



# A Guide for Carers



Mid and South Essex  
Integrated Care  
System



Action for  
**Family Carers**

# Do you look after someone?

## Can they manage without your help?

Do you provide unpaid care to a friend, neighbour, or family member who could not manage without your help?

Do they need your help because they are frail, elderly, have a physical illness, suffer with mental health issues or have an addiction to drugs or alcohol?

If the answer is yes to either, or both, of the questions above, it is extremely likely that you are a Carer, whether you were aware of it or not.

***\*\*Please note: this booklet was updated in March 2025. For the most up to date information please visit the [Help and Information](https://affc.org.uk/help-and-information/) pages on the Action for Family Carers website: <https://affc.org.uk/help-and-information/>***

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Whilst you may think that is just what you do for someone you care about; you may not be aware of the advice, help and support available to you. This booklet has been developed to share information and contact details of services and financial support which may be available to you. This booklet does not list all the services available as they can change so it may be worth visiting [www.essexmap.co.uk](http://www.essexmap.co.uk) to view the services which currently offer support to Carers across Essex.

Firstly, the term Carer is not used to define you or the relationship you share with the person you support. Becoming a Carer can be a gradual process, or it may happen suddenly; caring can have an impact on all aspects of your life; the aim of this booklet is to share information which may be of use either now or to consider for the future.

You may not know about your specific rights as a Carer so it has been developed to enable you to have a broad overview of what is available whether it be financial, employment related, legal issues, social support or practical help. Contact details have been provided for organisations who will be able to provide further advice, support and information.

All Informal Carers, irrespective of age, look after someone who could not manage without their help; the range of support available is dependent on whether you are an Adult Carer, Young Adult Carer, Parent Carer or Young Carer.

- An **Adult Carer** is someone over the age of 18 years of age who looks after someone over the age of 18 years.
- A **Young Carer** is someone who has not yet reached their 18<sup>th</sup> birthday who provides care for someone who could not manage without their help.
- A **Young Adult Carer** refers to someone who is aged between 16-25 years of age.
- A **Parent Carer** refers to a parent who is caring for a child where the level of care is greater than would be expected of a child of a similar age; this could be due to disability, long term condition or illness as examples; the parent will have parental responsibility for the child.

Looking after someone may be short term such as supporting someone who is recovering from a hospital stay, illness or injury, alternatively you may have been looking after someone for many months or years.

## What do Carers do?

Every caring role is unique and personal to the Carer and to the person they look after; these are just a few things you might be helping with:

- Personal Care – this could include help with feeding, dressing, washing, and toileting.
- Domestic support – such as cooking, housework, and shopping.
- Physical Care – e.g., lifting, supporting the transfer from one place to another.
- Financial support– Support with any financial affairs such as paying bills or banking.
- Health Care – Helping with managing all health needs such as liaising with health professionals, ensuring appointments are attended, supporting with the ordering of and collection of medication as examples.
- Emotional Care – Sometimes you may provide a listening ear, offering moral support, or simply providing company for someone who is feeling lonely.
- Communication support – Supporting or assisting with a listening or communication impairment, including translation, for example, when English is not the family's first language.

## Adult Carers and Young Carer Assessments

All Carers irrespective of age can request a Carers Assessment from your local authority. The assessment is not a test of your caring abilities, it is a conversation with a trained representative to understand how caring affects your day-to-day life and work out what can be done to help you.

You do not have to live with the person you are looking after, nor do you have to be related to them.

If you would like an assessment the contact details for your area are included below; if you are worried about doing this yourself, contact one of the Carer organisations for support.

If you are an **Adult Carer or a Young Adult Carer** who is over 18 years, then contact:

### Adult Social Care

#### Essex

Telephone: **0345 603 7630** or Text phone: **0345 758 5592**

Email: [Carers.team@essex.gov.uk](mailto:Carers.team@essex.gov.uk)

Hours: Monday to Thursday, 8:45am to 5pm. Friday, 8:45am to 4:30pm

#### Southend

Telephone: **01702 215008 (option 5)**

E-mail: [accessteam@southend.gov.uk](mailto:accessteam@southend.gov.uk).

Monday to Friday 08:45 to 17:00hrs

#### Thurrock

Telephone: **01375 511 000**

Email: [thurrock.first@thurrock.gov.uk](mailto:thurrock.first@thurrock.gov.uk)

Monday to Friday, from 9am to 5pm.

If you are a **Young Carer or a Parent Carer**, then please contact Children's Services

### **Essex**

Telephone: 0345 603 7627 (Ask for Children's line)

### **Southend on Sea**

Telephone: 01702 215007

### **Thurrock**

Telephone: 01375 652802

## **What happens in the Assessment?**

The assessment may be over the telephone, or face to face; if you have a preference then please tell them.

The assessment involves a conversation with you about what you do and how it impacts on you. All relevant information will be included within a **Care and Support plan** which outlines your care and support needs and how those needs can be met. This report may include full details of what you have said or may be a summary of your caring role and how it impacts on you. The report will be kept on file by the local authority and will not be shared unless you give permission for this to happen. It should be updated on an annual basis or if your caring role changes.

## **If you are a Young Carer**

If you are under 18 years old and your life is restricted in some way because you are helping to look after someone, you can also ask for a Carers assessment. It does not matter if you look after this person every day or only some of the time. It also does not matter if you do not look after the person directly as you might help by taking on additional household tasks or by looking after your brothers or sisters to allow another person in your family look after the person who needs care.

The difference between being a Young Carer and other young people who help in the home, is that Young Carers often have more responsibilities at home than their friends. This can make things more difficult at school, going out with friends or doing things you like to do which might make you feel sad, lonely and different.

The person completing the assessment will have chat with you, the person you look after and possibly other members of your family to see what help is needed; this might include:

- Going to a Young Carers group with other Young Carers of a similar age to you,
- Information, advice, and guidance from specialist staff
- Opportunities to have a break.
- Support with issues at work, school or college

**If you are a Young Carer and have not told anyone yet, please talk to someone you trust, this could be a teacher or your doctor as they will be able to contact someone who can help.**

## How do I get help locally?

Contact either Children's Services or the team for your area below.

### Essex

This can be done via an [online referral form](#) or by emailing [young.carers@essex.gov.uk](mailto:young.carers@essex.gov.uk)

### Southend

Telephone **01702 534000**

### Thurrock

#### Young Carers aged 4 to 8 years

Contact the Sunshine Centre in Tilbury.

Telephone: 01375 652200 or Email: [sbos@thurrock.gov.uk](mailto:sbos@thurrock.gov.uk)

#### Young Carers aged 8 to 18 years

If you are a Thurrock Young Carer aged between 8 and 18 years-old, you can get support from [Thurrock Young Carers](#) via by completing the Thurrock form at [Barking and Dagenham Carers: make a referral](#).

## Young Adult Carer

If you are between 16-25 years old, your needs are different from those of a Young Carer or an Adult Carer, the focus will be to help you understand your rights as an adult carer and guide you through the transition from being a Young Carer as you might be taking on more responsibilities.

Being a Young Adult Carer can:

- Affect your health, social life and self-confidence.
- Impact on your ability to balance education, training or employment with your caring role leading to additional pressure and stress.
- Impact on life opportunities and your ability to become independent.

The assessment will look at how you can be supported to reach your potential. You can find more information here <https://carers.org/downloads/help-and-advice-section/knowyourrights.pdf>

## Parent Carers

**Parent carers** provide care to their children (this includes grown up children) who cannot manage without help; the help they need from their parents will be greater than would normally be expected for the age of the child; this could be due to illness, disability, mental health or substance misuse issues.

As a Parent Carer, you are less likely to see yourself as a Carer and you may find that some professionals will not recognise you as a Carer either. Support is available which could include practical, financial or emotional support.

## **Help for Parent Carers of children under 18 years.**

The assessment will consider all the help that not only your child needs, but also consider the needs of any other children within the family and any additional help you may need to care for your child.

In most cases, you will not need to have a separate carer's assessment if you and your family have had a care needs assessment. However, if you are a parent carer of a child under 18, you do have the right to a separate carer's assessment of your own if the assessment for the child under the Children Act does not fully meet all your needs.



## Financial support

### Attendance Allowance

Attendance Allowance helps with extra costs if the person you look after has a disability which meets the criteria below. It is paid at 2 different rates; the rate awarded is dependent on the level of care needed because of their disability.

Current payments as of April 2024 are £72.65 or £108.55 a week to help with personal support if they meet the following criteria:

- physically or mentally disabled and are,
- State Pension age or older.

The person does not have to have someone caring for them to claim. Attendance Allowance is not means-tested so what you earn or how much you have in savings will not affect what you get.

For more information call the **Attendance Allowance helpline**:

Telephone: 0800 731 0122

Text phone: 0800 731 0317

Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 731 0122

Video relay service for British Sign Language (BSL) users

Hours: Monday to Friday, 8am to 3:30pm

### If the person is terminally ill

Attendance Allowance is processed more quickly if applicant is not expected to live more than 6 months. In these circumstances:

- complete the Attendance Allowance form.
- ask their doctor or other healthcare professional to complete the form DS1500 – they will either return the completed form to you or send it directly to DWP.

You can do this on behalf of someone else without their permission.

### Disability Living Allowance (DLA)

Disability Living Allowance (DLA) is being replaced by Personal Independence Payment (PIP) for disabled people. You can now only apply for DLA if the person is under 16 years of age.

Anyone over the age of 16 years should apply for **Personal Independence Payment**

If they are State Pension age or older then they should apply for Attendance Allowance if they do not get DLA.

### Personal Independence Payment (PIP)

Personal Independence Payment (PIP) can help with extra living costs if the person has both:

- a long-term physical or mental health condition or disability
- difficulty doing certain everyday tasks or getting around because of their condition.

PIP can be payable even if the person is working, has savings or in receipt of most other benefits. It is tax free.

There are 2 parts to PIP:

- a daily living part - if they need help with everyday tasks.
- a mobility part - if they need help with getting around.

How much they will get is dependent on how difficult they find everyday tasks and getting around.

**Daily living part:** Currently Lower weekly rate: £72.65    Higher weekly rate: £108.55

They might get the daily living part of PIP if they need help with:

- eating, drinking, or preparing food
- washing, bathing, and using the toilet
- dressing and undressing
- reading and communicating
- managing their medicines or treatments
- making decisions about money
- socialising and being around other people.

**Mobility part:** Currently: Lower weekly rate: £28.70    Higher weekly rate: £75.75

They might get the mobility part of PIP if they need help with:

- working out a route and following it
- physically moving around
- leaving their home

They do not have to have a physical disability to get the mobility part. They might also be eligible if they have difficulty getting around because of a cognitive or mental health condition, like anxiety.

## Eligibility

All of the following must apply:

- they are 16 or over.
- they have a long-term physical or mental health condition or disability.
- they have difficulty doing certain everyday tasks or getting around.
- they expect the difficulties to last for at least 12 months from when they started.

They must also be under State Pension age if they have not received PIP before.

For more information

PIP new claims

Telephone: 0800 917 2222

Text phone: 0800 917 7777

Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 917 2222

Video relay service for British Sign Language (BSL) users - check you can use the service

Monday to Friday, 8am to 5pm

## **Claiming PIP if they are terminally ill**

Personal Independence Payment (PIP) is fast tracked if the applicant is terminally ill.

A claim can be made if:

- the doctor or a healthcare professional has said they might have less than 6 months to live
- they are aged 16 or over and usually have not reached State Pension age

They will be awarded the higher daily living part of £108.55 per week. The mobility part will depend on their needs.

The weekly rates are £28.70 (lower) and £75.75 (higher).

How to claim

They can claim for themselves or someone else can do it for them.

- Call the PIP claims line to start the claim.
- Ask a doctor or other healthcare professional to complete form DS1500. They will return the completed form to you or send it directly to DWP.

## **Financial support for Carers**

### **Carer's Allowance**

You could get £81.90 a week if you care for someone:

- for at least 35 hours a week
- the person you look after is in receipt of certain benefits.

You do not have to be related to, or live with, the person you care for. You do not get paid extra if you care for more than one person. If someone else also cares for the same person as you, only one of you can claim Carer's Allowance.

Carer's Allowance can affect the other benefits that you and the person you care for get. You have to pay tax on it if your income is over the Personal Allowance threshold. For each week you get Carer's Allowance you will automatically get National Insurance credits.

For more information: <https://www.gov.uk/carers-allowance/overview>

You may also be able to apply for:

- support from your local council
- Council Tax Reduction
- Universal Credit if you are on a low income or out of work.
- Pension Credit if you are over working age.
- Grants and bursaries to help pay for courses and training.
- Income Support (if you get the severe disability premium and you are on a low income)
- Income-based Employment and Support Allowance (if you get the severe disability premium and you cannot work)

## Eligibility

You may be eligible for Carer's Allowance if you, the person you care for and the type of care you provide meets certain criteria.

The person you care for must already get one of these benefits:

- Personal Independence Payment - daily living component
- Disability Living Allowance - the middle or highest care rate.
- Attendance Allowance
- Constant Attendance Allowance at or above the normal maximum rate with an Industrial Injuries Disablement Benefit
- Constant Attendance Allowance at the basic (full day) rate with a War Disablement Pension
- Armed Forces Independence Payment
- Child Disability Payment - the middle or highest care rate

You need to spend at least 35 hours a week caring for someone. This can include:

- helping with washing and cooking
- taking the person you care for to a doctor's appointment
- helping with household tasks, like managing bills and shopping

## Your eligibility

All of the following **must** apply:

- you are 16 or over.
- you spend at least 35 hours a week caring for someone.
- you have been in England, Scotland or Wales for at least 2 of the last 3 years (this does not apply if you are a refugee or have humanitarian protection status)
- you normally live in England, Scotland or Wales, or you live abroad as a member of the armed forces (you might still be eligible if you are moving to or already living in an EEA country or Switzerland)
- you are not in full-time education.
- you are not studying for 21 hours a week or more.
- you are not subject to immigration control.
- your earnings are £128 or less a week after tax, National Insurance and expenses.

If your earnings are sometimes more than £128 a week you might still be eligible for Carer's Allowance. Your average earnings may be calculated to work out if you are eligible.

## If you get State Pension

You cannot get the full amount of both Carer's Allowance and your State Pension at the same time. If your pension is £81.90 a week or more, you will not get a Carer's Allowance payment.

If your pension is less than £81.90 a week, you will get a Carer's Allowance payment to make up the difference.

## If you get Pension Credit

If your State Pension is more than £81.90 a week, you will not get a Carer's Allowance payment, but your Pension Credit payments will increase instead.

### **If you are not eligible**

You might be eligible for Carer's Credit if you are not eligible for Carer's Allowance.

### **Carer's Credit**

You could get Carer's Credit if you are caring for someone for at least 20 hours a week.

Carer's Credit is a National Insurance credit that helps with gaps in your National Insurance record. Your State Pension is based on your National Insurance record. Your income, savings or investments will not affect eligibility for Carer's Credit.

#### **What you will get**

If you are eligible for Carer's Credit, you can get credits to help fill gaps in your National Insurance record. This means you can take on caring responsibilities without affecting your ability to qualify for the State Pension.

To get Carer's Credit you must be:

- aged 16 or over.
- under State Pension age
- looking after one or more people for at least 20 hours a week

The person you are looking after must get one of the following:

- Disability Living Allowance care component at the middle or highest rate
- Attendance Allowance
- Constant Attendance Allowance
- Personal Independence Payment daily living part
- Armed Forces Independence Payment
- Child Disability Payment (CDP) care component at the middle or highest rate

You will still get Carer's Credit for 12 weeks if:

- you take a short holiday.
- the person you look after goes into hospital.
- you go into hospital.

For more information on Carer's Allowance Unit please contact:

#### **Carer's Allowance Unit**

Telephone: 0800 731 0297

Text phone: 0800 731 0317

Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 731 0297

Video relay service for British Sign Language (BSL) users - check you can use this service

Monday, 8.45am to 2pm

Tuesday to Friday, 10am to 2pm

## **Carers Trust Grants**

If you are a Carer, you may be able to apply for a Carers Fund grant as part of a package of support from your local Carers Trust Network Partner. Your local support includes Action for Family Carers and Carers First

As a Carer you may be able to apply for a grant of up to £300 for items or activities that will benefit you in your caring role, for example for:

- Breaks for Carers, with or without the person you care for
- Items for the home including cookers, fridges, beds and washing machines.
- Courses and materials to develop Carers' skills and personal development.
- Home repairs
- Short-term or time limited replacement care

To see whether you are able to apply for a grant, contact your local partner and they will complete an online application form on your behalf.

**There may be other grants and other financial help available online: A few examples are listed below.**

### **Turn2us**

This is a free service that helps people in financial need to access welfare benefits, charitable grants and other financial help either online, by phone or face to face. The website has a free and easy to use grants search and benefits calculator. Make sure you give as much information as you can so you can find all funds that might be able to help both you and the person you care for. More information can be found at <https://www.turn2us.org.uk/>

**Disability Grants** has details of charities and trusts which give out grants to disabled people and their families and carers.

<https://www.disability-grants.org/>

### **Council Tax**

If the person you are caring for classified as having SMI (Significant Mental Impairment) due to suffering from illnesses such as Dementia or Alzheimer's or if that person needs to use a wheelchair to get about in your home, then you may be able to claim a reduction of up to 25% of your annual council tax bill.

### **Personal budgets for self-directed support**

You may be eligible for financial support which can be used at your own discretion to provide respite for yourself and fund courses and activities which will be beneficial for your health and wellbeing as a carer.

<https://www.livingwellessex.org/money-and-legal/paying-for-support/personal-budgets-and-direct-payments/>

### **Disabled Facilities Grant**

You may also be entitled to a disabled facilities grant to cover adaption of your home to facilitate the mobility of the person you care. Your need will need to undergo a free assessment by an Occupational Therapist.

<https://www.livingwellessex.org/at-home/maintaining-or-adapting-your-home/grants-to-adapt-or-improve-your-home/>

### **Citizen's Advice**

For more information on benefit entitlement, how to claim benefits or other financial support, Citizen's Advice are available for help, support or guidance.

National helpline number: 0800 144 8848

Or use the website to find details of your local Citizen's Advice Centre at

[www.citizensadvice.org.uk/about-us/contact-us/](http://www.citizensadvice.org.uk/about-us/contact-us/)

## Transport

### Blue Badge Scheme

A Blue Badge allows some disabled people including those with a non-visible disability such as Dementia or Autism, to park closer to their destination as they:

- are less able to walk long distances,
- are unlikely to be able to use public transport or
- the person may experience considerable distress and pose a risk to themselves or others,

The applicant can travel as either the driver or a passenger. Temporary conditions which are likely to get better in the 3 years the badge is issued for, are not included.

Please check to see if the person you are looking after is eligible and that the application is made under the criteria for the relevant condition; these are listed on your local council website. The person can apply themselves or you can apply on their behalf.

For more information and eligibility criteria, please contact your local council.

### Non-visible (hidden) disabilities

The Non-visible (hidden) disabilities criteria is for individuals who:

- experience very considerable difficulty whilst walking, which may include very considerable psychological distress.
- are at risk of serious harm when walking or pose a risk of serious harm to any person when walking.

Examples of Non-visible (hidden) disabilities which may qualify are (but not limited to) Autism Spectrum Disorder, ADHD, Learning disabilities, Mental health conditions, Dementia and Alzheimer's.

A badge will not be issued on the basis of a diagnosis of a particular condition alone, but the applicant needs to evidence the reasons given above.

The Department for Transport is responsible for giving guidance on who can get a Blue Badge. You can find [more information about eligibility](#) on GOV.UK.

If a Blue badge is issued there may be further concessions which include the Dartford crossing or certain toll roads; it may also include exemption from paying the London Congestion charge.

For further information please use links below:

<http://www.bluebadgecompany.co.uk/bridges-and-tolls>  
<http://www.nhs.uk/CarersDirect/guide/transport/Pages/congestion-charge.aspx>

### Motability. A Rough Guide to Accessible Britain.



This free guide provides accessibility information including disabled parking.

<http://www.accessibleguide.co.uk/>

### **Reduction in Road Tax for Vehicles essential for those with a disability**

The vehicle must be used only for the person with the illness or disability. The vehicle must be used only for their direct benefit. The exemption is only for people on Higher Rate DLA Mobility Component (100% exemption) or Standard Mobility (50%) exemption.

<http://www.disabledmotoring.org/motoring/road-tax-exemption>

### **Community Transport**

Community transport is the term given to passenger transport schemes that are outside the usual travel options.

These schemes help people who are rurally isolated or not easily able to access conventional public transport or with restricted mobility

#### **Links to community transport local organisations in Essex with contact numbers:**

<b>District</b>	<b>Website</b>	<b>Phone number</b>
Basildon	<a href="http://www.basildoncts.co.uk">www.basildoncts.co.uk</a>	01268 465858
Braintree	<a href="http://www.braintree.gov.uk/community">www.braintree.gov.uk/community</a>	01376 557883
Brentwood	<a href="http://www.brentwoodct.co.uk">www.brentwoodct.co.uk</a>	01277 228080
Castle Point	<a href="http://www.wyvernct.org.uk">www.wyvernct.org.uk</a>	01268 754936
Chelmsford	<a href="http://www.chelmsfordct.org">www.chelmsfordct.org</a>	01245 477789
Colchester	<a href="http://www.community360.org.uk">www.community360.org.uk</a>	01206 216600
Epping Forest	<a href="http://www.efcommunitytransport.co.uk">www.efcommunitytransport.co.uk</a>	01992 579556
Harlow	<a href="http://www.efcommunitytransport.co.uk">www.efcommunitytransport.co.uk</a>	01279 446871
Harwich	<a href="http://www.harwichconnexions.co.uk">www.harwichconnexions.co.uk</a>	01255 552010
Maldon	<a href="http://www.community360.org.uk">www.community360.org.uk</a>	01621 843164
Rochford	<a href="http://www.wyvernct.org.uk">www.wyvernct.org.uk</a>	01268 754936
Southend	<a href="http://www.southend.gov.uk/travel-information/dial-ride">www.southend.gov.uk/travel-information/dial-ride</a>	01702 908888
Tendring	<a href="http://www.dial-a-ride.org">www.dial-a-ride.org</a>	01255 436962
Thurrock	<a href="http://www.transvol.co.uk">www.transvol.co.uk</a>	01375 391444
Uttlesford	<a href="http://www.uttlesfordcommunitytravel.org">www.uttlesfordcommunitytravel.org</a>	01371 975797

Other Community Transport schemes may exist in your local borough/district, for further information contact us on 03457 430 430 or email [passenger.transport@essex.gov.uk](mailto:passenger.transport@essex.gov.uk)

Please contact the relevant team for further information for details of charges.

### **Companion Pass**

An Essex companion pass is available for those who have difficulty travelling on a bus without assistance. For more information call 0345 200 0388 or email: [help@canigetapass.org.uk](mailto:help@canigetapass.org.uk).

For rail users on **Network Rail** use the link below for further information.  
<https://www.networkrail.co.uk/communities/passengers/assisted-travel/>

## Legal

### Power of Attorney

Being prepared for the eventuality that one day the person you support may not be able to make their own decisions can give both you and the person you care for peace of mind.

If the person you look after currently makes their own decisions but needs help to manage their affairs, they can apply for Power of Attorney for you and/or somebody else.

#### What is Power of Attorney?

Power of Attorney is a legal document where one person (the donor) gives another person (the attorney) the right to make decisions on their behalf. If a person wants someone to act on their behalf in financial or medical decisions, they will need to give Power of Attorney over their affairs to that person.

A person can only set up a Power of Attorney while they still have the ability to weigh up information and make decisions for themselves, known as 'mental capacity' - so it is worth putting one in place early on.

#### Lasting Power of Attorney (LPA)

Lasting Power of Attorney is the most common form of Power of Attorney. It is ongoing with no expiry date and allows a person to make decisions on someone else's behalf. This can take effect immediately - meaning the attorney will have the power to act for the other person straight away - or be effective from when they lose mental capacity. An LPA must be registered with the Office of the Public Guardian.

The Lasting Power of Attorney can be cancelled at any time. A Lasting Power of Attorney can be cancelled by the Court of Protection if an attorney does not act in a person's best interests. For example, making excessive 'gifts' to others or themselves.

There are two different types of Lasting Power of Attorney:

##### 1. Health and welfare

Gives the attorney the power to make decisions about medical care, life-sustaining medical treatment, moving into a care home and decisions about the donor's daily routine.

##### 2. Property and financial affairs

Gives the attorney the power to make decisions about property and money, paying bills, managing a bank or building society account, collecting the donor's pension or benefits and if necessary, selling their home.

#### Choosing an Attorney

An attorney must be 18 years old or over and could be a friend, relative, partner, husband, wife or a professional (for example, a solicitor). The attorney must also have the mental capacity to make their own decisions.

A donor can appoint more than one attorney, which can be done in two ways:

1. Attorneys appointed to act together (joint attorneys) – this means they must always act together
2. Attorneys appointed to act together and independently- this means that the attorneys can act independently.

### **How to set-up a Lasting Power of Attorney**

It is recommended that both a property and financial affairs LPA and a health and welfare LPA are set up at the same time.

Online applications for Lasting Power of Attorney can be made on <https://www.gov.uk>.

### **For an application pack contact the Office of the Public Guardian**

Telephone: 0300 456 0300 or by post:

Office of the Public Guardian

PO Box 16185

Birmingham B2 2WH.

It may be possible to get legal aid for issues with personal welfare LPA, but not for property and financial LPAs.

The Law Society can help you find a suitable solicitor: [www.lawsociety.org.uk](http://www.lawsociety.org.uk), telephone: 020 7242 1222.

Before a Lasting Power of Attorney comes into force, it needs to be registered on [www.gov.uk](http://www.gov.uk) by either the donor or the attorney.

### **Lasting Power of Attorney fees and registration (as of April 2024)**

There is a fee of £82 for submitting an application for each type of Lasting Power of Attorney.

Therefore, it costs £164 to register both Health and Welfare and Property and Affairs. Please note that if more than one attorney appointed additional fees are payable.

For amendments, the fee is charged again: however, for repeat applications the fee is reduced to £41. If the person is earning less than £12,000 per annum, they can apply for a 50% reduction. It may be possible to apply for an exemption if they are on benefits such as Income Support.

### **Guardianship - when a person is unable to make their own decisions and there is no Power of Attorney**

If the person you look after is unable to make their own decisions and needs help to manage benefits, finances and health/care decisions, you could apply to become their court appointed deputy. A deputy will usually have the same power as an attorney to manage the financial affairs of the person who has lost mental capacity. You will have to pay an application fee and it can take several months to get the paperwork properly sorted out.

More information on court appointed deputies, including how to apply, is available on the [gov.uk](http://gov.uk) website.

## Practical Advice

### Register as a Carer with your GP

If you register as a Carer with your GP, they will be able to support you to keep as well as possible. You will be eligible for annual screening of your physical health and your mental well-being; you may be eligible for the Flu vaccinations to keep you well. They can also signpost you to local services which can provide additional information, support and advice.

Please do not assume that you are already registered as a Carer with your GP, check with the surgery the next time you call.

### Preparing for the unexpected/ planning ahead

Planning ahead for an unexpected emergency can bring peace of mind to both you and the person you care for. It will help anyone who will be providing ongoing care for the person you look after if you are unable to do it for yourself. You can discuss this with the person you look after if you are able to.

Consider who would be able to help in both the short term and long term and what they would need to know in order for them to continue caring for the person you look after. Keep the written plan in a safe place which is easily accessible; remember to update it if things change.

It might be helpful to include:

#### **Name and contact details for:**

- You and the person you look after.
- Back up carer if there is one or more (friends, family or professionals)
- Next of kin
- GP, pharmacy and other health care professional

#### **Care details.**

- Medication the person you look after is taking and where it is stored.
- Details of any allergies
- Any ongoing treatment they receive.
- Any continence products needed and who supplies them.
- Any mobility issues and mobility aids such as a wheelchair or hoist
- Likes and dislikes, favourite things which bring comfort whether that be a favourite item, music or hobby for example.
- Provide details of familiar routines which could be helpful to reduce any anxiety for the person you support.
- Any triggers which people need to be aware of which negatively affect the person you care for

#### **Details of;**

- How to access the property such as is there a key safe? Or does someone have a spare key
- Any key information about the person's home, for example how to turn the central heating on

### **Carers Emergency Care Plan**

If you are worried about what will happen if you are suddenly unable to continue your caring role, ask to complete an Emergency Care plan when you have a Carers Assessment. This will help social care if they have to arrange care in the event there are no other family or friends able to help.

### **Lions Clubs Message in a Bottle**

Lions Clubs Message in a Bottle is a simple but effective way for people to keep their basic personal and medical details where they can be found in an emergency on a standard form and in a common location – the fridge.

Paramedics, police, fire-fighters and social services know to look in the fridge when they see the Message in a Bottle sticker. The initiative provides peace of mind that prompt and appropriate medical assistance can be provided, and next of kin / emergency contacts can be notified.

Members of the public and other organisations can obtain a Message in a Bottle kit by contacting their local Lions club.

The kit includes a form, where personal and medical information is detailed. This is placed in the bottle (with its distinctive green branding), this is stored in the fridge. Two stickers are provided: one for the fridge door and the other for the inside of the front door of the premises.

### **In Case of Emergency (ICE)**

This is a campaign started by a paramedic to help emergency staff quickly find who to contact. You can store the word ICE in your mobile phone address book with the number of the person you would like people to contact, for example your back-up carer. If something happens to you, ambulance, police or hospital staff will look for the word ICE in your phone's address book and call that person. If your phone has a lock with a password, you can put ICE information on your phone's lock screen. Your phone instruction manual will have information about how to do this.

### **Fire Safety**

Another aspect to consider would be to ensure the Carer and the person who is looked after knows what to do if there is a fire at home. Most local fire and rescue services offer free of charge Home Fire Safety Checks. You may be eligible for free smoke alarms to be fitted where required.

For more information and to book your free home safety check contact:

Essex County Fire & Rescue Service website or call 0300 303 0088.

### **Carer support**

If you are a carer, family member or friend of someone who has been recently diagnosed with Dementia, the Carer Information and Support Programme One can give you the support and advice you need. The programme covers: understanding dementia, legal and money matters, support and care, and coping with dementia day to day. This group is delivered through face-to-face sessions or online. Local Carers organisation can signpost you to other local groups which may offer additional support

Further information is available:

Telephone: 07840 046558.

Email: [essex@alzheimers.org.uk](mailto:essex@alzheimers.org.uk)

### Carecall

This is a 24-hour alarm monitoring service for a small charge. The person wearing the alarm, or the device itself, can call for help from anywhere in their home and get straight through to the control centre, which is open 24 hours. The alarm location and address is automatically detected in seconds. Once connected, the alarm holder is able to talk to trained control centre staff and, if needed, help can be on its way in minutes.

<http://www.provide.org.uk/service/carecall-service/>

There are other companies which offer a similar service.

### A Practical guide to Healthy Caring

The advice in this booklet will help those who look after a friend or family member or have any form of caring responsibilities, it is of particular relevance for those who are 65 years or older and are new to caring.

<https://www.england.nhs.uk/publication/a-practical-guide-to-healthy-caring/>

### Mobility Trust

This service can provide powered wheelchairs and scooters for severely disabled children and adults who cannot obtain them through statutory sources or cannot afford to purchase such equipment themselves.

For more information and eligibility requirements

Telephone: 0118 984 2588

Email: [mobility@mobilitytrust.org.uk](mailto:mobility@mobilitytrust.org.uk)

Website: <http://www.mobilitytrust.org.uk/>

### Disabled Toilet Access (Radar Key)

The National Key Scheme offers disabled people independent access to locked public toilets around the country. Toilets fitted with National Key Scheme locks can now be found in shopping centres, pubs, cafés, department stores, bus and train stations and many other locations in most parts of the country.

For more information and the current price please call: 0203 687 0790

Website: <https://www.disabilityrightsuk.org/shop/official-and-only-genuine-radar-key>

### Community Voluntary Services (CVS).

Community Voluntary Services offer a variety of activities and support that may be useful to carers of all ages. This includes activity groups, support groups, social prescribers, community events, warm hubs and much more. Below is a table of CVS contact details by area.

	Website	Contact number
Basildon, Billericay and Wickford CVS	<a href="http://www.bbwcvs.org.uk">www.bbwcvs.org.uk</a>	01268 294124
Braintree CVS	<a href="http://www.community360.org.uk">www.community360.org.uk</a>	01376 550507
Brentwood CVS	<a href="http://www.brentwoodcvs.org.uk">www.brentwoodcvs.org.uk</a>	01277 715080
Castle Point CVS	<a href="http://www.cavsorg.uk">www.cavsorg.uk</a>	01268 214000
Chelmsford CVS	<a href="http://www.chelmsfordcvs.org.uk">www.chelmsfordcvs.org.uk</a>	01245 250731
Colchester CVS	<a href="http://www.community360.org.uk">www.community360.org.uk</a>	01206 505250
Maldon CVS	<a href="http://www.maldoncvs.org.uk">www.maldoncvs.org.uk</a>	01621 851891

Rayleigh Rochford CVS	<a href="http://www.rravs.org.uk">www.rravs.org.uk</a>	01268 772796
Southend CVS	<a href="http://www.savs-southend.org">www.savs-southend.org</a>	01702 356000
Tendring CVS	<a href="http://www.cvstendring.org.uk">www.cvstendring.org.uk</a>	01255 425692
Thurrock CVS	<a href="http://www.thurrockcvs.org">www.thurrockcvs.org</a>	01375 389881

## Social

### CINEMA EXHIBITORS CARD

Carers aged 8 years or above can apply for the CEA card which allows a complimentary ticket for the accompanying person.

**To apply, the person requiring assistance must be 8 years of age or older** and be in receipt of one of the following:

- Disability Living Allowance (DLA)
- Attendance Allowance (AA)
- Personal Independence Payment (PIP)
- Armed Forces Independence Payment (AFIP)

Or hold:

- Severely Sight Impaired Registration (formerly Registered Blind)
- Sight Impaired Registration (formerly Partially Sighted)

When applying for a Card please send or upload the awarding letter from DWP or a statement confirming receipt of the allowance for the applicant dated within the last 12 months.

The current charge is £6, and the card is valid for 1 year from date of issue.

Participating Cinemas are

- Vue
- Everyman
- Odeon
- Cineworld
- Empire

For more information please visit: <https://www.ceacard.co.uk/>

### Theatre Companion Schemes

Patrons who need additional assistance to access the theatres' services may be eligible for a complimentary ticket for their companion. Each theatre will have their own policy so contact your preferred theatre directly for further information on their individual scheme.

**National Trust** do an Essential companion's card <https://www.nationaltrust.org.uk/features/access-for-everyone>

**English Heritage** also let members take a carer with them free of charge. <https://www.english-heritage.org.uk/about-us/contact-us/membership-faqs/>

### **Information Technology Support for Disabled and Older People at Home**

**AbilityNet** provides a range of free services for disabled people, their family and friends, their employers and other people who care for them. The volunteers are disclosure checked and offer free computer assistance. You may have a problem with viruses, need some help installing broadband or be confused about updates or error messages. All the volunteers have relevant IT skills and may be able to help with computer systems, laptops, tablets and even some smart phones.

For more information:

Telephone: 0800 048 7642 to ask anything about how computers can be adapted to meet the needs of disabled people.

<http://www.abilitynet.org.uk/advice-information/IT-support-for-disabled-people>

### **Adult Community Learning**

If you are in receipt of carers allowance or have an underling entitlement to carers allowance e.g., are in receipt of a higher state old-age pension, you may be entitled to a 50% reduction in fees for courses undertaken through the Essex Adult Community Learning Centres.

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

### **BT FREE PRIORITY REPAIR SCHEME**

BT are aware of how important your phone service is; this is of particular importance when you rely on it for health or mobility reasons. If you meet the scheme criteria, you can benefit from the Free Priority Fault Repair Scheme. Under the scheme, you will be given priority over standard faults by dealing with them as soon as BT can, every day of the year, including Christmas Day.

For more information:

[https://www.bt.com/content/dam/bt/help/including-you/BT\\_Free\\_Priority\\_Fault\\_Repair.pdf](https://www.bt.com/content/dam/bt/help/including-you/BT_Free_Priority_Fault_Repair.pdf)

Check your local provider as they may offer something similar.

### **On a final note we would like to share that Essex County Council has launched a new service to support unpaid carers across Essex.**

There is now a central point of contact for carers co-ordinated through the Essex Wellbeing Service. Over a confidential phone call, you can discuss both your health and wellbeing needs and your caring role. Information, advice and guidance tailored to your needs can be offered. Some examples include: Information and access to:

- local support groups and community agents.
- support with social isolation and bereavement.
- support with debt, benefits and employment.
- services providing home adaptations, personal alarms, home safety and security.
- support with stopping smoking, alcohol reduction, weight management and increasing physical activity & mobility.

More specialist support for carers is available through Action for Family Carers (for North and West Essex) or Carers First (for areas of Mid & South Essex) who can offer:



- more specialist information, advice and guidance including on emergency & future care planning, lasting power of attorney, carers rights, carers assessment and getting financial support.
- help with practical solutions to address specific challenges.
- support with emotional wellbeing including counselling.
- small grants to enable a person to take a break from the pressures of caring.
- opportunities to connect with other carers in their communities for mutual support.

The map below shows which Carer agency will support you in the area in which you live.



Blue indicates Carer support is provided by [Action for Family Carers](#).

Purple indicates Carer support is provided by [Carers First](#).

You can self-refer either by the

- online assessment link
- Email: [provide.essexwellbeing@nhs.net](mailto:provide.essexwellbeing@nhs.net) or
- Telephone 0300 303 9988

EWS phonelines are open Monday to Friday 8:00am to 7:00pm Saturday 9:00am to 12:00pm

Support for Young Carers aged under 18 years old is available through:

- Essex County Council's Youth Service and
- Action for Family Carers: 0300 770 8090 or email [yc@affc.org.uk](mailto:yc@affc.org.uk)

Further information can be found at [Support for carers | Essex County Council](#)