

2007 edition

FREE



CHOICES FOR CARERS

*Information for Leeds carers
and the people they care for, about
how to get a break, or share the care*





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Foreword

David Proudlove, Chairperson, Carers UK Leeds Branch

The Leeds branch of Carers UK are very pleased to welcome you to the fourth edition of *Choices for Carers*, first started in 1993. In an ever changing national and local situation it provides vital information on respite and other important facts for the carers of Leeds – where they are and what they are and how to access them.

Carers UK has developed a close working relationship with central Government through the Department of Health and we are currently embarking with them on the review of the Government's 1999 National Strategy for Carers. We will be able to pass on the views and the voice of carers obtained through our latest research which obtained responses from 3300 carers giving their top priorities. We are constantly engaged in campaigns highlighting the issues of carers and have collaborated with others on promoting several new pieces of legislation to strengthen their rights. Some recent successes have been the Carers Employment and Equal Opportunities Act (2005), new rights to flexible working (April 2007), and we continue to campaign for improved financial support through benefits and pensions for carers, rights to short breaks for parents and carers of disabled children.

I look forward to the expansion of the Carers Emergency Plan Scheme which will occur later this year which brings carers tremendous relief and peace of mind.

I would urge any carer reading this booklet to join Carers UK (www.carersuk.org or ☎ 0808 808 7777) and if you can, get involved with our local group.

Mike Evans, Chief Officer Adult Social Care, Leeds City Council, Chair of Strategy Implementation Group

'Information is power' is a well-known cliché, however it is often the case that those most in need of help and support are those least likely to have access to the information they need to obtain help and support. While almost all of the information they need is already available already somewhere, it may not be in the same place and carers may not be aware of it.

However, getting this excellent literature into the hands of the carers who need it, at the right time, is always a challenge. I would like to draw to readers attention our video and accompanying leaflet aimed at carers in the black or minority ethnic communities in Leeds because they are so much harder for us to reach. Both video and leaflets are available in five languages plus English.



We are also placing this information on the council's website and have incorporated more web links in this edition, as more and more organisations and groups proliferate and link through the world wide web.

At Social Care we are very aware of the huge contribution that a large numbers of carers make to the quality of life of the person they care for, and the sacrifices they often have to make to continue to care. According to the 2001 census there were over 14,000 carers in Leeds who spent 50 hours or more per work in caring, and over 7000 who care for 20–49 hours per week. We will continue to work alongside these carers to develop packages of care services which meet both their needs, and those of the person they care for. We will shortly be publishing the fourth *Carers Strategy for Leeds* covering 2007–2010 in which I hope that we will be able to provide more support to carers than ever before.

Finally, I would like to thank all those who worked so hard, and continue to do so, in the preparation of *Choices for Carers*.

Introduction

This directory aims to provide information about:

- ▶ The full range of services which can help carers in Leeds
- ▶ Carers' rights
- ▶ Financial support to carers

The information here is directed at people who care for children and adults of any age with any health needs or disability. The 2001 Census contained a question on carers for the first time, so we know that 74,446 people (over 18) in Leeds identified themselves as carers.

Services you can contact directly are marked ● in the text.

This booklet has been produced for carers in Leeds using funds supplied by Leeds Social Care.

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What is a carer?



People vary as to at what point they begin to see themselves as 'a carer', but usually this is long after they have begun to need help with their caring. We hope that people will find out about facilities that might help them at an early date, before their own health is affected. What we mean by a carer is:

Someone who looks after a relative, partner or friend who, because of disability, illness or old age, cannot manage without help. This includes parents or others bringing up a child with a disability.

This directory seeks to be comprehensive and useful to workers supporting carers as well as carers themselves. It is divided into sections that relate to carers' own needs, not those of the person they care for. However, it must be said that services and facilities differ according to the health needs and age of the care receiver.*

At the request of carers we have also produced a set of leaflets, which give a brief summary or list of the help available to carers.

These leaflets are: [Getting a Break](#)
[Carers in Leeds: a Summary*](#)
[Carers Assessments](#)
[Choices for Black and Minority Ethnic Carers](#)

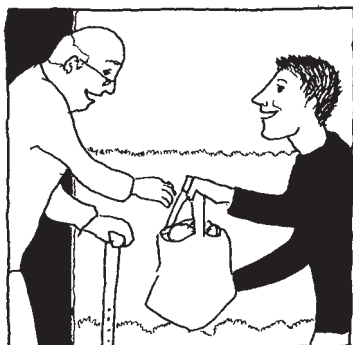
* We include website addresses where possible as these often have excellent information which you can print out for your own use. If you do not have internet access at home or work you can use equipment at most local libraries, internet cafes or Carers Leeds.

Further copies of these leaflets (including versions on audio tape or in large print or braille) can be obtained from Social Service, Merrion House, Merrion Centre, Leeds LS2 8QB.



Chapter 1

Support for carers



The main health and social care organisations recognise the importance of carers to the well-being or recovery of the people they look after. Professional staff from these organisations should, to different extents, involve carers in discussions about the health and treatment of the person they are caring for, as well as the overall care plan for them. Where this is done well it will provide support to the carer and will lead to services or facilities for the carer themselves, e.g. carers' support group, advice on moving and handling, short break opportunities, etc.

See later chapters on carers' assessments and short breaks.

Getting help and services

In most cases, you should contact Social Care to access services, equipment and facilities in your home (see page 61 for how to contact Social Care) for the person you care for. You can do this by phoning them yourself on ☎ 0845 125 4113, or by asking your GP, nurse or other professional to make a referral for you.

If you are not confident about approaching Social Care directly there are a number of projects with workers – in particular **Carers Leeds** (see page 6), or carers' groups with experienced members who will speak for you or accompany you to meetings.

There are also a number of voluntary organisations that provide support, information and advice to carers and some also provide advocacy or services directly.

● Carers Leeds

Carers Leeds (formerly the Carers Centre) offers a confidential support and information service to carers. This includes: time to talk, either over the phone or in person; information about all kinds of help available; support to get 'into the system' to access available services;

support from other carers; advice about benefits and money issues; courses to help carers cope with the impact of their role on their health and their life. Carers Leeds holds extensive information about short break services, home care, respite care, community care, holidays, carers support groups, grants and complaints procedures. Carers can be included on their mailing list to receive regular information relevant to carers and invitations to a wide range of events. Leeds Carers Centre workers can also make home visits.

The Carers Centre also keeps an updated list of local carers' support groups throughout the city.

Carers Friends is a befriending scheme which offers emotional support and a listening ear to people whose lives have been affected by caring, using volunteer carers or former carers. Contact them on ☎ **245 3728**.

Contact Carers Leeds by telephone Monday–Friday 9.30am–4.30pm, or drop in at the centre on Tuesdays to Fridays 9.30am–4.30pm.

6–8 The Headrow, Leeds LS1 6PT ☎ 246 8338 fax: 234 6255
e-mail: info@carersleeds.org.uk www.carersleeds.org.uk

● **Age Concern Older Carers Support Service**

For carers of adults with learning difficulties and support service for carers of older people with mental health needs.

This service has been created to support carers who are themselves over age 65, who are caring for an adult with learning difficulties and may have been caring consistently for many decades. The additional difficulties these carers may have due to their own age and ill-health have been recognised by providing a team of workers to keep contact with them and help them with any problems they may have.

In addition, in 2006, Age Concern's existing service was extended to cover carers of older people with mental health needs. The carer can be any age. This service extension was initially for initially two years only).

It is run by Age Concern and employs three workers who provide regular support or contact with the older carer at home or by phone and help in any way they can. They also produce a newsletter and hold socials and other events for carers registered with them.

They can be contacted through **Age Concern** at **Office 1, 1st Floor, Bridge House, Balm Road, Leeds LS10 2TP ☎ 272 0743 e-mail: ocss@hotmail.com**

● **Alzheimer's Society – Caring for Dementia**

The society gives support to families and individuals affected by dementia or Alzheimer's disease. It provides information about the condition and about what aids, services and resources are available. It campaigns, lobbies and represents the needs of carers when services are being planned. The Leeds branch provides an information and advice service to carers and carers support groups; emotional support; day care for people aged under 65 with dementia; publishes a newsletter; organises a relatives support group; gives talks on dementia to groups; liaises with professional and voluntary agencies; has a library; and has carers support workers who can visit carers at home.

Contact the Alzheimer's Society *Monday–Thursday 9.30am–5pm and Friday 9.30am–4.30pm.*

Armley Grange, Armley Grange Drive, Leeds LS12 3QH ☎ 231 1727
www.alzheimers.org.uk

● **G.A.S.P.E.D – Greater Awareness and Support for Parents Encountering Drugs**

Suite 5, The Basement, Oxford Place, Leeds LS1 3AX ☎ 245 0100 and at
5–5a Cheapside, Wakefield WF1 2SD Helpline ☎ 0845 146 0002

Support group and 24 hour helpline run by parent volunteers, to parents of children or adults misusing drugs or alcohol.

● **Carers UK (formerly Carers National Association)**

A national organisation which campaigns for improved recognition and services for carers. It lobbies government, produces a regular magazine and briefings to members and provides a free helpline called **Carerline ☎ 0808 808 7777**, which gives advice and information about services, benefits and details of local branches of Carers UK.

You can contact Carerline on *Wednesdays and Thursdays, 10am–12pm and 2–4pm.*

Or go online at **www.carersonline.org.uk**

There is an active Leeds branch and they can be written to at Carers Leeds or phone chairperson David Proudlove ☎ 275 4718.

● **Willows Young Carers Project**

This is a special service for young carers who care for an adult directly, or are affected by a caring situation at home. It started as a scheme for young carers of family members with mental illness but has now broadened out to any adult/child with a physical or mental illness or disability. The service provides one-to-one support and groups and activities for the young person as well as advice and advocacy for the family. They help young carers throughout the Leeds area.

They can be contacted direct or by referral on ☎ 240 8368 or ☎ 277 3010.

● Alliance of Service Users and Carers

A group of people with disabilities and carers who seek to represent their members' interests to all parts of the council, health authority and NHS organisations.

They can be contacted through the **Leeds Involvement Project, Ground Floor Unit 8, Gemini Park, Sheepscar Way, Leeds LS7 3JB ☎ 237 4508.**

● The Samaritans

Can be contacted at any time of the day or night and are there to offer confidential emotional support to anyone in crisis ☎ 245 6789 or ☎ 0845 790 9090.

You can also visit or write to them at **93 Clarendon Road, Leeds LS2 9LY.**

● NHS Direct

Maybe all you need is to check or confirm your thoughts about the explanation for the symptoms or medication of the person you care for, or to ask a question about it – you can phone NHS Direct for quick, friendly advice 24 hours a day and speak to a qualified nurse on ☎ 0845 4647.

● The Relatives Association

Offers a listening ear to relatives or friends of older people who now live in a residential or nursing home. This could be about the former carer's feelings of guilt or responsibility, they could have concerns about the care in the home or be worried about financial things.

Their local base is at **1 Dysons House, Argie Avenue, Leeds LS4 UKW ☎ 278 4416.**

And ...

There are also some carers support services that are specifically for people caring for a person with a mental illness – [see Chapter 9 for more details.](#)



Chapter 2

Carers' rights

There are three pieces of legislation which give carers rights and these are described below.

Carers also have entitlements in the benefits system and these are described in [Chapter 5](#) – Benefits and other financial help for carers.

Standard 6 of the National Standard Framework for Mental Health Services gives people caring for a person who is aged under 65 and has had a Care Programme Approach assessment, the right to an assessment of their – the carer's – own needs.

Young carers (under 16) must be classed as a 'child in need' in terms of the Children Act 1973 and assessed accordingly. Young carers 16–18 years can be assessed as a carer in the same ways as older carers.

1. 1995 Carers Recognition and Services Act

This Act gives the carer of a person who is having a Community Care Assessment from Social Care the right to an assessment of their own needs either separately from the person they care for, or jointly. Nowadays it is not just social workers who do these assessments – often the services are assessed and delivered by multi-disciplinary teams of social workers and nurses or occupational therapists.

2. 2000 Carers and Disabled Children Act

- ▶ From April 2001 any substantial or regular (terms not defined in the Act) carer is entitled to an assessment of their need for support to continue caring, regardless of whether the person they care for is receiving a community care service.

[See Chapter 3 – Carers' assessments.](#)

- ▶ It also entitled parent-carers of disabled children to receive direct payments for the cost of the services their children are receiving, on their behalf.

[For more about Direct Payments see Chapter 5.](#)

- ▶ It also enables a disabled young person aged 16–17 years to have a direct payment for the cost of community care services they are already receiving, to manage themselves.
- ▶ The Act also gives the local authority the option to set up a voucher scheme for a period of respite care from approved providers. Leeds has not taken up this option.

3. 2004 Carers Employment and Equal Opportunities Act

- ▶ Places a duty on local authorities to tell substantial and regular carers of their entitlement to an assessment of their needs.
- ▶ Makes it obligatory for social care staff to consider a carer's need/wish to access or maintain employment or educational opportunities when doing a carer's assessment.
- ▶ Gives Social Care the power to combine with other parts of the council to facilitate carer's access to leisure, employment and educational opportunities.
- ▶ Says that other council departments and NHS bodies should give due consideration to requests from Social Care for assistance in the planning and provision of services for a carer or the person cared for. This is meant to ensure more participation by NHS Trusts in services to support carers.



Chapter 3

Carers' assessments

Since enactment of the Carers Recognition and Services Act in 1997 carers' assessments have been being offered to substantial and regular carers of adults who are being assessed for a community care service. In April 2001 a new piece of legislation came in called the Carers and Disabled Children Act and this gives a carer who is providing substantial or regular care a right to have an assessment, **regardless** of whether the person they care for is getting or wanting a community care service for themselves.

What is an assessment?

It is the way in which members of staff from Social Care or an NHS service finds out what help you might need in continuing to provide help and support. It is not about the needs of the person you care for. They would then explore ways of meeting those needs either directly or by involving another organisation. The assessment may be done at the same time as an assessment of the service needs of the person you care for or separately. It should be reviewed at intervals, or when you request it, if things have changed. If you feel that you cannot face an assessment of your own needs at that particular time because you are too stressed, you can ask the social worker to come back to you at a later date (but be prepared to chase them up if they forget!).

▶ Carer's Assessment

A Carer's Assessment can be done on its own or as part of an ordinary (community care) assessment for the person who is receiving the care or support.

A Carer's Assessment is focussed on sustaining the carer in their caring role by providing information, advice, carers' services or services to the person they care for. Leeds Social Care uses a form called a Carer's Assessment Form (CFP 7.3) with a detachable carers' action plan. You should be given a copy of the action plan so you can see what is planned and what you need to do. The kind of things that can be arranged are: short breaks provided away from home or in the home; day-time activities for the cared for person; domestic help; home based respite; information from carers organisations; carers groups; aids and adaptations; residential respite; or help with the carer's domestic tasks.

NB: this help is only available to substantial or regular carers.



► Parents and carers of children with disabilities

There is a special assessment for parents and carers of a child with disabilities which is part of the 'integrated needs assessment' that is used by Social Care and health professionals to plan services for your child. The Parent Carer's Assessment is part of this. The process is used by all these organisations so that you should only have to give your child and family's information once, when arranging the help that your child and your family needs.

You can ask any of the professionals involved with your child to carry out, or review, a Parent Carer's Assessment.

If the child is not receiving any community care services, or does not need them, the parent/carer can still ask for a Carer's Assessment in the normal way, as described above.

► People looking after a person with mental health difficulties

If the person who is unwell has been referred by their GP to a secondary health service, e.g. a psychiatrist or Community Mental Health Team, they should have an assessment of their needs called a Care Programme Approach. This also includes a Carer's Assessment for any substantial or regular carer, and uses the same form (CFP 7.3). [See Chapter 9.](#)

How to get your needs assessed

To have your own needs assessed you should approach your local Social Care office, through the **Telephone Centre ☎ 0845 125 4113** or **One Stop Centres** ([see page 61 for lists](#)). Or ask another professional who is involved with you to make a referral to Social Care, who will allocate a person to carry out the assessment. The council will meet those needs that it can and may refer you to other organisations if appropriate. If the person you care for is in hospital there will be a discharge planning process. The medical social work team should be involved to carry out an assessment and a care plan for your family member – you will be asked if you would like to have a separate assessment of your needs.

Or you can complete and return the coupon asking for a Carers Assessment in the leaflet *Carers Assessments* which is available from Social Care offices, One Stop Centres and many GP surgeries and health centres.

Carers have said that there are a number of positive outcomes for them in having an assessment even where practical services may be restricted because of financial constraints. They value:

- ▶ Recognition of their role.
- ▶ Peace of mind from knowing how to make contact in the future.
- ▶ A chance to talk through the issues and consider their own needs.
- ▶ Information that can be provided on other support, such as carers groups and local statutory and voluntary services.
- ▶ A sense of shared responsibility, particularly where any support is offered on a regular basis.
- ▶ Increased confidence to take up services.
- ▶ Access to short breaks from caring or other forms of practical help.

Outcomes of a carer's assessment

The aim is to provide support to sustain you in your caring role and this could be a very wide variety of things. Some examples are:

- ▶ Breaks, regular or one-off; at home or away from home.
- ▶ Personal care for the person you care for instead of, or as well as yourself.
- ▶ Joining a carers' group or event.
- ▶ A listening ear for current worries, or concern about the future.
- ▶ Opportunities for the person you care for.
- ▶ Equipment or adaptations to make it easier for you to care for your loved one.
- ▶ Practical services to help you continue to work and care, or maintain your family life, leisure pursuits.

Charging carers

Leeds City Council does not charge carers for their support services although it may charge the cared for person for a service provided to them. People using a residential facility for a respite stay will be charge a flat fee for board and lodge costs. The financial assessment charge to the cared for person will not include the income of the carer.



Chapter 4

Breaks from caring



Short breaks from the tasks of caring, sometimes called respite breaks, are the thing which many carers value most, and without which they could not continue to provide support to their relative. Breaks are essential to carers' own physical and emotional health. This chapter gives details of ways that carers can get a break.

Respite breaks for carers can come in many forms and most types are available in Leeds. There are agencies that cater for disabled adults and others which cater for disabled children.

- ▶ Home based – where a careworker comes to your home and spends time with the care receiver.
- ▶ Home based – where a careworker takes the cared for person out.
- ▶ Night sitting – while the carer sleeps.
- ▶ Day services centres, day hospitals (mental health), activity clubs, adult education for the cared for person.
- ▶ Family placement – where the cared for person goes to stay with a family that you know.
- ▶ Regular or one-off overnight periods of days or weeks where the cared for person stays at a mental health or learning difficulties hostel or group home.
- ▶ Overnight periods in mental health or learning difficulties hostels or group homes.
- ▶ Residential/nursing home placements – often referred to as planned respite.
- ▶ Hospital based respite (very limited).
- ▶ Hospices (St Martin's Hospice for Children at Boston Spa; St Gemma's, Wheatfields in Leeds).

For most of these facilities there has to be an assessment of the cared for person by a Social Care or joint health/Social Care team, following a referral by a GP or other agency involved with the cared for person, which can happen at your request. However, in the case of the home-based respite services (see below) you can approach the provider direct. Most services are planned in advance and are often made into a regular schedule that runs for several months at a time so that carers know when their next break is and can maybe book something for themselves. These services will also try to respond to emergency situations.

1. Respite services provided in your own home

Home-based respite schemes (not just 'sitting')

Each wedge area of the city has an agency which the council pays to provide a home-based sitting service on its behalf, in addition to the council's own family placement sitting services which are city wide. The PCT provides services to any carer of an adult, and can be approached directly by the carer. They are very flexible. They can provide up to eight hours care per week or as little as one hour. Carers who live with the person they care for and are providing very considerable periods of direct care or are young carers have higher priority and will be allocated more time than others. Except for MACA (Mental Health After Care Association), the agencies all cater for adults with any condition. The organisations are:

● Leeds East area – Leeds 25, 15, 14 (part), 9, 8 (part), 7 (part), WF10

Springfield Home Care Services, 2 Fusion Court, Aberford Road, Garforth LS25 2GH

☎ 287 6789

Manager: Christine Birch

● Leeds West area – Leeds 28, 13, 12, 5 (part), 4 (part), 3 (part)

Carewatch Leeds, Kestrel House, 14 Lower Brunswick Street, Leeds LS2 7PU

☎ 242 8822

Manager: Barbara Burton

● Leeds South area – Leeds 11, 10, 26, WF3, BD11(part)

Crossroads Carers, Middleton Training and Skills Centre, 110 Middleton Park Avenue, Leeds LS10 4HY ☎ 271 6457

Manager: Linda Turner

- **Leeds North East area – Leeds 9, 7 (part), 14 (part), 15, 25 (part), 26 (part)**
Moorcare, 1 Queenshill Lawn, Queenshill Approach, Leeds LS17 6TH ☎ 268 4211
 Manager: Alison Wilcox
- **Leeds North West area – Leeds 18, 19, 21, 20 (part), 29 (part), 18, 16, 6, 5 (part), 4 (part), 3 (part), 2, 1, BD20 (part)**
Czajka Care Group, WIRA House, West Park Ring Road, Leeds LS16 6EV
☎ 274 1900
 Manager: Tracey Hodgson
- **Leeds – all (referral only through Social Care assessment)**
Family Placement Unit, Social Care, 3rd Floor Merrion House,
110 Merrion Centre, Leeds LS2 8QB
Children’s scheme ☎ 247 8655 – Chris Myers
Sitting service for older people or disabled adults ☎ 398 4702 – Helen Carter
- **Leeds – all**
Angels Homecare Service, Jamaica House, 277 Chapeltown Road, Leeds LS7 3HA
☎ 239 2414
 Specialist scheme for people from ethnic minority communities who require a careworker of a particular culture or religious background.
 Manager: Elizabeth Johnson
- **Together (previously known as MACA)**
Unity Business Centre, 26 Roundhay Road, Leeds LS7 1AB ☎ 242 7707
 Leeds 8, 9, 17 (for carers of people with mental health needs and dementia only).
- **Voluntary schemes, neighbourhood action projects**
 Most areas have a project which uses volunteers to provide a range of practical services, information, or social activities which could provide a break for the person who normally cares for them. Most are aimed at older people, but some can support a younger disabled person as well.
 There are 32 projects – too many to list here but you can find out the one that covers your area by asking at your Social Care Office ([see page 71 for addresses](#)), One Stop Centre or library. They may have a volunteer befriending scheme who can visit the cared for person and thus enable the carer to take a break. There is no charge for home-based breaks.

● Time Away – all Leeds

Leeds Social Care volunteer scheme provides a volunteer to befriend a disabled person and go out with them so that their carer has some time to themselves. Can be weekly or on an occasional basis.

2nd floor Merrion House, Merrion Centre, Leeds LS2 8QB ☎ 247 8739

Contact: Julie Strickland/Angela Hart

2. Respite and short breaks away from home

Breaks away from home are arranged by Social Care following a Community Care Assessment or a Carer's Assessment. These will usually be a series of breaks which will be agreed with the person you are caring for where appropriate. For example one week every six weeks (maximum); or a mixture of days, weeks and weekend. The amount of time provided will vary according to needs of the carer and the cared for person.

They will be in a facility which caters for the healthcare needs of the person being cared for. This may mean that it is not in your own neighbourhood.

There are **very few specific respite beds in the private care home sector in Leeds** which can make it difficult for the social worker to arrange the breaks that people need.

See Leeds Social Care's *Directory of Care Services in Leeds* for full details – available from your local Social Care office, library, One Stop Centre or from ☎ 247 8924.

- ▶ There are more places available in council residential homes for **older people**, but these cannot cater for all healthcare needs. This is why sometimes the care receiver may be offered a placement further away from home than you would like. Of the 113 independent residential or nursing homes for older people only eight have any respite beds. Of the 20 run by the local authority most have a respite bed.
- ▶ Some independent care homes which have **some** respite provision for people with physical disabilities are:

Woodlands (M.S. Society) York (For people with Multiple Sclerosis only)

St Ives Bingley (Bradford Independent Health Care Group)

Terry Yorath House in Roundhay

Wheldon View Castleford

St Lukes Calverley

Highfields near Tadcaster

Birkleas in Shipley

Fieldhouse Lodge in Moortown

A social worker will be happy to discuss the possibilities with you.

NB: This situation is very changeable and was correct at the time of going to print.

Cost of respite placements away from home

Where Social Care has arranged the respite placement there is a small flat rate weekly charge to the cared for person, not the carer. (From April 2007 this will be £64 for people under 65 years or £72 for over 65 years). There is no charge for children. If transport to the facility is needed this may be charged for.

- ▶ **The NHS** has a respite facility at Woodlands Square, Armley, which is for adults with severe learning difficulties and physical care needs or challenging behaviours.
- ▶ **Palliative care and respite** – people with conditions for which there is no active curative treatment may be provided with respite at a hospice – see chapter 7. There are only five independent sector homes registered to provide care to terminally ill patients. Sometimes the staff in the nursing home is supplemented by NHS staff.
- ▶ **The Family Placement Unit** arranges breaks for the person you care for in the home of an approved and trained family placement careworker. This will happen after a process of introduction and getting to know the family and then regular breaks of various lengths can be arranged. Sometimes service users visit their family placement carers for many years and become very close. There are only limited numbers of such family homes that have hoists, downstairs fully adapted and equipped bathrooms and bedrooms etc.
- ▶ There are voluntary organisations working with people with **learning difficulties** or **mental health problems** in the community, who also have residential facilities and some of these have some limited opportunities for respite places. The social worker or CPN who is working with the person you care for will be happy to discuss the possibilities, e.g. St Anne's, Community Links, Wilf Ward Trust.
- ▶ There are a number of organisations who take people with **learning difficulties** on outings or activities, in groups or individually e.g. **People in Action** ☎ 247 0411.

The specialist disability social workers in Social Care (adults and children) are well informed about these facilities, but it has to be said that opportunities for respite or short break placements for adults and children with very challenging behaviour, autistic spectrum disorders, or very considerable physical and nursing care needs are scarce and/or outside of Leeds.

Hospices can provide respite care for cancer patients in the last few weeks of their life. For such people and families a lot of home nursing would be being provided, up to and including 24 hour care.

Hospital respite care is now very rare.

Holidays

These are always a difficult enterprise when there is a family member who has care needs and they are often a time when more, not less, pressure is placed on the carer either because of the arrangements which need to be made for the holiday or from the financial burden of it. It can be very hard to find a holiday facility, which can meet all one's needs for access, adaptations and equipment. There are some specialist holidays organisations, or action groups of disabled people in holiday towns which produce information on facilities, hotels, and resorts.

Here are a few (contact the Carers Centre and DIAL for more):

- **DIAL** ☎ 214 3630 **Minicom: 214 3630**
- **Tourism for All UK** Holiday careline ☎ 0845 124 9971
- **Holiday Care** ☎ 0845 124 9971 **Minicom: 0845 124 9976**
- **RADAR** ☎ 0207 250 3222 **Minicom: 0207 250 4119** (Guide costs £13.60)
www.radar.org.uk
- **Scarborough and Whitby DAGS (Disabled People's Action Group)** – guide to east coast holidays through www.scope.org.uk ☎ 01723 379397
- **Break** ☎ 01263 822161 holidays and property in Norfolk www.break-charity.org
- **Brook House in St Anne's** – an eight-bed bungalow for self catering. Booked through **Social Care resources section** ☎ 247 8723

Some holiday centres or providers (not funders):

- **Vitalise** (previously Winged Fellowship Trust) ☎ 0207 017 3420
- **Access Travel** ☎ 01942 888844
- **Breakaway Harrogate** ☎ 01423 529153
- **APS Breakaway** ☎ 01423 533920
- **TACT Holiday Scheme** ☎ 242 1388

- **Can be Done** ☎ 0208 907 2400 www.canbedone.co.uk
- **Chalfont Line** escorted holidays ☎ 01895 459540
- **John Grooms** adapted holiday properties for rent
☎ 0207 542 2000 www.johngrooms.org.uk

Time for carers

This is a Social Care scheme which is administered by Carers Leeds to give a cash sum to carers (only) to enable them to get a different kind of respite break which is not available elsewhere and it can be used for the cost of the holiday of the carer, although the holiday might be taken with or without the cared for person. There are a few other trusts or funds both local and national which may help individual carers to finance a holidays or other leisure activities. For help with this contact **Carers Leeds** ☎ 246 8338.

3. Day centres, day services and other activities during the day

Social Care provides day services for

- ▶ older people
- ▶ people with learning difficulties
- ▶ people with physical disabilities
- ▶ people with mental health needs

These services may be provided on Social Care's own premises, in an NHS base or through a voluntary organisation. Or they may support users on an outreach basis by accompanying them while they use or attend community facilities.

Many of these services operate seven days per week, but the service is usually allocated for one or two days per week, according to need. They can be an central part of a care package for a person which also supports their carer. Transport is usually available to take people to the centre nearest their home.

Access to all of these facilities is arranged following a Community Care Assessment by Social Care or a Care Programme Approach Assessment by a mental health professional. They then draw up a care plan of support for the individual, which is reviewed on a regular pattern or if their needs change. You can be referred for one of these services through a GP or other health professional, or by ringing the **Social Care Telephone Centre** on ☎ **0845 125 4113**.

Social Care and the NHS commission the Alzheimer's Society to provide a day centre for people under 65 with early onset dementia or Alzheimer's in their base at Armley Grange, Leeds 12. Transport can be provided.

Personal assistants – this means that one paid care worker is allocated to work with the person who has the care needs for a set period of time for an agreed activity in the home or, more usually, in the community. It may be provided by staff from some of the centres above, or by other organisations to support someone with learning difficulties or mental health problems that wishes to attend a college or other day activity in the community. The cost might be borne by the college or by Social Care or part of the NHS.

The Inclusive Learning Service provides intensive tuition from two centres or at home for younger adults with severe or complex learning difficulties or profound or multiple learning difficulties to develop their general understanding.

Further education colleges are sometimes able to provide an assistant to help a student with disabilities to access their courses in the college or in the community. This could be a reader or interpreter for someone with a sensory impairment, or a scribe for a person who is not able to take notes by hand or is slow on a computer due to their disability.

There are further teams and projects providing one-to-one support in activities for people aged under 65 who have mental health needs ([see Chapter 8](#)).

NHS day hospitals, day treatment services and community units

These are day facilities where rehabilitation, therapy of various types or assessment programmes are provided for people with mental health needs/head injuries ([see Chapter 8](#)). Referral is always through a GP or health specialist service.



Chapter 5

Benefits and financial help for carers

The main benefits available to carers can be accessed through either the Department for Work and Pensions, Her Majesty's Revenue & Customs or your local authority. Each benefit has detailed conditions attached to it so we are only giving a brief version of them here. At the end of this section we list the contact details for the offices where benefit claims can be made and some places to go for advice or help when making a claim for benefits.

There are two main benefits available to carers from the Department of Work and Pensions (previously the Benefits Agency or DHSS); and also several ways of reducing housing costs through Housing Benefit and/or Council Tax Benefit administered by the local authority.

Benefits from the Department for Work and Pensions

(used to be called the Benefits Agency)

1. Carers Allowance (used to be called Invalid Care Allowance)

Some of the qualifying criteria for Carers Allowance state that you, as a carer, should be aged over 16 years of age and not in full-time education; you look after someone for 35 hrs or more a week and the person you care for gets either Attendance Allowance or the middle or high rate of Disability Living Allowance (care component); and your earnings are less than £87 per week net (2007/08).

Additional benefits you might get:

- ▶ A Carer Premium with Income Support, Housing Benefit and Council Tax Benefit. A carer addition with Pension Credit
- ▶ National Insurance contribution credits

- ▶ Help to qualify for the state second pension
- ▶ A £10 Christmas bonus

Since October 2002, people over 65 years of age who fulfill the above qualifying criteria may be awarded Carers Allowance, but not be paid it if they are paid certain other benefits such as retirement pension or incapacity benefit. These are called 'overlapping benefits' and only one benefit can be paid. It is still worth making a claim for Carers Allowance as it can increase the money you receive through other benefits.

Carers Allowance is not means tested.

If you are under 60 years of age, you will need to make your claim at a Jobcentre Plus office. If you are over 60 years of age, you can contact the Carers Allowance Unit.

Contact details are at the end of this section.

Benefits and allowances from the Benefit and Pensions Agency

1. Income Support

You might be eligible to claim Income Support as a carer while you are caring for a person who gets Attendance Allowance or Disability Living Allowance model or high rate care component, or you have an award of Carers Allowance. You can work and there is no limit on the number of hours you work. Although the amount you earn reduces the amount of Income Support you receive, you can keep some of your earnings.

Carer Premium

The Carer Premium is an addition to your Income Support entitlement. You get it if you are paid Carers Allowance or you have been awarded it but not paid it because you are already receiving an overlapping benefit such as Retirement Pension or Incapacity Benefit.

This is worth approximately an extra £26.35 (2007/08) on the basic rate of Income Support. This amount changes every April with other benefit changes.

2. Pension Credit

Carer Addition

The Carer Addition can be included in the Pension Credit calculation of someone who is over 60 years of age, providing they make a claim for Carers Allowance and meet all the other conditions of entitlement to it.

This is worth approximately an extra £26.35 on the basic rate of Pension Credit and changes every April with other benefit changes – particularly Housing or Council Tax Benefit.

3. Disability Living Allowance/Attendance Allowance

This is paid to the person being cared for if they need help with bodily functions. There are three levels of payment depending on how much help the person needs (for people over age 65 claiming for the first time, there are only two levels).

You may still qualify for Carers Allowance and/or the Carer Premium or Carer Addition, even if you, as a carer, are in receipt of one of these disability benefits and you fulfill the qualifying criteria (as stated in 1 above) for Carers Allowance.

Benefits from Her Majesty's Revenue & Customs

If, as a carer, you are working, you may be entitled to either Working Tax Credit and/or, if you have children, Child Tax Credit.

Contact **Her Majesty's Revenue & Customs** ☎ 0800 300 3900 or you can make a claim online www.hmrc.gov.uk/taxcredits.

Benefits and allowances available from the local authority

1. **Housing Benefit** is means tested and gives tenants benefit to cover some or all of their rent. Carers are entitled to an additional carer premium if they have been awarded Carers Allowance (even if they are not paid it), which may increase the amount of Housing Benefit they are entitled to.

2. **Council Tax Benefit** is means tested and may cover some or all of your council tax bill. You can make a claim if you are a tenant or a homeowner.

Carers are entitled to an additional Carer Premium if they have been awarded Carers Allowance (even if they are not paid it), which may increase the amount of Council Tax Benefit they are entitled to.

3. Further council tax reductions

Your council tax bill depends on the size of your home. The bill can be reduced by 25 per cent if there is only one person living in the property. In certain quite complicated circumstances, this bill can be reduced if you, as a carer, fulfil certain criteria. If you are living in your home and care for a spouse or partner who is entitled to certain disability benefits and is 'severely mentally impaired' e.g. with dementia or after a severe stroke, you may qualify for a 25 per cent reduction in your council tax bill.

For further information, contact the relevant department at the local authority who sends out your council tax bill.

Charging for services

Some of the council's services already have charges attached to them, e.g. home care, day centres and meals service. NHS services do not have any charges attached.

The Carers and Disabled Children's Act gives local authorities the power to charge for a service that they provide to carers in their own right, such as respite breaks, but not for a Carers Assessment.

In April 2003, the Fairer Charging policy was introduced in all local authority areas for people who receive home care and other non-residential social care. The financial assessment is based on the service user's ability to pay, so you will not pay more than you can afford. The amount you pay is assessed using the amount of money you have coming in and takes into consideration some of your living expenses. During this financial assessment, benefits advice and support is provided, not only to the service user but also to the carer.

Help with paying for residential care

All residential and nursing homes charge fees to cover the cost of a week's stay. This includes local authority homes. Some people are able to pay these fees entirely from their own resources – income, pensions, welfare benefits and capital (this is known as self-funding).

Usually, people who enter residential care will be assessed to pay a contribution towards their fees, depending on their income (their spouse/partner's income is ignored). If they do not have enough money to cover all the cost they will need a top-up from the local authority. Leeds City Council can, where a person is eligible, top up a person's fees to the level the council would usually expect to pay for the type of care that is being provided e.g. nursing or residential care.

People in nursing homes in Leeds will not have to pay for the nursing care part of the fees as this is paid by the local authority, on behalf of the NHS. Please note that the amount people are assessed to pay themselves is not usually affected by this payment.

The family home

Owner occupiers who do not have a spouse/partner or dependant who remains in the home after they have entered residential care may choose to sell the house in order to use its value to pay for their stay in the home.

Deferred Payments are for people who do not wish to sell their homes, or cannot do so, and wish the local authority to add payments to their own contributions to meet the cost of their fees. The local authority can continue to contribute payments on their behalf until they can repay them in full from their estate, or until they leave residential care.

Whichever way they choose, paying for residential care is complex and has many twists and turns. The most important thing when considering residential care/nursing home care is to seek independent financial advice from a specialised solicitor or from an agency such as Age Concern. This will ensure they and/or you have the knowledge to make the best choice when deciding how to pay for their residential care.

Where to go to get advice and help on financial matters

● Advice centres and community centres

Often provide benefits advice.

● Age Concern

188a Woodhouse Lane, Leeds LS2 9DX ☎ 245 8579

9.30am–3pm Monday–Friday

● Alzheimer's Society (Leeds branch)

Armley Grange, Armley Grange Drive, Leeds LS12 3QH ☎ 231 1727

● Carers UK (formerly Carers National Association)

National phonenumber ☎ 0800 808 7777

● Citizens Advice Bureaux

There are 24 part-time CAB services in (enquire at your library for times/locations) Leeds and two main bureaux. They are the **City Centre Bureau** at **Westminster Buildings, 31 New York Street, Leeds** ☎ 0870 120 2450 and **Chapelton Bureau** at **Willow House, New Roscoe Buildings, Cross Francis Street, Leeds LS7 4BZ** ☎ 262 9479.

● Department for Work and Pensions

Disability and Carers Service, Carers Allowance Unit (Carers Allowance) **Palatine House, Lancaster Road, Preston PR1 1HB** ☎ 01253 856123

Disability Benefits Unit (Attendance Allowance and Disability Living Allowance) **Warbreck House, Warbreck Hill Road, Blackpool FY2 0YE** ☎ 0845 712 3456

Jobcentre Plus offices (for people aged under 60)

To make a new claim for Income Support, Incapacity Benefit, Bereavement Allowance, Job Seekers Allowance, Widowed Parents Allowance ☎ 0800 055 6688

To notify a change of circumstances for an existing claim ☎ 215 5050

Local Jobcentreplus offices (as at December 2006)

- ▶ Eastgate ☎ 215 5000
- ▶ Guiseley ☎ 01943 408639
- ▶ Hunslet ☎ 214 8900
- ▶ Morley ☎ 214 8900
- ▶ Park Place ☎ 214 8000
- ▶ Pudsey ☎ 214 8000
- ▶ Seacroft ☎ 214 8500
- ▶ Southern House ☎ 214 8000
- ▶ Pension Service (Retirement Pension and Pension Credit) ☎ 0800 99 1234

● DIAL

The Mary Thornton Suite, Armley Grange Drive, Leeds LS12 3QH ☎ 214 3630

● Her Majesty's Revenue & Customs

Child Benefit ☎ 0845 302 1444

Working Tax Credit, Child Tax Credit ☎ 0845 300 3900

● Leeds Carers Centre

6–8 The Headrow, Leeds LS1 6PT ☎ 246 8338 *Open 9.30am–4.30pm Monday–Friday*

● Leeds City Council, Corporate Services, Revenues and Benefits

Council tax bills ☎ 0845 126 0113

Housing Benefit, Council Tax Benefit and Education Benefit claim forms
☎ 0845 126 0113

● Leeds City Council Social Care Telephone Centre ☎ 0845 126 0113

● Leeds City Council Welfare Rights Unit

(for correspondence only, no personal visits)

116 York Road, Leeds LS9 9AA ☎ 214 9006

Telephone advice, one-to-one advice sessions by appointment at various locations throughout Leeds ([see page 61 for contact details](#)) and home visits where appropriate.



Chapter 6

Help at home from community services

In this chapter we describe which health and social care services may be available to the person who needs care in their own home (not the carer) and the main organisations and professionals who might be involved. The amount and nature of the input from health and social care agencies has a big impact on what input is needed from an informal carer or family member. We have split this chapter into four sections:

1. Domestic/daily living help
2. Nursing and therapy
3. Equipment and adaptations
4. Coming home from hospital

Community care services are provided following an assessment of the needs of the person concerned. It will be carried out by a professional from the health or social care agency which is taking the lead on that person's situation.

Some specialist teams are multi-disciplinary made up of social workers, nurses, physiotherapists and occupational therapists.

Direct Payments

The cost of the service to meet the assessed needs of the person being cared for can be given to them as a cash payment, to purchase the same service directly themselves, rather than from Social Care (or a care organisation funded by Social Care). This is called the Direct Payments scheme, which has been available to adults receiving services from Social Care for a number of years. It is not an additional source of funding or type of service. To find out more, speak to the social or healthcare professional dealing with you or the person you care for.

● **ASSIST** is an organisation set up to advise people who are using Direct Payments and help them through the process of employing care staff.

They can be contacted on ☎ **214 3654**, **Minicom: 214 3598** **e-mail: assist@leeds.gov.uk**
fax: 214 3595.

The first point of contact to Social Care for care or equipment is through the **Telephone Centre ☎ 0845 125 4113**. Requests for help are passed to an initial response team who will usually respond within 48 hours. They will start an assessment of the needs and make arrangements for an appropriate care service if the person meets the council's eligibility criteria.

There are also different (multi-disciplinary) specialist teams who deal with complex situations for:

- ▶ adults with learning disabilities
- ▶ adults with mental health needs
- ▶ people over age 65
- ▶ rapid response teams where quick intensive input can prevent admission into hospital or facilitate rehabilitation after return from hospital
- ▶ people needing equipment or adaptations to help them live at home
- ▶ children with disabilities and ill health

For information about how services are organised for people with mental health needs and their carers see [Chapter 9](#).

1. Domestic/daily living

Help with personal care

Leeds Social Care has to follow government guidance and ensure that everyone has fair access to social care services. It is required to focus its resources on those people with the greatest care needs. An assessment is carried out to establish whether a person has care needs which are eligible for assistance from Social Care by looking at whether their care needs are critical, substantial, moderate or low. They provide service only to those people whose care needs are critical or substantial to their ability to live independently in the community. This means that they are at risk of major or significant harm or risk to their independence. This assessment takes into account the risk or harm to the health of, or their relationship with, their informal carer.

Social Care (or an organisation acting on its behalf) can help to support an eligible person at home and thereby assist the carer by providing:

- ▶ help with personal care or everyday living activities.
- ▶ assistance with medication.
- ▶ social and emotional support.
- ▶ domestic help alongside other personal care or support. Domestic help alone, such as shopping and cleaning is no longer provided to people who can manage their own personal care.

This is intended to enable a person living alone to maintain their independence in their own home. It is available to a person of any age.

There are charges to the service user for community support services, which change every year.

Keeping House

Keeping House is a service which provides information about private cleaning, laundry, shopping and gardening agencies which you could use instead. Most of these charge an hourly rate.

☎ 247 6088

Meals services

The Meals at Home Service delivers tasty meals which provide one third of the daily nutritional requirements and meet the guidelines laid down by the National Association of Care Catering.

Frozen meals are for people suffering from deteriorating health whose needs vary from day to day but who are capable of reheating their own meals. These can be reheated at a time to suit the individual and help people to remain independent.

Hot meals are for those who are unable to prepare their own meal, have no-one else to do this for them or are unable to leave their home to eat elsewhere. They are also for those who cannot reheat a frozen meal or who need meals in the short term, for example after a stay in hospital.

Both types of meal are delivered to your door and the frozen meals are delivered fortnightly or monthly.

The full range includes traditional, vegetarian, African Caribbean, Asian vegetarian and Halal. Kosher meals are supplied through the Jewish Welfare Board. Dietary meals include diabetic, gluten-free, low sodium and soft or pureed.

There is a charge for people not on Income Support.

2. Nursing and therapy

Community nursing and therapies – primary care

Primary care

The five area-based Primary Care Trusts in Leeds were merged into one in October 2006.

The PCT is responsible for ensuring that the people of Leeds have access to the health services they need, along with directly providing a wide range of community-based services across the city.

If you have any questions, concerns or comments to make about primary care services the Leeds PCT Headquarters is at **North West House, West Park Ring Road, Leeds LS16 6QP**. The Chief Executive Officer is Chris Outram.

In addition to directly providing care for local people, it works closely with GP practices, pharmacists, optometrists, dentists, hospital trusts, social services, mental health services and community and voluntary organisations to commission and fund the healthcare they provide to people in Leeds.

They also undertake a broad range of public health initiatives to improve the health and quality of life for local people.

GPs – in most cases only a GP can make referrals to any specialist doctor, nurse or therapist and any specialist health service – more of these are being delivered in the community rather than in hospitals. GPs are being encouraged to identify carers on their patient records so that they may better appreciate the effect on a carer's own health of looking after someone at home, and respond appropriately. They can also help carers by doing joint appointments with carer and care-receiver and by doing more home visits.

Community nurses (health visitors, district nurses, midwives and children's home nursing teams) will eventually be working in one single team alongside Social Care staff. This change has already taken place for services for people aged over 65. Community nurses can attend patients in their own home who need **medical** attention on a daily or frequent basis. There are special arrangements and additional help for carers and family in palliative care situations (care given in the later stages of a terminal illness). [See Chapter 7](#).

Services for people over 65 (Joint Care Management)

Social Care and the NHS Hospital Trusts have reorganised their services in order to provide a friendlier, more community based service for older people. The emphasis is now on them to working together to prevent avoidable admission into hospital or residential care and to achieve a satisfactory transition from hospital to home for patient and carer by getting support and care services in place quicker.

Referral will be through GP, hospital staff, Social Care or other health professionals.

Older people with care needs which are not so complex, or are long term will still receive services through the community nursing services or Social Care. In **ALL** cases, an assessment of a carer's needs must be offered.

● **Podiatry (chiropody and foot care)**

For further information about eligibility contact your local community clinic or health centre. There is a limited home visiting service.

Based at **St Mary's Hospital, Greenhill Road, Leeds LS12** ☎ **305 5155**.

● **Continence services**

Continence pads and supplies are provided free of charge in Leeds following an initial assessment and referral by your GP or nurse. Based at **St Mary's Hospital, Greenhill Road, Leeds LS12** ☎ **305 5124**.

The Leeds Continence Service has a carers' group for relatives and friends of people who have problems with their bladder/bowels and aims to provide help advice and support to enable carers to help a person maintain a healthy bladder/bowel. All are welcome.

☎ **305 5108/305 5138**

In 2006 a scheme was launched called Care & Repair to deliver continence aids to a person's home (for a fixed fee) in the East wedge of the city and we believe the intention is to spread this services across the city. Ask at your continence service base.

● **Rapid Response Health Teams**

The Primary Care Trust developed a special team of staff who will respond when patients with certain chronic long-term illness are experiencing worsening health which makes it likely they will need to be admitted into hospital. The teams will provide more intensive input and treatments to help the patient avoid this and manage their condition better. **These services will be accessed by referral from GPs or other health and social care professionals.**

3. Equipment and adaptations to your home

Equipment

Equipment is provided to help someone with a physical or sensory impairment to be more independent or to assist their carers to provide their care more safely. It is especially important for carers to think about using equipment if you are giving physical assistance to someone to move around or get from chair to bed etc., because it is very likely that your own health will be affected.

The Leeds Equipment Store is operated jointly by Leeds Social Care and the NHS. It is accessed via NHS or Social Care professionals. It orders and purchases equipment for both Social Care and NHS departments and it orders, delivers, collects and refurbishes a wide range of equipment for nursing and daily living. ☎ **247 7387**.

Equipment is provided following an assessment by a nurse, occupational therapist or physiotherapist and they will take account of your needs as a carer when considering the equipment to provide. They will only provide equipment which they feel is the most suitable item, and will give a benefit to the disabled person. Having made a recommendation for the item they will order it and supervise its installation.

Beds aids, chairs, hoists, household equipment, toilets/rails, bathing and visual impairment equipment is assessed through Social Care Disability Services Teams of occupational therapists and social workers.

Specialist beds, commodes, walking aids wheelchairs are assessed for and provided by the NHS through your own GP or health centre.

Equipment is also available to help people with hearing, visual or speech impairments, via **Leeds Centre for Deaf and Blind People** ☎ **243 8328 voice and minicom**; or **Shireview Resource Centre for Blind and Partially Sighted People** ☎ **214 4544**.

Wheelchairs (for long term use)

These are assessed for and provided by the NHS through the Wheelchair Centre at Chapel Allerton Hospital, for people who are unable or virtually unable to walk indoors or outdoors and need a wheelchair for more than 12 weeks. They can provide self-operated or attendant operated wheelchairs and electrically operated wheelchairs for people who need it for indoor and outdoor use only. (Not for people who do not need it indoors). They operate a voucher scheme whereby people can top up the finance available for their assessed wheelchair to get a model of wheelchair of their choice. Access is by referral from **GP, consultants, physiotherapists** or **occupational therapist** ☎ **206 3855**.

Wheelchairs for short term needs

These can be provided by **Leeds Equipment Store** ☎ 247 7387.

● William Merritt Disabled Living Centre

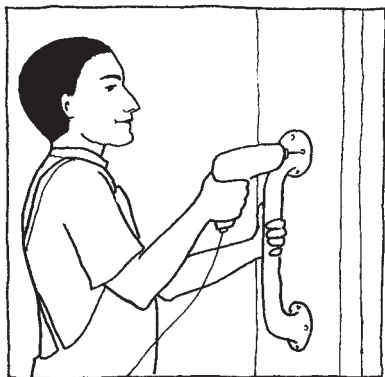
St Mary's Hospital, Greenhill Road, Leeds LS12 3QE ☎ 305 5332

Has a range of equipment on display and they can give advice on equipment and where to purchase it. You can visit and browse around their 3000 exhibits and they also have special display days where manufacturers come and display their goods. This service is funded by Social Care. The Centre is not part of the hospital, though it is located in one of their buildings.

The Yellow Pages Telephone Directory, under 'Disability Equipment', lists local retailers.

The leaflet *Community Equipment Services in Leeds* provides full details of the services in Leeds (available from Social Care).

They also assess disabled people's driving ability and need for suitable adaptations to their car, and assess people for powered wheelchairs and scooters.



Adaptations to the home

Physical alterations may be necessary to the home of people who cannot otherwise use the normal facilities of the house, such as getting upstairs, accessing a bathroom, getting into or out of the house etc. A Disabled Facilities Grant may be available (for those on low incomes) for major adaptations (costing more than £1000). This is done following an assessment of what is needed by an occupational therapist, and technical advice from the environmental health officer and the **Adaptations Agency**, who draws up the initial plans. It is often a very lengthy process because many of us have homes which are hard, or even impossible to adapt so everyone in the household can use them safely. Sometimes, in the end, it is more practical to move house.

● Care & Repair Ltd

☎ 240 6009

Provide help and advice to the family with the whole process of adaptations to the home. They can assist people who have been awarded a Disabled Facilities Grant for a major adaptation to manage the process. Care & Repair is a home improvement agency that helps older, disabled, low income home owners to live in warm, secure, well maintained and adapted homes. It is also a registered charity.

● CareRing

☎ 214 4981

This is a dispersed alarm call system run by Leeds City Council in which a pendant is worn by the user which activates an alarm through the person's telephone. This call is taken by a 24 hour response service who contact a named person, such as a friend or relative, or an emergency service.

4. Coming home from hospital

Leeds Teaching Hospitals Trust is the body that manages all the acute Leeds hospitals. For information about mental health hospitals – [see chapter 9](#).

If a patient is **NOT** able to be discharged independently without further support, then the ward should prepare a Discharge Plan which will be in the form of a SAP assessment (Single Assessment Process) and a Nursing Specialist Assessment, which will indicate what services may be needed or resumed. This referral is directed to a central point which allocates the referral to the appropriate area or specialist team which might be an Intermediate Care Team or Joint Care Management Team (both include nursing, therapy and social work professionals); or a Community Mental Health Team. There are discharge advisors based in Leeds General Infirmary and St James's Hospitals covering all hospitals.

If a community support service and/or district nursing service existed before admission, the ward can contact the provider to re-start it.

If a discharge is being made to the community out side of office hours (8am-6pm) there are out of hours nursing services which can be used.

If a nursing/residential home placement is required, this will be referred to a social worker to arrange.

If a continued community support care package is needed after the first 6-8 weeks, a social worker will prepare a care plan for home support which will be provided by an agency employed by Social Care. The package could include respite breaks and day services, as well as personal care.

● Age Concern Hospital After Care Service

☎ 272 0377

Age Concern Hospital After Care Service can support or help make the patient's return home easier for up to eight weeks. Staff will help the person adjust and regain their confidence in being back in their own home. This could mean things like a staff member to support the person to attend medical or other appointments, collect pensions, pay bills, go shopping, or have trips further afield.

People can request this service directly, or the ward, social worker or family member may make a referral.



Chapter 7

Caring for someone with a life threatening illness

Palliative care

Palliative care is the active, total care of patients whose disease is not responsive to curative treatment. It focuses on control of symptoms such as pain and addresses psychological, social and spiritual issues. The goal of palliative care is achievement of best quality of life for patients and their families/carers.

Palliative care aims to:

- ▶ affirm life and regards dying as a normal process.
- ▶ provide relief from pain and other distressing symptoms.
- ▶ include the psychological and spiritual aspects of patient care.
- ▶ offer a support system to help patients live as actively as possible until death.
- ▶ offer a support system to help families/carers cope during a patients illness and in their own bereavement.

Palliative care is provided in two distinct categories:

1. Generalist palliative care
2. Specialist palliative care

General palliative care is provided:

- ▶ In hospitals by the nursing/medical team on the ward
- ▶ At home by district nurse and GP

The Robert Ogden Centre at St James's Hospital can offer information and diversional therapies to families and patients.

Specialist palliative care

Sometimes there is a need to involve those who specialise in palliative care and have a greater degree of expertise. Specialist palliative care teams will assess all aspects of a persons needs. These include physical, psychological and social needs

In hospital

The **Specialist Palliative Care Team** help patients and relatives/carers by assessing and giving expert advice and support to the ward nurses and doctors who deliver patient care.

They may also help decide on a place of care.

Referral is made by the ward staff or you can ask to be referred.

There are specialist palliative care teams at **Leeds General Infirmary** and **St James's Hospital**.

At home

Specialist palliative care nurses and doctors provide support for the patient who wants to stay at home for as long as possible.

- ▶ The home community specialist nurses some of whom are called Macmillan Nurses, visit you at home to assess needs and then liaise with GP and district nurse as to the best course of action
- ▶ Day hospice/centre/out-patients provides
 - a day off for the carer
 - a weekly assessment for the patient
 - the opportunity for assessment as an out-patient

In a hospice

This may involve an in-patient stay for symptom control or other difficulties which cannot be managed at home. Some people choose to come to a hospice for end-of-life care.

Hospices in the Leeds area are:

St Gemma's, Harrogate Road, Moortown, Leeds LS6 2AE ☎ 218 5500
www.st-gemma.co.uk

Wheatfields (Sue Ryder), Grove Road, Headingley, Leeds LS6 2AE ☎ 278 7249
www.suerydercare.org/wheatfieldshospice

And for children:

Martin House, Boston Spa ☎ 01937 845045 www.martinhouse.org.uk

Support is at hand for patients and carers through:

- ▶ Education/advice
- ▶ Bereavement support
- ▶ Complementary therapies

How to access specialist palliative care

Speak to your GP/district nurse.

Specialist palliative care is assessed through:

- ▶ Nurses and doctors in the hospitals
- ▶ GP and district nurse at home

Other useful organisations

Cancer support

● **Yorkshire Cancer Help Centre**

Provides holistic support.

For further information contact the **Booking Secretary** ☎ 216 8894 or 01423 881392.

● **Candlelighters**

Candlelighter officer, Children's Day Hospital, St James's Hospital, Beckett Street, Leeds LS9 7PF ☎ 247 0372

● **Robert Ogden MacMillan Information Centre**

St James's Hospital, Beckett Street, Leeds LS9 7TF ☎ 206 6498/206 6499

Information, support, counselling, alternative therapies, activities and much more for cancer patients, their families and carers.

Drop-in service *10am–4pm Monday–Friday.*

● **Bereavement support**

Leeds Bereavement Forum – directory of bereavement services in Leeds.

www.lbforum.org.uk

● **Leeds Crisis Centre**

3 Spring Road, Headingley, Leeds LS6 1AD ☎ 275 5898

Leeds Crisis Centre offers short-term crisis counselling/therapy to people who have recently experienced a crisis/event or who suddenly become aware of a difficulty coping as they usually would.

● **Cruse Bereavement Care Leeds**

Centenary House, North Street, Leeds LS2 8AY

Pam Snowden (Branch Coordinator)

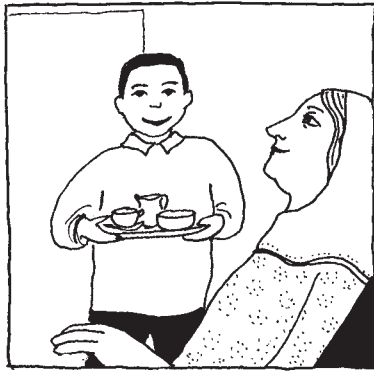
9.30am–4.30pm; Careline: 10am–12 noon (minimum)

Monday/Tuesday/Thursday/Friday

☎ 234 4150

cruse@bcare.fsnet.co.uk

www.cruse.org.uk



Chapter 8

Young carers

Many children and young people live with and help to care for a parent, sibling or other relative. Their own health and development is often affected as they struggle to cope with intense and conflicting feelings about their situation. It can affect their friendships, their education and how they feel about themselves but often their needs can go unrecognised because they try to keep their situation at home a secret.

Leeds City Council funds Barnardos **Willow Young Carers Service** to support children and young people who are close to someone with a mental health problem, serious illness or disability. Willow staff meet with young carers and their families in order to understand their situation and the kind of support that is required. The service is available for any young carer up to, and including, the age of 18. The kind of help that Willow can provide includes:

- ▶ Support in getting practical help, such as home care or breaks from caring.
- ▶ Opportunities for going out and having fun.
- ▶ Support groups to meet up with other young people in similar circumstances.
- ▶ Someone to talk to about any concerns or difficulties.

- ▶ Support to help young carers better understand what is happening to the person they care for.

They can be contacted by telephone on ☎ **240 8368** or by **e-mail: willow@barnardos.org.uk**
They cover all of the Leeds City Council area and have two bases.

Their main office is **c/o The Anglers Club, 75a Stoney Rock Lane, Leeds LS9 7TB.**

The project can be contacted directly by young people or families or through a health or social care professional.

Befriending

Willow Young Carers can also provide a volunteer befriender who provides a positive supporting relationship for children and young people referred to the service, and may go with them on trips or fun activities.

Schools

School is often the place where young carers' problems are most acute either because of bullying, reduced concentration leading to poor educational performance or emotional outbursts or other behaviour.

Teachers and other school staff like school nurses or counsellors are becoming more aware that this may be caused by stress of the young person due to the caring situation they are in.

If young people will take school staff into their confidence they will be sympathetic and can seek help for the young person from other agencies.

Willow Young Carers can also work alongside schools to help them further understand young caring issues and how young carers can best be supported.

Careers

All young people between the age of 16–19 years should have an interview at school with the Connexions careers service, who can advise and help plan on all matters to do with employment, training, further education.

Drop in at **Connexions Centre 1 Eastgate, Leeds LS2 7LY** ☎ **0800 10 66 99.**

National Connexions helpline: ☎ **0808 00 13 2 19.**

www.wyzup.net (Leeds) or **www.getconnectednow.org** (West Yorkshire)



Chapter 9

Caring for someone with mental health needs

If you are living with, or caring for a person who has a mental health difficulty, like depression, psychosis or dementia, you are probably in contact with your GP, or a community psychiatric nurse or maybe a psychiatrist. They will assess the person's health and make a care or treatment plan, called a 'Care Programme Approach' assessment. At the same time you should be offered an assessment of **your** needs as carer – called a **Carer Needs Assessment**.

The services for the person with the mental health problem are different, depending on whether they are over 65 years or not. The first section here talks about people who are under 65.

People with mental health needs aged less than 65 years and their carers

Carers Support Service

Is a team of carers workers, covering the whole city, which provides a service to families, friends and carers of people (aged 16–65) using mental health services and offers assessments, care plans, individual and peer support, training and education.

They also give individual support to carers, facilitate carers groups, help carers to communicate their needs and views to other health colleagues. They can be contacted at:

Carer Support Team, Malham House, 25 Hyde Terrace, Leeds LS9 9LN ☎ 295 3402
e-mail: carers.team@leedsmh.nhs.uk

The Carers Support Team also produce a handbook for carers and relatives explaining how mental health services can help carers or the person they care for in more detail than can be given here. Contact as above.

There are many **carers' support groups** for carers of people with mental health problems. Here are some who were active in 2006:

- **Manic Depression Fellowship** (West and South Leeds) ☎ 01924 823838
- **South Leeds Mental Health Carers Group** (Leeds 10,11) ☎ 277 6111
- **East Leeds Bi-Polar Goup** ☎ 07977 068339
- **Oak Day Hospital Carers Group** (Leeds 12, and city-wide) ☎ 305 5197
- **West Leeds Carers Group** (mainly west Leeds but open to all) ☎ 305 5361
- **South Leeds Family and Friends Carers Group** ☎ 277 6111
- **South Leeds Carers Support Group** ☎ 252 1908
- **Elmet Carers Group** (mainly East Leeds, but anyone can attend) ☎ 287 3329
- **East Leeds Carers Group** Sylvia Landells
or Diana Robinson ☎ 214 3115
☎ 242 7707
- **Touchstone Carer's Group** (bases at Chapeltown and Beeston) ☎ 219 2727
- **Millfield House Carers Group** (LS19, NW Leeds) ☎ 295 4333
- **Seven to Nine Group** (carers of schizophrenic people in NW Leeds) ☎ 250 2547
- **Malham House/Take Care Group** ☎ 295 3400
- **Irish Carers Group** ☎ 240 1130
- **West Leeds Family and Friends Carers Group** ☎ 305 5361
- **Mental Health Carers Group** (ex-High Royds patients)
c/o CarersLeeds ☎ 246 8338
- **Leeds Male Carers Group** (not just mental health)
c/o Carers Leeds ☎ 246 8338

To find out more about these or other carers' groups contact the Carer Team mentioned on page 43, or the Carers Centre ☎ 246 8338.

Many carers have found it helpful to know more about the medical condition and treatment of the person they care for because then they can help to avoid things which may provoke a negative or distressing reaction, which makes life easier for all concerned. Training or study

groups are run about psychosis (PLUS) and there are likely to be more courses in the future. To find out more contact ☎ **295 2477**.

Most illnesses and ailments including mental well being will initially be managed, with or without medical input, by the patient or carer. If more help is needed it will be provided at primary care level by a GP. They can use a Primary Care Mental Health Worker to provide help and/or talking therapies.

If a person's mental health can no longer be managed by a GP at primary care level, he/she will refer the person to secondary care, provided by the Leeds Mental Health Trust. The GP or Social Care will refer the patient to a Community Mental Health Team which is comprised of community psychiatric nurses, occupational therapists, home support workers, social workers and psychiatrists. They will carry out an assessment of the person with the mental health difficulty and decide what help to provide. This could be any of the following: medication, support in the home, group therapy, day services, or hospital admission. This will be written into a CPA care plan. This assessment is called a Care Programme Approach assessment and should include a Carers Assessment so that the effect of the situation on the carer may be discussed and alleviated to some extent.

The Mental Health Trust has daytime services, residential facilities and specialist teams to support the practical, vocational and psychological rehabilitation of service users under the age of 65 years with severe and enduring mental health problems, as an alternative to hospital admission. Some of these services are provided by voluntary organisation such as MIND, Touchstone, Community Links.

Social Care has services or centres for adults of any age. This includes home-based respite breaks funded or provided by them.

The Alzheimer's Society provides a day centre for early onset dementia patients who are under 65. Transport is provided. Access is by referral by a health professional.

Crisis and Conflict Resolution Service

This is a 24 hour service which is only available to people with mental health problems who are under age 65. It was set up in April 2004 and will provide:

- ▶ Intensive post hospital discharge support (first two weeks)
- ▶ Intensive home treatment services to avoid hospitalisation
- ▶ Crisis resolution service

Access to this service is through the patient's GP (including their out-of-hours service), approved (MH) social workers, police, hospital wards. From March 2007 they will have some beds to provide a place of safety for people under section 126/7 of the Mental Health Act.

Mental health services for older people (over 65) and their carers

As with services for under 65s referral to these services is usually through a GP. In doing an assessment of the person who is unwell, GPs should also provide an assessment of the needs of the carer. There are often carers' support groups attached to the mental health treatment centres that could be in a hospital, clinic or day centre. The services aim to reduce the numbers of patients who are treated in hospitals or other institutional settings.

Acute in-patient hospital treatment and care facilities are at **The Mount, the Becklin Centre** (St James's) and **Seacroft Hospitals**.

There is a **Specialist Assessment Unit** providing in-patient treatment and care, rehabilitation and respite in each of five wedges, called a Community Unit. They all differ slightly in the service they offer. They usually have a limited social work service attached. They cater for people with dementia as well as other mental health conditions.

- ▶ Millside (North East) has a carers' group
- ▶ Aire Court (South) has a carers' group
- ▶ Towngate House (North West) has a carers' group
- ▶ Parkside Lodge (West) Citywide rehabilitation role
- ▶ Asket Croft (East)

Social Care day centres provide care and activities for older people. These are not specialist mental health services.

Age Concern has a carers' support service for carers of older people with conditions other than dementia. **Office 2, 1st Floor, Bridge House, Balm Road, Leeds LS10 2TP ☎ 272 0743**
e-mail: ocss@hotmail.com

Dementia

Early onset dementia is dealt with through a separate advice, assessment and treatment service. Again, referral is through a GP to a consultant.

Social Care has specialist day services for older people with mental health needs at:

- ▶ The Green Centre, Seacroft has a carers' group
- ▶ Middlecross Centre has a carers' group
- ▶ Woodhouse Centre has a carers' group

These would be included as part of a care plan for the service user, prepared by a social worker or community psychiatric nurse.

Leeds Community and Mental Health Trust has services for older people with mental health needs and dementia, and most have a carers' group and a Memory Clinic or Dementia Café. To find out about these you should enquire with your GP, community mental health nurse or social worker:

Alzheimer's Society Leeds produce a booklet called *Living with Dementia in Leeds* which is available, free, to carers and family and gives lots of helpful information about the condition, how it is treated, how to manage it and how to live with it. ☎ **231 1727** for a copy.

Alzheimer's Carers Support Service can also provide one-to one support for carers of someone with dementia.

The Leeds Mental Health Directory (available from ☎ **275 2417**) contains detailed information about services in Leeds for service users and carers. It is updated monthly and can be viewed and downloaded from www.mentalhealthleeds.org.uk

Useful organisations

● Alzheimer's Society

Armley Grange, Armley Grange Drive, Leeds LS12 3QH ☎ 231 1727
www.alzheimers.org.uk

● Leeds MIND

82 Cardigan Road, Leeds LS6 3BJ ☎ 230 7608

Various daytime services, residential accommodation, art therapy, self help and support groups.

● **Mental Health Advocacy Group**

Centenary House, North Street, Leeds LS2 8AY ☎ 247 0452

● **Making Space**

18b Otley Road, Leeds LS6 2AD ☎ 274 6010

For people with schizophrenia and their carers.

● **Together (previously known as Mental Health Aftercare Association)**

Unity Business Centre, 26 Roundhay Road, Leeds LS8 1AB ☎ 242 7707

A home based respite, support in accessing social activities for people with mental health needs.

● **Touchstone**

2-4 Middleton Crescent, Leeds LS11 6JU ☎ 219 2727

Support and housing services in South Leeds and in Chapeltown, including drop-in.

● **Community Links**

Regency Court, Harrogate Road, Leeds LS7 3PD ☎ 307 0080

Support and housing services.



Chapter 10

Work and carers



Working and caring are each stressful in themselves and doing both often feels impossible.

Leeds City Council Social Care publishes a FREE booklet for carers called *Planning your Future* which is all about returning to work, training and education, or remaining in work. ☎ 224 3991 for a copy.

It describes all the careers guidance and adult education providers in the area and the support they can offer to carers looking to return to work in the short or longer term.

The main careers guidance agency for adults is
IGEN Future Pathways, 15 East Parade, Leeds LS1 2BH ☎ 0845 307 3377
e-mail: enquiries@careergen.com

Since 2005 local authorities have had to take into account a carer's needs in context with their work, training, education or leisure when doing a carers assessment. Most local authorities, including Leeds, will provide care to the person you care for so that you do not have to give up work. However, they cannot usually cover a full working week. You should discuss this with the social worker during your assessment, because in many cases much less than this is needed and a combination of services could be provided.

For example, it may be that a temporary care package is needed during the vacation for a child or adult who is normally at college.

Rights to flexible working

From April 2007 new legislation came into force to give employees with 26 weeks of service who are carers the right to ask their employer for flexible working hours. The employer does not have to agree but does have to give written reasonable reasons for refusal. They can make one request per year.

"A carer will be defined as an employee who is, or expects to be, caring for an adult who is married to, or the partner or civil partner of the employee or is a near relative of the employee (a near relative includes parents, parent-in-law, adult child, siblings, uncles, aunts or grandparents and step-relatives); or falls into neither of those categories, but lives at the same address as the employee".

Many employers already have policies which are sympathetic to carers, such as:

- ▶ Allowing carers to make and receive phone calls to/from the person they care for in work time
- ▶ Additional domestic/home leave
- ▶ Approval to attend medical appointments of the cared for person in work time
- ▶ Flexible start and finish times
- ▶ Flexibility over the working week – e.g. allowing a carer to reduce their hours for a temporary period

The Employment Relations Act 1977 gives workers the right to a reasonable amount of time off to deal with an emergency involving a dependant and **protection from dismissal to employees who have been harassed or discriminated for taking it**, and parental leave for parents of disabled children on or up to their 18th birthday. These rights were improved by the Work and Families Act 2006 which came into force in April 2007 ([see above](#)).

For more information see Carers UK *Employees guide to work and caring*
www.carersuk.org or ☎ **0808 808 7777**

Leisure

Maintaining time and space for leisure is a very necessary way that carers can cope with the stress of caring, but it can be hard to make the time or get away. However, it can make all the difference to whether or not you can carry on.

The **LeedsCard** schemes gives Leeds residents reduced entrance fees to many Leeds sport and leisure facilities including pools and bodyline gyms. Carers and disabled people are entitled to an enhanced scheme called **LeedsCard Extra** which give extra discounts – up to 50 per cent plus a quarterly magazine and other discounts.

In many facilities such as cinemas and bowling alleys carers attending a facility with a disabled person are allowed in free.

This applies to most cinemas, where the disabled person applies for a card for use by themselves when they are accompanied to the cinema.

Goldenacre Park has motorised scooters for rental so that carers could use these parks with the person they care for. To book ☎ **261 3064** - please give at least 24 hour notice.

The park has a specially designed outdoor integrated play facility allowing disabled and able bodied children under the age of eight to play together. The equipment is designed to provide various stimuli, including role play and the development of manipulative skills. This play area was the first of its kind in Leeds with HIPPO (The Horsforth Integrated Play Project) and Mencap working together with the Parks and Countryside Service for the benefit of the local community.

LeedsCard PO Box 588, Leeds LS2 8WN ☎ **224 3636**

The Cinema Exhibitors Association Card www.ceacard.co.uk ☎ **0151 356 7113**

Financial help

- ▶ Some carers who are on low earnings (£87 pw for 2007/08 after deductions of tax, NI and 50 per cent of your personal/occupational pension scheme) can claim **Carers Allowance**.
- ▶ Protection towards your pension – you will get National Insurance credits for those weeks when you are receiving CA.

For advice contact Carers Leeds ☎ **246 8338**.

Planning your future – work, education and training

Leeds City Council produce a booklet for carers called *Planning your future* which contains more information and contact points for all the agencies responsible for assisting adults into employment, further education and training in Leeds. ☎ 224 3991 for a **free** copy.

Carers UK National Helpline ☎ **0800 808 7777**

Carers Leeds ☎ **246 8338**



Chapter 11

Caring for children with special needs or disabilities



Sometimes parents know that their child has special needs a long time before they have a medical diagnosis and sometimes they will know as soon as they are born or experience an accident or other trauma. At these times you may have a lot of contact with health professionals who may be able to answer all your questions. There are some useful organisations and Carers Leeds will help you make contact with a support group for children with particular conditions.

Leeds Early Years Service produces a *Childrens and Families Resource Directory* which covers sources of help for parent carers as well as services for children who are ill or have a disability. Contact ☎ **247 5487** for a copy or look on their website (which is updated regularly): www.leedschildren.info.

Through the Maze Information Service is an organisation which provides a newsletter for people with a learning disability and their families.

☎ **0113 2439919** www.through-the-maze.org.uk

Parents support groups or campaigning groups

There are several active groups of parents who are campaigning for better provision, or organising activities for themselves and their families, or otherwise supporting each other through sharing their experiences and knowledge:

- **SNAPS (Special Needs and Abilities Parents Support)**

☎ **278 9996**

- **Leeds & District ABC (Autism and Behaviour Group)**

☎ **258 2615**

● **Parent Partnership Group**

Open to all parents and influences services for children and families in Leeds. ☎ 395 0692

● **West Yorkshire AD/HD Family Support Group**

☎ 01332 570 9269

● **Leeds Mencap**

East End Park, Londesboro Terrace, Leeds LS9 9NE ☎ 235 1331

e-mail: info@leedsmencap.org.uk www.leedsmencap.org.uk

Early Years Family Support Service; summer playscheme, evening youth clubs; newsletter.

Carers Needs Assessments

All assessments of children's needs have to be done in the context of the Children Act. In Leeds an integrated assessment document and procedure is used by both health and Social Care professionals to avoid constant repetition every time a new agency or service is offered and at every review. **That process includes a parent carer's needs assessment.**

How to get an assessment

Ask your GP, health visitor/therapist, paediatrician, nursery nurse or Social Care office to initiate the process. A worker will be allocated and the initial assessment will be carried out in seven working days of the request. A full Integrated Needs Assessment, if needed, should be done within 35 working days. You should be offered a parent-carer needs assessment at this point. If the need is for one service only, a full assessment will not be necessary but you can ask for one if you want one. Either way, you will be given a copy of the plan.

Services and equipment that it is agreed to be provided under that assessment may take longer to arrange or install.

Children's services

Leeds has three child development teams. **The Regional Child Development Centre** at St James's Hospital, **Belmont House, Leeds General Infirmary (LGI)** and **St George's Centre Middleton**. All offer diagnosis and treatment of a range of disabilities and developmental problems in younger children. As well as paediatricians, the teams of specialists at each site includes specialist health visitors, physiotherapists, speech therapists, occupational therapists, clinical psychologists, social workers, and specialists for children with hearing or sight conditions.

● **Belmont House – West/North West area of Leeds**

Next to the Clarendon Wing at LGI ☎ 392 6100

● **The Regional Child Development Centre – East/North East area of Leeds**

St James's Hospital ☎ 206 5836

● **St Georges Centre – South area of Leeds**

Middleton ☎ 392 9848

All major departments at Leeds General Infirmary and St James's Hospital hold outpatient clinics, many especially for children. At the LGI these are mostly held in the Clarendon Wing. Many of the specialist departments have their own in-patient wards, all children-only. Each child should have a named nurse to talk to about treatment, progress or any problems. The Ward Sister is the senior nurse on the ward, and a good person to talk to if the named nurse is off-duty.

Children's Outreach Nurses advise and support parents nursing children at home, but still under the care of a hospital department; some specialise in specific areas, e.g. diabetes, endocrine, feeding or continence.

Continuing Care Nursing Team is a new team for children who meet the Leeds Continuing Care criteria – i.e. their needs generate an intensive or extreme care load.

Some things may be provided for your child (if appropriate and needed, following assessment) are:

By the health service (mainly CMHT)

- ▶ Physiotherapy
- ▶ Special seating
- ▶ Sleeping systems
- ▶ Orthotics (support footwear, splints)
- ▶ Walking frames
- ▶ Wheelchairs
- ▶ Speech and language therapy
- ▶ Dieticians
- ▶ Childrens outreach nurses
- ▶ Continuing care nursing team (the 'Butterfly team')

- ▶ Continence advice and equipment
- ▶ Community psychiatric nurses
- ▶ Residential respite breaks (children with complex nursing needs needing very specialist care only – Hannah House)

By Social Care

- ▶ Family Keyworker Service and Disabled Children’s Team (0–13 years).
The Transitions Team(14–18 years)
- ▶ Special seating (at home)
- ▶ Car seating
- ▶ Adaptations to the home
- ▶ Small domestic equipment
- ▶ Blue parking discs
- ▶ Short breaks from caring – Family Placement Unit
- ▶ Sitting schemes
- ▶ Domestic help
- ▶ Specialist children’s workers
- ▶ Special help at transition from school to college

By other organisations

- ▶ Training and support in caring for your child – health visitors, nurses, parent partnership
- ▶ Portage – Early Education through Play – Leeds Education and Mencap
- ▶ Early years nurseries and children’s centres – Leeds City Council Early Years Service
☎ 274 4050
- ▶ Playgroups – Early Years Service/Surestart
- ▶ Transport to school/nursery – Leeds City Council
- ▶ School holiday activities – various (Early Years Service coordinate and publicise details at holiday times) EYS Family Hub Service has comprehensive information on day care provisions
☎ 247 4386 www.thefamilyhub.co.uk
- ▶ Youth clubs – Leeds City Council Youth Service **☎ 214 5854**
- ▶ Sport facilities – South Leeds Stadium (Leeds City Council); Riding for the Disabled etc

- ▶ Elisabeth Svendsen Trust for Children and Donkeys. Eccup ☎ **01395 573009**
- ▶ Leeds Inclusion Support Scheme – advice/equipment for education or play settings. They also support and advise play settings to ensure that children with disabilities can access mainstream play settings, holiday playschemes and after school clubs.

The Carers Centre can help you if you are experiencing difficulties with access to these services or if you would like information about other groups and opportunities.

Integrated play facilities in Leeds parks

Horsforth park has a specially designed outdoor integrated play facility allowing disabled and able bodied children under the age of eight to play together. The equipment is designed to provide various stimuli, including role play and the development of manipulative skills. This play area was the first of its kind in Leeds with HIPPO (The Horsforth Integrated Play Project) and Mencap working together with the Parks and Countryside Service for the benefit of the local community.

Education

A child has Special Educational Needs (SEN) when he or she finds it harder to learn than other children of the same age. Children with identified SEN have to be helped in ways set down in the Education Act (April 2001) and the new Code of Practice (Jan 2002). The SENDA (Special Educational Needs & Disability Act) 2001 was passed to ensure children and young people with SEN or disabilities are not discriminated against in education, training and any services provided wholly or mainly for students, and for those enrolled on courses provided by responsible bodies, including further and higher education institutions and sixth form colleges.

A child identified with SEN will be offered:

- ▶ School action or early action (for pre-school children) intervention/support by the school or early years setting.
- ▶ School Action Plus or Early Action Plus (for pre-school children) with a higher level of intervention may be needed. The school or early years setting can contact Education Leeds and involve such services. The childcare/education setting could access additional funding – Funding for Inclusion (FFI) or Early Years Funding for Inclusion (EYFFI).

Today most children with SEN go to local mainstream schools. In Leeds, children no longer require a statement to have their needs met in a mainstream school as funding is allocated through the Funding for Inclusion model (FFI). This funds children with even the most significant

and complex needs without recourse to statements. Statements will continue to be required for pupils placed in special provision or at a parent's request. Leeds has an Inclusion Policy (see the Education Leeds Website). www.educationleeds.co.uk

Specialist provision in Leeds are called specialist inclusive learning centre (SILC). They provide specialist provision with mainstream school partners. This type of provision aims to enable children with complex needs to have the best of both worlds. To attend a SILC a child will be required to have a formal statutory assessment. Children with SEN and/or disability do not routinely require a statutory assessment to attend a mainstream school. A parent can request for their child to have an assessment of SEN prepared, this is often called a statement, and this is a multi-disciplinary assessment and outlines the child's educational needs. This is a legal document. For more information on statutory assessment, parents can contact:

● **The Parent Partnership Service (local)**

☎ **395 1200**

This offers independent help, support and advice to parents in Leeds, on all areas of partnership between schools or early years settings and parents, and run support groups.

Educational special needs services are co-ordinated from the **Blenheim Centre** ☎ **395 1040**

● **Early Years SEN Service (local)**

Are a team of specialist staff – area SENCOs, nursery nurses and portage home visitors that can provide advice and support to staff in any early years setting and support the transition of the child to school.

● **The portage home visitors**

Support parents to teach their children new skills and support the transition into an early year setting.

● **Sensory service**

DAHISS – Deaf and Hearing Impaired Support Service is the main agency working with children and their parents after diagnosis of hearing loss. Support, information and advice is given to schools, pupils and parents in the area of deafness and hearing impairment, through pre-school, school and into further education.

The Visually Impaired Team consists of teachers, mobility officers and trained nursery nurses working with Leeds children with visual impairments from birth to 19 years old. They offer assessment, information, advice and support for children and parents before school and throughout his or her education.

Childcare (and pre-school education)

● The Early Years Service (EYS) (local)

☎ 247 4050

A council service which supports and develops activities for the care of children under eight years old. It manages early years centres and children's centres across Leeds.

Youth groups and clubs

● Phab

☎ 01937 573722

Phab is a charity dedicated to helping young people with and without disabilities find their true potential, together, in an inclusive and equitable environment.

● Mencap

☎ 235 1331

Helpful information sources

(as well as Children and Families Information website: www.leedschildren.info)

If you have access to the Internet there is a carers' website at www.carers.gov.uk

● ACT – Children's Palliative Care

☎ 0117 922 1556

Information for families of terminally ill children, including bereavement.

● Candlelighters

Childrens Day Hospital, St James's Hospital, Beckett Street, Leeds LS9 7TF ☎ 247 0372

For the families of children with cancer or serious haematological conditions being treated at St James's Hospital.

● CBIT – Child Brain Injury Trust

e-mail: helpline@cbituk.org ☎ 0845 601 4939 www.cbit.org

Leeds contact Joan Smith ☎ 292 3711

Support groups fund for children and young people, training, support and signposting.

● **Contact a Family**

☎ 0207 608 8700

National contact making service for parents and self-help groups of parents of children with disabilities and rarer conditions. Also publish CAF Directory – information about children’s conditions.

● **Epilepsy Action (British Epilepsy Association)**

New Ansty House, Gateway Drive, Yeadon, Leeds LS19 2XY ☎ 210 8800

e-mail: helpline@epilepsy.org.uk

Advice and information about diagnosis, treatment, education, insurance etc, about children and epilepsy and associated rare syndromes.

● **Society for Deaf and Blind People**

Centenary House, North Street, Leeds LS2 8AY ☎ 243 8328

www.leedsdeafandblind.org.uk

Advice, information, social work support and social activities. Includes youth club and playscheme.

● **Cystic Fibrosis**

Sharon McLaughlin (CF nurse specialist), St James’s Hospital, Beckett Street, Leeds LS9 7TF ☎ 243 3144

● **Association for Children with Heart Disorders**

☎ 252 2316

● **Martin House**

Grove Road, Wetherby, Leeds LS23 6TX ☎ 01937 541 3663

Children’s hospice

● **Leeds and District ABC Group**

40 Newlaithes Road, Leeds LS18 4LG ☎ 258 2615

For parents of children with autism or Asperger’s syndrome.

● **Tracheo-Oesophageal Fistula Support (TOFS) Group**

21, Cricketers Green, Yeadon Leeds LS19 7YS ☎ 250 3778

● **West Yorkshire AD/HD Family Support Group**

☎ 01924 863212

Support group for parents, talks and advice on attention deficit syndrome.



Chapter 12

Carers from black and minority ethnic communities

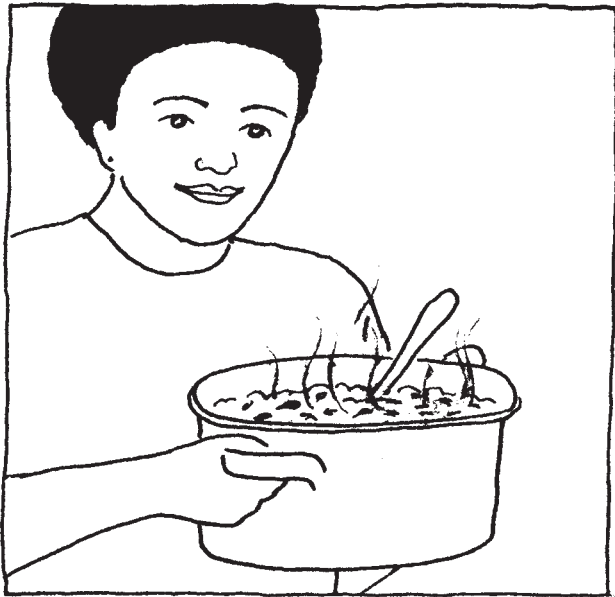
Health agencies and Social Care are aware that people from these communities are often prevented from using their services by the way in which they are delivered or the lack of non-English language literature and staff who speak their own language. Efforts are being made to address this problem and in mental health and older people's services there are special projects or centres for black and minority ethnic carers and service users.

We have produced a video which was made by some carers from black or minority ethnic communities to show what services are available for the people you care for, how to access them and how to get support for yourselves as carers. The video is translated into **Urdu, Hindi, Sylheti, Gujarati and Cantonese** and there is a leaflet accompanying it in the same languages. It is called *Caring in Leeds – Choices for Black & Minority Ethnic Carers*. You can order a copy by telephoning ☎ **224 3991**.

Social Care

Social Care can help you to care for your relative at home, and provides activities for older people, people with physical disabilities and people with mental health problems. To get this help you need to contact Social Care (☎ **309 8470**) or visit your area office. You will be allocated a worker and an assessment will be made of your needs and that of the person you are looking after. This will be a confidential assessment and your business will not be shared with anyone else without your permission. This applies to adults or children who are sick or disabled. Social Care can provide an interpreter who speaks your language or dialect, to help you get your point across and understand their services and methods.

- ▶ They will provide a care worker to help the cared for person with their personal care



- ▶ If the person is living with their family who are caring for them, some help may be provided to give the carer a rest – by giving them a break or providing a day centre placement for the cared for person.
- ▶ They can also provide meals, luncheon clubs and day activities that are designed with the cultural needs of the user in mind. Some of these are provided by voluntary organisations or in community centres (see below).

Social Care tries to make these services as culturally sensitive as they can and will not use a worker of the opposite sex to the client against their wishes. They will also try to provide a carer who speaks the same language as the client if they require it.

Social Care is also responsible for the assessment of any need for **equipment or adaptations to the home for the disabled person**. Their occupational therapist will do the assessment,

advise on what is available and appropriate and arrange delivery of the item. They also provide the specialist assessment for an home adaptation but the arrangements and technical design is provided by an environmental health officer.

Care & Repair is an organisation who can help with the actual building works, once a Disabled Facilities Grant has been approved.

Day centres for elderly people needing care

- ▶ One of Social Care's own day care facilities is the **Frederick Hurdle Day Centre, Chapeltown Road, Leeds LS7 3EZ** which provides daytime activities for people of many communities and cultures and caters for their different diets. It is used by many people from African and Caribbean communities. It also has a carers' group.
- ▶ Another day centre is the **APNA Day Centre** at **82 Cardigan Road, Leeds LS6 3BJ** which is used by Asian elders.
- ▶ The **Montague Burton Centre, Banstead Street West, Leeds LS8 5RW** is a day centre used by many Asian elderly people.
- ▶ **Queenshill Day Centre, 28 Queenshill Avenue, Leeds LS17 6AX** is run by the Jewish Welfare Board but not exclusively for Jewish elders.

- ▶ Some **Sikh temples** and some **community centres** have social centres for older people, but these do not provide personal care.

Access to all of these is arranged through Social Care – contact your local area office or call the Telephone Centre ☎ **0845 125 4113**.

Health services

Mental health services

Treatment or care services are usually provided from a range of facilities in the community or at home. The person who has mental health difficulties (or the family) should have a single person – usually a community psychiatric nurse (CPN) who is your first contact for information or help with problems. They have an **interpreting service** they can call in to help them help you.

Some special services people with mental health needs and their carers who are from a black or minority ethnic community are:

- **Touchstone Support Centre**

2–4 Middleton Crescent, Leeds LS11 6JU (also 54/55 Harehills Avenue Leeds LS8 4EX where there is a carers' group).

- **Together (previously Mental Health After Care Association)**

☎ **247 7707**

Offers home-based respite breaks and support to carers of people with mental health needs, especially dementia, in the Leeds 8, 9 and 17 areas.

- **DOSTI**

Social Care operate a women only service two days a week at The Vale Day Centre in Hunslet, for ladies with mental health difficulties.

General health services

GPs and health centres are trying to become more carer aware, and record in their notes that a person is a carer. This will help them involve you in planning of hospital treatment or discharge, or to arrange joint appointments for carer and care-receiver together. They can also give priority to carers when administering flu injections to priority status workers, if they are able to identify carers from their computer records and call them in.

For general questions about medical conditions or treatments you can call the national helpline – **NHS Direct** ☎ **0845 4647**. They have a full telephone interpreter service.

Hospitals

► Interpretation and translation service

All hospital staff have access to a translation and interpreter service which they can book for a meeting or appointment at your request, though it may require quite a bit of advance notice. Do not be afraid to ask for it! And if it's not available, then ask for the meeting to be rescheduled.

► Hospital meals

All the hospitals can provide a very wide range of choices of meals in hospitals and day centres to suit many users from minority ethnic communities. For example, Asian, Asian Halal, kosher, African Caribbean, African, Chinese, vegetarian and vegan cuisine is available.

Black and minority ethnic carers' groups

Carers have formed some carers' groups of their own, some are:

● African Caribbean Carers Group

Frederick Hurdle Centre, Chapeltown Road, Leeds LS8 3EZ – Yvette Martin ☎ 262 2861

● Mehfil Asian Carers Self-Help Group

Pakistan Community Centre, Conway Road, Leeds LS8 5JH

● Asian Parent Carers Group (Jeene-Ki-Raha)

United Free Church, Malvern Road, Beeston, Leeds LS11 8PD – Shabana Mohanned
☎ 270 6903

Black and minority ethnic community organisations

● Guru Nanak Nishkan Sewak Jatha

Lady Pit Lane, Leeds LS11 6DP ☎ 276 0270

● Ramgarhia Board

8–10 Chapeltown Road, Leeds LS7 3AL ☎ 262 5427

● Sikh Baba Dal Centre

Brandon Way, Leeds LS7 4HY ☎ 262 5156

● West Indian Family Counselling Service

Roscoe Methodist Church, Francis Street,
Leeds LS7 4BY ☎ 262 5131

● Black Elders Association

180 Chapeltown Road, Leeds LS7 4HP ☎ 237 4332

● Leeds Vietnamese Community Association

53 Louis Street, Leeds LS7 4BP

☎ 262 2389

- **Association of Blind Asians** c/o Shireview, Headingley Lane, Leeds LS6 2DJ
☎ 214 4538
- **United Caribbean Association** 12 Hall Lane, Leeds LS7 3HE ☎ 262 3851
- **South Leeds Elderly Group** c/o, Hamara Centre, Tempest Road, Leeds LS11 9LN
☎ 277 330
- **Milan (Women's) Group** 31 Hilton Road, Leeds LS8 5HR ☎ 237 4150
- **South Sudanese Welfare Association** c/o Roundhay Road Resource Centre,
Leeds LS8 4HS ☎ 380 5675
- **Kashmir Social & Welfare Association** 33 Harehills Road, Leeds LS8 5HR ☎ 249 3116
- **Leeds Chinese Community Association** 84–86 North Street, Leeds LS2 7PN
☎ 234 6019
- **Hooner Kelah** Roseville Centre, Gledhow Road, Leeds LS2 7JF ☎ 235 0484
- **Asha Neighbourhood Project** 43 Stratford Street, Leeds LS11 6JQ ☎ 270 4600
- **Muslim Women's Association** 42 Roxholme Place, Leeds LS7 4JQ ☎ 262 3221
- **Bangladeshi Community and Training Centre** Roundhay Road, Leeds LS8 5AN
☎ 235 0948
- **Irish Health and Homes** Unit 5, Gemini Park, Sheepscar Way, Leeds LS7 3JB
☎ 240 1130



Chapter 13

Complaints and advocacy

If you have a complaint you should speak to or write to the manager of the office or service you are unhappy about in the first instance. If you are still not satisfied then you can use the organisation's official complaints procedure to take your complaint further. We describe these procedures below. However, sometimes people find it too hard to take their complaint or dissatisfaction directly to the person responsible and they need a person to help them out – this is what advocacy services are for.

Some advocacy services

- **Advocacy and Interpreting Service** ☎ 235 1877
- **Leeds lack Elders Association** ☎ 237 4332
Individual advocacy for black people over 55 years of age
- **Leeds Children's Rights Service** ☎ 394 4748
- **The Market Place** ☎ 246 1659
Primarily mental health advocacy, 13–25 year olds
- **Leeds Centre for Integrated Living** ☎ 214 3599
Individual advocacy over access to services for people with disabilities
- **Leeds Advocacy** ☎ 244 0606
Individual advocacy for people with learning difficulties
- **Leeds Mental Health Advocacy Group** ☎ 247 0449
- **Age Concern Leeds – Advocacy Project** ☎ 245 8579
- **Citizens Advice Bureaux** ☎ 0870 120 2450



Health services complaints procedure

Complaints should go to the hospital or clinic manager in the first instance.

After that, a new service called **PALS – Patients Advice and Liaison Service** is being set up as a new complaints support service. Visit www.leedspals.nhs.uk

If you wish to make a complaint about the services provided by the **Primary Care Trust** you can speak directly to the person you have been dealing with. This is usually the simplest and quickest way to get the problem sorted out.

If they cannot resolve your complaint, they will give you details of how you can take the matter further.

For further information, ask for a leaflet on complaints, or contact the PCT Complaints Manager.

GPs, dentists, pharmacists and opticians have their own procedures for dealing with complaints about the NHS services they provide. You can get further information from the practice concerned, or from the PCT's Complaints Manager.

Leeds Primary Care Trust PALS Service (PALS) can be contacted *Monday–Friday 9am–4.30pm* by: freephone number ☎ **0800 052 5270**

Alternatively you can make a complaint more formally by writing to the Chief Executive, who will arrange for the matter to be investigated, and will write to you with a response. Write to:

Chris Outram, Leeds PCT, North West House, West Park Ring Road, Leeds LS16 6QU

PALS services are also available for the Leeds teaching hospitals, Leeds Mental Health Trust and West Yorkshire Ambulance Service.

- ▶ For hospital services in Leeds please call ☎ **206 7168**
- ▶ For mental health services please call ☎ **0800 0525 790**
- ▶ For ambulance services please call ☎ **01924 582198**

Social Care complaints procedure

You can make a complaint if:

- ▶ you feel there has been unreasonable delay in providing a service.
- ▶ you feel our staff have been rude or impolite.
- ▶ you feel you have been discriminated against or treated unfairly.
- ▶ you do not agree with a decision that affects you or someone you care for.

Leeds has a blue *Complaints and Compliments* form to use when making a complaint. If you have tried to resolve your complaint, but are still dissatisfied, you can write with your complaints to the designated officer who will acknowledge it within three working days. They will arrange for a manager who has no connection to the service you are complaining about, to investigate your complaint. This should take 28 working days, and you will get a written response with recommendations.

**The Designated Complaints Officer, Social Care, Merrion House,
110 Merrion Centre, Leeds LS2 8QB ☎ 247 8679/395 0392**

● **Ombudsman for Local Government**

Beverley House, 17 Shipton Road, York YO3 6FZ

If you are still dissatisfied with the outcome of your complaint, and think it has not been dealt with properly, you can complain directly to the above address.

● **Ombudsman for the Health Service**

Millbank Tower, Millbank, London SW1P 4QP

To take a complaint to the Ombudsman you must have already exhausted the local, direct complaints procedures of the service you're complaining about.

● **Local councillor**

If you don't know the name of your local councillor you can find out from your local library, Council One Stop Centre or by ringing the Civic Hall – main council telephone:

☎ 234 8080

● **MPs**

Look under 'Member of Parliament' in the telephone directory for their constituency offices.



Chapter 14

Help in a crisis or emergency

- **Social Care (during office hours)** ☎ 0845 125 4113
(out of office hours) ☎ 240 9536
- **NHS Direct** ☎ 0845 4647
Confidential free phonenumber giving qualified healthcare advice 24 hours a day.
Also available in languages other than English.
- **Your GP or community nurse**
- **Emergency services** ☎ 999
- **Local hospital accident and emergency** LGI ☎ 392 2512/292 2503
St James's ☎ 283 6915
- **The Samaritans** ☎ 245 6789 or ☎ 0345 909090
- **Carers Leeds** ☎ 246 8338
- **Leeds Crisis Centre** ☎ 275 5898

Carer's Emergency Plan Scheme

This scheme aims to give carers peace of mind by enabling them to make a plan, ahead of any emergency, for what would happen if they were called away in an emergency such as their own ill-health or an accident.

It is a document called a *Carer's Emergency Plan*, in which the carer writes down what arrangements they have made for someone to take their place in an emergency (the first 24 hours), and this plan is registered with an organisation called **CareRing**, who operate a 24 hour contact centre (they also provide the Community Alarm Scheme).

CareRing give the plan a unique reference number, and issue you, the carer, with a card with the reference number and the telephone number which you keep on you. The original document is kept in a secure place.

If the plan needs to be activated, ring the telephone number and give the unique plan reference number, and **CareRing** will activate the plan by calling the contact which has been identified as the replacement carer.

If the carer does not have anyone who can step in to replace them, then arrangements can be made to plan for a care agency to take their place.

Carer's Emergency Plan leaflets are available from:

Social Care Carers' Strategy section ☎ **224 3991**; Social Care teams; Carers Leeds ☎ **246 8338**; Age Concern 2720377; Alzheimer's Society ☎ **231 1727**; One Stop Centres (council information points), and most advice or community centres.

Out of hours services

● Carers helpline and Social Care Emergency Duty Team

☎ **240 9536**

Out of hours service (5pm–8am, weekend and bank holidays), providing access to a social worker for advice or emergency residential care or home sitting (e.g. if the carer is rushed to hospital in the middle of the night). They can also arrange to call out the council's housing services (emergency boarding up or repairs), police etc.

● Connect Carers Helpline user-led crisis service at Dial House evenings 6–10pm.

☎ **0808 800 1212**



Chapter 15

Main organisations address and phone numbers

Social Care

Your first point of contact with Social Care is the **Telephone Centre** on ☎ **0845 125 4113**.

The Telephone Centre gives information on most council and other services and can give you information about voluntary organisations. They also take referrals for a particular service and will ask for enough information to enable the relevant department to judge the urgency of the person's need. Unless it is an emergency and immediate action is taken, the department who receives the referral from the Telephone Centre will acknowledge the referral to you, in writing.

For **Blue Badges** (parking/disability) or a **bus pass** please call the Telephone Centre on ☎ **0845 125 4113**, or if you would prefer to call in to see someone, locate the address of your nearest office from the list on page 61.

You can call at any of the offices listed on page 71.

Health services

- **United Leeds Teaching Hospitals NHS Trust**
Trust Headquarters, St James's University Hospital, Beckett Street, Leeds LS9 7TF
☎ 206 5859

All hospitals in Leeds are in this one Trust.

- **Leeds Community and Mental Health Services Teaching NHS Trust**
Trust Headquarters, Twentyonefifty, Thorp Park, Colton, Leeds LS15 8ZB ☎ 305 5900

All mental health and learning disabilities services; community services and therapy services.

Social Care offices and One Stop Centres

area office		address
Aireborough		Micklefield House, New Road Side, Rawdon, LS19 6DF
Armley		2 Stocks Hill, Armley, Leeds LS12 1UQ
City centre		2 Great George Street, Leeds LS2 8BA
Dewsbury Road		190 Dewsbury Road, Leeds LS11 6PF
Halton Moor		Neville Road, Halton Moor, Leeds LS15 0NW
Garforth		1–5 Main St, Garforth LS25 1DU
Middleton		St Georges Centre, St George's Road, Leeds LS10 4UZ
Morley		Morley Town Hall, LS27 9DY
Osmondthorpe		81a Wykebeck Mount, Leeds LS9 0JE
Otley		8 Boroughgate, Otley, LS213AH
Pudsey		Pudsey Town Hall, Robin Lane, Leeds LS28 7BL
Rothwell		Marsh Street, Rothwell, Leeds LS26 0AD
Seacroft (North)		Irford House, Seacroft Crescent, Leeds LS14 6PA
Seacroft (South)		91–95 Moresdale Lane, Leeds LS14 6GG
Wetherby		24 Westgate, Wetherby, LS22 6NL
Headingley	SSD	White Rose House, 8 Otley Road, Leeds, LS6 2AN
Roundhay Road	SSD	79 Roundhay Road, Leeds LS7 4AA

The **One Stop Service** offices have benefits advisors, housing offices, council tax and rent payment offices and some share premises with other agencies such as job centres and health clinics.

Offices marked **SSD** only deal with Social Care enquiries.



Chapter 16

Further reading

If you have access to the Internet there's a carers website at www.carers.gov.uk

- ▶ **The Leeds Mental Health Directory** – Covers all aspects of mental health provision. ☎ 275 2417. Or view on www.mentalhealth.org.uk
- ▶ **Living with Dementia** – Covers all aspects of dementia. Free from the Alzheimer's Society, Armley Grange, Armley Grange Drive, Leeds LS12 3QH ☎ 231 1727
- ▶ **The New A–Z of Health and Social Care Services in Leeds** – This directory is for older people and disabled people living in the Leeds area. Free from **Leeds Social Care, Merrion House, 110 Merrion Centre, Leeds LS2 8QB** ☎ 247 8924
- ▶ **Care Services Directory – Making The Right Choice** – A listing of residential and nursing homes and home care providers in Leeds. Free from **Leeds Social Care, Merrion House, 110 Merrion Centre, Leeds LS2 8QB** ☎ 247 8924
- ▶ **Information for Blind and Partially Sighted People** – This directory is also available in large print, tape and Braille (for registered blind and partially sighted only). Free from **The Centre for Blind and Visually Impaired People, Shireview, Headingley, Leeds LS6 2DJ** ☎ 214 4544
- ▶ **A Directory of Bereavement Services in Leeds** – free from the **Bereavement Forum, Centenary House, North Street, Leeds LS2 8AY** ☎ 225 3975
- ▶ **Voluntary Action – Leeds Directory of Voluntary and Community Groups 2004**
Available (it's expensive) from **VAL, Stringer House, 34 Lupton Street, Hunslet, Leeds LS10 2QW** on paper or disc ☎ 297 7920.
Or view it on their website: www.val.org.uk. Also available in most libraries.

- ▶ **Carers Support Groups in Leeds** – updated list available from the from **CarerLeeds**,
6–8 The Headrow, Leeds LS1 6PT ☎ 246 8338

Many of these publications are available at your local library, One Stop Centre or health centres.



Chapter 17

Useful organisations

This section lists organisations covering the Leeds area which exist to help people who are older, ill or disabled. Many of them are self-help groups, run by people with relevant direct personal experience. These groups are often an excellent starting point for talking things over and finding out about all the available options.

Carers

- **Carers UK** (formerly Carers National Association)
Leeds Branch ☎ 258 5579 National Helpline ☎ 0845 757 3369 (local call rates)
Minicom: 020 7251 8969 www.carersonline.org.uk
- **Carers Leeds**
6–8 The Headrow, Leeds LS1 6PT ☎ 246 8338 www.carersleeds.org.uk
Advice and information for all carers in Leeds.
- **Willow Young Carers**
A service supporting children and young people who are affected by a caring situation either by caring for an adult or being a sibling of a child with special needs, in Leeds. Based at the **Anglers Social Club, 75a Stoney Rock Lane, Burmantofts, Leeds LS9 7TB** ☎ 240 8368
www.barnardos.org.uk/willows/contact.jsp
- **Relatives and Residents Association**
1 Dyson's Houses, Leeds LS4 2QW ☎ 278 4416 www.relres.org
Offers support to friends, former carers and relatives of people who are in residential homes.
- **G.A.S.P.E.D – Greater Awareness and Support for Parents Encountering Drugs**
Malmarc House, 116 Dewsbury Road, Leeds LS11 6XD ☎ 01924 787501
Helpline ☎ 0845 146 0002

Bereavement

- **Cruse Bereavement Care – Leeds branch**
Centenary House, North Street, Leeds LS2 8AY ☎ 234 4150
www.crusebereavementcare.org.uk

Bereavement counselling and information, including drop-in sessions.

● **Compassionate Friends**

Support and befriending of bereaved parents and other close relatives after the death of a child at any age, including adult.

Contact them locally on ☎ 275 9526 or on their National Helpline ☎ 0117 953 9639
www.tcf.org.uk

Older people

● **Age Concern**

188a Woodhouse Lane, Leeds LS2 9DX ☎ 389 3004 www.ageconcern.org.uk

● **Alzheimer's Society**

Armley Grange, Armley Grange Drive, Leeds LS12 3QH ☎ 242 2120
www.alzheimers.org.uk

Learning disabilities

● **MENCAP Leeds**

c/o Hawthorn Family Support Centre, Londesborough Terrace, East End Park,
Leeds LS9 9NE ☎ 235 1331

Residential home; youth and adult leisure groups; family support centre with some special needs nursery provision

● **Mencap Leeds Pathway**

Alexandra House, 2 Well Lane, Chapel Allerton, Leeds LS7 4PQ ☎ 266 5200
www.mencap.org.uk

Schemes to help people with learning disabilities into meaningful employment.

● **Leeds People First**

Oxford Place, Leeds LS1 3AX ☎ 247 0411

Developing social and leisure networks with people with learning difficulties in the community.

● **Leeds Advocacy**

A4 CHEL, Roundhay Road, Leeds LS7 1AB ☎ 244 0606 www.leedsadvocacy.org.uk

Advocacy service for people with learning difficulties in North East Leeds.

● **Leeds Asbergers Adults**

92 Victoria Park Avenue, LS13 2HP ☎ 275 4389 www.nas.org.uk

Physical disabilities and long-term illness

● **DIAL**

The Mary Thornton Suite, Armley Grange Drive, Armley, Leeds LS12 3QH ☎ 214 3630
www.dialuk.org.uk

Disability Information and Advice Line

● **SCOPE, Yorkshire and North East Partnership Team**

Unit B, Moor Park Business Centre, Wakefield WF2 8PF ☎ 01924 366711
www.scope.org.uk

National helpline ☎ 0808 800 33 33

Advice information and support for people with cerebral palsy, their families and carers.

● **Epilepsy Action – Leeds branch**

New Ansty House, Gate Way Drive, Yeadon, Leeds LS19 7XY ☎ 210 8800
www.epilepsy.org.uk

● **Leeds Headway**

Chairperson: Sally Wilkinson ☎ 07739 876599 www.headway.org.uk

For survivors of head injury, their families and carers.

● **Huntington's Disease Association**

c/o H Braithwaite, 56 Godfrey Road, Halifax HX3 0SU ☎ 01422 363 576
www.hda.org.uk

● **Motor Neurone Disease Association**

Meets on the first Saturday of the month at the West Yorkshire Playhouse ☎ 261 9341

● **Muscular Dystrophy Group of Great Britain**

7–11 Prescott Place, London SW4 6BS ☎ 020 7720 8055 www.muscular-dystrophy.org

Supports families affected, fundraises for research, meets monthly.

● **West Yorkshire Multiple Sclerosis Therapy Centre Ltd**

Leeds Road, Rawdon, Leeds LS19 6JY ☎ 250 4528 www.mssociety.org.uk

Therapy, care and support to people with MS and their families.

● **Parkinson's Disease Society**

Leeds Secretary Bob Hill ☎ 246 0954 www.parkinsons.org.uk

Information and support, home visits to housebound and those newly diagnosed, monthly meetings.

● **British Polio Fellowship Leeds branch**

National office, Eagle Office Centre, The Runway, South Ruislip, Middlesex HA4 6SE

☎ 0800 018 0586 www.britishpolio.org.uk

● **Leeds and Bradford Association for Spina Bifida and Hydrocephalus**

ASBAH House, 64 Bagley Lane, Farsley, Leeds LS28 5LY ☎ 255 6767

www.asbah.org.uk

● **Stroke Association Information Centre**

Seacroft Hospital, York Road, Leeds LS14 6UH ☎ 260 1167 www.stroke.org.uk

● **Arthritis Care Leeds**

North England office ☎ 01924 882150 www.arthritiscare.org.uk

Monthly meetings.

● **Kidney Disease Support Groups**

Paul Taylor ☎ 01484 640401 Kidney Patient Association www.kidney.org

● **Leeds Breathe Easy Group (LADBEG)**

24 Northcote Green, Beeston, Leeds LS11 6TY ☎ 277 7701

Support for people with breathing problems and their carers. Monthly meetings.

Sensory impairment

● **Resource Centre for Blind and Partially Sighted People**

Shireview, 72 Headingley Lane, Leeds LS6 2DH ☎ 214 4544 www.rnib.org.uk

Provides advice, information and support. Venue for meetings. Various self help and campaigning groups.

● **Leeds Centre for Deaf People** (includes Leeds Society for Deaf and Blind People and blind/deaf elderly group)

Centenary House, North Street, Leeds LS2 8AY ☎ 243 8328 www.rnid.org.uk

Advice, information, support, groups, signing and interpreting services for adults and children with hearing impairment and their families.

HIV/Aids

● **Bridgeside**

50 Call Lane, Leeds LS1 6DT ☎ 242 3204

Drug and alcohol services

● **Alcohol & Drugs Service**

60 Upper Basinghall Street, Leeds LS1 5HR ☎ 247 0111

● **Addiction Unit**

9 Springfield Mount, Leeds LS2 9NG ☎ 295 1300

● **Leeds Drug Project**

14 St Michaels Lane, Leeds LS6 3AH ☎ 230 6262

● **Base 10 (Turning Point)**

1 Park Square East, Leeds LS1 2NE ☎ 243 3552

General voluntary sector

● **Voluntary Action Leeds**

34 Lupton Street, Leeds LS10 2QW ☎ 297 7920 www.val.org.uk

Support/training for organisations in social care field.

● **Care & Repair**

323 Roundhay Road, Leeds LS8 4HT ☎ 240 6009

Charity provides repair advice and services to older, disabled low income homeowners.

● **Disability Information and Advice Line (DIAL)**

The Mary Thornton Suite, Armley Grange Drive, Leeds LS12 3QH ☎ 214 3630

● **Citizens Advice Bureaux**

Many (26) part-time bureaux around the city – check your local library for the nearest one to you. Main bureau at: **Westminster Buildings, 31 New York Street, Leeds LS2 7DT**

☎ 0871 202 2450

Monday, Wednesday and Friday 9am–3.30pm; Tuesday 9.30am–6.30pm.

Also at **Chapelton CAB – Reginald Terrace, Chapelton, Leeds LS7 3EY**

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Your views

Please let us know what you think about Choices for Carers. What did you find useful or not so useful? Please write your views below.

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If you want further copies of **Choices for Carers** please fill in the form below.

I would like _____ copies of **Choices for Carers**.

If you are a carer and would like your details to be forwarded to the Leeds Carers Centre for inclusion in their mailing list, please tick here.

name

address

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Please return this form to: Communications and Performance Monitoring Unit, Leeds Social Care, Merrion House, 110 Merrion Centre, Leeds LS2 8QB.





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