



**Taking time out to find out
about your rights as a carer**



Hampshire
County Council



Who is a carer?

- A carer is anyone who cares, unpaid, for a friend, family member or neighbour who due to illness, disability, a mental health problem or an addiction cannot cope without their support.
- Caring for someone can take up a few hours each week, or a carer may be caring for 24 hours a day, seven days a week.
- Someone who commits to a substantial amount of personal time looking after another.







What rights do carers have?

- The right to choose whether or not to be a carer.
- The right to self-determine, willingness and ability to care.
- The right for the carer's views to be considered by social services when organising provision for the cared-for person.
- The right to a carer's assessment, which should help you identify what you want to do with your own life, as well as measuring the impact of the caring role on your wellbeing.

What rights do carers have?

- The right to engage in employment, education, training and leisure.
- Employment rights for carers  www.carersuk.org
- Rights as defined by civil rights and human rights legislation.
 www.citizensadvice.org.uk/law-and-courts/civil-rights
- Additional rights associated with the Equalities Bill
 www.gov.uk/guidance/equality-act-2010-guidance
- More information on what carers rights are please visit:
 www.mobiliseonline.co.uk/carers-rights

What support is available?

- Andover Mind Carer Support - 1to1 support and carers groups
We provide advice, information, signposting and emotional support
 01264 332297  enquiries@andovermind.org.uk
- Emergency Care Plans PRTC (Princess Royal Trust for Carers)
 01264 835246  info@carercentre.com
- Carers Together Counselling
 01794 519495  admin@carerstogether.org.uk

What support is available?

- Andover Mind Safehaven - Crisis support 6pm-10pm 📞 0300 303 5772
- Andover Mind Wellbeing - Leaflets provided on seats
- Carers Active Listening line - 9am-8pm 📞 08000 323 456
- Citizens Advice - Monday to Friday 9am-5pm 📞 0808 223 1133
- Carers Breaks and Respite - Adult Services 📞 0300 555 1378
- Age Concern 📞 01962 868 545 🌐 www.ageconcernhampshire.org.uk
- Connect to Support 🌐 www.connecttosupporthampshire.org.uk
- Mobilise - support for unpaid carers 🌐 www.mobiliseonline.co.uk/carers

How to access support...

- Register as a carer with your GP - this entitles you to flexible appointments.
- Talk to your workplace, they may be able to support you.
- Reach out to friends and family if you are able to.
- Find out local support services
(your GP or Social Prescriber may be able to help with this)
- Posters, libraries, community boards, internet.
- Get involved with local groups.
- Contact our carer support and dementia advice service at Andover Mind.
- Opening hours are 9am-4.30pm.



Carer Support and Dementia Advice Service for Hampshire



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CARER SUPPORT AND
DEMENTIA ADVICE SERVICE
FOR HAMPSHIRE





Who we help.

We provide support, advice and information for:

Carers - any adult providing unpaid/informal care for another adult with any illness or condition.

People living with dementia or mild cognitive impairment.

Young carers aged 16+ caring for an adult, and likely to continue their caring role when they reach 18.



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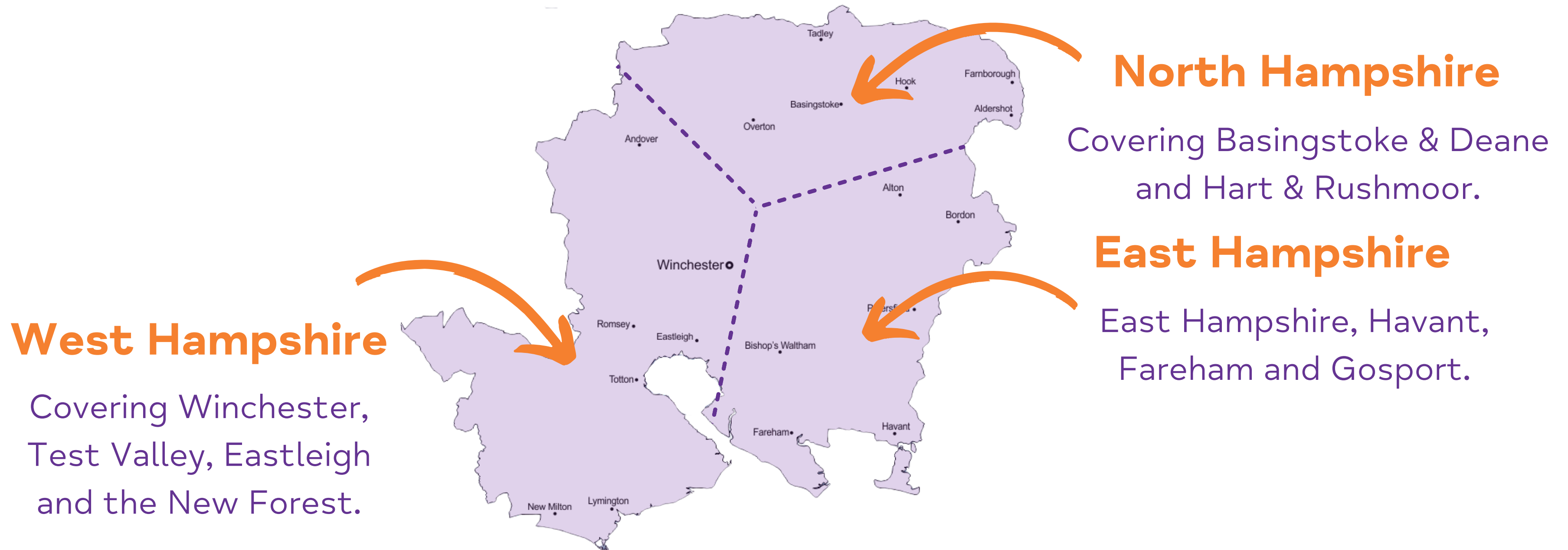


CARER SUPPORT AND
DEMENTIA ADVICE SERVICE
FOR HAMPSHIRE

 **Mind
Andover**

County-wide Service.

We have three teams providing support across Hampshire.



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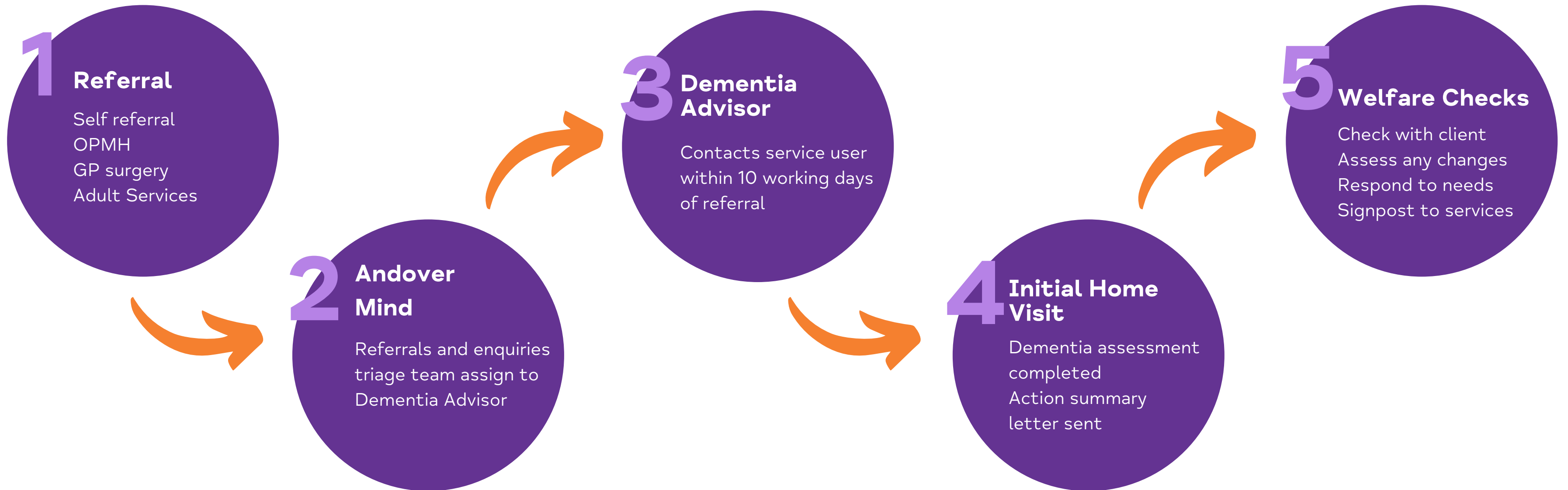
Hampshire and Isle of Wight



CARER SUPPORT AND
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Dementia Advice Pathway.



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mind
Andover

Dementia Advice Service.

Supporting people living with dementia, including carers, family and friends.

Information

- Information on various types of dementia
- Dementia printed materials
- Progression of the condition
- Planning for dementia

Advice

- Managing the condition daily
- Supporting emotional needs
- Referral to specific dementia support

Support

- Signpost for benefits
- Assistive technology and medication management
- Respite, such as day centres and memory clubs

Carer Support Pathway.



Carer Support Service.

Carers are anyone providing support to family/ friends/ neighbours.

Information

- Understanding the medical diagnosis
- Coming to terms with the caring role
- All About Caring: Connect2Support Hampshire

Advice

- Mental, physical, and emotional wellbeing
- Registering as carer with GP
- Community health and social care resources

Support

- Emotional wellbeing - Carers Together
- Regular welfare calls or 1to1 meetings
- Carer peer support groups

Signposting

- MH/Wellbeing - GP
- Finance/debt/power of attorney/benefits
- Respite: referral to Adult Services

Peer Group Sessions.



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CARER SUPPORT AND
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FOR HAMPSHIRE

 **Mind
Andover**

Making A Referral.

All new referrals go through our referrals and enquiries triage team.



Online

www.andovermind.org.uk/information-advice/referral-form



Phone

01264 332297



Email

enquiries@andovermind.org.uk

Monday to Friday 9am-4.30pm

(with an answerphone service for out of hours)

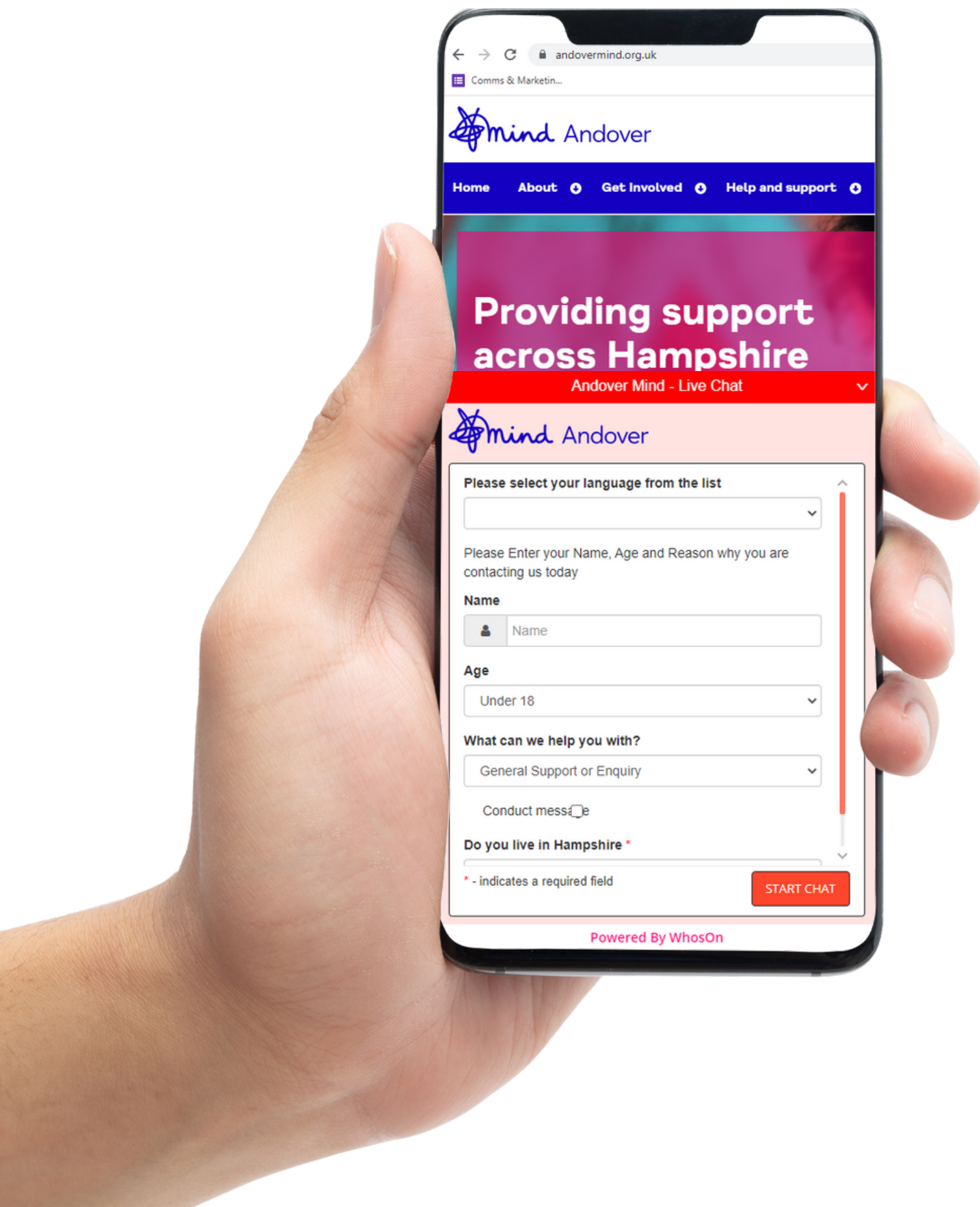


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Virtual Assistance.

Live 'webchat' is available 9am-4.30pm
on our website

www.andovermind.org.uk



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FOR HAMPSHIRE





The service is commissioned by:

