a walk.
- **Regular support groups:** lunches, afternoon and evening groups spread across city and isolated areas, creating a supportive social network for carers in an enjoyable and understanding setting.

Worth Connecting helps support people over 55 years to gain IT skills and be confident in using a range of digital applications. As a result of being online, there is greater sense of wellbeing, connection and less isolation, enabling clients to better access information about the services they need or want.

Young Carers provides a holistic approach to support families where young carers are involved, whether it is a child caring for a parent or grandparent, or where siblings are caring for a brother or sister with a disability or illness.

- **In-school mentoring:** A chance for young carers to talk about their concerns, ask questions and gain advice in school time with the support from their school.
- **Support for parents:** Information, advice and support for parent carers and parents who are being looked after by children. Help with applying for benefits, establishing support services and emotional support.
- **Breaks, trips and activities:** Day trips and weekend residentials, to theme parks, local entertainment, outdoor pursuits and arts and crafts to allow young carers a break from caring and have fun.

Youth clubs: after school and evening youth clubs for young carers and sibling carers to socialise with each other, play games and talk to staff about any worries

Development of our organisation and carers rights helps us to continue our varied support and to campaign for carers and vulnerable people. We do this through:

- **Policy:** Involvement in appropriate arenas at a local, regional and national level on behalf of carers and vulnerable people.
- **Fundraising:** Monies from events, corporate and individual donations allows extra support for clients.
- **Marketing and publicity:** Ensures awareness of services available to those who need it or with professionals working with our client groups.

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