

## **A message from the Chair and Vice Chair of Glasgow City Integration Joint Board to Carers**

It is our pleasure and privilege to provide an introduction to this Carer Information booklet. 2018 was a landmark year for unpaid carers with the commencement of the Carers (Scotland) Act 2016 which ensures more consistent support is available for adult and young carers.

An estimated 67,000 carers provide unpaid care, supporting the health and care needs of the people of Glasgow, making a positive difference to the lives and health of those they care for.

We'd like to express our deep gratitude and respect to unpaid carers in Glasgow for the immeasurable contribution you make. Carers are key partners in the delivery of health and social care and Glasgow City Health and Social Care Partnership is fully committed to supporting you in your caring role.

Caring for family and friends is a natural part of all our lives, but we understand that the pressure of looking after someone else can be emotionally and physically demanding and that often carers put the needs of the person they look after before their own.

Glasgow City Health and Social Care Partnership commission a network of carer services in the city and this booklet outlines the support and services available to you and how to access them.

Glasgow City Health and Social Care Partnership is fully committed to delivering the best outcomes for carers and the person they care for.

We have great confidence in the services Glasgow City Health and Social Care Partnership provide to adult and young carers in the city. This is evidenced by the increasing number of carers being supported in the city and carer views on how these services have given them more confidence in their caring role.

We hope this booklet helps you to get the support and information that is right for you and the person you care for.

**Simon Carr**  
**Chair**  
**Glasgow City Integration**  
**Joint Board**

**Councillor Mhairi Hunter**  
**Vice Chair**  
**Glasgow City Integration**  
**Joint Board**

## Am I a Carer?

**Carer** "A person who looks after a partner, relative or friend who cannot manage without help because of an illness (including mental illness), addiction, frailty or disability. You may or may not live with the person you look after."

**Young Carers** "A Young Carer is a person under the age of 18 who provides or who intends to provide care for an adult or child needing care, except where the child needs care solely due to its age."

## How can I request support?

### **Carers Self Referral**

At the back of this booklet you will find a carers self referral form.

Completing this self referral will enable you to tell us about your needs as a carer, either now or in the future, any difficulties you have in your caring role and what type of supports you feel might help.

Please complete this form if:

- **you do not receive any services**
- **you already receive services but your circumstances have changed**



**ARE YOU LOOKING  
AFTER SOMEONE?**

You can complete this yourself, or your local Carers Service can assist you (see page 10 for details of your local Carers Service).

We will write to you when we receive your self referral within five working days. The standard response times from the receipt of a carer's self referral will be a maximum of 28 working days depending on your situation and circumstances.

If you live outside Glasgow City you can still use this self referral form and we will pass your details on to your local carers service.

## What are my rights as a carer?

From the 1st April 2018 All adult carers have the right to a Carers Support Plan. A **Carer Support Plan** starts with a conversation where you discuss your caring role and what is important in your life. For **Young Carers** this is called a **Young Carer Statement**. For further information contact the Carers Information Line on 0141 353 6504.

A Carer Support Plan helps you think about what support you might need if you wish to continue caring and what could help you have a life alongside caring. The Care Support Plan sets out any needs you have and how this could be met.

Your worker might talk about outcomes with you. Outcomes are a way of describing what is important to you and what your aims and hopes are. The key points of the conversation are written down with agreed actions and this becomes the Carer Support Plan. Once the Carer Support Plan is completed, and any services required are in place, your Carer Support Plan will be reviewed to make sure that the service you receive are appropriate to both you and the person you look after

In addition all carers are entitled to an individual **Health Review**. This will be carried out by a **Health Care Assistant** in your own home.

## **What supports are available?**

### ***Carers Information Line***

Please telephone the Carers Information Line to obtain:

- signposting to carers services
- access to up to date information
- advice about how to request a carers self referral
- signposting to other relevant local supports e.g. condition specific organisations

**Telephone 0141 353 6504**

**Carers Information Line**

**0141 353 6504**

Phone for up to date information  
on local services

line is available

**[info@glasgowcarersinformation.org.uk](mailto:info@glasgowcarersinformation.org.uk)**

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## **Carers Services**

There are a number of services in Glasgow providing a range of supports to carers.

### **Services provided are:**

#### **Information and Advice**

Staff will provide you with information and advice to enable you to make informed choices e.g.

- how to access services
- help with the carers support plan process
- information about medical conditions affecting the person who is being cared for

#### **Emotional Support**

Staff will offer you support

- through one to one contact,
- by helping you to access a support group to enable you to meet other carers in a relaxed environment
- by referring you to a specialist support service if required

#### **Money Matters**

Staff will provide or arrange for a full check on benefit entitlement including assistance with form filling

They can also assist with

- completion of forms for grants or allowances
- signposting you to organisations which provide support for tribunals and/or debt advice

#### **Short Breaks**

Direct support can be offered to you by providing care workers from appropriate agencies to enable you to attend meetings, training, personal appointments, special events or replace your care in event of an emergency.

## **Training**

A programme of training is available to carers in Glasgow on a variety of topics which can support you in your caring role or to assist you to maintain your health and wellbeing.

## **“Having a Voice”**

As a carer you should be able to speak out about your needs. Assistance can be given to develop local support groups and forums. Carers are encouraged to attend local and city wide carers events where issues that affect you can be raised and addressed.

Carers services are person-centred. They are based on the principles of sensitivity to individual need, treating people with courtesy and respect, ensuring confidentiality, promoting self determination and not creating dependency.

## **Health Services**

You may also come into contact with health services through the person you are caring for.

Your GP and practice nurse are there to help you. They are in a position to put you in contact with services that may help you. Talk to your GP or practice nurse about any difficulties you are having.

While your GP may be the person you see most often there are other health care staff who will be happy to tell you about local services that are there to support you. They include nurses working in hospitals and in the community, health visitors, occupational therapists, physiotherapists, and podiatrists. Your local pharmacist can also offer advice on a wide range of health issues.

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## ***Hospital Support and Information Service***

Drop in: 10am to 4pm Monday - Friday

There are Support and Information Services on the ground floor at the New Queen Elizabeth University Hospital, New Victoria Hospital, Glasgow Royal Infirmary and New Stobhill Hospital. The service provides:

- **Up to date health information and support to understanding medical jargon**
- **A person to talk to who understands the health service and health issues**
- **Practical support on topics such as money advice & support for carers**

The Support and Information Service can be used by all hospital users, patients, relatives, visitors and staff of the NHS Greater Glasgow & Clyde area. Contact details are included under useful contacts at the back of this booklet.

## **How can I request support for the person I look after?**

If you feel that the person you are caring for requires more support, you can contact Social Care Direct on 0141 287 0555. The person you care for will be asked some questions to assess their needs and the support they require. An assessment can involve discussions with staff from Social Work, health or housing. The purpose is to look at what their needs are and how they could be met.

## **How can I support myself as a Carer?**

It is important that you look after your own health to enable you to continue effectively in your caring role, if this is what you choose to do.

You can:

- **complete a self referral or ask for a carers self referral (both available through your local Carers Service) to find out what supports are available to you**
- **ask Social Work Services for an assessment of need for the child, adult or older person you are caring for**
- **let your GP know if**
  - you are a carer
  - your caring responsibilities have changed
- **talk to your GP about**
  - looking after your own emotional well-being
  - any health issues you might have relating to caring e.g. back problems
  - referring you to your local carers Service
  - refer to your local carers service via SCI Gateway

## **How can I get involved and make my voice heard?**

Area Public Partnership Forum's (PPF) are a network of local groups and individuals living in Glasgow who use or are interested in Health and Social Care Services. It enables the public, patients, carers, service users and groups to be involved in decisions and priorities about health and social care services.

There are also a variety of Carers specific groups and forums across the city which carers are encouraged to join to have their views heard.

You can get details on how to get involved from your local Carers services listed at the back of this booklet.



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## How can I comment on or complain about services?

If you are concerned about the quality of any service you are receiving you are entitled to comment or make a complaint. Health Services, Social Work Services and partner agencies all have their own complaints procedure. There are leaflets available which provide advice about how to make a complaint.

A member of staff from the agency concerned will be able to give you the appropriate advice and leaflet once you have outlined what your complaint is about.

If the service is unable to resolve your complaint to your satisfaction you will have the right to refer the matter to

***Scottish Public Services Ombudsman by writing to  
Freepost EH641, Edinburgh, EH3 0BR***

You must do this within 12 months of first being notified of the matter you are complaining about.

## Data Protection

We will now share data based on the relevant legal basis under the current Data Protection legislation with effect from 25/5/18. Consent for data sharing is no longer required. The relevant privacy statement is available which confirms these details.

If you are providing anyone else's details, where appropriate, please make sure that you have given the information to Glasgow City Council.

If you require further information please contact the Carers Information Line.

***Carers Information Line  
0141 353 6504***

## **Where can I ask for support?**

### **Glasgow City Carers Partnership**

#### ***Carers Teams (Social Work and Health)***

##### **Glasgow North East Carers Team**

HSCP

30 Adamswell Street, Glasgow

Phone: 0141 276 4710

Email: [carersnorthsupport@sw.glasgow.gov.uk](mailto:carersnorthsupport@sw.glasgow.gov.uk)

##### **Glasgow North West Carers Team**

HSCP

35 Church Street, Glasgow G11 5JT

Phone: 0141 276 1066

Email: [carersnwproject@sw.glasgow.gov.uk](mailto:carersnwproject@sw.glasgow.gov.uk)

##### **Glasgow South Carers Team**

HSCP

130 Langton Road, Pollok, Glasgow G53 5DP

Phone: 0141 276 2904

Email: [carerssouthsupport@sw.glasgow.gov.uk](mailto:carerssouthsupport@sw.glasgow.gov.uk)



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## **Carers Centres**

### **North East Glasgow**

#### **Glasgow North East Carers Centre**

51 Trondra Place, Glasgow G34 9AX

Phone: 0141 781 0728    Email: [contact@gnecarerscentre.com](mailto:contact@gnecarerscentre.com)

### **North West Glasgow**

#### **Glasgow North West Carers Service**

Quarriers Glasgow Regional Office, 252 Keppochill Road, Glasgow G21 1HG

Phone: 0141 954 1010    Email: [glasgownwcc@quarriers.org.uk](mailto:glasgownwcc@quarriers.org.uk)

#### **Glasgow West Carers Centre**

Glasgow City Carers Partnership

Glasgow Association for Mental Health (GAMH)

1561 Great Western Road, Anniesland G13 1HN

Phone: 0141 959 9871    Email: [westcarers@gamh.org.uk](mailto:westcarers@gamh.org.uk)

### **South Glasgow**

#### **Glasgow South East Carers Centre**

656 Cathcart Road, Govanhill, Glasgow G42 8AA

Phone: 0141 423 0728    Email: [dixon.carers@btconnect.com](mailto:dixon.carers@btconnect.com)

#### **Glasgow South West Carers Centre**

Glasgow City Carers Partnership

Glasgow Association for Mental Health (GAMH)

Unit 3A, Moorpark Court, 11 Dava St, Govan G51 2JA

Phone: 0141 882 4712    Email: [southwestcarers@gamh.org.uk](mailto:southwestcarers@gamh.org.uk)

## Useful Contacts

### Social Work Services

Social Care Direct, Glasgow City Council,  
PO Box 26845, Glasgow

Tel: **0141 287 0555**

Text phone users: 18001 0141 287 0555

Email: [socialcaredirect@glasgow.gov.uk](mailto:socialcaredirect@glasgow.gov.uk)

Website: [yoursupportglasgow.org](http://yoursupportglasgow.org)

An emergency out of hours service is available from **Glasgow and Partners Emergency Social Work Services** on **0300 343 1505**.

### NHS

NHS Greater Glasgow and Clyde

[www.nhsggc.org.uk](http://www.nhsggc.org.uk)

NHS Inform (health information)

[www.nhsinform.co.uk](http://www.nhsinform.co.uk)

Phone: 0800 224488

### Support and Information Service

Drop in, call or email:

Glasgow Royal Infirmary:

0141 211 7476

New Victoria Hospital:

0141 347 8468

New Stobhill Hospital:

0141 355 1527

Queen Elizabeth University Hospital

0141 452 2387

Email: [SupportandInformation@ggc.scot.nhs.uk](mailto:SupportandInformation@ggc.scot.nhs.uk)

### NHSGG&C Family Support and Information Service

Royal Hospital for Children

0141 452 4012/ 4011

Email: [family.information@ggc.scot.nhs.uk](mailto:family.information@ggc.scot.nhs.uk)

### National Carers Organisations

Carers Scotland

[www.carerscotland.org](http://www.carerscotland.org)

Tel: 0141 445 307

Coalition of Carers

[www.carersnet.org](http://www.carersnet.org)

Tel: 01786 825 529

Carers Trust

[www.carers.org](http://www.carers.org)

Tel: 0300 123 2008

**Please don't wait until you are in  
crisis before asking for support**

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