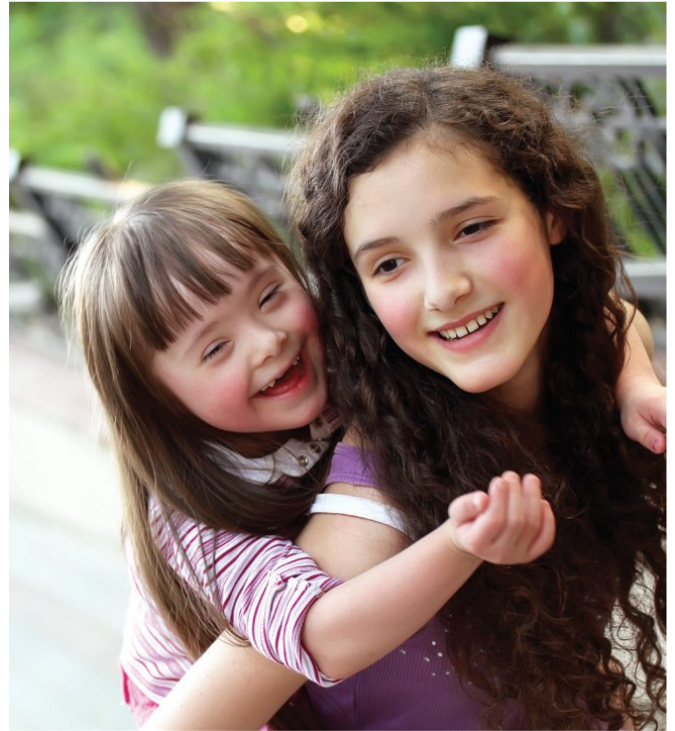


Croydon Carers Plan



2018 to 2022

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Some hard words are in **pink**.
They are in a word list on **page 17**.

about carers



Carers are people who look after family members, loved ones or friends or neighbours who need help. This can be because of

- an illness
- a disability
- old age



Carers are very important. Their help can mean people can stay at home and be looked after by people they know and love.

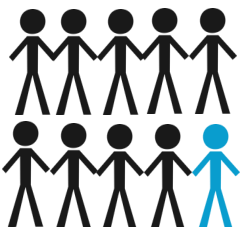
Carers help with things like



- washing and dressing
- taking medicine
- housework
- going to appointments
- looking after money
- cooking and shopping
- feeling happy and well



Carers can be children and young people as well as adults. Young people sometimes look after parents, grandparents, brothers or sisters or other family members.



In Croydon 1 person in every 10 people is a carer.



Carers do not get paid. If this work was done by paid carers Croydon would have to spend 654 million pounds on it.



Caring for someone is a hard job. Carers sometimes have difficult feelings or get ill. Most carers say they are

- tired
- stressed
- not sleeping well.



Some carers have pains in their body because they have to lift or carry the person they look after. Some have health problems because of their caring work.



If a carer gets really hurt or ill their loved one might need to go to hospital to be looked after.

how we support carers in Croydon



The law says that Croydon Council must do a check of carers' needs. This is called a Carers Assessment. The council has to make sure carers get support to look after their loved one and to stay well and happy themselves.



The Carers Support Centre is the main place for carers to get help in Croydon.



They offer carers

- advice and support
- workshops
- wellbeing and social activities
- information sessions
- support groups



The Carers Support Centre can help carers find lots of different services like

- counselling
- support with mental health problems
- short breaks
- befriending
- support for young carers





- support for carers with jobs
- money to hire rooms for meetings and events
- support for carers who look after loved ones with dementia
- lunch clubs and day centres
- getting a Carers Assessment and personal budget



Carers Support Centre
24 George Street
Croydon CR0 1PB



020 8649 9339



info@carersinfo.org.uk

who can help?

Croydon Mencap 	Carers Advice and Support Service 020 8684 5890 support for people with a learning disability and their families. They offer carers <ul style="list-style-type: none">• Carers Assessments• social outings and coffee mornings• advice and support with benefits and planning for the future
Mind in Croydon 	Carers Support Service 020 8668 2210 support for people with mental health problems and their carers. They offer carers <ul style="list-style-type: none">• information and advocacy• meetings and workshops• counselling
Parents in Partnership 	Parents in Partnership 0208 663 5626 support for parents and carers of young people with extra needs and disabilities. They offer carers <ul style="list-style-type: none">• training and workshops• help to find out information• 1 to 1 advocacy to sort out problems• a parents forum to work with the council and other services

**Croydon
Neighbourhood Care
Association**



020 8662 1000

A member organisation that runs local day centres and lunch clubs. They support people who need care and can give their carers a break.

They also offer a befriending service for carers.

**Horizon Care and
Welfare Association**



020 8665 0921

homecare service who can look after people with different support needs like

- **dementia**
- learning disabilities
- physical disabilities
- mental health problems

They can care for a person so that the family carer can have a break.

Turning Point



Croydon Recovery Network

0300 123 9288

support for people who have drug or alcohol problems and their families and carers. They offer carers

- support groups
- training
- counselling

about this plan

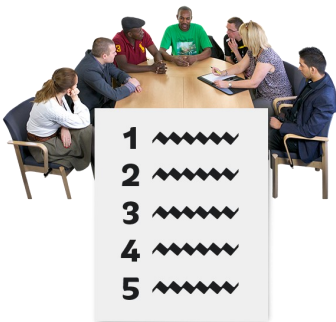


Croydon Council and Croydon **Clinical Commissioning Group** worked with other organisations and with carers to make this plan.



They held workshops with carers and people who work with carers. They thought about what Croydon could do to support carers better. 239 people came to the workshops. There were 2 surveys on the internet too.

what we will do



We have listened to what carers and people who work with carers think. They have told us what to do to help carers. We have split up the things to do so that we will do the most important ones first.

All our plans are on the next pages.

most important

1. Carry on giving the same support as we have before



Assessments to check what help carers need



Activities for carers including

- support from other carers
- physical activity sessions
- therapies like massage
- health and wellbeing sessions
- training and education about caring and mental wellbeing



running the Carers Support Centre



advice about benefits and rights



information and advice on the internet



talking to companies about what help carers need to get jobs and what help they need at work.



support for young carers



counselling



helping carers with their **personal budget**

2. Make sure more people know about carers Make sure carers get good information



Talk to schools and colleges about young carers so they get good support there



Make it clear what services the council is paying for and check that they work well



Check how good respite care is in Croydon and make changes if they are needed



Tell more people about the help we can give carers



Find out about more carers so we can help them



Make the council's information better on the internet



Talk more about what is good about caring. Find ways that carers can support each other.



Make help for carers fit better into other help the council gives.



Make it easier for carers to get therapy and help with their **mental health**

next most important

Share things that are good about caring
Help carers communicate with each other and with services



Tell people about carers who are successful at work and have their own business as well as caring for someone



Use the internet more for finding out what carers think and for helping them talk to each other



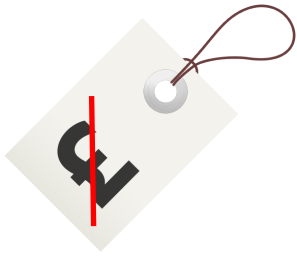
Put information about caring for someone into social services information packs



Have more training for carers



Check the support for people who are not carers anymore including people whose loved ones have died



Have money off discounts for carers



Have a carers card or passport so that people can show they are carers and what help they need



Work with health services like GPs to find out who is a carer



Have more meetings with young carers to find out about what they think



Make sure health and social services know more about what carers do and include them in plans and decisions



Find ways to show that it is okay for men to be carers as well as women

third most important

Get more organisations to know about carers
and help them better



Get local companies to put money up to have
events for carers



Have different physical activity sessions for
different ages



Make sure Croydon Council staff can include
information about carers in their emails



Help dentists and chemists to find out who is a
carer



Work with the Croydon Clinical Commissioning
Group to get better at working with carers when
their loved ones leave hospital



Help Croydon Council staff spend time as volunteers



Offer free swimming for young carers all the time not just in holidays



Check if schools and colleges are supporting young carers well

what happens next



Croydon Council and Croydon Clinical Commissioning Group will work together to make this plan happen. There will be ways for other people and organisations to get involved.



The **Carers Partnership Group** will check the plan is happening.



Croydon Council will do a check every year to see if things are getting better for carers.

word list

dementia

a type of disease that happens to your brain. It makes you confused and forgetful.
It includes diseases like Alzheimers.

Clinical Commissioning Group

a group of doctors who decide how to spend money on local health services

personal budget

money people get from the council to pay for support

mental health

the way people think and feel.
If someone's thoughts or feelings are making their life hard then they may have a mental health problem.

Carers Partnership Group

a meeting for organisations that work with carers in Croydon. They talk to the council about what carers need and how to make things better for them.

organisations who helped make this plan



Croydon Clinical Commissioning Group

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