

Carer Support

Depending on the locality, support for carers may be provided by the NHS, Adult Social Care and/or voluntary sector organisations. Some of our services are integrated services and we work in partnership to support carers. Our leaflet includes key contacts for local support.

Carers UK and **Carers Trust** are the two national charities who provide detailed information for carers regarding their rights and how to access support, guidance and advice.

Web: carersuk.org

Call: 0808 808 7777

Email: advice@carersuk.org

Web: carers.org

Call: 0300 772 9600

Email: info@carers.org

Carer's Assessment

Under the Care Act 2014, local authorities have a legal duty to provide adult carers with a Carer's Assessment. The assessment is free and separate from the needs assessment the person you care for might have.

It looks at your physical, mental and emotional needs.

Any carer who needs support can have an assessment regardless of the amount or type of care they provide, finances or level of need for support.

Visit our website for more information.



berkshirehealthcare.nhs.uk



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Berkshire Healthcare
NHS Foundation Trust

Friends, Family & Carers

Information & Support

Definition: A carer is anyone, including children, who looks after a family member, partner, or friend who needs help because of their illness, frailty, disability, a mental health problem, or an addiction, and cannot cope without support. The care they give is unpaid.

Caring can take a variety of forms, such as personal care, practical help with things like shopping or housework, emotional support, or help with managing behaviours or relationships.

You don't have to be living with the person you support to be helping to care for them. You could be helping for a few hours a week or supporting them full time.

Read our leaflet to learn more about how you can access information, guidance and support for carers.



Information for carers

Key local contacts:

Information for carers



Windsor & Maidenhead

Royal Borough of Windsor & Maidenhead Council

Support for carers in Windsor & Maidenhead

Web: rbwm.gov.uk/adult-social-care/support-carers

Call: 01628 683 744

Email: adultsocialcarefrontdoor@rbwm.gov.uk

Support for young carers in Windsor & Maidenhead

Web: family-action.org.uk/services/windsor-and-maidenhead-young-carers-service/

Call: 01628 626 991

Email: rbwm.yc@family-action.org.uk

Community Directory

Most local areas have developed community services directories to citizens access services and information. These resources are a good starting point to identify support in your area.

Web: rbwmtogether.rbwm.gov.uk/hub-page/carers-hub

Recovery Colleges

Recovery colleges offer free mental health and wellbeing courses, workshops and support groups. Sessions are designed to help people with their recovery and/or support carers to empower you to find new ways of responding to difficult experiences.

Respite

Not all Social Care is funded and sometimes individuals' source and fund their own care, including respite care. Investigate the local respite care offer by contacting your local authority. Details should be on the community directory.

Web: crossroads-care.org

Call: 078 3449 031

Email: care@oxfordshirecrossroads.org.uk

The Advocacy People

An independent charity promoting your right to be heard.

Web: theadvocypeople.org.uk

Call: 0300 440 9000

Email: info@theadvocypeople.org.uk

Healthwatch

Want to hear about your experiences & act as a health and social care champion.

Web: healthwatchwam.co.uk

Call: 0300 0120184

Email: info@healthwatchwam.co.uk



Local Support: Mental health & wellbeing

Breathing Space (Wokingham, Reading, West Berkshire)

A safe and welcoming space for anybody aged over 18 experiencing emotional distress and struggling to cope. You can access Breathing Space in person at the central Reading hub, online via video chat, or on the phone. Support **every evening** of every week, including Bank Holidays. 5pm until 11pm.

Web: together-uk.org/service-finder/berkshire-west-breathing-space/

Call: 0800 002 9091

Email: breathing-space@together-uk.org

East Berkshire Safe Haven (Slough, Windsor & Maidenhead, Bracknell)

Out of hours mental health support to anyone aged 18 and over. Emotional support and information if you are in crisis or feel you are heading towards a crisis situation.

1:1 emotional support; help in creating staying well and crisis plans and supports visitors to access other services and organisations that may be useful to them.

Web: mhm.org.uk/east-berkshire-haven

Call: 07790 772 863 (Thurs – Sun 5pm-11pm)

Email: east.berkshirehaven@nhs.net

Address: 54 High Street, Slough, SL1 1EL

Let's Connect Community Wellbeing Network (Maidenhead, Newbury, Reading, Slough, Windsor, Wokingham)

A social network to support your wellbeing, by helping you connect with others, organisations, services, and opportunities in our community.

Regular meetings for you to build a social network or to simply have contact with someone. You could also have up to six individual meetings to help you think about what you would like to do or connect with in your life.

Web: berkshirehealthcare.nhs.uk/lets-connect-network

Call: 0300 365 4440

Email: LetsConnect@berkshire.nhs.uk

Talking Therapies

It is essential to look after your own wellbeing to ensure you can continue your caring role.

Talking Therapies offer several self-help workshops and therapies you can access:

- Wellness workshop
- Stress-less workshop
- Guided self-help
- Cognitive Behavioural Therapy

Web: talkingtherapies.berkshirehealthcare.nhs.uk

Call: 0300 365 2000 (press 2)

Email: talkingtherapies@berkshire.nhs.uk



National Charities: Supporting mental health & wellbeing

Mind

Mind offer tips on their website to help you take care of your own mental wellbeing and provide helpful factsheets on mental health conditions.

Web: mind.org.uk/

Web: mind.org.uk/information-support/tips-for-everyday-living/wellbeing/wellbeing/

Rethink Mental Illness

Provides expert advice and information to anyone affected by mental health illness. Includes information on mental health conditions in an easy to read and relatable format.

Call: 0808 801 0525

Web: rethink.org

Samaritans

The Samaritans is a 24-hour confidential, listening service providing emotional support to anyone in crisis.

Call: 116 123

Web: samaritans.org/branches/

Shout

Text **Shout** to **85258** – free, confidential, anonymous 24/7 text support service.

Hub of Hope

The Hub of Hope is a directory of mental health support and services across the UK. Service listings on the platform are for information purposes only and not in any way endorsements or recommendations of the specific service.

Web: hubofhope.co.uk

Alzheimer's Society

Alzheimer's society Advisers provide support by phone, email, social media and through the online forum Talking Point

Call: 0333 150 3456

Web: alzheimers.org.uk

Age UK

Services for older people, including respite care, social clubs, local groups, support with recovery, befriending and visiting schemes, as well as practical help at home.

Call: 0800 678 1602 (8am – 8pm, 365 days a year)

Web: ageuk.org.uk

Sport in Mind

Sport in Mind offer activities across Berkshire (such as free Yoga, Pilates, Tennis and Football classes for people (and their carers) that engage with our Community Mental Health teams.

Web: sportinmind.org/berkshire2

Men's Sheds Association

Primarily, for men an enjoyable way to stay socially integrated improving wellbeing

Call: menssheds.org.uk/find-a-shed

Wellbeing

Sometimes being a Carer can lead to being treated in an abusive or neglectful manner, if you have any concerns please ask for help, there are organisations out there to help you.

Web: carersfirst.org.uk/help-and-advice/topics/dealing-with-abuse-or-neglect-as-a-carer



Parent Carer Information

Parent Carer Forums

Parent carer forums are groups run by parents and carers of children and young adults (0 to 25) with special educational needs and disabilities (SEND). Their aim is to make sure that services in their area meet the needs of disabled children and their families.

Bracknell

Web: bracknellpcf.com
Email: bracknell.pcf@gmail.com

Slough

Web: specialvoices.co.uk
Call: 07990 693439
Email: info@specialvoices.co.uk

Wokingham

Web: sendvoiceswokingham.org.uk
Email: info@sendvoiceswokingham.org.uk

Royal Borough of Windsor & Maidenhead

Web: rbwm.afcinfo.org.uk/pages/local-offer/information-and-advice/send-voices-rbwm-parent-carer-forum
Email: info@svrbwm.org.uk

Reading

Web: readingfamiliesforum.co.uk
Call: 07516 185380
Email: info@readingfamiliesforum.co.uk

West Berkshire

Web: directory.westberks.gov.uk/
Call: 01635 285170
Email: admin@westberkssendpcf.co.uk

Information for parent carers

Getting Help Now: Autism

Web: cypf.berkshirehealthcare.nhs.uk

Maidenhead Mencap

Web: mencapmaidenhead.co.uk
Call: 01628 670838
Email: info@mencapmaidenhead.co.uk

GEMS (East Berkshire – Slough, Windsor, Maidenhead & Bracknell)

For information & access to workshops sharing expert advice on how to support people with Autism and ADHD in East Berkshire.

Web: gems4health.com
Call: 01753 373 244 or 0800 999 1342
Email: gems.4health@nhs.net

Young Minds

Support for parent carers concerned about their child or young person's mental health.

Web: Youngminds.org.uk
Call: 0808 802 5544

ChatHealth

Messaging service for parents (5-19 years olds) to help support emotional health & wellbeing.

Web: cypf.berkshirehealthcare.nhs.uk
Text: 07312 263194

Youthline (Counselling for Young People aged 12 -25) Offers a counselling service to parents/carers of young people (Bracknell)

Web: Youthlineuk.com
Call: 01344 311200
Email: ask@youthlineuk.com





Additional Information

Learn more about health conditions

To help you in your caring role, find out more about the health condition(s) of the person you care for, their treatment and medication. NHS Choices features a searchable A-Z listing of conditions. For each condition searched there is a separate page on symptoms, causes, diagnosis, treatments and advice on how to live.

Ask your GP about social prescribers and whether they may be able to help you and link you to other agencies and support.

Web: [nhs.uk](https://www.nhs.uk)

Web: [nhs.uk/practical-tips-if-you-care-for-someone](https://www.nhs.uk/practical-tips-if-you-care-for-someone)

Checking your benefit entitlement

As a carer, you may be entitled to certain benefits. You can use an independent, free and anonymous benefits calculator to check what you could be entitled to.

Web: [gov.uk/benefits-calculators](https://www.gov.uk/benefits-calculators)

Council Tax Exemption or Discount

As a carer you may be entitled to a discount on your council tax bill if you meet certain criteria. Check out the guidance from Carers UK and seek advice from your local authority.

Web: [carersuk.org/help-and-advice/financial-support](https://www.carersuk.org/help-and-advice/financial-support)

Green Doctors Thames Valley

Free service that can help you with energy and water bills.

Web: [greendoctors.org.uk](https://www.greendoctors.org.uk)

Call: 0300 365 3005

Household Support Fund

You may be able to get help with essential costs from your local council. This is sometimes known as the Household Support Fund. Councils decide how to run their schemes so check with your local council.

Web: [gov.uk/cost-living-help-local-council](https://www.gov.uk/cost-living-help-local-council)

Support for carers that work

Speak to your manager or HR team to find out what support your employer provides to working carers.

Remember you have some statutory rights including up to a week of unpaid leave.

Citizens Advice

Your local citizens advice may be able to help with any questions or queries.

East Berkshire residents:

Call: 0808 278 7914 (Bracknell, Maidenhead, Windsor)

Call: 0808 812 7022 (Slough)

Web: [caeb.org.uk](https://www.caeb.org.uk)

West Berkshire residents:

Call: 01635 516605 (West Berkshire)

Web: [citizensadvicewestberkshire.org.uk](https://www.citizensadvicewestberkshire.org.uk)

Call: 0808 278 7819 (Reading)

Web: [citizensadvicereading.org.uk](https://www.citizensadvicereading.org.uk)

Call: 0808 278 7958 (Wokingham)

Web: [citizensadvicewokingham.org.uk](https://www.citizensadvicewokingham.org.uk)

