



Western Health
and Social Care Trust



Carers Support



Carers Information Handbook

Do you look after someone?

*An essential source of help and support
for people who are looking after someone.*

Western Health & Social Care Trust



Introduction

A Carer is someone who provides regular support to a family member, partner, friend or neighbour who could not manage without help because of illness, disability, mental health difficulties or older age. Unlike professional care workers, unpaid carers do not receive a salary for the care they provide.

Their support can include helping with everyday tasks such as cooking, cleaning, personal care, managing medication, attending appointments, or offering emotional support.

Many unpaid carers balance their caring responsibilities with work, education, or other commitments, and their contribution plays a vital role in supporting the wellbeing, safety and quality of the life of the people they care for.

This handbook has been created by the Western Trust Carers Support Team to provide information, guidance and support for unpaid carers. We hope that it will be a helpful resource, offering practical advice and pointing you towards services and support that may assist you in your caring role.



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Foreword

In the Western Health and Social Care Trust (Western Trust) over 34,000 people identified themselves as providing an informal caring role according to the 2021 Census figures.

We know this may be an underestimate as many people don't see themselves as carers.

They simply see themselves as a parent, brother, sister, daughter, son, partner or neighbour, doing what they can to support a friend or loved one.

It is clear that our society could not cope without the significant commitment of formal and informal carers. The Western Trust has committed to improve support for carers. Whilst there have been many achievements within Carers Support, much more work needs to be done.

One of the key areas of the regional strategy is access to information. We hope that the valuable information contained in the Carers Handbook will help you source the support you need.

The Handbook has been revised and updated in partnership with carer representatives.

As the Chief Executive for the Western Trust I would like to take this opportunity to thank you for everything you do in providing help and support to your loved ones.

I hope this handbook helps to support you in your vital role.

"In the Western Health and Social Care Trust (Western Trust) over 34,000 people identified themselves as providing an informal caring role according to the 2021 Census figures."



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**CHIEF EXECUTIVE
WESTERN HEALTH AND
SOCIAL CARE TRUST**

Western Health & Social Care Trust Carers Support Team

The primary role of the Carers Coordinator is to work with the various programmes of care to implement the Northern Ireland regional Carers Strategy.

This includes ensuring:

- ▶ Carers are identified at the point of referral.
- ▶ Hidden carers are identified.
- ▶ Carers are offered Carers Conversation and Support Needs planning.
- ▶ Information for Carers is accurate and up to date and available in a wide range of formats.
- ▶ Raising awareness of Carers Issues.
- ▶ Delivering Carers Conversation and Support Needs planning and Carers awareness training.

We provide a clear information and signposting service, alongside a range of both face-to-face and online programmes for informal carers. To ensure you have access to our latest information and support programs, we invite you to register with our team by completing the mailing list form on page 64.

Carers Support Team Staff alongside Valerie Devine, Assistant Director for Care and Accommodation.

(L-R) Gabrielle McAloon, Carers Development Worker, Valerie Devine, Assistant Director for Care and Accommodation (COPS), Geraldine McLaughlin, Carers Coordinator and Caroline Rooney, Team Administrator.



Look after Yourself

When you're caring for someone, it's important to look after yourself and stay as healthy as possible. It is easy to forget about your own wellbeing when you're simply coping day to day and responding to the needs of others. Keep well by taking a 'hands-on' approach to your own health.



Tell your GP that you are a carer

As soon as you can, tell your GP that you are a carer. Most GPs now have a system in place for identifying carers. If they know you are a carer and are likely to be under pressure at times, they will find it easier to diagnose and treat you. It will also help them offer the advice and support you need. Your GP and other primary care staff can be an invaluable source of help and can also put you in touch with other services that can support you and the person you care for.



Have regular check-ups

Although your life is very busy and your attention focused on caring, don't ignore your own health needs. Try not to miss medical appointments and attend regular check-ups and screenings. If you have not seen your GP for some time, why not arrange a health check? This will involve checking your blood pressure, weight and urine as well as a general discussion about your health.



If you are ill, visit your GP

Many carers carry on regardless through coughs, flu, stomach upsets and worse. However it's important that you don't put off seeing your doctor when you need to - especially if you feel faint, dizzy or have unexplained pains. The sooner you see your doctor, the more effectively you can be treated.

With any illness, try and take some time to rest. Your body will have a better chance of making a quick recovery and you will have less chance of the illness lingering on. Also, remember that as a carer you are eligible to receive the flu jab for free each winter.



Find out more:

<https://www.carersuk.org/help-and-advice/your-health-and-wellbeing/>

Eating Well

Amongst the day-to-day challenges of looking after someone else it can be easy to forget about your own health. Eating a healthy well-balanced diet is essential to provide your body with all the nutrients it needs. A balanced diet will keep your body strong, protect your future health and give you enough energy to provide the best care for yourself and the person you are caring for.



Source: Public Health England in association with the Welsh government, Food Standards Scotland and the Food Standards Agency in Northern Ireland

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The Eatwell Guide

This model shows the different types of food and drink and the amounts that you should eat to have a healthy balanced diet.

Based on this guide, we should aim for:

Potatoes, bread, rice, pasta and other starchy carbohydrates:

- ▶ These foods provide energy and fibre.
- ▶ Wholegrain options are best – try wholegrain & granary breads, whole wheat pasta & keeping the skins on potatoes to increase fibre intake.
- ▶ These foods should make up about a 1/3 of what you eat each day.

Fruit and vegetables

- ▶ These provide essential vitamins, minerals and fibre.
- ▶ Eat a good variety of fruits and vegetables. Aim for at least 5 portions every day.
- ▶ Fresh, frozen, tinned and dried varieties all count.

Beans, pulses, fish, eggs, meat and other proteins

- ▶ These foods are important for protein and iron.
- ▶ Aim for 2-3 servings each day.
- ▶ Try to eat 2 portions of fish per week. One portion should be oily fish (salmon, mackerel, sardines, pilchards) to help you get important Omega 3.
- ▶ Try to keep red and processed meats to a minimum (bacon, burgers, sausages, pies).
- ▶ Other proteins include vegetarian alternatives like tofu and quorn.

Dairy and alternatives

- ▶ This food group includes milk, cheese, yoghurts and their alternatives.
- ▶ These are important for calcium to keep bones and teeth strong.
- ▶ Aim for 2 -3 servings each day. Low fat, low sugar options are best.
- ▶ If using a dairy alternative, e.g. soya milk, make sure it is fortified with calcium and unsweetened.

Oils and spreads

- ▶ Choose oils and spreads such as olive or rapeseed oils instead of butter or lard. These are much better for heart health. Use only in small amounts.

Foods and drinks high in fat/and or sugar

- ▶ Foods such as biscuits, crisps, sweets, cakes and fizzy drinks are high in calories but offer little nutrition.
- ▶ Try to keep these foods to a minimum. If having, eat less often and in smaller amounts.

Caring for someone can make it difficult to eat well. You may feel that you don't have time or that you are too tired to cook for yourself. Here are some tips you might find helpful:

- ▶ **Eat regular meals** – caring for someone can be exhausting. Regular meals will ensure your body has enough energy to fuel you throughout the day.
- ▶ **Make a meal plan for a few days or a week** – this will help you think about balance in your diet and remove the stress of deciding on meals each day.
- ▶ **Consider online shopping** – ordering groceries online for home delivery can really save time and hassle. Large chain supermarkets offer this service for a small fee.
- ▶ **Batch cook** – when preparing a meal, make double or triple the recipe amount then portion into food bags/containers and store in the freezer so you'll have healthy meals ready prepared when short on time.
- ▶ **Try using a slow cooker** - meals need little preparation or attention whilst cooking so can save you time. They're cheap to run and healthy too as cooking oil is not needed.
- ▶ **Snack on healthier options** throughout the day instead of chocolate, buns, biscuits or crisps. Try chopped fruit, vegetable sticks with hummus, plain rice cakes spread with low fat soft cheese or a handful of plain unsalted nuts.



Find out more:

<https://www.carersuk.org/help-and-advice/your-health-and-wellbeing/the-importance-of-good-nutrition/>



Find out more:

- <https://www.carersuk.org/media/g5icgqmw/carers-uk-eating-well-for-carers-2021.pdf>
- Easy recipes videos (including slow cooker) – Search **Public Health Dietitians** on YouTube



Sleeping Well

Carers can often find it difficult to have a good night's sleep, especially if the person you care for doesn't sleep well or needs help during the night.

There are a number of factors which can negatively impact on your sleep for example, waiting for an alarm to go off, expecting the person you care for to call out, to wander during the night or your mind is just full of stuff you need to do!

Research has shown that carers stress levels are significantly higher than the general population and caring can negatively impact your emotional and physical health. You may worry about the person you are caring for, the financial impact of caring, loss of income due to reducing hours or having to give up work to care for your loved one. All this can affect the quality and the amount of sleep you get and long term may lead to you feeling tired, anxious, irritable and less able to recall information.



Discuss how your caring role impacts your sleep during the 'Carers Conversation' with your keyworker (See Page 30 for more information on Carers Conversation). They can help with a range of possible solutions including accessing assistive technologies for the person that you care for such as door alarms, sensory mats etc.



Try to exercise or get out for a walk in the fresh air at least once a day. Exposure to sunlight, especially early in the day, helps us produce vitamin D, regulates your sleep cycle and also boosts serotonin which promotes good mood and feeling alert. However, a vitamin D supplement is recommended for us all in the winter months when there is less natural light. Ask your pharmacist for more advice.



Talk to family members to see if they can help e.g. stay over one night a week or one weekend a month so you can have uninterrupted sleep.



Reduce or avoid alcohol, caffeine or big meals close to bedtime. Avoid lots of fluids in the evening to avoid waking to use the toilet!



Do something calming to relax before bed e.g. skin care routine, a warm bath (but not hot as this raises your temperature and blood pressure) using essential oils, read a book, listen to relaxing music or try a guided meditation (there are lots online). You could also try these if you wake during the night and can't get back to sleep.



Your bedroom should be quiet, cool and dark. Avoid watching TV or using your phone for at least two hours before bed as these can stimulate your brain to stay awake. Keep tech out of your bedroom to build the link between your environment and going to sleep.



Maintain regular times for bedtime and getting up.



If you feel that nothing is helping or you are struggling in any way, speak to your GP. They can assess your health and wellbeing and recommend services that could help.



Find out more: <https://www.carersuk.org/ni/help-and-advice/your-health-and-wellbeing/getting-enough-sleep/>

Physical Activity & Active Daily Living

Including physical activities into your daily routine has huge benefits to your overall physical, mental and social wellbeing. Setting aside short bursts of 10-15 minutes of 'movement' can really boost your overall weekly physical activity and get you on the way to meeting the recommended weekly guidelines of 150 minutes of moderate intensity or 75 minutes of vigorous activity per week or a mixture of both.

This doesn't have to be anything structured and active daily living tasks as simple as hoovering the carpet (with a little more vigour to increase heart rate and raise body temperature) or weeding the garden all contribute and will have many benefits.

Some top tips for increasing your physical activity levels and ensuring they are more sustainable and suited to busy schedules are;

- 1 Take the stairs rather than a lift or escalator.
- 2 Set aside 15-30mins after meal time to go a short walk.
- 3 Ask someone to accompany you regularly to help motivation.
- 4 Do outdoor 'chores' such as brush the driveway, weed the garden, or plant out flowers.
- 5 Wash the car!
- 6 Use short exercise videos to suit your preferences; click the link below to find some NHS videos here; Home workout videos - NHS (www.nhs.uk)
- 7 Choose activities you enjoy!
- 8 Dance with your kids/grandchildren!



To maximise health benefits visit: [Benefits of exercise - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Within the Western Health and Social Care Trust, we facilitate Carers walking groups. Although the aim is to encourage physical activity, it is also an opportunity to meet other carers and join in a social cuppa. The walks are suitable for most levels of fitness. You will be asked to complete a short health form before attending.

The carers support team currently facilitate three walking groups:



Fermanagh - The Fermanagh Carers Walking Group meet on a Friday morning, at 11:30am. The venue and time are arranged via text. To join text or call **075 2589 8985**



Derry/Londonderry – Carer's Walking Group meet on a Thursday morning at 11am. Venue arranged via text. To join text or call **078 1015 6551**



Omagh - The Omagh Carers Walking Group meet on a Tuesday morning at 10.30am. The venue is arranged via text. To join text or call **075 2589 8985**

Mental & Emotional Wellbeing

Unfortunately carers can often experience significant physical, mental and financial impacts as a result of their caring role. Half of all carers report that their mental wellbeing has been affected by providing care for another person.

As a carer you spend a lot of your time focusing on someone else, however your self-care and wellbeing should also be a priority. It is normal to feel overwhelmed, worried, confused or sometimes lost and acknowledging that you may need help is the first step in taking control of the situation.



If you are thinking about hurting yourself or taking your life, it is important to get help immediately. You should:

- **Call Lifeline on 0808 808 8000**
- **Call 999**
- **Go to your local Emergency Department**



Self-Care

It is so important to take care of our mental, emotional and physical health. Whilst it seems very simple, it is often neglected or overlooked. What is common sense is often not common practice!

Consciously practicing the Take 5 steps to wellbeing has shown to improve overall health and wellbeing. These include;

1. **Be Active**
2. **Take Notice**
3. **Keep Learning**
4. **Give**
5. **Connect**

Keep Active



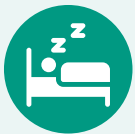
Recommended levels for Adults; 150 Minutes of moderate intensity exercise per week

Physical activity is crucial for maintaining our overall health & wellbeing. Engaging in regular activity has many benefits and reduces the risk of chronic diseases, Type 2 Diabetes and certain cancers. It also improves our mental health by releasing those feel good endorphins, reduces stress, anxiety and improves our quality of sleep and mood. Exercise helps with weight management, strengthens our bones, muscles and contributes to longevity. As we age, strength (weight) training is really important in increasing bone density, improving posture and lowering the risk of heart disease. It can make those everyday tasks feel a bit easier!



Stay Connected: When you're caring for someone else, it's easy to become isolated and lonely. Talking to other people can really make you feel better even if it's only a quick phone call or text. Join the carers mailing list to find out what activities are on in your area.

Telephone **028 6634 4163** or email: carers.support1@westerntrust.hscni.net to sign up today.



Rest and recover: Getting enough rest and quality sleep is important. Sleep deprivation can have negative impacts on your overall health, and could possibly increase the risk of you developing depression (See 'Sleeping Well' page 11 for more advice).



Learn a relaxation technique: Learning how to unwind when you're a carer will help you feel invigorated and more rested too. Most relaxation techniques, such as yoga, mindfulness, and meditation or breathing exercises can be practiced for as little as 5 minutes a day. Have a look at the 'Health and Social Care Apps Library' online for a range of wellbeing apps for your phone that can really help when you need it.

Box Breathing Relaxation Exercise | 5 Minutes Beginner Pace | Anxiety Reduction Pranayama Technique

Daily Calm | 10 Minute Mindfulness Meditation | Be Present



Set boundaries: both with the person you are caring for and with yourself. It's OK to say no to some things and setting boundaries can be as simple as having agreed times that you do tasks for others and then having evenings to yourself. Taking short regular breaks, even just for five minutes can help.



Ask for help when you need it: As a carer you may need some additional support. Employers have certain responsibilities for carers in the workplace so it's good to discuss your situation with your manager and see what can be offered, for example, flexible working. Similarly, advice is available for a range of issues you might experience, for example, help with finance or help with medication.

There is lots of useful information on the CarersNI website (www.carersuk.org/ni) or have a look at the 'Getting Help and Support' section in this handbook.



Avoid alcohol or other substances: Caring for someone can be challenging and it is tempting to drink or take other substances to deal with stress or loneliness. If you are worried and need help, there are a range of services across Northern Ireland that provide support and advice. These can be found at: www.drugsandalcoholni.info



Be optimistic: The way we look at situations can make us more resilient. Humour is a powerful tool for caregivers and laughter has been shown to improve blood pressure, boost the immune system, and help manage pain, stress and promote social connections.



Be realistic: Taking on too much as a carer can lead to physical and mental exhaustion and may have you feeling as if you will never achieve anything. Remind yourself of what you can do, and accept the parts that you can't change or do alone, this will help in feeling more able to cope. Remember that you can't be everything to everyone, you are only human too.



Acknowledge your struggles: It is normal to feel overwhelmed, worried, confused or sometimes lost. Acknowledging that you may need help is the first step in taking control of the situation. Struggling with changes in circumstances is difficult, remind yourself of your strengths and experiences to help build your confidence.



Be your own champion: It's often easy to focus on things we don't do well, or dwell on self-criticism. A main factor in resilience is championing yourself, and believing in yourself. Take power in noticing how strong and resilient you are and that you are doing your best with what you have available to you.



Useful Resources:

- Thriving Mind - Resources for Wellbeing: <https://setrust-hscni.pagetiger.com/thrivingmind/1>
- 10 Meaningful Minutes – Self Care in Ten Minutes: <https://westerntrust.pagetiger.com/10-meaningful-minutes-pack/1>
- www.carersuk.org/help-and-advice/health/looking-after-your-health/stress-and-depression
- Mindful Self-Care and Well-Being Assessment 2.0 | University at Buffalo, SUNY, 7/30/25
- Minding Your Head
- Mental Health Foundation UK
- Crisis Resources, Information & Support
- WHSCT Adult Mental Health Service
- Lifeline
- Helplines NI

Moving and Handling

You may find that moving and handling the person you care for, such as helping them dress or move around, may place a strain on your back. There are different ways you may be able to get support with moving and handling.

If you are currently experiencing pain or strain, contact your GP. They may prescribe anti-inflammatory medication to relax your muscles or suggest Physiotherapy or an alternative/complimentary therapy.

It is often impossible to avoid moving and handling the person you care for but you can get advice on guidelines to follow that may reduce the risk of injury. The District Nurse or an Occupational Therapist may be able to show you ways to do this more safely. Your key worker can refer you to an Occupational Therapist or Community Physiotherapist for advice and support if you are experiencing difficulties. There are also ways to minimise strain and there is equipment and support available to assist with this.

Ask your GP, District Nurse or Occupational Therapist to advise you on aids to assist you. These could include:

- ▶ Moving and handling equipment such as a hoist to move the person you care for from their bed to a chair.
- ▶ Mobility aids to help the person you care for move around the house more easily without your assistance.
- ▶ Bath aids such as a motorised bath seat that raises and lowers the person you care for in and out of the bath or, a level access shower suitable for clients with significant mobility issues.
- ▶ Bed rails or grab rails beside the bed or toilet to help the person you care for pull themselves up.

Your local Social Work team may be able to arrange for someone to help the person you care for. There are a number of ways that they can help minimise the amount of moving and handling you may have to do such as arranging care support to help with washing, dressing and toileting. (See the 'Getting help and support' section).

The Community Occupational Therapy Team also provide a service to clients of all ages and types of disability. Occupational Therapists play a key role in the provision of equipment (including manual handling equipment), adaptations to the home, specialist seats and wheelchairs.

If you do not have a keyworker and you feel you need help with moving and handling the person you care for, you can make a self-referral to the Occupational Health department by calling: **(028) 7186 4399**

You can get in touch with your District Nurse by ringing your GP surgery.



Return of equipment

Equipment supplied by the Western Trust can be returned by contacting Community Stores
T: **028 9536 1500**



Find out more:



- <https://www.carersuk.org/help-and-advice/your-health-and-wellbeing/looking-after-your-body/>
- <https://www.nhsinform.scot/illnesses-and-conditions/muscle-bone-and-joints/neck-and-back-problems-and-conditions/exercises-for-back-pain/>

Where to go for Support

There are a range of ways you can get support with caring – including your GP, online communities or support groups and voluntary organisations.

Speak to your GP or keyworker

If you are feeling stressed or depressed, or are struggling to cope with your situation, it is important that you talk to your GP or keyworker about how you are feeling. They can give you the treatment, advice or information you need.

Your GP Practice may now have a Multi-disciplinary team who work alongside your GP providing additional support including Mental Health Practitioners, Social Workers and Physiotherapists.

Community Pharmacist

Community pharmacists are well-respected professionals within their local community who use their expert knowledge of medicines to help patients get the best possible care and outcomes from their medicines. Many pharmacies have extended opening hours making them one of the most accessible healthcare providers. You can speak to your local pharmacist about all of your healthcare needs (and that of the person you are caring for) without the need to make an appointment. Pharmacies offer many services which help you manage your medicines and those of the person you care for such as:

- ▶ Ordering and collecting prescriptions from your Doctors surgery
- ▶ Delivering medicines to people who are vulnerable or housebound
- ▶ Offering advice on medicines including:
 - What your medicines are for
 - When to take your medicines
 - The importance of taking medicines correctly
 - Potential adverse effects of medicines
 - How to store medicines safely
 - Safe disposal of medicines

It is often difficult to remember when you or the person you care for should take medicines. You should discuss this with your pharmacist and they may be able to offer help with reminder cards or compliance aids.

Many community pharmacies also offer a range of other services such as:

- ▶ Vaccination services (Flu and COVID vaccines)
- ▶ Palliative care services (end of life care)
- ▶ Smoking cessation
- ▶ Pharmacy First Service for Everyday Health Conditions. This service allows the pharmacist to provide advice and treatment (free of charge) for a wide range of everyday conditions such as; diarrhoea, haemorrhoids, mouth ulcers and oral thrush.

Pharmacists can also signpost carers to other sources of support and health information, helping you look after your own wellbeing as well as the person you are caring for.

Pharmacy First
for help with everyday health conditions

HSC Health and Social Care



For **FREE** confidential advice and treatment ask your pharmacist **FIRST**

- | | |
|------------------------|------------------|
| ✓ Acne | ✓ Mouth Ulcers |
| ✓ Athlete's foot | ✓ Oral Thrush |
| ✓ Diarrhoea | ✓ Scabies |
| ✓ Ear Wax | ✓ Threadworms |
| ✓ Groin area infection | ✓ Vaginal Thrush |
| ✓ Haemorrhoids | ✓ Verrucae |
| ✓ Head lice | |

Counselling and Talking Therapies

It can be helpful to talk things over with someone outside your family and friends. Counselling and other talking therapies can give you a chance to talk through difficult emotions, and can help you to learn how to manage your stress or depression by using a variety of techniques.

Carers NI is part of Carers UK, which offers a UK-wide listening support service where you can talk through how you are feeling with a trained volunteer who understands caring. The service is available on Mondays and Tuesdays from 9am to 7pm – call: **0808 808 7777**.

Lifeline

Lifeline is the Northern Ireland crisis response helpline service for people who are experiencing distress or despair. No matter what your age or where you live in Northern Ireland, if you or someone you know is in despair, Lifeline calls are free and counsellors available 24 hours a day.

T: **0808 808 8000**

Text phone: **018001 0808 808 8000**

Support Groups

You might find it helpful to meet with other carers and to share experiences and understanding. As well as general carer support groups, there may be specific groups based around who you are caring for, your age or gender – for example, male carers, young carers and those caring for people with mental health problems, dementia or drug and alcohol dependency. See the useful contacts pages at the back of this booklet for details.



Getting Help and Support

Community Care Support

The Western Health and Social Care Trust may be able to provide a range of support for the person you care for, and to help you in your caring role.

Caring for a loved one can be very rewarding but it can also be challenging. Taking a break from your caring and supportive responsibilities is a sensible thing and realistic thing to do. Without an occasional break, you may become exhausted or unwell. Please don't be afraid to ask for help if you are feeling under pressure.

Help can come in a variety of ways:

Speak to the Carer's Coordinator in the Western Trust (**028 7135 5023**). They will be able to signpost and give you information on what to do next. Some GP practices within the Western Trust have a Social Worker, Mental Health Nurse and a Physiotherapist attached to them. They are all a great resource for support and signposting. Contact your GP practice for more information.

If you think that you or the person you are caring for needs social work involvement, the referral pathway will depend on the age and illness/disability of the person requiring the care.



The following table outlines how you can refer into each service. You will see that some services can only be accessed through your GP and others through the Referral Line which you can do yourself.

<ul style="list-style-type: none"> • Children's Services • Adult Learning Disability • Mental Health Services 	Referred by your GP
<ul style="list-style-type: none"> • Older People's Service (over 65's) • Physical Disability (over 18's) • Speech and Language Service • Podiatry • Occupational Therapist 	You can make this referral yourself by ringing: (028) 7186 4399

If you are ringing the referral line on behalf of someone else, please make sure you have their consent to do this. When you call the referral line you will be asked some questions such as, date of birth, surname and address, name of GP, which service you require and what you need from this service. After these details have been taken, they will be forwarded to the relevant team and someone will call you back. This may take a few weeks depending on the service. ***Provision of services is based on an assessment of need.***

Assessment of Need

To access help from the Western Trust, ask them to carry out an assessment of need of the person you care for. The assessment will consider the health and social care needs of the person and determine their eligibility for service provision.

If the person you care for has already had an assessment of need and their needs have changed, ask the keyworker for a re-assessment. The telephone numbers for the relevant teams are at the back of this handbook, if you aren't sure who to contact.

The assessment may also result in a referral to other services such as the Reablement Service, District Nursing or Occupational Therapy (OT) for assessment of equipment/aids/adaptions. This will give the cared-for person an opportunity to regain some level of independence. During this time progress will be monitored and if ongoing support is required a referral will be made to the appropriate team.

Service provision through the Trust arranged services may include domiciliary care, day care/day opportunities, residential/nursing care and respite/short break. Self Direct Support is available to those who have been assessed as being in need of social care support. Direct Payments are payments made in lieu of direct social care services provision in the community and aim to offer more flexibility in how services are provided by giving the person greater choice and control over how their care is delivered. For more details please see page 28.

As a carer you should be offered a Carers Conversation (Carers Assessment) to identify what support you require and how you can be supported in your caring role. If it hasn't been offered you can request this via the keyworker.

Assessments for Children with Disabilities

If you are caring for a disabled child the Trust will assess their needs using a process called 'Understanding the Needs of Children in Northern Ireland', or 'UNOCINI' for short. This same process will be used to record the needs that are identified through your Carers Support Plan.



Self-Directed Support (Personalisation)

Self-Directed Support is the way social care services provide care and support based on your **assessed need** and having met the eligibility criteria. It aims to support you as the carer and the person you care for with greater emphasis on prevention and early intervention. It offers more choice, control and flexibility to meet the assessed needs of you and the person you care for.

Self-Directed Support provides you with a choice about how support is delivered. It gives you choice on how you use your personal budget to meet your assessed need, if a personal budget has been allocated.

Your Personal Budget can be used via:

- ▶ A Direct Payment
- ▶ A Managed Budget (NOT CURRENTLY AVAILABLE)
- ▶ A service arranged by the Trust or
- ▶ A mixture of Direct Payments and Trust Arranged
- ▶ Cost Neutral - support provided by keyworker

Self-Directed Support is available to anyone who has been **assessed as needing and meets the eligibility criteria for** social care support.

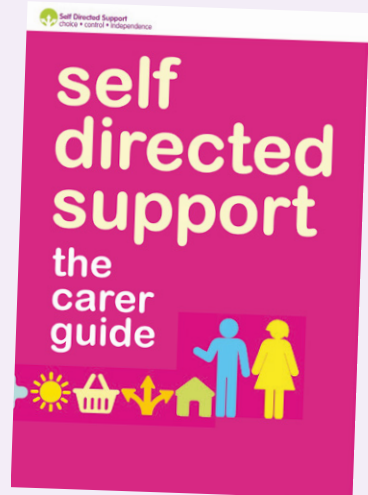
If you don't already have social care support and feel that you require additional support over and above what your family, friends and community provide; you can ask for an assessment from your local Health & Social Care Trust.

In the Western Health & Social Care Trust you can request a referral via your GP or any other health care professional you are involved with e.g. community nurse, nurse practitioner in GP practice etc.; you or a member of your family or friend can make the referral directly via the central referral line T: (028) 7186 4399. (Mental health, Children's Disability and Adult LD referrals are via GP only).

Following an assessment, if you are deemed eligible for social care support and require a Personal Budget to meet this assessed need then you will receive a Letter of Offer outlining the allocated Personal Budget. The keyworker will discuss the Self Directed Support options above in more detail so you can make an informed decision on how you wish your care and support to be provided. If a Personal Budget is not allocated however, supports such as sign-posting or single interventions should be part of your support plan. This could sit alongside what family and community offer so that the help you receive works in a way that provides the best outcome for you.

For further information on Self Directed Support please contact your Health & Social Care Trust, keyworker of the person you care for or the Personalisation Development Officer:

Personalisation Development
Officer Self Directed Support (SDS)
Telephone: **078 5231 0716**



Find out more: www.westerntrust.hscni.net/service/adult-learning-disability-services/self-directed-support/

Carers Conversation (Assessment)

If you regularly provide or intend to provide a substantial amount of care and support for a friend or relative, or you have a disabled child, you have the legal right to ask the Western Trust for a carer's conversation. In the past this would have been referred to as a Carer's Assessment.

This takes the form of a conversation with you about aspects of your caring role. It is not about your ability to care but aims to support you in this role. It allows you the opportunity in a safe, confidential environment to discuss aspects of your caring/supportive responsibilities which you enjoy or those which you find difficult or challenging.

The purpose of the conversation is to give you the opportunity to speak with a key worker about your caring role and how it impacts on your life. You can both discuss if there are any supports that can be put in place to help and, where they can, offer the help you need to make your caring role easier or so that you can continue to care for as long as you wish. This could be identifying help and support directly for you and/or for the person you are looking after. You can also consider Self-Directed Support (see page 28), where you make your own arrangements for care.

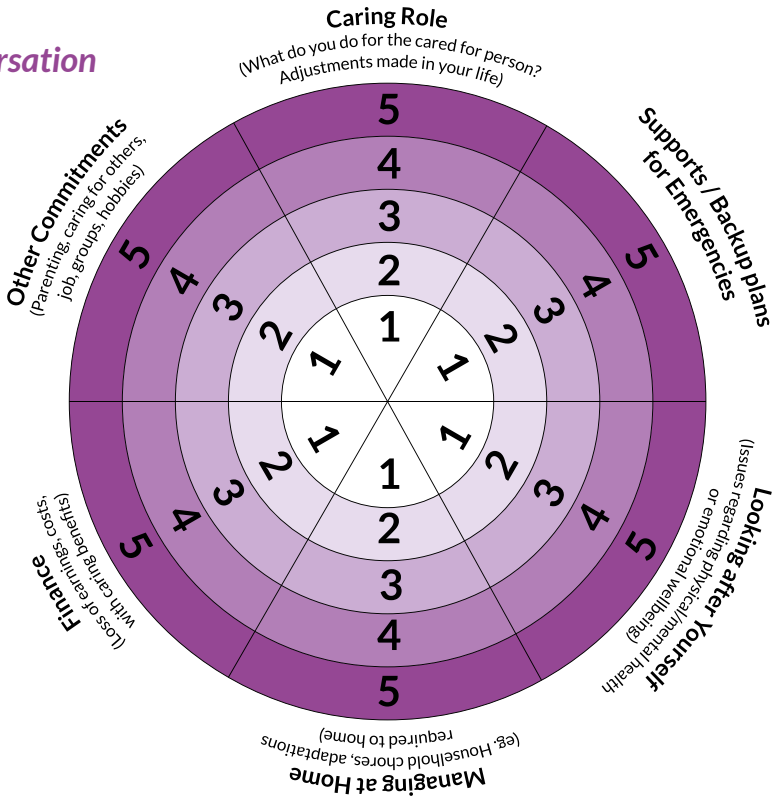


With the support of the a keyworker (Nurse, Social Worker or Community Psychiatric Nurse, Allied Health Professional etc.) you will be guided through a conversation which will explore the impact of the caring/supportive role on aspects such as finances, family life and your health and wellbeing.

Your key worker can record your Carers Conversation using one of two documents: the Carers Conversation Wheel or the Northern Ireland Single Assessment Tool (NISAT). The format used is entirely your choice, and the information recorded and subsequent outcomes, will be the same regardless of which tool is selected.

Following the conversation the keyworker will work alongside you to complete a support plan to meet your needs. We would advise that you read the following piece 'Thinking about what you need' in preparation for the conversation.

Carers Conversation Wheel



Thinking about what you need before your Carer's Conversation

Before you have a Carers Conversation, think about the kind of help that would make it easier for you to look after the person you care for.

Where you live

- ▶ Do you and the person you care for live together or apart? Is this arrangement satisfactory? Does the person you care for have any difficulty moving about in the home? For example, can they climb the stairs, or have a bath on their own? Special equipment (aids or adaptations) could make life easier for the person you look after and caring easier for you.

Health

- ▶ Does the person you care for have any health problems you find hard to deal with? Do you have any health problems? For example if you have a bad back you might be able to get moving and handling equipment.
- ▶ Are you getting enough sleep? (See page 11)
- ▶ Do you feel you are suffering from stress or depression? (See page 15)

Time and tasks

- ▶ Do you have to help during the day, or night, or both? Does anyone else help? If so, who and for how long? Would you like some help (or some extra help) with these jobs?
- ▶ List the tasks you would most like help with, putting the most important first.

- ▶ Are there things that you find enjoyable and relaxing which you can't do anymore because of your caring responsibilities? For example, you may have given up a hobby or you may want to visit friends, or miss going to the cinema or church.
- ▶ When was the last time you had a whole day to yourself to do as you pleased?

Feelings

- ▶ Do you feel that you don't have a choice about providing care? You may feel that you cannot carry on at all, or only if you reduce the amount that you do. It is not unusual to feel that way. Tell the keyworker about these feelings.
- ▶ What would you most like to change about your situation?

Anything else

Put down anything else you need which is not on the list including whether you wish to continue working, if you are in work, or want to return to work and whether you have children or another person that you look after.

Thinking this through will give you a clearer idea of what your needs and priorities are. During the assessment, you should be able to talk about the services that might help, such as:

- ▶ Changes to home and equipment to help you.
- ▶ Someone to help with personal care (like bathing).
- ▶ A few hours' break for yourself regularly, or an occasional short break.
- ▶ A discussion about permanent residential care.
- ▶ Counselling/talking to someone.
- ▶ To be put in touch with other carers.
- ▶ Information about what additional supports are available through the Western Trust and any costs involved.

Every effort should be made to provide a time to suit you and the person you care for. You do not have to accept all of the services offered to you. You may decide to accept some and not others. Remember, if your situation changes and you need more help you can ask the Trust for a review of your support plan.



Find out more: www.nidirect.gov.uk/articles/assessments-carers

Telecare Services

Telecare services can help the person you care for stay in their own home independently, and give you peace of mind.

The Western Trust work with Radius Connect 24 to provide telecare services to people who meet set criteria. Telecare services can include equipment to help monitor the safety of the person you care for, along with a 24 hour link to a response centre.

Talk to your health and social care team to see if you and the person you care for are eligible for telecare services.

If you are not known to a health and social care team, there are numerous suppliers available for personal alarm systems in Northern Ireland via a private pay option. The cost of these devices can vary from suppliers i.e. installation charge and ongoing monthly charge. If you use a search engine such as Google to search for 'Personal Alarms NI' you will see the various options available.

Legal matters

For advice on legal matters such as Wills and Probate, you can contact your own family solicitor or if you don't have a solicitor, a list may be obtained from the Law Society for Northern Ireland. T: (028) 9023 1614

www.lawsoc-ni.org

Mencap deliver free seminars for families of those with a learning disability on planning for the future and Wills and Trusts Service

www.mencap.org.uk/advice-and-support/wills-and-trusts-service



Help for Young Carers

There are services designed specifically to provide help and support to young carers.



A young carer may help look after a parent, sibling or other relative who has a disability, poor physical or mental health or has a dependency on drugs or alcohol. There are over 8000 young people in Northern Ireland who are helping to look after people at home.

What things might a young carer do?

Help with personal care, give someone medication, support and care for siblings, cooking, shopping or housework or translate for the cared for person.

This can impact on health and well-being. If this is you, we can help!

What Barnardo's Young Carers Service Offers:

- A Listening ear
- Peer support
- Advocacy
- Individual support
- Advice
- Signposting
- Fun social activities
- A say in making change
- A safe environment to express concerns or worries

To make a referral, click on 'Request the Service' link in the QR code.



or contact:

Barnardo's Young Carers Service
26 Church Street, Magherafelt,
BT45 6AW

T: 075 2691 6070

E: youngcarersservices@barnardos.org.uk

www.barnardos.org.uk/what-we-do/services/young-carers-service-western-area-14856



Benefits

You and the person you care for may be entitled to support from the benefits system. Even if you think you are not entitled or have been turned down in the past, it's important to check in case your eligibility has changed.

Carer's Allowance is the main benefit for carers. You may be eligible if you are looking after someone for 35 hours a week or more and is dependent on the person you care for being in receipt of a health-related benefit. Carers Allowance can now be claimed online at: <https://www.nidirect.gov.uk/services/apply-carers-allowance-online>

There are benefits to help pay for the extra costs of long-term illness or disability which the person you care for may be able to claim, such as Disability Living Allowance (if they are aged under 16), Personal Independence Payment (if they are aged 16 to 64) or Attendance Allowance (if they are aged 65+). These health-related benefits are not means-tested and your financial circumstances, income or savings will not be taken into account or queried when applying for them. Entitlement to a health-related benefit may also lead to further additional entitlement to other top up benefits if you already receive Universal Credit or Pension Credit.

There are also other benefits which you and the person you care for may be able to claim, which depend on your income/capital or your national insurance contribution record.

The benefit system is complicated so it is a good idea to get a benefit check to make sure you and the person you care for are claiming all the benefits you are entitled to.



Make the Call Service

Make the Call Service; the service makes sure you're receiving all the benefits, services and supports you're entitled to.

Freephone (network charges may apply) **0800 232 1271**

Email: makethecall@dfcni.gov.uk

www.nidirect.gov.uk/contacts.make-the-call-service

If you require support to complete an application form the Make the Call service can direct you to one of their Community Outreach Officers who can assist you. There are other community based advice agencies you can contact for independent advice and information on benefits.

There are other community based advice agencies you can contact for independent advice and information on benefits.

MoneyHelper

MoneyHelper offers free, impartial money and pensions guidance to people across Northern Ireland, helping them towards better financial futures. Rising bills, reduced income, job loss and everyday money worries can make it hard to know where to turn. Being better with money is good for everyone, but too often it's easier to let this go - debt can be too daunting and draining to tackle, saving can be left to another day and pensions can feel distant. The financial world is personal but jargonised - important but ignorable BUT it does not have to be this way - MoneyHelper offers practical tools and resources to help people take control and find a way forward.

Why not visit:

www.MoneyHelper.org.uk

or call them for money and/or pension guidance on: **0800 011 3797**

Independent Advice Agencies

Carers NI

Tel: **(028) 9043 9843**

Carers UK helpline

Tel: **080 0808 7777**

Advice NI

Advice North West Tel: **030 0303 3650**

Omagh Tel: **(028) 8224 3252**

Fermanagh Tel: **(028) 6632 4334**

For information on other local centres check out the Advice NI website

Email: **advice@adviceni.net**

<https://www.adviceni.net/>

Disability and Carers Service

Disability and Carers Service (administrate disability Living Allowance, Personal Independence Payment, Attendance Allowance and Carer's Allowance)

Mail Opening Unit

PO Box 42

Limavady

BT49 4AN

T: **0800 587 0912**

Text: **0800 012 1574** (for hearing impaired)

Email address for Attendance Allowance and Disability Living Allowance:

dcs.post@dfcni.gov.uk

Email Address for Carers Allowance:

BELFASTCASTLECOURT.CAENQUIRIES@DFCNI.GOV.UK

www.nidirect.gov.uk/contacts/disability-and-carers-service

Juggling Work and Care

If you juggle work and care, it's important to know what your rights are and to make sure you're accessing any support, advice and information for carers within your workplace.



Flexible working

It may be useful to tell your employer that you are juggling work and a caring role. This can make things easier if you need to leave for emergencies or if you are applying for flexible working to help you balance your paid role and caring responsibilities.

All employees have a right to request flexible working from day one of their employment. You will find further details about flexible working on the websites below. If you are applying for flexible working, take some time to sit down and think about what would work best for you. This could be things like, flexitime, compressed hours or reduced hours. Make sure to check with your company's HR department if there are additional contractual rights that you may be eligible for as a carer.



Time off for emergencies

You have the right to take a 'reasonable' amount of time off work to deal with an emergency involving a dependant. This right also includes some protection from victimisation and dismissal. It is at the employer's discretion whether the leave is paid or unpaid.



Parental leave

If you have worked for your employer for at least a year and are responsible for a child, you are entitled to 18 weeks unpaid parental leave (per parent per child) before your child's fifth birthday (18th if they are disabled and receiving Disability Living Allowance).



Protection from discrimination

You have the right to take a 'reasonable' amount of time off work to deal with an emergency involving a dependant. This right also includes some protection from victimisation and dismissal. It is at the employer's discretion whether the leave is paid or unpaid.



For further information follow the links below:



- **Carers UK** www.carersuk.org/help-and-advice/work-and-career/other-rights-at-work
- **Labour Relations Agency for NI**
www.lra.org.uk

Carer Involvement/ Volunteering

There are opportunities to participate in carer involvement/engagement forums and events.

We invite you to participate in our engagement forums and events, where you can contribute to co-production projects and influence how services are delivered.

We believe it is vital for carers to have their voices heard. If you can commit any amount of time, our Carers Support Team would love to hear from you. We are currently establishing a carer panel to assist with various work streams, deliver training to staff and help us raise awareness for carers everywhere.

To register your interest or find out more information, contact the Carer's Support Team on **028 6634 4163** or **028 7135 5023**.

"As a volunteer of carers co-produced training I have learned that the voice of the carer is a vital element in the process of getting a better service for carers and their loved ones. Having the confidence to share my experiences, whether positive or negative, with Trust staff made me feel I had their respect and trust in a bid to shape things for the future."

Una Coyle



Useful Contacts

Western Health and Social Care Trust

Primary Care and Older People (65+ years)

Enniskillen	(028) 6632 7785	Duty Line (028) 6632 7789
Lisnaskea	(028) 6634 4050	Duty Line (028) 6634 4049
Irvinestown	(028) 6638 2702	Duty Line (028) 6638 2718
Castledearg	(028) 8167 2840	Duty Line (028) 7161 0832
Omagh	(028) 8283 5935/8283 5937	(028) 8283 5959
Strabane	(028) 7138 4109	Duty Line (028) 7138 1612
Limavady	(028) 7776 1139	
Waterside Urban	(028) 7132 1730	
Waterside Rural	(028) 7186 5264	
Cityside Team	(028) 7127 2109	

Referral Line (See page 26 for details)

(028) 7186 4399

Older People's Community Mental Health Teams

Enniskillen	(028) 6634 4048
Omagh	(028) 8283 5933
Derry/Londonderry and Limavady	(028) 7186 4384
Memory Clinic Northern Sector	(028) 7186 4353
Memory Clinic Southern Sector	(028) 8283 5812

Adult Learning Disability (18+ years)

Fermanagh	(028) 6634 4249
Omagh/ Dromore	(028) 8283 3108
Limavady, Derry/Londonderry	(028) 7186 4362

Adult Physical Disability (18 - 64 years)

Fermanagh	(028) 6634 4241
Omagh	(028) 8283 5116
Limavady, Derry/Londonderry/Dungiven/Strabane	(028) 7135 4031

Sensory Teams

Omagh & Fermanagh	(028) 6632 4400
Limavady, Derry/Londonderry/Dungiven/Strabane	(028) 7132 0168

Adult Mental Health

(Recovery Team and Primary Care Liaison Teams)

Omagh	(028) 8225 2202
Fermanagh	(028) 6638 2112
Slievemore (Derry/Londonderry)	(028) 7135 0063
Limavady	(028) 7772 2123
Strabane	(028) 7138 2963
Waterside (Derry/Londonderry)	(028) 7131 4200

Children and Families

Omagh	(028) 8225 4500
Fermanagh	(028) 6638 2043
Family Intervention Service Derry/Londonderry (Cityside)	(028) 7724 6985
Limavady	(028) 7776 1138 or (028) 7776 1137
Strabane	(028) 7138 1600 <i>Press Option 1</i>
Family Intervention Service Derry/Londonderry (Waterside)	(028) 7131 4200
Gateway Team	(028) 7131 4090

Children's Disability Team

Omagh	(028) 8283 3150
Enniskillen	(028) 6638 2043
Derry/Londonderry, Limavady, Dungiven	(028) 7186 4331

Children's Autism Service

Derry/Londonderry	(028) 7130 8313
Omagh	(028) 8283 5983
Enniskillen	(028) 6638 2103
Trustwide	(028) 8283 5983

Charities & Voluntary Organisations

Action Mental Health

Action Mental Health (AMH) actively promotes the mental health and well-being of people in Northern Ireland. Providing a range of services and support for individuals recovering from mental ill health.

E: fermanaghnh@amh.org.uk
www.amh.org.uk

028 6632 3630

Age NI

Through campaigning, local support, advice and friendship, we're changing the way we age. Age NI believes every older person should be included and valued.

E: info@ageni.org
www.ageni.org

(028) 9024 5729
 Helpline: 0808 808 7575

Alzheimer's Society

Dementia Support Line Our Dementia Support Line team offers personalised information, support and advice for anyone affected by dementia. Support is available seven days a week and calls are charged at a local rate.

E: nir@alzheimers.org.uk
www.alzheimers.org.uk

0333 150 3456

Our Support line is open Monday to Wednesday: 9am–8pm, Thursday and Friday: 9am–5pm, Saturday and Sunday: 10am–4pm. Alternatively call: **(028) 9066 4100**

Angel Eyes

A charity providing support to families throughout their journey of their child's visual impairment, offering guidance from birth to the transition into adulthood.

E: info@angeleyesni.org
www.angeleyesni.org

077 7587 3072

Arthritis UK - Northern Ireland

We empower people with arthritis to live well now, and to offer hope through our ongoing commitment to finding better treatments now and cures in the future.

E: northernireland@arthritis-uk.org
www.arthritis-uk.org

NI office: 02890782940
Helpline: 0800 5200 520

Autism NI

Autism NI works to provide life-changing services for autistic people currently living in Northern Ireland.

E: info@autismni.org
www.autismni.org

028 90 401 729 (Option 1)
Helpline Monday - Friday 9am - 5pm
Helpline: 0800 5200 520

AWARE NI

AWARE NI is the Depression Charity for Northern Ireland.

E: info@aware-ni.org
www.aware-ni.org

028 7126 0602

British Red Cross

Mobility Aids Service (Wheelchair loan)

(028) 82257290 Option 1

Carers NI

We're here for unpaid carers with expert information, advice and support, and also campaign to make life better for carers.

E: info@carersni.org
www.carersni.org

(028) 9043 9843
Adviceline: 0808 808 7777

CAUSE

Supporting local people who care for someone with a serious or severe mental illness.

E: info@cause.org.uk
www.cause.org.uk

(028) 9065 0650

Cedar Foundation

Cedar delivers a range of services that enable people with disabilities to get the most out of life and to be fully included in their communities.

Right4U Service

Outlook Service (short breaks from caring and activities for children and young people)

Transitions Service (school leavers)

Youth Matters (personal development for teens)

Contact Children's and Young People's services: Derry/Londonderry

E: C.Hewitt@cedar-foundation.org
www.cedar-foundation.org

(028) 7136 0136

Enniskillen Office: (028) 6632 7361

Centre for Independent Living

Provides information, advice, training and support related to independent living and Direct Payments.

E: enquiries@cilni.org
www.cilni.org

(028) 9064 8546

Diabetes UK NI

Whether you're looking for diabetes information, or just someone to talk to – we are here to help you.

E: n.ireland@diabetes.org.uk
www.diabetes.org.uk

(028) 90 666646

Disability Action

Offering a range of services to people with physical, learning, sensory, hidden and mental health disabilities.

E: derry@disabilityaction.org
www.disabilityaction.org

(028) 7136 0811

Downs Syndrome Association

Help, information and support for people with Downs Syndrome, their families and carers.

E: enquiriesni@downs-syndrome.org.uk
www.downs-syndrome.org.uk

(028) 9077 4723



Headway

The brain injury association. Regular meetings in Foyle and Omagh. We also have a free to access nurse led Helpline that carers, and individuals impacted by a brain injury, can call: 0808 800 2244

E: northernireland@headway.org.uk
www.headway.org.uk

07787 009611

Huntington's Disease Association Northern Ireland (HDANI)

The Huntington's Disease Association Northern Ireland provide virtual and in person support groups as well as one to one advice, information, practical and emotional support to individuals and families impacted by Huntington's disease.

E: info@hdani.org.uk
www.hdani.org.uk

LGBT - Rainbow Project

The Rainbow Project is devoted to improving the health and wellbeing of LGBTQIA+ people and their families in Northern Ireland, as well as those questioning their orientation or gender, through partnership, advocacy and the development and delivery of appropriate support services.

E: info@rainbow-project.org
www.rainbow-project.org

(028) 7128 3030

MS Helpline

www.mssociety.org.uk

0808 800 8000

Macmillan Information and Support Service - Western Health and Social Care Trust

Information and support for people who are under investigations for a diagnosis of cancer, have been diagnosed with cancer, their family, carers or friends. We onward signpost to local support services, as required.

E: macmillan.information@westerntrust.hscni.net
www.macmillan.org.uk

028 71 320105
073 4207 5636

Marie Curie

Offers a range of information and support for people diagnosed with a terminal illness.

E: belfast.hospice@mariecurie.org.uk
www.mariecurie.org.uk/services/northern-ireland

(028) 9433 1868

Mencap

Provides information, advice and support for children and adults with a learning disability and their families and carers.

E: helpline.ni@mencap.org.uk
www.northernireland.mencap.org.uk

(028) 9069 1351

Motor Neurone Disease Association (MNDA)

We're here to help everyone living with and affected by MND to access the help and support you need.

E: louise.hughes@mndassociation.org
www.mndassociation.org

0044 1604 800 656

NI Chest, Heart and Stroke

Northern Ireland Chest Heart and Stroke's (NICHS) vision is a healthy Northern Ireland free from chest, heart, and stroke illnesses.

E: rcurry@nichs.org.uk
www.nichs.org.uk

(028) 9032 0184

Northern Ireland Hospice

Provides specialist palliative care for adults and children with life-threatening and life-limiting conditions. Bereavement care is also provided.

E: information@nihospice.org
www.nihospice.org

(028) 9078 1836

Northern Ireland Rare Disease Partnership

Northern Ireland Rare Disease Partnership (NIRD DP) is the umbrella organisation representing and supporting people living with rare diseases across Northern Ireland. There are two support groups in the region: the Foyle Support Group in Derry/Londonderry and the Omagh Support Group in Omagh. For more details, please visit our website.

E: support@nirdp.org.uk
www.nirdp.org.uk

077 0447 6929



Parkinson's UK Northern Ireland

Parkinson's UK facilitate a number of support groups within the Western Trust geography. These are open to those with Parkinson's and their Carers. Parkinson's UK have a Northern Ireland Facebook page which can be found at: <https://www.facebook.com/ParkinsonsUKNI/#> *Follow for updates on events and activities happening in your area.*

E: northernireland@parkinsons.org.uk
www.parkinsons.org.uk

0808 800 0303

Positive Futures

Empowering lives through dedicated services for individuals with learning disabilities, brain injuries and autism.

E: info@positive-futures.net
www.positive-futures.net

(028) 6772 4700

RNIB

Royal National Institute of the Blind - provide resource information, advice, advocacy, employment, training and braille/audio transcription for the blind.

E: helpline@rnib.org.uk
www.rnib.org.uk/northern-ireland

0303 123 9999

RNID

Royal National Institute of the Deaf People - offers information, employment learning and training for those with hearing loss.

E: contact@rnid.org.uk
www.rnid.org.uk

0808 808 0123
Text: 073 6026 8988

Stroke Association NI

Northern Ireland only Stroke Specific Charity Helpline number 0303 3033 100 Open to Stroke Survivors, family members and carers. Counselling and SLT available in NI along with other universal services. Check out our Website for full list Stroke Association NI

E: ciara.mcconnell@stroke.org.uk
www.stroke.org.uk

075 1563 2300

Healthy Living Centres

Healthy living centres provide a wide range of health and wellbeing programmes for all age groups.

Arc Healthy Living Centre

116-122 Sally's Wood, Irvinestown,
 Enniskillen, BT94 1HQ
info@archlc.com
www.archlc.com

(028) 6862 8741

Bogside and Brandywell Health Forum

1 Foyle Road, Derry/Londonderry, BT48 6SQ
info@bbhealthforum.org
www.bbhealthforum.org

(028) 7136 5330

Derg Valley Healthy Living Centre

5 Parkview Rd, Castlederg BT81 7BN
martin@dergvalleycare.com

077 5412 6114

Oak Healthy Living Centre

LITE House, Cross Street, Lisnaskea, Fermanagh BT92 0JE
admin@oakhlc.com
www.oakhealthylivingcentre.com

(028) 6772 3843

Old Library Trust Healthy Living Centre
*Healthy Living Centre. Central Drive,
 Creggan, Derry, BT48 9QC*
reception@olt.ie
www.olt.ie

(028) 7137 3870

Omagh Forum for Rural Associations
*Community House, 2 Drumragh Avenue,
 Omagh BT78 1DP*
health@omaghforum.org
www.omaghforum.org

(028) 8225 1559

For details of all Healthy Living Centres: <https://www.hlcalliance.org/#map>

Local Carer Support Groups

Alzheimer's Society

Foyle and Strabane
 E: foyle@alzheimers.org.uk

Dementia Adviser's Foyle:
 07902 345 229
 or 07731 802 191

Omagh
 E: omagh@alzheimers.org.uk

Dementia Adviser Omagh:
 07889 604 702

Fermanagh
 E: fermanagh@alzheimers.org.uk

Dementia Adviser's Fermanagh:
 0772 547 5715
 or 07889 148 927

Arthritis UK - Northern Ireland

Groups meet regularly across the Western Trust area, for information about where and when the meetings take place contact the head office in Belfast.

028 9078 2940

Autism NI Support Groups

These are parent/carers groups and are available in Fermanagh, North West and Strabane.

E: supportgroups@autismni.org

07468 698 861

<https://autismni.org/help-support/support-for-parents-carers/support-groups>

AWARE NI

AWARE NI has an established network of 24 support groups across the country alongside online support group options. Support groups welcome people with low mood, anxiety, depression and bipolar as well as carers for people with mental ill-health.

Find your nearest support group at: <https://aware-ni.org/support-groups/>

Carita Carers Group

Meet alternate Thursday mornings in the Fir Trees, Strabane. Open to unpaid female carers from the Strabane area. The group are committed to me-time and personal development activity. For more information contact via email.

caritacarers@gmail.com

Cause

Our vision is a society, which recognises, respects, values and actively supports the central role of families, partners and friends who care for loved ones who experience severe and/or serious mental illness.

<https://cause.org.uk> Derry/Limavady/Dungiven/Strabane 077 4637 4990
or 075 1506 5296. Omagh & Enniskillen 077 1159 0095

DEEDS (Dementia Engaged and Empowered Derry & Strabane)

DEEDS offers social groups for those living in the early stages of dementia across Derry & Strabane DC. We also offer opportunities for singing with our Mellow DEEDS choir, Men's Exercise and Love to Move Activity Groups. DEEDS support carers who care for someone at home with our Carers Education courses and delivers dementia training out in the community including an immersive dementia experience. This training is open to both professionals and community workers alike.

E: reception@olt.ie

028 7137 3870

Destined Parent/Carer Group

Group is open to Parents/Carers of anyone who has a learning disability.

E: Grainne@destined.ie

(028) 7127 7502



Foyle Downs Syndrome Trust

Parent/Carers support group meets each Thursday at 11am in the Shared Future centre, Irish Street, Waterside, Derry.

E: info@FDST.org.uk

(028) 7134 3991

Fermanagh Down Syndrome Support Group

Open to anyone in Fermanagh who cares for or supports someone with Down syndrome. We hold monthly meetings in Fermanagh House, on the first Wednesday of the month at 8pm, everyone is welcome.

E: fermanaghdssg@gmail.com

07841 652125

Strabane Down Syndrome Group

Open to anyone with Down Syndrome and their families. Join our Strabane Down Syndrome Support Group facebook page for more information.

E: noeleenmccrossan@hotmail.co.uk

Fermanagh MS Society

Here to assist local people affected with MS

E: fermanagh@mssociety.org.uk

077 4296 5124

Foyle Parents & Friends Association

Support network for parents/carers of children and adults at the local special schools and ATCs.

E: foylefpa@gmail.com

(028) 7127 1017

Headway

The brain injury association. Regular meetings in Foyle and Omagh.

E: northernireland@headway.org.uk
www.headway.org.uk

077 8700 9611

Knockavoe FAST

Parent support group for parents of children with special needs in Strabane and surrounding areas.

E: knockavoeFast@outlook.com
<https://olt.ie>

079 0569 4491

North West Migrants Forum

(028) 7136 2184

Omagh Ethnic Community Support

(028) 8224 9750

Parkinson's Support Fermanagh

We meet on the third Wednesday each month in St Michaels community centre at 7pm

E: bertie.hemphill@hotmail.com
www.parkinsonssupport.org

077 3921 3200

Parkinson's UK Foyle

Meet 3rd Wednesday of every month 19.30 – 21.00

E: mchambers@parkinsons.org.uk

078 2545 0219

Parkinson's UK Group Omagh and District

Meet 3rd Tuesday of every month in Omagh Library 14.30 - 1600

E: adantejj@yahoo.com

075 1746 5004

SEFF

SEFF services are open to all innocent victims and survivors of terrorism and other Troubles related criminal violence impacted by the Northern Ireland Troubles. Based in Lisnaskea SEFF facilitate a Carers Support group.

E: info@seff.org.uk
www.seff.org.uk

(028) 6772 3884

Sion Mills and District Carers Group

Open to all unpaid carers in Sion Mills and surrounding district.

E: lyndamcintyre2022@gmail.com

078 9453 0527

Sperrin Carers Support Group

Open to unpaid carers in the Newtownstewart/Castlederg/Killeter, Strabane, Donemana, Gortin, Plumbridge, Ardstraw, Drumlegagh areas. Based in 2000 Centre in Newtownstewart, the group meets the 1st Wednesday in the month September – June.

E: sperrincarers@hotmail.com

077 0800 4954

Strabane Ethnic Community Association

(028) 8775 0211

The Escapists

Meet weekly at the Aisling Centre, Enniskillen. Open to unpaid female carers from Fermanagh. The Escapists are committed to me-time and personal development activity.

E: emccoysidney@aol.com

077 6295 6789

Western Trust Carers Hubs

The Carers Support Hubs are open to all unpaid/informal carers. The hubs are places where carers can come to get information and support from both professional social care staff and other carers. We meet once a month in Derry/Londonderry, Omagh and Enniskillen. For more information please contact us.

E: Carers.Support1@westerntrust.hscni.net

(028) 7135 5023

(028) 6634 4163

or (028) 6634 4217



Carers Mailing List

The Western Trust Carers Support Team maintains a Carers Mailing List (Register).

The primary purpose of this is to keep carers up-to-date with timely and relevant information. If you provide us with an email address, we will send you weekly/ fortnightly updates by email. We recommend that you use a personal email account rather than a work one so that you will continue to receive information should you not be at work. If you do not have an email address, we will post you a copy of our Carers Newsletter which is issued three times a year. The newsletter contains a range of information and invitations to events and programmes that we facilitate.

Another reason for maintaining a mailing list is to be able to provide the Trust with a statistical profile of carers currently known to the service. This is why we ask you for your date of birth and for some information about the person/s you care for.

The profile information gathered regarding carers who have registered helps to evidence future funding proposals and developments; it also helps the Carers Support Team to filter the information they send out.

Your personal information is confidential and is held in line with data protection regulations. We may use data such as your date of birth to confirm who we are speaking to should we need to contact you by phone. Your information is not shared with any other departments or agencies. You may ask to have your details removed at any time.





To sign up for the Carers Mailing List please complete the form on pages 64-65 and either scan to the Carers Support email: **Carers.Support1@westerntrust.hscni.net** or post to us at the address below:



Carers Support Team
Western Trust Community Services Dept
2 Coleshill Road
Enniskillen
BT74 7HG



You can also sign up by visiting our website:
<https://westerntrust.hscni.net/service/carers-support-service/carers-mailing-list/>

Alternatively you can call us and we will take your details over the phone:

028 6634 4217 or **028 6634 4163**
(Omagh & Fermanagh)

028 7135 5023
(Strabane, Limavady & Derry/Londonderry)

For further information, visit our Website:
www.westerntrust.hscni.net/service/carers-support-service/

Or Scan the QR Code



Western Health & Social Care Trust Carers Mailing List

To sign up for the Carers Mailing List please complete the form on the next two pages and scan to the Carers Support email or post to the team. Alternatively you can call the team and they will take your details over the phone.

CARER DETAILS

Title:* Mr / Mrs / Miss / Ms (*please delete)

First Name:

.....

Surname:

.....

Address:

.....

.....

Town:

.....

County:

Postcode:

.....

Telephone:

.....

Mobile:

.....

D.O.B:

.....

Email:

.....

Race / Ethnic Origin:

White Black African Bangladeshi Pakistani

Black Caribbean Irish Traveller Chinese

Indian Filipino Mixed Ethnic Group

Black Other

Any other Ethnic Group (please specify)

.....

Is English your first language? YES NO

Continue overleaf

CARED FOR PERSON'S DETAILS

So that we can make sure information being sent to you is relevant, we need some information about the person you care for.

Please Tick Below

- Age 0–18 19–64 65 and Over
- Learning Disability ASD Physical Disability
- Dementia Arthritis Diabetes Alzheimer's
- Heart Condition CVA/Stroke Kidney Disease
- MS Parkinson's Disease Old and Frail
- Downs Syndrome Brain Injury Mental Health

Other (please specify)
.....

Carers Consent

- I would like to register with the Western Trust Carers mailing list to receive information.
- I would like a member of the carers support team to contact me.

Carer Signature:

Please complete all information as far as possible and return to:

Carers Support Team
2 Coleshill Road
Enniskillen
BT74 7HG

or

Scan to: Carers.support1@westerntrust.hscni.net

Useful Name and Numbers

<p>NAME</p> <p>ROLE</p> <p>PHONE / EMAIL</p>
<p>NAME</p> <p>ROLE</p> <p>PHONE / EMAIL</p>
<p>NAME</p> <p>ROLE</p> <p>PHONE / EMAIL</p>
<p>NAME</p> <p>ROLE</p> <p>PHONE / EMAIL</p>
<p>NAME</p> <p>ROLE</p> <p>PHONE / EMAIL</p>

Making a Complaint

The Western Trust needs to know if you are unhappy with how you have been treated or if the Trust's performance is not up to standard, so they can improve.

Anyone who receives, requests or is directly affected by our services, or a service contracted or commissioned by us, can make a complaint. This includes the representative of someone who is dissatisfied with our service (for example, a relative, friend, advocate or adviser). If you are making a complaint on behalf of someone else, this will normally require the person's verbal or written consent.

How do I complain?

You can complain in person at the place where you have received care, treatment or advice, or where the incident that you want to complain about happened.

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. Please talk to a member of our staff at the service you are complaining about. They will always try to resolve any problems on the spot if possible.

You can also complain by using our online web form Online Complaints Form, by email, or in writing. Alternatively you can complete a Complaints Form (https://westerntrust.hscni.net/download/105/compliments-comments-and-complaints/707/complaints_form.pdf) and send to our office.



For further information follow the link below:

<https://westerntrust.hscni.net/contact-us/complaints-comments-and-compliments/>



The Western Trust Complaints Department can be contacted at:

By post:

Complaints Department Trust Headquarters
MDEC
Altnagelvin Area Hospital
Londonderry
BT47 6SB

By Email: complaints.department@westerntrust.hscni.net

Compliments

We also like to know when users have been impressed or pleased with our service. We can use these examples to share best practice amongst our staff. In addition, compliments can help boost morale. Please submit your Compliments to: compliments@westerntrust.hscni.net

The Patient and Client Council can also provide free advice and help to anyone making a complaint. Call free on **0800 917 0222** or visit their website on: www.patientclientcouncil.hscni.net

The Western Trust welcomes all feedback. Care Opinion is a public facing website where anyone who experiences a health and social care experience in the last three years can leave their feedback anonymously free of charge and staff in services respond to your story.

All feedback is valued and used for service improvement.

You can leave feedback in 3 different ways:

Website: www.careopinion.org.uk

Freephone: **0800 122 3135**

Freepost feedback form contact: **07833 402847** or email to: tellyourstory@westerntrust.hscni.net

Please note if you have an open formal complaint you can still submit your story on Care Opinion however you may experience a delay in the publication of the story until the complaint is closed.



Getting help in an Emergency



It's important you know what to do to get help in an emergency. Remember that if you have an urgent medical emergency, you should contact your own doctor, district nurse or the emergency services on 999 depending on the situation.

Social Work 'Duty System'

(See telephone numbers on page 43)

When contacting the social worker involved with your loved one's case by phone, you may go through to voicemail. This can be for a number of reasons. It may be that the member of staff is on the phone to someone else or has stepped out of the office for a few minutes. If the member of staff is out of the office for an extended period of time e.g. on training or leave, the greeting on the voicemail will advise you of this. The greeting will also advise you that if your query is urgent then you should re-dial and ask to speak to the duty social worker.

This service is for urgent situations that cannot wait until your own social worker is back in the office. Please note that the duty social worker can be busy so if you get the duty social worker's voicemail, please leave a clear message with your name and telephone number and your call will be returned as soon as possible.

Out-of-hours Regional Emergency Social Work Service

T: (028) 9504 9999

Social Services operate an emergency response service after normal working hours, which means after 5pm on weekdays and all day at weekends. If you find yourself in a crisis you can contact the service to discuss your situation and find out if any advice or practical help may be available. This service is designed to cover emergency situations only and staff will not be able to deal with routine matters that can wait until you are able to contact your keyworker or social worker the next working day.

District Nursing

Contact your GP Practice to make a referral to District Nursing. Outside of Practice hours please contact Western Urgent Care (see number below).

If you are *not in receipt of district nursing services* please ring Western Urgent Care.

Western Health & Social Care Trust Hospital Numbers:



South West Acute Hospital
(028) 6638 2000



Omagh Hospital
(028) 8283 3100



Altnagelvin Area Hospital
(028) 7134 5171



Regional Out of Hours Social Work Service
(028) 9504 9999



Western Urgent Care Out of Hours GP
(028) 7186 5195



Find out more:

www.westerntrust.hscni.net/service/regional-emergency-social-work-resws/



The Western Health & Social Care Trust
Community Services Dept.
2 Coleshill Road, Enniskillen, BT74 7HG
Tel: (028) 6634 4163 / (028) 7135 5023
Email: carers.support1@westerntrust.hscni.net
Web: www.westerntrust.hscni.net

*For copies in large print, braille or languages other than English,
contact us on the telephone number or email address above.*

*This booklet has been produced by the Western Health & Social Care Trust.
Every effort has been made to ensure that the contents of this publication are correct at the time of printing.*