



IMPACT



Concerned Others Project

Information & Useful Contacts Pack

IMPACT Alcohol and Addictions Services is a registered charity that has been in operation in Telford & Wrekin and Shropshire since 2000. We have two offices located in Wellington and one in Shrewsbury town centre.

IMPACT is an alcohol and addictions specialist and our services are offered within a warm, welcoming, friendly and non-judgemental environment and include: Counselling, Advice and Information, Group Work, Education and Training and referral to other services for detoxification and residential rehabilitation.

IMPACT is now starting a new project for people who are concerned about someone else's drinking. If you are a relative or friend of someone who is having difficulties with alcohol and would like some support for yourself IMPACT's Concerned Other's Project may be able to help you.

We can offer you a free & confidential service including: Advice and Information, one to one support & Counselling, group work, drop ins, workshops and opportunities to get some breathing space and time for relaxation.

This pack offers you useful information and contacts in the following areas:

Local Support Agencies

National Organisations

Carers Assessment

Money Matters

Employment & Training

Carers Rights

Taking a Break

**IMPACT Alcohol & Addictions
Service**
26 Church Street
Wellington
Telford
TF1 1DS
01952 223165
impactaas@concernedothers.co.uk
www.concernedothers.co.uk
www.impactaas.co.uk

Local Support Agencies

Telford and Wrekin Substance Misuse

<http://www.telford.gov.uk/Health+Social+Care/Substance+misuse/>

Matthew Webb House in Dawley acts as the first point of contact in Telford & Wrekin for anybody who is concerned about their drug or alcohol use. The services include:

- Advice and information about drugs.
- A quick assessment to find out which service is best for the person.
- Harm reduction and needle exchange services.
- One to one support.
- Arrest Referral and Bridge Project.
- Criminal Justice Drug Intervention Programme.
- Criminal Justice Drug Rehabilitation Requirement.

CSMT Matthew Webb House

High Street (above the Co-op), Dawley Telford TF4 2EX

Phone: 01952 381730 Fax: 01952 381731

Email: matthewwebbhouse@telford.gov.uk Referral to other services.

Portico House in Wellington provides a structured community based substance misuse treatment service offering structured programmes which include:

- Substitute prescribing for drug users at a GP Practice or within the service
- Alcohol and drug detoxification
- One to one support
- Specialist counselling
- Needle exchange services

CSMT Portico House

22 Vineyard Road Wellington Telford TF1 1HB

Phone: 01952 381777 Fax: 01952 381750

Email: porticohouse@telford.gov.uk

Nacro provides alcohol structured day service to support individuals who are affected by alcohol misuse.

<http://www.nacro.org.uk/>

Nacro

6 Bagley Drive Wellington Telford TF1 3NP

Phone: 01952 248221

Carers Contact Centre – Leegomery

<http://www.carerscontact.org.uk/index.html>

Offers free support, information and advice to carers in Telford & Wrekin

Confidential one-to-one support, Someone to listen to you, Group Support, Information and Advice, Carers Activities, such as walks and pamper days, Quarterly Carers Newsletter.

Leegomery Community Centre

Leegate Av, Leegomery, Telford, TF1 6NA

01952 240209

Carers Advice

Wellington medical Practice is open from 10:15 to 11:45 on the second Wednesday of every month for carers to drop in for help and advice. For details, call 01952 254917.





National Organisations

Alcohol Concern

<http://www.alcoholconcern.org.uk/servlets/home>

Alcohol Concern is the national agency on alcohol misuse campaigning for effective alcohol policy and improved services for people whose lives are affected by alcohol-related problems.

Al-Anon Family Groups – UK & Eire

<http://www.al-anonuk.org.uk/>

Al-Anon Family Groups provide support to anyone whose life is, or has been, affected by someone else's drinking. We believe alcoholism affects the whole family, not just the drinker.

Adfam

<http://www.adfam.org.uk/>

Adfam is the leading national organisation working with and for families affected by drugs and alcohol.

Addaction

<http://www.addaction.org.uk/>

Addactions work breaks down into 3 areas Work with adults who have a problem with drugs or drink. Work with young people for under 18s and work with families.

Someone's drug or alcohol use affects not only them, but also their parents, children and siblings. With this in mind, Addaction run services especially for the wider family.

Drugscope

<http://www.drugscope.org.uk/>

DrugScope is the UK's leading independent centre of information and expertise on drugs. Its aim is to inform policy development and reduce drug-related harms – to individuals, families and communities.

Frank

<http://www.talktofrank.com/>

Advice and Information around drugs and alcohol.

Carers Direct

<http://www.nhs.uk/Carersdirect/Pages/CarersDirectHome.aspx>

Advice and support for carers.

Carers.org

<http://www.carers.org/>

Provides quality information, advice and support services to almost 354,000 carers.

Carers UK

<http://www.carersuk.org/Home>

Providing a voice for carers.

Carersconnect.com

<http://www.carersconnect.com/>

Social Networking for carers & care sector workers.

Carers Help Line

0808 808 7777

Carers Assessment

The Following Information has been copied from the Carers UK Website. Please visit the website for more information or speak to your counsellor if you would like to discuss it further. <http://www.carersuk.org/Information/Helpwithcaring/Carersassessmentguide>



Carers have a legal right to an assessment of their needs. It is your chance to discuss with social services what help you need with caring. You can also discuss any help that would maintain your own health and balance caring with other aspects of your life, like work and family. Social services use the assessment to decide what help to provide.

Do I qualify for a carer's assessment? The law says you have a right to an assessment if care for someone for 'a substantial amount of time on a regular basis'. The relevant legislation here is the Carers (Recognition & Services) Act 1995 and the Carers & Disabled Children Act 2000. You may be a carer living with or away from the person you care for, caring full time or combining care with paid work - you will still have a right to a carer's assessment.

If you are aged over 16, your right to an assessment is not affected, even if the person you care for does not want to receive help from social services.

You also have a right to an assessment if you **intend** to look after someone. For example: if your friend or relative is in hospital and you expect to look after them when they come back home Or it may be very helpful to ask for an assessment if you intend giving up work.

What is the purpose of a carer's assessment? The purpose of a carer's assessment is to discuss with social services the help you need with caring, plus help to maintain your own health and balance caring with your life, work and family commitments. Social services use the assessment to decide what help to provide.

The person carrying out the assessment shouldn't assume you want to take on a caring role or continue caring. They should ask if you are able and willing to carry out the tasks involved. For instance, you may find it hard to move someone in a wheelchair due to your own health problems or you may suffer from stress in coping with the challenging behaviour of the person you care for. You still care about the person you look after, but you may no longer be able to care for them.

As well as looking at the help you need, the assessment can be useful in:

- Exploring how you feel about caring with a professional
- Giving you information on benefits and support such as carers groups.
- Deciding if you want to stay or return to work and how to make this happen.
- Looking at how caring may affect you in the future and what help you might need.

How do I get an assessment? You may be offered a carer's assessment by your social services department or, if not, can ask for one. The telephone number and address of the social services department will be listed in the phone book under the name of your local authority. You can also ask your GP or district nurse to contact social services for you.

If the person you look after is in hospital, speak to a nurse and ask to be put in touch with a hospital social worker.

Money Matters

Below are a list of the various benefits or financial support that you may be entitled to. This information is taken from <http://www.direct.gov.uk/en/CaringForSomeone/index.htm>

For further information please visit the website. If you would like to speak to someone at IMPACT about these benefits we will be able to print off the information you need and signpost you to how you can apply for them. Please contact us to make an appointment.



Carer's Allowance You may be able to claim Carer's Allowance if you are aged 16 or over and you spend at least 35 hours a week caring for someone.

Direct payments for carers If you have been assessed by your local council as needing support services to help you in your caring role, you can choose direct payments. They allow you to buy in and arrange help yourself instead of receiving it directly from social services.

Caring and your pension If you are not working or do not earn enough to pay National Insurance contributions because you are caring for someone, you may still be able to build up an entitlement to additional State Pension. As a carer you may also qualify for extra Pension Credit.

Carer's Credits From 6 April 2010, a new Carer's Credit will be introduced. It is a National Insurance credit which will enable carers to build up qualifying years for the basic State Pension and additional State Pension.

Income Support If you are claiming Income Support and you are also entitled to Carer's Allowance, you may be able to get an extra amount included in your Income Support. This is called a 'carer premium'.

Community Care Grants If you are getting certain benefits or payments and you need financial help to ease exceptional pressure on your family, you may be able to get a Community Care Grant. You could be eligible if you are caring for someone who is ill or disabled.

Home and housing

Housing Benefit If you are on a low income and need financial help to pay your rent, you may be able to get Housing Benefit. You may get extra money if you are caring for a disabled child or adult.

Help with Council Tax If you are on a low income and need financial help to pay your Council Tax, you may be able to get Council Tax Benefit. You may get extra money if you are caring for a disabled child or adult.

If you provide at least 35 hours of care a week for someone in your household, you may be able to get a separate reduction on your Council Tax bill. The person you are caring for cannot be your spouse, partner or child. This reduction can be made in addition to Council Tax benefit. There is also a separate Council Tax reduction for disabled people.

Employment & Training

What IMPACT can offer you!

Please check out our web site www.concernedothers.co.uk For free training courses for carers held in Telford & Wrekin.

Employment Clinic

This would involve a session with someone who would be able to help you with the following:

- CVs
- Cover Letters
- Interview Tips & Role Play
- Job search

Training Clinic

This would involved talking through what you would like to train in, doing some research on the internet or over the phone, and then signposting you to what you need to do next.

Local Colleges

TCAT

Telford College of Arts and Technology
Haybridge Road
Wellington
TF1 2NP

01952 642200
www.tcat.ac.uk

SCAT

Main Campus
London Road
Shrewsbury
Shropshire
SY2 6PR

01743 342342
www.shrewsbury.ac.uk



General Information

The following information is general information about employment, employment rights and returning to work. The information has been copied from the following website.
<http://www.direct.gov.uk/en/CaringForSomeone/index.htm>



Employment You may be working when you start your caring role. It may be helpful to tell your employer about your situation. There are several things that you and your employer can do to help you combine your caring role with employment.

Talking to your employer Caring for a disabled relative is often unpredictable and care arrangements can be complex, so you will need to talk to your employer about your concerns and commitments.

Think about how your employer could best help you and talk to them about your needs.

If you want to work, it is in your employer's best interest to consider making reasonable changes to your work pattern to help you work and continue caring.

Many employers offer help to carers. This could include:

- talking to a welfare officer or occupational health adviser who knows about carers
- in-house information and advice or counselling
- a subscription to a carers' organisation, or employee services

Flexible working arrangements There are many different ways of working flexibly. You could work from home or have flexible starting or finishing times.

Other working arrangements might be:

- compressed working hours (where you work your normal number of hours in a short time - typically fitting five days working time into four days)
- term-time working
- job-sharing or part-time working
- flexible holidays to fit in with alternative care arrangements

The Employment Act (2002) gives working parents of disabled children under 18 the right to request flexible working arrangements. Also, you have the right to take (unpaid) time off for dependants in cases of emergency.

You also have the statutory right to ask your employer for flexible working if you are caring for an adult who is a relative or lives at the same address as you.

Special leave arrangements and time off in emergencies Most carers know they can get emergency leave, but there are other leave arrangements that your employer might be able to offer. These include:

- carers' leave (paid or unpaid)
- compassionate leave
- borrowing or buying leave
- career breaks

A right to time off in emergencies You are entitled to take a reasonable amount of time off if you have worked for your employer for at least a year and there is an emergency relating to the person you care for.



Emergencies could include:

- a breakdown in care arrangements
- the person you care for falls ill or has an accident - this can be emotional or physical pain
- your child is involved in an incident during school hours
- you need to make longer term care arrangements
- you need time off following the death of a dependant

There are ways to get help if you feel you can't work because of your caring role but you would like to.

Returning to Work

Options for returning to work

You may want to:

- return to work when a period of caring has come to an end
- return, or start working, while still caring for someone

If you've been caring for someone for a while, you may find it difficult to return to paid employment. You may have lost a bit of confidence and feel out of touch with the world of work.

However, as a carer you will have learnt new skills that may benefit many potential employers. Some employers actively recruit carers who gave up work but now wish to return.

Think about any additional costs you may need to pay if you are going into paid employment, for example, more help at home.

Ways into employment

If you are not employed you could talk to:

- others who have been in a similar position
- organisations that can give advice
- an employment advisor at your local Jobcentre Plus office

Let them know that you are either currently caring for someone, or you are no longer looking after someone. They can help ease you back into employment and can also give advice on training opportunities.

If you are thinking about applying for a job, it's worth checking your potential employer's policy on carers. Also ask about flexible working opportunities.

Carer's Rights

This overview of Carer's Rights was copied from the following website:

http://www.direct.gov.uk/en/CaringForSomeone/CarersRights/DG_4001078

There are some specific rights that relate to carers, including employment rights, the right to an assessment and receiving direct payments.



Carers' rights to an assessment

Under the Carers and Disabled Children Act 2000, carers aged 16 or over who provide a regular and substantial amount of care for someone aged 18 or over have the right to an assessment of their needs as a carer.

If there is more than one carer providing regular care in your household, you are both entitled to an assessment.

Very occasionally, a 16- or 17-year-old who cares for someone for a limited period may be entitled to an assessment. The local council has a responsibility to make sure a young carer's own well-being is looked after and that they receive the necessary support.

If you have parental responsibility for a disabled child, your needs as a carer will be assessed as part of a family needs assessment. You have the right to a family needs assessment under The Children Act 1989. You do not need to be the mother or father of the child.

The Carers (Equal Opportunities) Act

The act came into force in April 2005. It places a duty on local authorities to ensure that all carers know that they are entitled to an assessment of their needs, and to consider a carer's outside interests - work, study or leisure - when carrying out an assessment.

Carers and direct payments

Direct payments are cash payments made instead of providing services directly, to someone who has been assessed as needing services.

Direct payments can be made to carers aged 17 or over.

There are some circumstances where direct payments are not given and your council can tell you about these.

Carers and employment rights

The Employment Act 2002 gives working parents of disabled children under 18 the right to request flexible working arrangements. Since April 2007, you also have a statutory right to ask your employer for flexible working if you are caring for an adult who is a relative or lives at the same address as you.

Carers also have the right to take (unpaid) time off work for dependants in cases of emergency.

Returning to work after being a carer may have an impact on any entitlements and benefits you receive as a carer. The amount of hours you do, how much you earn and your savings will be taken into consideration.

Taking a Break

Everyone needs a change and time off occasionally, whether it's for an hour, a day or a week. This can be especially true if you are caring for a problem drinker.

Having a break is more likely to help you cope with your situation caring and give you necessary time for yourself to recharge your batteries. You may want a break so that you can follow up your interests and catch up with family and friends. You may want to plan a longer break to allow you to go on holiday.

IMPACT's Concerned Others Project runs various activities designed to provide people with the opportunity for some breathing space and relaxation. Please check out our website; www.concernedothers.co.uk or call us on 01952 223165 or Email: impactaas@hotmail.co.uk to find out what's on this month.

If you would like to explore further activities or groups that you might like to get involved in we can help you research things you might like to do. To make an appointment please call 01952 223165.

The Carer's Contact Centre in Leegomery also provides Carers Activities, such as walks and pamper days.

Carers Contact Centre – Leegomery

<http://www.carerscontact.org.uk/index.html>

01952 240209

Computer Time

If you need to use a computer but don't have easy access to one, you may like to use a computer here at IMPACT. Please contact us on 01952 223165 to book a time.

