



# CARER'S SUPPORT PACK

2025/2026



Cannock Villages PCN In partnership with Cannock Medical Group

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# What Support Is Available In Staffordshire?



**Staffordshire  
Together for Carers  
Service**

Staffordshire Together for Carers Service is available to young carers (aged 5-18), and adult carers (18+) who either live in Staffordshire, or are registered with a Staffordshire GP or are providing unpaid care to someone that lives in Staffordshire.

The service offers 1-1 and group-based support, information and guidance to help adults and young carers continue in their caring role. A full list of services can be found on their website.

To find out how they can help and arrange to be contacted by a member of their team, you either call or email as per details below. Alternatively, you can complete the online registration form on their website.

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

✉ [enquiries@staffordshiretogetherforcarers.org.uk](mailto:enquiries@staffordshiretogetherforcarers.org.uk)

**Tel: 0300 303 0621**



Staffordshire Connects is an online tool that helps you find community support groups, organisations and services near you.



## Adult Social Care Support



### Staffordshire Cares

✉ [staffordshirecares@staffordshire.gov.uk](mailto:staffordshirecares@staffordshire.gov.uk)

**Tel: 0300 111 8010**



### Staffordshire Community

#### Help Points

✉ [community.helppoints@staffordshire.gov.uk](mailto:community.helppoints@staffordshire.gov.uk)



CHS Healthcare offers free support to individuals and their families who require assistance sourcing the right kind of care. This service is specifically for people who are responsible for funding their own care.

✉ [enquiries@chshealthcare.co.uk](mailto:enquiries@chshealthcare.co.uk)

**Tel: 0808 175 3609**





# What Support Is Available In Walsall?

## Support For Young Carers



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

- Adult Carers 26-95+ caring for an adult
- Parent Carers
- Access our Carer Support across Walsall
- Parent Carers can apply for a FREE Max Card to benefit from discounted days out
- Find out about Groups and Training for Carers in Walsall
- Find Information for Professionals

## Register As A Carer

[www.walsallcarershub.org.uk/carer-registration/](http://www.walsallcarershub.org.uk/carer-registration/)

## For Wellbeing Check And Assessment

[Walsall Carers Hub Wellbeing Check and Assesment](#)



Contact **Walsall Carers Hub** on **01922 616 798**

✉ [info@walsallcarershub.org.uk](mailto:info@walsallcarershub.org.uk)

To find out more or to arrange a Carer's Assessment, contact Adult Social Care:

**Tel:** 0300 555 2922

**Textphone:** 07919 014 925

✉ [initialintake@walsall.gov.uk](mailto:initialintake@walsall.gov.uk)

**Walsall Carer's Events and Groups**



## Walsall Council Children and Young People

- Are you a young carer?
- Should you become a young carer, what help is available?
- Young carers assessment
- Young carers ID card



## Young Carers ID



The ID card helps young carers champions, school nurses, schools, GPs, and social care practitioners to recognise you as a young carer.

## Walsall Young Carer Support leaflet



The Walsall Young Carer's Group (9-18 year olds) meet weekly at **My Place**, a group that allows you to take some time away from your responsibilities at home, meet other young Carers, make friends and have fun! Contact young Carers early help for more info on support.

✉ [YoungCarersEarlyHelp@walsall.gov.uk](mailto:YoungCarersEarlyHelp@walsall.gov.uk)



**Learn more about My Place**



**Walsall Young Carers Service**

Supporting you in your caring role





# Carer's Assessment And Assessment Of Needs

If you care for someone, you can have an assessment to see what might help make your life easier. This is called a **Carer's assessment**. It might recommend things like:

- putting you in touch with local support groups so you have people to talk to
- advice about benefits for carers
- someone to take over caring so you can take a break
- gym membership and exercise classes to relieve stress
- help with taxi fares if you don't drive
- help with gardening and housework
- training how to lift safely

A Carer's assessment is free, and anyone over 18 can ask for one. It's separate from the **needs assessment** the person you care for might have, but you can ask to have them both done at the same time. To arrange a needs assessment in:

**Staffordshire Tel:** 0300 111 8010

**Walsall Tel:** 0300 555 2922

## For Statutory Carer's Assessments:

**Stafford County Council - Staffordshire Carers**

**Adult Carers Tel:** 0300 111 8010

**Young Carers Tel:** 01785 278444

✉ [firstcontactcarers@staffordshire.gov.uk](mailto:firstcontactcarers@staffordshire.gov.uk)

**Walsall County Council**

Contact Walsall Carer's Hub on:

**Tel:** 01922 616 798

✉ [info@walsallcarershub.org.uk](mailto:info@walsallcarershub.org.uk)



Source: image by halfpoint@halfpoint



**Carers UK's free helpline  
on 0808 808 7777**



**Age UK's free helpline  
Tel: 0800 678 1602**



**Independent Age's  
free helpline  
Tel 0800 319 6789**



**Contact's free helpline for  
families with disabled children  
on 0808 808 3555**





# Parent and Family Carers

## Stay Well Service



'Stay Well' will support Children and Young people aged 5-18 years old (25 years with SEND) who live in Staffordshire & Stoke On Trent with mild to moderate mental health and emotional wellbeing needs. Referral route: Self or Professional referral. See details on their website:

[www.staffs.staywellcyp.org](http://www.staffs.staywellcyp.org)

## Action For Children



Action for children offer parenting support from covering developmental and additional needs, family life and school amongst other other things. They also offer a 'Talk to us' service offering free and confidential live chat with a parenting coach.



Staffordshire Together for Carers Service



## Online Parent Carer Peer Support

Join other parent carers in this monthly online session to access peer support, information and signposting. Led by Staffordshire Together for Carers Information and Support Officers.

Every third Thursday of the month.  
7:00pm to 8:00pm.

### Zoom Link -

<https://us06web.zoom.us/j/86939342507?pwd=u-J2mrVk2hG0Ue8ic2rbcsMAXJVjshn.1>

**Meeting ID** - 869 3934 2507

**Password** - 032791



## First Contact

Parent carers are parents caring for a child with a disability or extra support needs. An adult caring for a child with additional needs can get support through the First Contact Team (for children up to 18 years).

There is support available for children and young people with a disability or additional need and their families who live in Staffordshire:

- Aiming High (short breaks)
- Social work
- support Blue badge parking scheme
- Equipment and adaptations Families First

✉ [firstcontactcarers@staffordshire.gov.uk](mailto:firstcontactcarers@staffordshire.gov.uk)

**Tel:** 0300 111 8010

**Text:** 0796 673 8920



Contact has a wealth of information available for parent carers with children living with a disability

## Contact Family Advice Service

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

**Freephone Tel:** 0808 808 3555

Monday to Friday.

9:30am to 5:00pm





# Young Carers



## A Young Carer is someone:

- Under the age of 18
- Who looks after a family member of a friend struggling with an illness, a disability, a mental health issue or an addiction.

**A Young Carer assessment** is a way for you to talk about the caring you do and to get support from your local council.

If you care for someone and you are 17 or younger, you have a right to a young carer assessment, no matter how much time you spend caring.

## What can it help me with?

- Find out if you are a young carer
- Look at your needs and find out if you're happy looking after someone or if it's too much for you.
- Find things that can help you look after someone or give you coping strategies.
- Talk about and make plans for your education, your hobbies, and your future.



[Young carers | Action For Children](#)



**Sidekick | Helpline for Young Carers | Action for Children**

## What can it give me access to?

A local young carer service. They may have activities for you to relax, have fun and meet other young carers. A trusted support worker will work with you to create a support plan for things you need at home, at school, or for yourself. Financial support or local discounts.

## Action For Children - Sidekick Service

[www.sidekick.actionforchildren.org.uk](http://www.sidekick.actionforchildren.org.uk) has lots of advice for young carers including free text talk sessions for support.

Want to talk things through? Message Sidekick for support.

**Text:** 07888 868 059

✉ [help@sidekick@actionforchildren.org.uk](mailto:help@sidekick@actionforchildren.org.uk)



**Staffordshire Together for Carers Service**



Click the QR code above to view a video about how the service can help young carers

## The Children's Society

This society helps young carers, families and those who work with young carers.

The Children's Society





Carer's Trust UK have a handy online booklet

## Know your rights

This is a great source of info for you as a Young or Young Adult Carer to find info about your entitlements.



## Supporting you and your mental health

### YOUNG MINDS



[Young Minds](https://www.youngminds.org.uk)

### Carers Card UK

is a Carers ID card available to Young Carers age 16 and over, cost's just £8 for 2 years and gives Carers access to:

- online discounts on big high street brands, theme parks, cinema, theatre, days out, and travel access to a Carers.
- circle well being hub and support app directly on your phone .



[Carers Card](https://www.carerscard.co.uk)

## School



[The Children's Society](https://www.childrensociety.org.uk)

It's often difficult juggling all your school work and your caring responsibilities. If this is the case, it's good to ask for help. There is plenty of support out there for you.

### The Children's Society

have helpful information, for you if you are struggling to keep up, need extra time or help with your work, or experiencing bullying at school.

[www.staffs.staywellcyp.org](https://www.staffs.staywellcyp.org)



# Financial Advice And Support

There are several financial supports available for Carers in the UK. These includes:

- Carer's Allowance
- Carer's Credit which is National Insurance credit
- The Carer's Element of Universal Credit
- Additional grants from local councils
- PIP

**CAB** has a great page with in depth insight on **Carer's Allowance** which is a benefit for people who are giving regular and substantial care to a person living with a disability, subject to meeting a criteria.

CAB also deliver run the **Potteries Moneywise** is a project within Staffordshire North & Stoke on Trent.

Providing Carer's with the knowledge and abilities to manage their household finances confidently, maximise income and reduce outgoing expenses.

**Gov.uk** has a page on '**Benefits and financial support if you're caring for someone**' that provides information on help if you regularly spend time caring for someone.

**Carer's Trust** also have a wealth on financial support for Carers on their page: <https://www.carersuk.org/help-and-advice/financial-support/>

**TURN2US** has a benefits calculator that can assist you with information on benefits you may be entitled to, **Cannock Advice Centre** can also offer advice .

## The Cared For

If the person you care for has a long-term illness or disability and are of State Pension age, they may be entitled to a benefit called **Attendance Allowance**. Attendance allowance helps with extra costs if you have a disability severe enough that you need someone to help look after you. You could get extra **Pension Credit, Housing Benefit** or **Council Tax Reduction** if you get Attendance Allowance

You do not have to have someone caring for you in order to claim for this.

If you are under State Pension age, you may be eligible for **Personal Independence Payment (PIP)**.

If you're 16 or under, you may be eligible for **Disability Living Allowance (DLA)**.



Speak with an advisor online

Staffordshire South West

- Cannock Office

Tel: 0808 278 7874

Walsall Office

Tel: 0808 278 7812



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



[www.gov.uk/browse/benefits/help-for-carers](http://www.gov.uk/browse/benefits/help-for-carers)



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



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



# The Importance Wellbeing and Self-Care

SELF CARE

Maintaining your health and wellbeing, provides the energy and capacity to navigate your caring role and other parts of your life such as family and work. Good health and wellbeing means that you can provide the best care to your loved one and yourself.

## Some important tips for Carers include:

- Tend to your health, attend annual **health checks**
- Don't ignore symptoms, Seek advice if you have health concerns - use **NHS symptom checker**
- Ask for help when you need it take time for yourself (e.g little escapism's/respice services)
- Exercise, eat healthily and sleep well
- Relax as regularly as possible and keep up social contacts
- Attend a Carer's group for support, access all available services and funding
- Acknowledge your feelings and accept them as a natural response
- If you are feeling overwhelmed by your feelings, speak to our **mental health team** for some tips on ways to regulate your feelings and some ideas on self-soothing.

## NHS Better Health

The **NHS Better Health** site is a great source of information promoting healthy lifestyle changes and practices. The site's **Mental Well-being** page provides tips on Mind Plans, Self-Help **CBT Techniques**, Meditation, **Sleep** and Mindfulness. Introducing some of these techniques and practices into your day-to-day life, can help improve your mental and physical wellbeing, helping you to cope better with the every day challenges faced when providing care for someone.

## Carers Wellbeing Peer Support Drop In

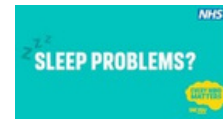
**Changes** offers a weekly virtual wellbeing drop in, giving Carers access peer support in a safe space to explore wellbeing and coping strategies held every Friday, 10.30am to 11.30am. See our **Local Supports Group** page for more info.

## Take a Break

Everyone deserves time out. You may care for a relative or are in need of care yourself. **Taking a break** from your usual routine can do the world of good.



**NHS Symptom Checker**



**Better sleep**



**NHS Talking Therapies**



**NHS Mental Health Wellbeing**



**Cannock Chase Can App**



**Changes**



**Staffordshire Health App Finder**







# Taking A Break

When you're caring for someone it can be easy to keep putting their needs before your own. Taking a break is essential for keeping your own well-being on track

The main types of respite care are:

- Day care centres
- Homecare from a paid carer
- Short stay in a care home
- Getting friends and family to help
- Respite holidays
- Sitting services

The [NHS](#) have a great wealth of information on respite for carers, you can also find support on the [Staffordshire County Council site](#).



[www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/carer-breaks-and-respite-care/](http://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/carer-breaks-and-respite-care/)



[Stafford County Council Respite Care Break Advice](#)



[www.carersuk.org/media/y4xirshy/breaks-factsheet\\_2024-25.pdf](http://www.carersuk.org/media/y4xirshy/breaks-factsheet_2024-25.pdf)

## CHS Healthcare



Everyone needs time to rest, especially families supporting a loved one. CHS can help to arrange trusted respite care, so you can take a break, with confidence and peace of mind whether it be for a few hours, few weeks or longer. Contact: 0808 175 3609



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

## Charities With Carer's In Mind

Some charities offer subsidised respite holidays for disabled people and their carers. Family fund has grants towards the cost of holidays for families on a low income who are caring for a child with a disability or serious illness. [www.familyfund.org.uk](http://www.familyfund.org.uk)



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

**Mind for You** offer supported holidays in the UK for people who are living with dementia and their carers to enjoy together.

**Family Holiday Charity** has breaks at holiday sites, or grants to help with the cost of a holiday, for low-income families. You need to be referred by your social worker, GP or health visitor, or by a charity or other welfare agent.



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



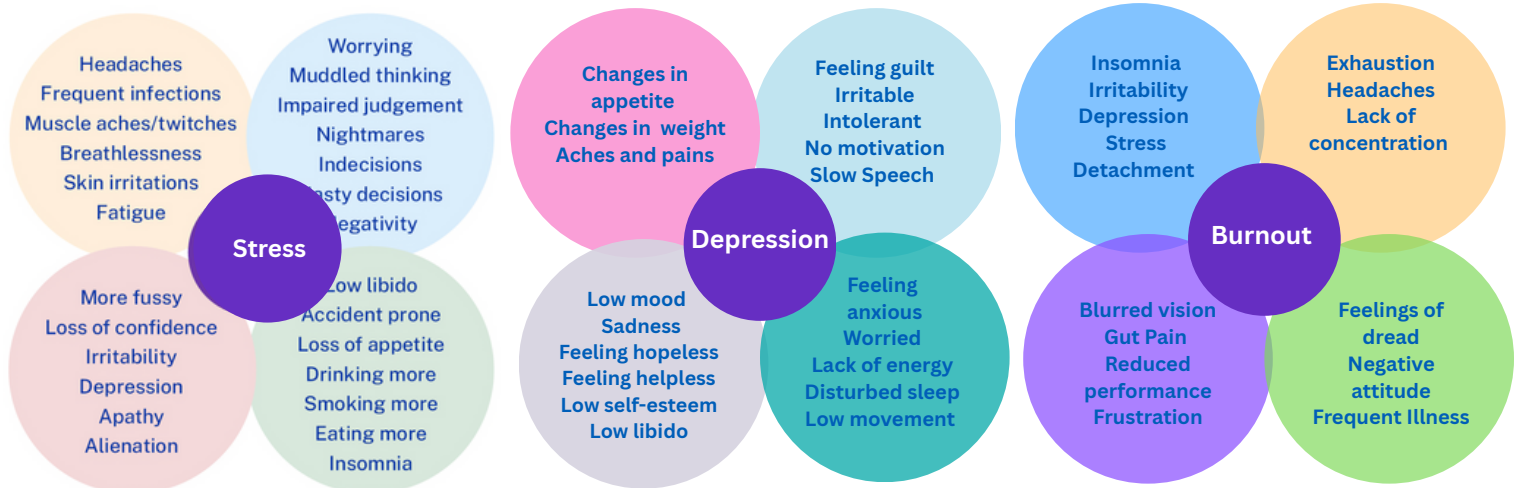


# Focusing On Mental Health

Prioritising one's well-being is essential for carers to be able to provide the best possible care for your loved ones or person you care for.

Wellbeing includes not just physical health, but also emotional and mental health. It's important to remember that you are human, and you need to take care of yourself in order to be able to take care of others

It's important you **recognise the common symptoms** of things such as stress, depression and Carer burnout. Below are just some of the symptoms to be aware of:



To access more information surrounding, **stress, depression**, burnout or **general mental health** see the **NHS website**.

## How We Can Support You

If you feel you are would benefit from support with your mental health, speak with your Practice/GP about your eligibility for a referral to the practice **Mental Health Practitioner**. They can offer support and guidance on low level mental health concerns such as stress, anxiety and low mood. Our PCN Mental Health Practitioners act as a bridge between Primary and Secondary Mental Health Services.

Your Practice **Social Prescriber** can also support you with your mental wellbeing. They can connect you to activities, groups, and services in your community to meet the practical, social and emotional needs that affect your health and wellbeing. They can also support you with financial advice and services that can support you within your caring role. Speak to your GP practice about eligibility for a referral.

## Local Support Services



**Journey to Wellbeing | confidence, self-esteem, anxiety management, and mindfulness**



[www.carersuk.org/help-and-advice/your-health-and-wellbeing/](http://www.carersuk.org/help-and-advice/your-health-and-wellbeing/)



**Staffordshire Together for Carers Service**

### Mental Health Carers Support Group

A monthly online session to meet other Carers, caring for someone with their mental health and access peer support.



Last Wednesday of the month.  
11:00am to 12:00pm

**Zoom link:** <https://us06web.zoom.us/j/83687555756?pwd=ejdX-Q0xnK0lzbUJlZM05PT3VjdYtYdz09#success>

**Meeting ID:** 836 8755 576

**Password:** 949388



[www.mind.org.uk/information-support/types-of-mental-health-problems/stress/signs-and-symptoms-of-stress/](http://www.mind.org.uk/information-support/types-of-mental-health-problems/stress/signs-and-symptoms-of-stress/)



Midlands Partnership University  
NHS Foundation Trust



[www.mpft.nhs.uk/services/mental-health-community-services](http://www.mpft.nhs.uk/services/mental-health-community-services)



# Staying Active

There are barriers and factors which impact a Carer's ability to undertake all forms of physical activity, for example 88% of Carers report not having the time to take part in physical activity. Other barriers include guilt, anxiety, tiredness, injury or illness. Often people also feel they lack an understanding, of how much and which types of physical activity to do to maintain their health and wellbeing.

**Carers that are able to be active, say that they feel less lonely, have increased life satisfaction and reduced anxiety.**

Being active is good for your mind and body. Every minute of activity counts – and the more you do, the more you'll benefit.

#### **Exercise can:**

- improve your sleep
- clear your mind
- boost your energy
- help with back or joint pain
- exercise can also reduce your risk of developing heart disease, stroke, type 2 diabetes, dementia, Alzheimer's disease and some cancers.

You can make small simple changes to your daily routine by doing gentle exercises such as walking, swimming, stretching exercises and yoga, to improve activity. Resistance training is also a great way to exercise, burn fat and improve strength, bone density and balance.



#### **NHS Exercise**

[www.nhs.uk/live-well/exercise](http://www.nhs.uk/live-well/exercise)



#### **Health Benefits of Exercise**

[www.nhs.uk/live-well/exercise/exercise-health-benefits](http://www.nhs.uk/live-well/exercise/exercise-health-benefits)



#### **NHS Online Fitness Studio**

[www.nhs.uk/live-well/exercise](http://www.nhs.uk/live-well/exercise)

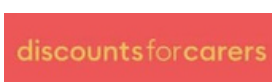


[www.healthfabric.co.uk](http://www.healthfabric.co.uk)



#### **Get Active**

[www.nhs.uk/better-health/get-active](http://www.nhs.uk/better-health/get-active)



#### **Discounts For Carers**

[www.discountsforcarers.com/shopping/health-and-fitness/gym-membership](http://www.discountsforcarers.com/shopping/health-and-fitness/gym-membership)



Carers UK have a great **Carers Active Guide**, filled with tips and information.

**NHS Fitness Studio** have an array of free online workout classes you can try at home, and some local fitness centres and gyms such as **Cannock Chase Leisure Centre**, offer concessionary rates for unpaid Carers. Check out **Discounts for Carers** site for details on discounted memberships for Carers.

Your practice can provide you with access to a **Social Prescriber** who can direct you to appropriate community help, related to your physical and mental health. This includes activities and referrals into gym services. They can also offer support with other social aspects revolving around your caring duties.





# Eating Well

As a carer, eating a balanced diet is essential to provide your body with all the nutrients it needs. A balanced diet will keep your body strong and give you enough energy to provide the best care for the person you are caring for and yourself.

By understanding what a balanced diet looks like and how to fit it into your lifestyle, you can look after your own health and wellbeing.

## Some of the effects of not eating a healthy balanced diet include:

- Reduced energy levels and strength
- Weak immune system
- Unplanned weight loss
- Weight gain
- Reduced brain function

## So what does a balanced diet look like?

The Eatwell Guide shows that to have a healthy, balanced diet, people should try to:

- Eat at least 5 portions of a variety of fruit and vegetables every day
- Base meals on higher fibre starchy foods
- Have some dairy or dairy alternatives
- Eat protein
- Choose small amounts of unsaturated oils and spreads
- Drink plenty of fluids (at least 6 to 8 glasses a day)

Two other great sources for information are **Carers UK** "[Eating Well For Carers](#)" pdf and the Gov.UK [Eatwell Booklet](#) both are available to download. The **British Dietetic Association** also offer a free downloadable tool kit [Small steps to a healthier you](#)

## Foods to limit :

- Highly processed foods and fast food
- Refined grains
- Refined sugars
- Sweetened drinks
- Red and processed meats
- Foods and drinks high in fat, salt or sugar
- Alcohol and caffeine

If you are concerned about your weight and would like support with your diet, contact your GP to see if you are eligible for a referral to your **practice dietitian** or one of the [Weight management](#) programmes available to you, such as the [NHS digital Weight Management programme](#), or [Everyone Health Weight Management Programme](#).



Carers UK have a great information booklet eating well for Carers which can be found [here](#).



**The Eatwell Guide**  
Helping you eat a healthy, balanced diet



The NHS website offers information on how you can support the person you care for with healthy eating.

This can be found [here](#)





# Contingency Care Plans

## What is a contingency care plan?

A contingency care plan is a plan for the unexpected. As a Carer, a contingency plan will outline some basic information so that others can step in to help and provide the necessary care, should you suddenly be unable to. That might be due to an illness, a family emergency, or even so that others can step in to help and provide the necessary care should you just be needing a short break. Having this written down ensures your loved one will be properly supported.

## What does a care contingency plan include?

Here are some essential things to include in your contingency plan:

- **Contact details** - Yours and those of the person you care for (names, addresses, phone numbers email addresses for you both).
- **Emergency contacts** - Family, friends, neighbours, someone reliable who can be called upon quickly. Ensure to ask their permission first.
- **Doctors name and contact details**
- **Medical information** - For your cared for person details of ongoing conditions, medications (a clear list with dosages) and any allergies.
- **Care routine** - What are the daily tasks they need support with?. Use a simple timetable to detail the daily schedule such as bathing, eating, taking meds, etc.
- **Likes and dislikes** - A few important preferences (their favourite food, TV shows, hobbies), Including information like this can help make transitions much smoother in the short term .

Communicate your plan with family, friends and, if appropriate, the person that you care for. Share copies, let their doctor, care worker and/or social worker know you have one and leave it where it will be found in an emergency.

## Message In A Bottle

Emergency 'message in a bottle' is a simple idea that encourages people to keep their personal and medical details in a common place where they can be easily found in an emergency.

Inside the tub there is a pre-printed form and two green cross stickers. The user fills in the form or if that is not possible, a family member, friend or carer can complete on behalf of the user. The form contains useful information about the person, such as basic medical details, medications, emergency contacts, any allergies etc. Once the form is completed it is then kept in the bottle and stored in the fridge. One sticker is put on the door of the fridge and the other is put on the inside of the front door. In an emergency the presence of the green cross stickers will alert the emergency services to the presence of the message in a bottle.



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

Please ask your GP Practice or Care Coordinator for a bottle or you can request one by emailing: [miabcenorder@lions.org.uk](mailto:miabcenorder@lions.org.uk)



# Creating A Contingency Plan

It is important to remember a contingency plan is an act of love and responsibility. It brings peace of mind to you and most importantly, it ensures your loved one is always cared for.

There are resources available online to help make this easier:



[Carers UK](#) has an interactive tool called MyBackUp on the CarersUK website that you can use to create your plan.



[Mobilise](#) has a useful section on their website about creating a contingency plan, you can request their contingency plan template to be emailed to you.



Staffordshire County Council funded '[Staffordshire Together for Carers' Service](#) can help carers to create a contingency plan.



## Sharing Care - Jointly App

Jointly is a mobile and online application created by Carers for Carers. It is designed to make caring a little easier, less stressful and more organised. It is designed for people who care for others and/or who juggle work and care.

### How does it work?

[Jointly](#) simplifies the process of caring by making communication and coordination between those who share the care as easy as sending a text message. The app enables you to create a circle of care for the person you are looking after, and once you set it up, you can start using Jointly to organise care. You can use it on your own or invite others to join you and share the care.

### Functions of Jointly:

- Create notes
- Tasks/lists
- Calendar
- Group communication
- Medications
- Contact lists and more

Jointly works on iPhones, iPad, Android devices and on most modern web browsers, home computers, laptops, smartphones, tablets, etc. **Scan the QR code or see the link below for further information:** [www.jointlyapp.com](http://www.jointlyapp.com)





# Advanced Care Planning



Advanced care planning is a voluntary process of person-centred discussion, between an individual and their care providers about their preferences and priorities for their future care. These are likely to involve a number of conversations over time and with whoever the person wishes to involve.

Advance care planning is about a person doing what they can do, to ensure that health care treatment they may receive is consistent with their wishes and preferences, should they be unable to make their own decisions or speak for themselves.

## Advance care planning usually consists of 4 components:

- Preferences around the types of care or treatment.
- Preferences in the place/location where they will be cared for.
- Preferences on who they will appoint to be their decision maker for health and financial decisions.
- Official documentation where an individual can detail legally binding advance decisions to refuse certain medical treatments.

## What are the benefits of advance care planning?

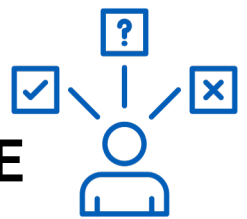
### Advance care planning can have several benefits:

- It allows the person to have choice and control over what happens to them.
- It reduces the chance that someone receives care or treatment they do not want.
- It can make it more likely that someone's wishes are known and followed. For example, they may be more likely to die in their preferred place of death.
- It can lessen the burden on people close to the person, who may otherwise need to be involved in decision making without knowing what the person wanted.
- It can allow the person to think about who's important to them and who they'd like to help them make decisions.

As a care giver its good to gradually introduce these types of conversations and support your cared for person in making these types of plans. This will also help you ensure that you are confident their wishes are being respected when it matters most.



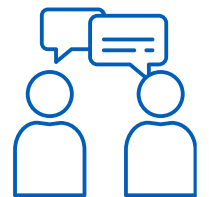
**THINK**



**DECIDE**



**LEARN**



**TALK**



**RECORD**



Age UK Advance decisions,  
advance statements and living  
wills



Advanced care planning  
brochure



# Third Party and Proxy access

Patients may wish to share their health information with someone else, such as their carer or family member. This is where **third party consent** comes in and allows those who have been given consent to discuss the persons medical information with the GP Practice or access their medical records. This enables individuals to have the ability to communicate about that person, their care and give and receive information about them.

Patients may find it helpful if someone else, usually a trusted family member, close friend, carer or care home has access to their GP online account to book appointments, order repeat prescriptions or view their GP record on their behalf. In certain circumstances, particularly when patients lack capacity or have complex multimorbidity, it can be very helpful to have access to their record to manage and support with their healthcare. **Proxy Access** allows a nominated person to have online access to a patient's medical record and GP online services.

This service is particularly beneficial for:

- Patients with physical or mental health conditions that make managing healthcare challenging
- Elderly patients who may need assistance
- Parents or guardians managing healthcare for children



**NHS Proxy  
Information**

## Confidentiality and Consent

- **Patient consent:** Patient must give explicit consent for a Carer to have Proxy Access to their records.
- **Capacity assessment:** If patient lacks capacity to consent, a best interest decision may be able to be made by a GP in conjunction with family members and other individuals involved with supporting the patient (carers, other professionals).
- **Limited access:** Patients can choose to limit what information is accessible through Proxy Access.
- **Revocation:** Consent can be withdrawn at any time by the patient or their GP if concerns arise.
- **Safeguarding:** Measures are put in place to protect vulnerable patients from potential abuse through Proxy access.

## Important Considerations

- **Emergency access:** Proxy Access is not for emergencies. Always call 999 in urgent situations.
- **Responsibility:** As a proxy, you're responsible for keeping the login details secure and using the access appropriately.
- **Changes in circumstances:** Inform the practice of any changes in your caring role or relationship with the patient.

**Please speak to your GP Practice if you wish to set up Third Party Consent/Proxy Access or require further information.**



### What is ReSPECT?

**ReSPECT** stands for **Recommended Summary Plan for Emergency Care and Treatment**.

The **ReSPECT** process creates a personalised recommendation for your clinical care in emergency situations, where you are not able to make decisions or express your wishes.

A **ReSPECT** plan is created through conversations between yourself and one or more of the health professionals who are involved with your care. The recommendations should respect both patient preferences and clinical judgement.

**ReSPECT** is used across a range of health and care settings, including your own home, an ambulance, a care home, a hospice, or a hospital.

### Who is it for?

**ReSPECT** can be for anyone who wants to record their care and treatment preferences but will be particularly relevant for those who have complex health needs, are likely to be nearing the end of life, or at risk of sudden deterioration or cardiac arrest.

### How does ReSPECT work?

The **ReSPECT** process involves you having a conversation with your healthcare professionals. Together you'll produce recommendations about the types of care and treatment you would or would not want to be considered in an emergency, and which would not work or be of overall benefit to you. You may also wish to include your family and/or carer(s) in these discussions. If your condition changes, or you change your mind, you can speak to your clinician again, who will update your plan. A printed copy should stay with you and be available immediately to any healthcare professionals called to help you in an emergency, whether you are at home or being cared for elsewhere. Professionals such as ambulance clinicians, out-of-hours doctors, care home staff and hospital staff will be better able to make quick decisions about how best to help you in an emergency if they can refer to your **ReSPECT** form.

For more information about **ReSPECT** please see the Resuscitation Council's website: [www.resus.org.uk/respect/respect-patients-and-carers](http://www.resus.org.uk/respect/respect-patients-and-carers)

**Youtube video** - [www.youtube.com/watch?v=SdkncGjihG0](http://www.youtube.com/watch?v=SdkncGjihG0)



Information leaflet



What is ReSPECT Video



Now what?





# Carers/Care Support Services

## Care assessments, Carer's Support and Assistance

### Staffordshire Together For Carers

Staffordshire Together For Carers support Carers of all ages, including young Carers (5-18), and adult Carers (18+) who either live in Staffordshire, or are registered with a Staffordshire GP or are providing unpaid care to someone that lives in Staffordshire.

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

✉ [enquiries@staffordshiretogetherforcarers.org.uk](mailto:enquiries@staffordshiretogetherforcarers.org.uk)

Tel: 0300 303 0621

### Staffordshire Cares

#### Staffordshire County Council

Staffordshire Cares adult social care help support people who may live with disabilities, frailty, mental health issues or a neurodiversity stay independent. They help support individuals and their carers to live safe and well.

[www.staffordshire.gov.uk/Advice-support-and-care-for-adults/Adult-Social-Care.aspx](http://www.staffordshire.gov.uk/Advice-support-and-care-for-adults/Adult-Social-Care.aspx)

✉ [firstcontactcarers@staffordshire.gov.uk](mailto:firstcontactcarers@staffordshire.gov.uk)

Tel: Adult Carers - 0300 111 8010

Tel: Young Carers - 01785 278444

#### EASY READ CONTACT DETAILS -

[www.staffordshire.gov.uk/Advice-support-and-care-for-adults/Your-social-care-journey/Documents/Staffordshire-Cares-Presentation-in-Easy-Read.pdf](http://www.staffordshire.gov.uk/Advice-support-and-care-for-adults/Your-social-care-journey/Documents/Staffordshire-Cares-Presentation-in-Easy-Read.pdf)

### CHS Health Care

CHS Healthcare specialises in providing free support to families and individuals who require assistance sourcing the right kind of care. This service is specifically for people who are responsible for funding their own care as they are often not well supported through this process.

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

✉ [commplacements@chshealthcare.co.uk](mailto:commplacements@chshealthcare.co.uk)

Tel: 0808 175 3609

### Walsall Carer's Hub

The Walsall Carer's Hub offers a wide range of support and services to Carers in Walsall, including info and advice, wellbeing checks and assessments, support for young and parent carers, activities and support groups as well as training opportunities.

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

✉ [info@walsallcarershub.org.uk](mailto:info@walsallcarershub.org.uk)

Tel: 01922 616 798

### Staffordshire Community Help Points

The community help points can help you access information about local services or activities, become more confident in using the internet, support you to find out where to get equipment and technology to make daily living easier, debt finance and form filling, access befriending services, and support with identifying local paid home help services such as; cleaners and gardeners.

[www.staffordshire.gov.uk/Advice-support-and-care-for-adults/Help-and-support-with-daily-living/Community-Help-Points.aspx](http://www.staffordshire.gov.uk/Advice-support-and-care-for-adults/Help-and-support-with-daily-living/Community-Help-Points.aspx)

✉ [community.helppoints@staffordshire.gov.uk](mailto:community.helppoints@staffordshire.gov.uk)

Tel: 0300 111 8010



# Other Support Services

## Physical and Mental Health Services

### Staying Well Service

[www.mpft.nhs.uk/services/staying-well-service](http://www.mpft.nhs.uk/services/staying-well-service)

✉ [enquiries@mpft.nhs.uk](mailto:enquiries@mpft.nhs.uk)

Tel: 01827 306204

### Macmillan

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

Tel: 0800 8080000

### New Cross Hospital Site

✉ [rwh-tr.macmillanwolverhampton@nhs.net](mailto:rwh-tr.macmillanwolverhampton@nhs.net)

Tel: 01902 695234

### Walsall Manor Hospital Site

✉ [walsallmacmillan.informationhub@nhs.net](mailto:walsallmacmillan.informationhub@nhs.net)

Tel: 01922 721172

### St Giles Hospice

[www.stgileshospice.com](http://www.stgileshospice.com)

✉ [mail@stgileshospice.com](mailto:mail@stgileshospice.com)

Tel: 01543 432031

### Katharine House Hospice

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

✉ [care@khospice.org.uk](mailto:care@khospice.org.uk)

Tel: 01785 270832

### Alzheimer's Society

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

### South Staffordshire Dementia Advisor

✉ [staffordshire@alzheimers.org.uk](mailto:staffordshire@alzheimers.org.uk)

Tel: 01543 573936

### MPFT Talking Therapies

For free and confidential talking therapy.

[www.staffsandstoketalkingtherapies.nhs.uk](http://www.staffsandstoketalkingtherapies.nhs.uk)

Tel: 0300 303 0923

### Staffordshire Network for Mental Health

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

✉ [info@snfmh.co.uk](mailto:info@snfmh.co.uk)

Tel: 07591 924728

### Healthwatch

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

✉ [enquiries@healthwatchstaffordshire.co.uk](mailto:enquiries@healthwatchstaffordshire.co.uk)

Tel: 0800 051 8371

### Compton Care

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

Tel: Advice & Referral Team - 01902 774570

## Contacts for Advice and Financial Supports

### Turn2us

Turn2us is a national charity providing practical help to people who are struggling financially.

[www.turn2us.org.uk](http://www.turn2us.org.uk)

Tel: 01543 579611

### Citizens Advice

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

Tel: 0800 144 8848

### Gingerbread (for single parents)

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

### Family Rights Group

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

Tel: 0808 801 0366

### Support Staffordshire

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

✉ [info@supportstaffordshire.org.uk](mailto:info@supportstaffordshire.org.uk)

Tel: 0300 777 1207

### Carers UK

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

Tel: 0808 808 7777

### Carers Trust

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

Tel: 0300 123 1053

### Age UK

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

Tel: 0800 678 1602



# Local Support Groups

## MASE - Alzheimer's Support

Social support and information for people, their Carers, family and friends. No charge for attending group, but a small donation is welcomed.

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

First Monday of each month-Cannock venue  
1:00pm to 3:00pm

St Luke's Church Hall,  
Cannock  
WS11 1DE

### For more information contact:

01875 211140 or 07939 505455

## Magnolia Friends (Memory Café)

A friendly, safe and welcoming space for individuals with memory problems/dementia. Games/activities and social interaction. Entrance is £5, or £8 with a Carer.

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

Every Thursday.  
11:00am to 1:00pm

Burntwood Memorial Hall,  
Rugeley Road, WS7 9ND

### For more information contact:

Karen - 07396 182357

## Carers Group at Burntwood Library

Monthly drop in for carers to meet others in a welcoming and supportive environment, to share information, advice and support to each other.

First Tuesday of the month.  
10:30am to 12:00pm

### For more information contact:

MHA Communities - 01543 674257  
✉ [southstaffs@mha.org.uk](mailto:southstaffs@mha.org.uk)

## Memory Café Cannock Library

Practical advice on living with dementia, sensory activities, regular talks from healthcare professionals. No booking required. Free refreshments provided.

[www.homeinstead.co.uk/cannock/blog/cannock-memory-cafe/](http://www.homeinstead.co.uk/cannock/blog/cannock-memory-cafe/)

Every Friday.  
10:30am to 12:00pm

Cannock Library,  
Manor Avenue,  
WS11 1AA

### For more information contact:

01543 572349 or 01543 334525

## MHA Community South Staffordshire (Burntwood Lunch Club)

Anyone over the age of 55, including people with dementia and their Carers. The lunch club offers a chance to get out of the house & have a hot, balanced meal. The club is a great way to catch up with friends or meet new people for a friendly chat. They also offer occasional guest speakers.

[www.mha.org.uk/care-support/community-groups-activities/find-community-group/mha-communities-south-staffordshire](http://www.mha.org.uk/care-support/community-groups-activities/find-community-group/mha-communities-south-staffordshire)

Burntwood Methodist Church,  
Cannock Road, Burntwood, WS7 0BJ

**For more information see the website to register interest and to find out dates and times as well as information on other activities and groups or contact: 01543 674257**





# Local Support Groups

## Chase Parkinson's Group

A free friendly group meeting for people with Parkinson's, often with educational speakers and entertainment, the group also holds activities such as meals out and theatre trips.

[www.localsupport.parkinsons.org.uk/provider/chase-support-group](http://www.localsupport.parkinsons.org.uk/provider/chase-support-group)

The last Wednesday of the month.  
11:00am to 1:00pm

The Soldiers Club (Hednesford & District Ex Service Men's Club & Institute),  
Anglesey Street, Hednesford, WS12 1AB

### For more information contact:

Alison Heath - 01543 276576 or  
07990 813814

## Motor Neurone Disease - Staffordshire Group



The group holds informal meetings at their 'Garden Centre Get Togethers'. The group will enable people to meet others living with MND in a relaxed and friendly setting, sharing experiences over a cup of tea/coffee.

<https://www.mndassociation.org/support-and-information/local-support/branches/staffordshire-support-group>

The first Wednesday of each month.

### For more information contact:

✉ [ann.blake@mndassociation.org](mailto:ann.blake@mndassociation.org)

## Cancer Support - Cancer Care Map

Cancer Care Map is a simple, online resource that aims to help you find cancer support services and groups in your local area.

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



## Cerebral Palsy Mid-Staffordshire

Cerebral Palsy Mid-Staffordshire offer support and information to individual members and their families, they also run regular coffee and activity groups.

Please see their Facebook page for details:  
[www.facebook.com/cerebralpalsymid](http://www.facebook.com/cerebralpalsymid)

Tel: 07422 731830 or

✉ [office.cpmidstaffs@gmail.com](mailto:office.cpmidstaffs@gmail.com)



## Stroke Survivors Friendship Group

The group aim is to support stroke survivors, their carers and families. Meetings consist of coffee mornings and a chat, arts and crafts, theatre trips, days out and meals. The group also have speakers and visits from the fire service and other services.

<https://www.stroke.org.uk/finding-support/clubs-and-groups/stroke-survivors-carers-friendship-group>

Every Thursday.  
10:00am to 12:00pm

Bethel Chapel, 5 Union Street, Cannock,  
WS11 0BY

### For more information contact:

Janet Watson - 07912 213641



# Other Support Contacts

## Staffordshire Together For Carers - Coffee and Chat

Coffee and chat session where Carers can meet and connect with other current and former carers. The groups aim is to provide a space for Carers to socialise, take a break and connect with support services.

[www.facebook.com/ST4CS](https://www.facebook.com/ST4CS)

The last Tuesday of the month.  
10:00am to 12:00pm

Pye Green Community Centre,  
Bradbury Lane, Hednesford, WS12 4EP

### For more information contact:

0300 303 0621

✉ [enquiries@staffordshiretogetherforcarers.org.uk](mailto:enquiries@staffordshiretogetherforcarers.org.uk)

## Staffordshire Together For Carers - Peer Support Drop in (via Zoom)

This weekly online support session is delivered via MS Teams by Fiona (Carers Wellbeing Coach). It is a chance to access peer support in a safe space to explore wellbeing and coping strategies.

To access the session, please click this [link](#) to complete a short booking form or scan the QR code below.



Alternatively, you can email:

✉ [activities@staffordshiretogetherforcarers.org.uk](mailto:activities@staffordshiretogetherforcarers.org.uk)

Once registered they will be in touch with the zoom link to access the session.

## Carers UK - Carers Connect

Open 24/7, Carers Connect is an online forum for Carers UK members where you can talk about anything related to caring.

Whether you want to chat with other carers, ask questions or simply get how you're feeling off your chest, you'll find support from people who understand. The community is open to all carers over the age of 18. Anyone can browse Carers Connect and read posts, but you will need to be a Carers UK member to post.

[www.carersuk.org/get-involved/join-us/our-forum](https://www.carersuk.org/get-involved/join-us/our-forum)

## Scope Online Community

An online community connected by disability. Make friends, share experiences, get advice you need and discuss what matters to you.

[www.forum.scope.org.uk](https://www.forum.scope.org.uk)

## Staffordshire Together For Carers - Parent Carer Peer Support (Zoom Group)

Join other parent carers in this monthly online session to access peer support and information and signposting led by one of their Carers Information and Support Officers.

Every third Thursday of the month.  
7:00pm to 8:00pm

### Zoom Link -

<https://us06web.zoom.us/j/86939342507?pwd=u-J2mrVk2hG0Ue8ic2rbcsMAXJVjshn.1>

**Meeting ID** - 869 3934 2507

**Password** - 032791



# Learning & Resources Online

As a Carer, acquiring knowledge and skills can significantly enhance your ability to provide care to others and support your own wellbeing.



**British Heart Foundation** - RevivR is a free, interactive, online CPR training course. In just 15 minutes, you can learn how to save a life and receive your very own CPR certificate. It couldn't be simpler – you just need your mobile phone or tablet and a cushion to practice on. You can start learning CPR now, or you can save it for later. [www.bhf.org.uk/how-you-can-help/how-to-save-a-life/how-to-do-cpr/learn-cpr-in-15-minutes](http://www.bhf.org.uk/how-you-can-help/how-to-save-a-life/how-to-do-cpr/learn-cpr-in-15-minutes)



**Carers UK Condition Hub** - In this hub you can find resources and ideas to help you support those you care for and who are affected by any of the following: dementia, cancer, stroke, a neurodiverse condition or mental health issues. There is also a section with tips on helping anyone who has a disability. [www.carersuk.org/help-and-advice/practical-support/conditions-hub](http://www.carersuk.org/help-and-advice/practical-support/conditions-hub)



**Caring for Adults** - This free, online course is for anyone in a caring role, either paid or unpaid. It builds on knowledge and experience you already have to give you a better understanding of your role as a carer. It also supports your own well-being by giving you some ideas and information about looking after yourself and dealing with stress. [www.open.edu/openlearn/health-sports-psychology/social-care-social-work/caring-adults](http://www.open.edu/openlearn/health-sports-psychology/social-care-social-work/caring-adults)



**Wellbeing and Recovery College** - Free wellbeing and recovery focused education courses that are accessible to adults. Courses are developed and delivered in partnership by peer trainers, who have lived experience (i.e. of mental/physical health issues and /or learning disabilities) or of caring for someone with these experiences, together with a professionally trained trainer. [www.mpft.nhs.uk/service-users-and-carers/wellbeing-and-recovery-college](http://www.mpft.nhs.uk/service-users-and-carers/wellbeing-and-recovery-college)



**NHS APP Support** - Access these useful videos that help you to navigate the NHS APP and learn about its functions. Videos include how to send and view messages, contact your GP, view your NHS record, how to request prescriptions and much more... [www.youtube.com/playlist?list=PLnHASgDTToTkuQ8dX-2DL04bdq2xt268XC&feature=shared](https://www.youtube.com/playlist?list=PLnHASgDTToTkuQ8dX-2DL04bdq2xt268XC&feature=shared)

Please note these are not NHS services/groups and the above information was correct at the time of publishing in July 2025.

