

Luton Carers Handbook



2014



Carer's Checklist

- Do I feel confident in my role as a carer?
- Do I have all the information I need?
- Do I understand the illness or condition of the person I care for properly?
- Do I know my rights as a carer?
- Do I know the professionals involved and how to contact them?
- Could equipment or aids and adaptations to the home make caring tasks easier?
- Do I need someone to talk to about my feelings?
- Do I have a Carer's Emergency Card, and arrangements in place in case of an accident?
- Do I get a break or enough time off from caring?
- Is my health good enough to undertake caring?
- Is caring having a negative effect on my own health?
- Do I need help travelling to the person I care for?
- Am I able to get out and about with the person I care for?
- Am I getting the right benefits?
- Am I able to combine caring and working?
- What changes at work could I suggest to help me?
- Do I have the time I want for social activities?
- Am I able to undertake leisure activities with the person I care for?
- Has the person I care for considered Direct Payments?
- Do I need to consider a Lasting Power of Attorney?
- Do I know what help is available to me if the person I care for passes away?
- Am I happy with the services and support I receive?
- Do I have contact details for local and national organisations that can offer help and support?

If you ticked one or more boxes this guide may be of use to you

Contents

What is a Carer?	4
Your Rights as a Carer	5
Help & Support	6
Help from Social Services	7
Carer's Emergency Card	8
Carers Breaks	9
Looking after your own Health & Wellbeing	10
Caring for someone who does not live near you	11
Help with Transport	12-13
Benefits for Carers	14-15
Disability Benefits	16
Appealing a Benefits Decision	17
Caring and Working	18
Caring and Other Activities	19
Direct Payments	20
Power of Attorney	21
When caring ends	22-23
Young Carers	24
Safeguarding	25
Local Contacts	26-28
National Contacts	29-31

What is a Carer?

If you are someone who provides unpaid help and support to another person who needs assistance then you are a carer. This can be a very small amount of care all the way to looking after someone every hour of the day.

The government defines a carer in the 2010 National Caring Strategy as someone who:

“... spends a significant proportion of their life providing unpaid support to family or potentially friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.”

Carers often provide emotional support as well as practical help and many carers find their role extremely rewarding.

However, caring can be very demanding, stressful and at times it can feel completely overwhelming. This handbook is designed to help carers make informed decisions so that they can access help and support when both they, and the person they care for, need a hand.

This handbook contains information about national and local services available as well as general advice on a range of issues affecting people who undertake a caring role.

Your Rights as a Carer

All carers are entitled to a number of basic rights. These include the right to:

- ◆ An assessment of your needs as a carer from Luton Borough Council (available by calling 01582 547659). This assessment gives you an opportunity to explain what support you give and what support the person you care for needs.
- ◆ Have your views and opinions considered when professionals are deciding how to best help the person you care for.
- ◆ Be involved in the Luton Carers Forums to enable your voice to be heard and where you can receive emotional support from other carers as well as practical tips.

As well as these rights you may also be entitled to:

- ◆ Receive the Carer's Allowance benefit payment (see page 14)
- ◆ Carers breaks to give you a rest from caring (see page 9)
- ◆ Help from Social Services with some of the practical aspects of caring (see page 7)
- ◆ Request time off and flexible working arrangements from your employer (see page 18)

Help and Support

Caring for someone can be very difficult. Some carers may find it hard to deal with certain tasks and others may find it difficult simply coping with the volume and amount of tasks they need to undertake.

Many carers may have their own health or personal problems which can make caring even more challenging. These problems can limit the amount of support carers are able to give.

It can be especially difficult when the condition of the person you are caring for gets worse and at times where you find it hard to balance work, other commitments and being able to have your own life.

It is worthwhile to think about whether you are getting the support you need. Are you getting enough sleep, enough time to do the things you want to do and social interaction with other people? Is there too much stress or pressure on you, are you worried about whether you can cope?

These problems are not unique even though they may sometimes feel that way. By contacting and making use of the services detailed within this handbook it is possible to get the support both you, and the person you care for, require when you need them.

This guide also contains contact details for organisations who may be able to offer advice and support.

The website confidentcarer.org.uk also contains up-to-date information for carers in Luton as well as advice, links and a host of other useful resources.

Help from Social Services

The person you care for may be entitled to an assessment of their social care needs by Social Services. This assessment looks at different aspects of the care they need and will result in either the provision of care services, an entitlement to Direct Payments (see page 20) or information and advice on how to best manage their individual care needs.

If the person you care for is assessed as needing the provision of care services they may be offered some help. This could be provided by paid carers and is normally to help with specific tasks such as:

- ◆ getting in and out of bed
- ◆ making meals
- ◆ taking medication

Alternatively the person you care for may be offered a service to help them meet people and go out to social activities such as clubs or day centres. If the person you care for wishes to use these services there may be a financial assessment. This will determine how much the person you care for has to contribute towards the cost of their care.

The person you care for may also be able to receive other services and help from Luton Borough Council. To request an assessment please e-mail: accessandassessment@luton.gov.uk or call the Customer Service centre on 01582 547659 or 547660

Carer's Emergency Card

What is the Carer's Emergency Card?

The Carer's Emergency Card lets people know, in the event of an accident or emergency, that someone you look after requires support. The card displays your name and the contact details of two people who have agreed with you to take responsibility for the person you look after in an emergency.

What are the benefits to the carer?

- You feel more supported
- You are less anxious about going out alone
- It provides you with peace of mind

How do I apply for a card?

To receive a card you need to complete a Carer's Emergency Card application form, available to download from www.luton.gov.uk and email it to carersdevelopment@luton.gov.uk. Alternatively it is available from the Carers' Development Officer on 01582 547541 or you can write to: Carers' Development Officer, Clemitson House, 14 Upper George St, Luton, LU1 2RP.

On receipt of a completed form a Carer's Emergency Card will be posted out to you.⁸

Carers Breaks

It is very important that carers are able to take time to look after themselves. Taking a short break from caring every now and then should never be seen as neglecting the person you care for or not taking caring seriously. In fact, taking some time out to 'recharge the batteries' is the most sensible and sustainable way of caring! It's key for carers' wellbeing that they are able to have some space for themselves, see friends and family and have the time to manage everything else going on in their lives.

Luton Borough Council can provide various forms of support in order to give carers a break such as;

- ◆ Home Care—a carer comes into the home of the person you care for and completes specific caring tasks
- ◆ Sitting service—someone comes into the home of the person you care for, for up to four hours a week, to allow you to go out. This service is only available where the person you care for cannot be left at home for safety reasons.
- ◆ Carers Break—when the person you care for is looked after in a care home setting.
- ◆ The possibility of a break when the person you care for is at another activity such as a day service.

All the above services can be accessed from Social Services. They are subject to an assessment of eligibility. Contact the Customer Service Centre on 01582 546000.

For people who are not eligible for this support from social services or want to make their own arrangements there are several public and voluntary bodies which are able to offer different forms of 'short breaks.'

Looking after your own Health & Wellbeing

It can be difficult to provide good quality care when you are 'under the weather' and many carers spend so much time and energy making sure the person they care for is alright that they forget to properly look after themselves. Because of this it is very important that you make sure you are getting regular health checks.

Let your GP know about your caring responsibilities as they are able to offer additional help and support to carers. This can include:

- ◆ Providing information about the medical needs, treatments and possible side effects of medication as well as general good advice to help you look after the person you care for
- ◆ Carrying out home visits to the person you care for if it is difficult to get both of you to the surgery
- ◆ Synchronising appointments so you and the person you care for only need to make one trip
- ◆ Organising repeat prescriptions to a local pharmacy
- ◆ Writing supporting letters for benefits claims
- ◆ Free annual flu jabs (for carers of people with certain health conditions)
- ◆ Surgery-run support groups for carers

Caring for someone who does not live near you

If you do not live near, or with, the person you care for or if your own circumstances mean it can take a long time to get to their home, it can make caring much more difficult. In situations such as these it is important to plan ahead and consider any potential issues.

If you will be driving long distances have you considered whether you have the time to do this and can you afford the fuel and other associated costs?

If you are using public transport you must also consider how reliable and regular this is, as well as the time and money involved.

Travelling can be very tiring. Will you have the energy to look after someone after travelling and will you have the necessary energy to complete your journey home after you've been caring?

Is there anyone who can help with this responsibility? This may be sharing the workload or just contributing towards the financial costs.

This booklet details services available to people in Luton. If you are caring for someone based elsewhere are you familiar with services in their locality and do you know how to access them?

Help with Transport

Help with your own vehicle

Motability

If you, or the person you care for, receives the higher rate of the mobility component of Disability Living Allowance or the War Pensioner's Mobility Supplement you will be able to exchange this payment for a lease car or scooter on the Motability scheme. It is possible to name up to three drivers of a leased Motability car. For more details call 0300 456 4566 or visit www.motability.co.uk.

Blue Badge

The blue badge scheme allows disabled people to park for free in disabled bays, Luton Borough Council operated car parks and parking bays as well as single and double yellow lines for up to three hours (unless there is a ban on loading and unloading).

If you, or the person you care for, receive an appropriate mobility benefit or are blind, you will be entitled to a blue badge. If you do not meet these conditions you may still be able to receive a blue badge.

For more information please contact the Parking Shop by e-mail: bluebadges@luton.gov.uk or telephone 01582 547272. →

Help with Transport

Blue badge holders may also be able to apply for a designated disabled parking bay at their homes. Contact Traffic Engineering on 01582 546276 for more information.

Public Transport

If you are over 60 or have a blue badge (or meet blue badge criteria) you will be entitled to a smartcard. This gives holders free bus travel around Luton, Dunstable and Houghton Regis at any time and free off peak (0930—2300) travel on local buses anywhere in England.

Smartcard holders will also receive a discount (approximately 50%) on train travel between Bedford and Elstree & Borehamwood after 10am on weekdays and all day weekends and Bank Holidays.

If the person you care for states they need a companion to travel with, and proof of this is given by a medical practitioner, you will also be entitled to travel for free when accompanying them. For further information about smartcards please contact the Passenger Transport Unit on 01582 547219.

For older and disabled people, unable to use public transport, Luton Shopmobility provide a transport service. For details call 01582 877288.

Benefits for Carers

Carer's Allowance

The main benefit available to carers is Carer's Allowance. In order to be eligible to receive this benefit you must satisfy all of the following:

- 1) Provide 35 hours or more care per week
- 2) Have an income of less than £102 per week
- 3) Not be in full time education (21 hours or more each week)

In addition to this the person you are caring for must be in receipt of one of the following benefits:

- ◆ The higher or middle rate of the Disability Living Allowance (DLA) care component
- ◆ Personal Independence Payments
- ◆ Attendance Allowance
- ◆ Constant Attendance Allowance with either Industrial Injuries Disablement Benefit or War Disablement Pension

Carer's Allowance is currently £61.35 per week and should increase each April in line with other social security benefits. People in receipt of Carer's Allowance also receive an additional £10 Christmas payment.

If you receive a State Pension in excess of £61.35 per week you cannot receive Carer's Allowance. However you should receive an 'underlying entitlement'. →

Benefits For Carers

If you receive Carer's Allowance, or an 'underlying entitlement' you may be eligible for a carer premium. This means that an additional amount will be added to any means-tested benefit you claim such as Income Support, Pension Credit and Housing and Council Tax Benefit.

However, if the person you care for receives means-tested benefits their total amount may be reduced when Carer's Allowance is paid to a carer. If the person you care for does receive means-tested benefits and you are thinking of applying for Carer's Allowance it is recommended that you call either:

- ◆ Age Concern Luton (01582 456812) for advice on benefits for older people
- ◆ Citizens Advice Bureau (0844 245 1285) for general benefits advice.

Carer's Credit

Carer's Credit helps ensure that carers do not lose out on National Insurance Contributions whilst they are caring but not in paid employment. Carer's Credit is paid automatically if you receive Carer's Allowance. Alternatively you will need to apply for Carer's Credit by calling the Carer's Allowance Unit on 0345 608 4321.

Disability Benefits

There are several benefits which the person you care for may be able to receive. The two main benefits available are the Personal Independence Payment (PIP) for people under 65 and Attendance Allowance for those over 65.

Personal Independence Payment (PIP)

PIP has replaced Disability Living Allowance (DLA) for all new claimants from June 2013. Most existing DLA recipients are due to be reassessed for PIP between now and 2018. PIP has a care and a mobility component. If the person needs help with washing and dressing, eating meals or needs to be supervised for their own safety they may be eligible for the care component. If a person has significant difficulty walking outside the home they may be eligible for the mobility component.

Disabled people can apply for one or both components. Different rates are paid depending on the severity of the care and mobility needs.

Attendance Allowance

Attendance Allowance only covers care needs such as washing and dressing, eating and supervision by others. There are two rates of Attendance Allowance, £54.45 and £81.30, based on how much help is required.

Both the Citizens Advice Bureau and Age Concern Luton can assist with completing these forms.

Appealing a Benefit Decision

If your, or the person you care for's, application for benefits is turned down there are a number of organisations that can advise you such as the Citizens Advice Bureau and Age Concern Luton.

The advisers at these organisations will be able to help you look at why the benefit application was turned down. This will help inform you of what should be included if you choose to re-apply or whether there are grounds to appeal the decision.

To appeal a benefits decision you need to state, in writing, why you think the decision not to award benefits is incorrect. This may be because the office making the decision has misunderstood the nature of the person you care for's disabilities or precisely what care they are receiving.

After submitting this letter the office which made the decision will consider your points. They can then change their decision, meaning the benefit is awarded. If they do not change their decision they will pass on your information to the Tribunal Service.

The Tribunal Service will contact you and ask if you want to state your evidence in person at an oral hearing or submit your evidence in writing at a paper hearing. After the hearing you will receive written confirmation of the outcome of your appeal.

Caring and Working

It can be very challenging if you are trying to combine work with caring. The Work and Families Act 2006 gives carers the right to request flexible working. This can take the form of going part-time, changing shifts to suit caring commitments, flexi-time (the carer chooses when to work), compressed hours (working agreed hours over fewer days or shifts), job shares or working from home.

In order to have the right to request flexible working you must be either:

-a parent of a child (under 17) or a disabled child (under 18) OR

-a carer of a spouse, partner or relative

You must live at the same address as the person who needs care.

You are able to make one request for flexible working per year. However, though the company you work for is legally obliged to consider your application, they do not have to agree with your proposals.

If you do not satisfy the Work and Families Act 2006 conditions or wish to make more than one request in a year, you can still approach your employer to discuss flexible working arrangements.

For advice on caring and working please contact Carers UK on 0808 808 7777.

Caring and Leisure Activities

Getting out and about with the person you care for can be both difficult and costly. Many organisations offer free or discounted tickets to carers when they accompany the person they care for to events.

Active Luton operate all Luton's recreation centres and swimming pools. Their Active Communities team on 01582 400272 are available to discuss sports and activities for disabled people and carers.

Luton has eight libraries, Stockwood Discovery Centre and Wardown Park Museum which are all managed by the Luton Cultural Services Trust. They are also able to deliver books via the Home Library Service which you can contact on 01582 491428.

Carers are usually able to obtain free tickets, if accompanying a disabled person, to performances at the Hat Factory (01582 878100) and the Library Theatre (01582 547474). It is always worth phoning ahead to any theatre or venue to check whether there are carer discounts available.

Carers can also obtain a card which ensures a free accompanying cinema ticket from www.ceacard.co.uk.

Luton Town Football Club are also able to offer free tickets to accompanying carers. Please contact them on 01582 416976 for full details.

Direct Payments

Direct Payments are a way of receiving a Personal Budget. It may be possible for Luton Borough Council to make Direct Payments to a carer or to the person you care for which can then be used to purchase the care they need. To be eligible for direct payments the person you care for needs to be receiving an existing social service package or have been assessed as needing a package of care (though care is currently not in place).

If the person you care for has not had an assessment you can contact Luton Borough Council's Customer Service Centre on 01582 547659 or 547660.

If you are eligible for Direct Payments you, or the person you care for, will have the opportunity to spend the money you are entitled to on the services which you think best meet your social care needs. This gives people more choice and control over their own lives. The amount of money given is different depending on the unique needs of the person you care for. You, or the person you care for, will have to manage the administration of this money. The Disability Resource Centre (01582 470900) are able to offer support with this and all other aspects of direct payments.

Power of Attorney

If the person you care for has a degenerative illness such as dementia, it may be worth considering, whilst they still have mental capacity to grant permission, arranging a Lasting Power of Attorney (LPA). In this situation the person granting permission is called the donor and the person holding the LPA is the attorney.

There are two kinds of LPA. The first gives the attorney the power to manage all property and financial affairs. The second allows the attorney to make decisions regarding the personal health and welfare of the donor. Attorneys must always act in the best interests of donors.

There is a fee of £110 to register each kind of LPA with the Court of Protection, though this fee is waived if the donor is in receipt of an income related benefit. It is advisable to use a solicitor to set up a Power of Attorney though it is not mandatory.

For Power of Attorney forms you can contact the Office of the Public Guardian online at www.justice.gov.uk/about/opg.htm or on 0300 456 0300.

For more information about LPA's there is a fact-sheet available from Age Concern Luton on 01582 456812.

When caring ends

Unfortunately, lots of people who require care have conditions which only get worse in time. When someone's health deteriorates and their needs increase a carer may find that they are no longer able to give the level of care required. Although benefits and help from outside organisations can lower the workload, sometimes people simply require more intensive care than can be given at home.

If this happens the person you care for may have to consider the prospect of moving into a care or nursing care home. This is a life-changing decision for both the carer and the person they care for and as such any decision about moving into care should be properly considered. Age UK have a wide range of fact-sheets regarding all aspects of care homes which are available from Age Concern Luton.

Though many carers continue to provide some level of support to the person they care for if they move to a care home this is a significant change in the relationship. Carers may feel that they have let the person they care for down though in reality they are just looking after the person they care for's wellbeing.

However, once someone is permanently placed in a care home, their benefits and their carer's related benefits such as Carer's Allowance will stop.



When caring ends

If this happens it is usually worth contacting the Citizens Advice Bureau (0844 245 1285) for a new benefits check.

Caring also ends when people pass away. In these situations carers not only lose the person they have been caring for but may also lose the routines and people they are used to seeing. Where a carer's life is spent caring it can be very difficult to find a different rhythm when they are no longer able to provide care. Often carers have had very little time to pursue their own interests or keep in touch with friends and this lack of networks can make bereavement seem even more lonely.

Generally people find it helpful to speak to friends and family at difficult times. It can also be useful talking to people who knew the person you cared for to discuss memories and offer emotional support. There are also organisations such as Keech Hospice Care, who provide one-to-one support from their Bereavement Care Service, and Cruse Bereavement who offer counselling, help and practical advice.

Keech Hospice Care's Bereavement Service is available on 01582 492339 and the South Bedfordshire Branch of Cruse Bereavement can be contacted on 01582 595300.

Young Carers

Young carers provide help and support to both the people they care for and often help look after younger siblings and other family members as well. This can be very hard to balance with school, spending time with friends and finding time to do all the things young people enjoy and normally do.

A young carer is classified as anyone who is performing a caring role and is aged between five and nineteen. With such a wide spread of ages it is clear that there is a need for lots of different age appropriate support.

Services in Luton include access to activities, days out and the opportunity to socialise with other young people. There are support groups where young people can discuss caring and get good quality advice.

There is lots of good advice and information available for young carers on the internet. The Carers Trust's www.youngcarers.net and the Children's Society www.youngcarer.com are both great resources. These websites include information on managing caring and school, maintaining your own social life and getting the right kind of help.

Young carers can also access support via Luton Borough Council's Customer Service Centre on 01582 547659/547660.

Safeguarding

Everybody who works with you and the person you care for should treat you respectfully, listen to what you both have to say and never force either of you to do anything you are not comfortable doing or which impedes on your dignity. If you feel either of you are being put into this position you should discuss it with those involved in your care or, if you feel strongly, make a formal complaint. The council, health services and all providers who hold contracts with these bodies are obliged to have formal complaints procedures.

Sometimes you may feel that what is happening to you, or the person you care for, is abuse. This may be financial impropriety, physical, emotional or sexual abuse or neglect of a person's care needs. Luton Borough Council's Safeguarding team can discuss these concerns with you and, in partnership with the police, investigate these matters. They can then put in place measures to stop the abuse and safeguard you or the person you care for thereby protecting you from future harm.

If you suspect abuse is occurring or have any concerns please contact Adult Social Care on 01582 547730, 01582 547563 or e-mail:

adultsafeguarding@luton.gov.uk

Local Organisations

Luton Borough Council

For all services—01582 546000, www.luton.gov.uk

On the website please select 'Health and social care' and then 'Being a carer' for a host of useful information and links

Customer Service Centre—01582 547659 or 01582 547660

Blue Badges—permit to park in disabled bays

01582 547272, e-mail: bluebadges@luton.gov.uk

Cambridge Community Services NHS Trust— providing community health services for adults and children

01582 556781, www.cambscommunityservices.nhs.uk

South Essex Partnership Trust (SEPT)

- providing mental health services in Luton

0300 123 0888, www.sept.nhs.uk

Luton Clinical Commissioning Group

www.lutonccg.nhs.uk

Patients Advice And Liaison Service—01582 532109

PALS@bedfordshire.nhs.uk

Age Concern Luton

01582 456812, www.ageconcernluton.org.uk

Active Luton—runs local swimming & sports centres

01582 400272, www.activeluton.co.uk

Alban Neve Deaf Association

E-mail: info@andaluton.org.uk

Alzheimer's Society (Bedfordshire & Luton)

01582 404077

Autism Bedfordshire

01234 214871, www.autismbedfordshire.net

Local Organisations

African Caribbean Carers Support Group

01582 691990, africancaribbeancarers@live.com

Bandhob Carers Support Group—Bangladeshi Community Group

01582 519500—Please ask for Mr. Fazilat Ali Khan

Bedfordshire African Community Centre

01582 484807, www.africancentre.org.uk

Bedfordshire Body Positive HIV & Aids Support

01582 485448

Citizens Advice Bureau

0844 245 1285, www.lutoncab.org.uk

Cruse Bedfordshire—Bereavement Support

01582 595300, www.crusebedfordshire.org.uk

Disability Resource Centre

01582 470900, www.drcbeds.org.uk; confidentcarer.org.uk

Guru Nanak Carers Support Group—Sikh Community Group

01582 478426/721072—Please contact Mrs Shindar Mudhar

Guru Ravidass Carers Support Group—Sikh Community Group

01582 450053—Please contact Mr Kishore Kaler

Headway Luton—supports adults with brain injuries

01582 876729, www.headwayluton.com

Keech Hospice Care—Carers Drop-in service every Monday

01582 497818, www.keeche.org.uk

Khidmat Carers Support Group—Pakistani & Kashmiri Group

07852 477515—Please contact Mr Dawood

Luton Cultural Services Trust—Museums & Libraries

01582 547470, www.lutonculture.com

Local Organisations

Luton Law Centre—Legal Advice & Representation

01582 481000, e-mail; admin@lutonlawcentre.org.uk

Luton Mencap—The voice of learning disability

01582 727055, lutonmencap52@hotmail.co.uk

Luton Rights—Welfare Benefits & Employment help

01582 453372, www.lutonrights.org

Luton Shopmobility—Scooter loans & escorted shops

01582 877288

Mind BLMK—for better mental health

01582 757625, www.bedsandlutonmind.org.uk

Parkinsons UK Luton & District Branch

01525 838543—ask for Doris Wellstead, jlewin@talktalk.net

Pohwer—Advocacy, making your voice heard

01582 447109, www.pohwer.net

RettUK

01582 798910, www.rettuk.org

Sickle Cell & Thalassaemia Care Forum

01582 877188

Sight Concern Bedfordshire

01234 311555, www.sightconcern.org.uk

South Beds Dial-a-Ride—Door-to-door transport

01525 220044

Stroke Association Luton

01582 891330, e-mail; Rebecca.chatterton@stroke.org.uk

Ujala Carers Support Group—Hindu Community Group

01582 562139—Please contact Mr V. Pattni

National Organisations

Action on Addiction

0300 330 0659, www.actiononaddiction.org.uk

Action on Hearing Loss—formerly RNID

0808 808 0123, www.actiononhearingloss.org.uk

Age UK

0800 169 6565, www.ageuk.org.uk

Alzheimer's Society

0300 222 1122, www.alzheimers.org.uk

British Heart Foundation

0300 330 3322, www.bhf.org.uk

Carers Allowance Unit

0345 608 4321, cau.customer-services@dwp.gsi.gov.uk

Carers Direct

0300 123 1053, www.nhs.uk/carersdirect

Carers Trust

0844 800 4361, www.carers.org

Carers UK

0808 808 7777, www.carersuk.org.uk

Contact a Family—for families with disabled children

0808 808 3555, www.cafamily.org.uk

Diabetes UK

0345 123 2399, www.diabetes.org.uk

Down's Syndrome Association

0333 1212 300, www.downs-syndrome.org.uk

Epilepsy Society

01494 601 400, www.epilepsysociety.org.uk

National Organisations

Family Action

020 7254 6251, www.family-action.org.uk

Home Start—support and friendship for families

0800 068 6368, www.home-start.org.uk

Independent Age—advice and support for older age

0800 319 6789, www.independentage.org

Macintyre—support for people with learning disabilities

01908 230 100, www.macintyrecharity.org

Macmillan—Cancer Care

0808 808 0000, www.macmillan.org.uk

Marie Curie Cancer Care

0800 716 146, www.mariecurie.org.uk

Mencap—The voice of learning disability

0808 808 1111, www.mencap.org.uk

Multiple Sclerosis Society

0808 800 8000, www.mssociety.org.uk

Mind—for better mental health

0300 123 3393, www.mind.org.uk

The National Autistic Society

020 7833 2299, www.autism.org.uk

Parkinson's UK

0808 800 0303, www.parkinsons.org.uk

Rethink Mental Illness

0300 5000 927, www.rethink.org

Royal National Institute of Blind People (RNIB)

0303 123 9999, www.rnib.org.uk

National Organisations

Samaritans

08457 90 90 90, www.samaritans.org

Scope— disability charity for cerebral palsy

0808 800 3333, www.scope.org.uk

Spinal Injuries Association

0800 980 0501, www.spinal.co.uk

Sue Ryder

020 7554 5900, www.sueryder.org

Terrence Higgins Trust— HIV/Aids information

0808 802 1221, www.tht.org.uk

The Stroke Association

0303 3033 100, www.stroke.org.uk

Young Carer—part of the Children’s Society

01962 711511, www.youngcarer.com

If you have any comments, complaints or compliments regarding this guide please get in touch with us at:

Carers Guide
Age Concern Luton
Bradbury House
39 King St
Luton
LU1 2DW

or via e-mail:

carers@ageconcernluton.org.uk



Cambridgeshire Community Services  NHS Trust

Luton Clinical Commissioning Group