



Eastgate Carer's Kit!

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Eastgate Surgery

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Dear Patient/ Carer

Thank you for letting us know that you are caring for someone!

We fully understand the impact that looking after someone can have on your health and wellbeing. The surgery is dedicated to helping support you to stay as fit and healthy as possible.

One of the ways we may be able to help is by sharing information that might be helpful to you. Therefore, we are pleased to attach our first ever '**Eastgate Carer's Kit**', which explains the services that you can access at the practice, as well as what local and national support that may also be beneficial to you.

If you feel that there are other ways in which Eastgate Surgery could help you, please do not hesitate to get in touch, we always love to hear new ideas!

Warmest regards

Eastgate Surgery

Practice Services

What services do we offer?

Carer's health checks:

Eastgate Surgery offer all Carers a free annual health check. These appointments include:

- A blood pressure check
- A weight check
- Screening blood tests (these screen for diabetes, high cholesterol, as well as check liver and kidney function)
- A general conversation about health and well-being



Vaccinations:

All carers are entitled to a free: annual flu jab, pneumonia jab and (if eligible) a shingles vaccination. The surgery will contact every carer to organise these appointments.

How do we provide support?

On the first Saturday of each month, we hold a 'Carer's Coffee Morning' at the practice from 11:00am- 12:00pm. These coffee mornings provide a safe space for Carers of all ages to meet, chat and offer support.

You will find Managing Partner Dr Khan, Operations Manager Jaya, Care Coordinator Clare, and Admin assistant Cathy ready to welcome you. These meetings often include talks from outside organisations about the many services available to Carers.



Care Coordinators

We have a Care Coordinator based at the surgery, who can signpost a Carer to various local organisations that may be able to provide further assistance. To make an appointment with our Care Coordinator, please telephone the surgery.

Local Services

Carer's Bedfordshire

Carer's Bedfordshire, in their own words:

"Support carers of all ages over the phone, through face-to-face contact, support groups and workshops. Our services include experienced carer support workers, counselling, wellbeing sessions, coping with hospital, grants, and information such as the Carers magazine. Our memory navigation service is for people living with memory loss and dementia, and their carers".

Carer's Bedfordshire works with local and national agencies and are able to signpost carers to specialised sources of support.



Telephone: 0300 111 1919

The phone lines are open Monday-Friday between 09:00am- 16:00pm. Should you wish to call outside these hours, please leave a message. They will get back to you the next working day!

Email: contact@carersinbeds.org.uk

Post: Emerald Court, Pilgrim Centre, Brickhill Drive, Bedford MK41 7PZ

Website: <https://carersinbeds.org.uk/>

You can use this website to see more about what Carer's in Bedfordshire do, how they can help and the ways you can seek further help!

You can also submit an enquiry, compliment, or simply chat, live, between 09:30am-15:30pm!

Advice Central

Advice Central has been helping residents of Central Bedfordshire to access local free advice since 2015. They provide free and confidential guidance for a range of topics, including disability, health and care and education! They are:

- A single point of access that deals with a wide range of advice enquiries
- Staffed by trained assistants to assess and signpost callers to the most relevant referral partners
- A referral point for professionals and others working with individuals that need information or advice



Telephone: 0300 303 6666

The phone lines are open between 09:00am- 17:00pm Monday to Friday



Email: AdviceCentral@drcbeds.org.uk

Website: <https://advicecentral.org.uk/>

You can chat live to an advisor, between 10:00am- 16:00pm!

AccessAble

AccessAble provide information about disability access for many locations across the area of Central Bedfordshire.



Telephone: 01438 842 710

Email: hello@AccessAble.co.uk

Post: AccessAble, 18-20 High Street, Stevenage, Hertfordshire, SG1 3EJ

Website: <https://www.accessable.co.uk/organisations/central-bedfordshire-council>

National Services

Carer's Trust

Carer's Trust enables you to maintain your own health and wellbeing, make your needs and voice heard and provide someone to talk to. They also run play and support schemes for young carers. It partners with its network of local carer organisations to provide funding and support, deliver innovative and evidence-based programmes, raise awareness and influence policy. Carers Trust's vision is that unpaid carers are heard and valued, with access to support, advice, and resources to enable them to live fulfilled lives.



The Carers Trust Network supports carers locally through a unique network of Network Partners. The services offered by each Network Partner varies but can include:

- Emotional and practical support for carers, including providing care in the home to enable carers to take a break.
- Carers emergency services, offering help in a crisis.
- Outreach work in GP surgeries, hospital wards and schools to reach carers who haven't come forward for support.
- Information and advice on issues such as benefits, grants, and other forms of help available.
- Giving carers a voice so that they are listened to by local decision makers.
- Helping carers to share experiences through group support and social activities.
- Access to education, training, and employment.
- Supporting young carers through preventative, whole family work and clubs, activities and mentoring in schools.

Telephone: 0300 772 9600

To find your nearest Carer's Trust Network partner, please call the above number between Monday–Friday, 9:00am–17:00pm.

Email: info@carers.org.

Website: <https://carers.org/>

Carer's UK

According to Carer's UK...

"Caring can be extremely complicated. The maze of rights and entitlements can be complicated. Filling in paperwork can be complicated. Getting a break can be complicated. Our feelings about caring can certainly be complicated".

Carer's UK are there to make sure that no matter how complicated your query or your experience, you don't have to care alone.

Their expert telephone advice and support service is there if you want to talk about caring.

Telephone: 0808 808 7777

Phone lines are open between
Monday- Friday 09:00am- 18:00pm

Email: advice@carersuk.org

Website: <https://www.carersuk.org/>



Benefit Entitlement

As a carer, you may be eligible to claim benefits from the UK government.

This can be a very difficult and confusing process for many people, however we hope this guide can help in some way!

Gov.uk have a handy benefit calculator that you can access online:

<https://www.gov.uk/benefits-calculators>

This is an independent, free, and anonymous benefits calculator to check what you could be entitled to. This will give you an estimate of:

- The benefits you could get
- How much your benefit payments could be
- How your benefits will be affected if you start work or increase your hours
- How your benefits will be affected if your circumstances change - for example, if you have a child or move in with your partner

Carer's Allowance:

Carer's Allowance enables Carer's to receive a weekly payment of £69.70 if they care for someone for at least 35 hours a week, and the person they are caring for are receiving certain benefits, such as:

- Personal Independence Payment (PIP) - daily living component
- Disability Living Allowance (DLA) - the middle or highest care rate
- Attendance Allowance (AA)
- Constant Attendance Allowance at or above the normal maximum rate with an Industrial Injuries Disablement Benefit
- Constant Attendance Allowance at the basic (full day) rate with a War Disablement Pension
- Armed Forces Independence Payment
- Child Disability Payment - the middle or highest care rate
- Adult Disability Payment - daily living component

You do not have to be related to, or live with, the person you care for. You do not get paid extra if you care for more than one person. If someone else also cares for the same person as you, only one of you can claim Carer's Allowance.

How you're paid:

You can decide whether to be paid weekly in advance, or every four weeks. This will be paid into an account, e.g., your bank account.

Your eligibility:

All of the following must apply:

- You're 16 or over
- You spend at least 35 hours a week caring for someone
- You've been in England, Scotland, or Wales for at least 2 of the last 3 years (this does not apply if you're a refugee or have humanitarian protection status)
- You normally live in England, Scotland, or Wales, or you live abroad as a member of the Armed Forces (you might still be eligible if you're moving to or already living in an EEA country or Switzerland)
- You're not in full-time education
- You're not studying for 21 hours a week or more
- You're not subject to immigration control
- Your earnings are £132 or less a week after tax, National Insurance (NI), and expenses

If you're from the EU, Switzerland, Norway, Iceland, or Liechtenstein, you and your family usually also need settled or pre-settled status under the EU Settlement Scheme to get Carer's Allowance. The deadline to apply to the scheme was 30 June 2021 for most people, but you might still be able to apply. Check if you can still apply to the EU Settlement Scheme.

If your earnings are sometimes more than £132 a week you might still be eligible for Carer's Allowance. Your average earnings may be calculated to work out if you're eligible

If you get State Pension

You cannot get the full amount of both Carer's Allowance and your State Pension at the same time. If your pension is £69.70 a week or more, you will not get a Carer's Allowance payment. If your pension is less than £69.70 a week, you'll get a Carer's Allowance payment to make up the difference.

If you get Pension Credit

If your State Pension is more than £69.70 a week, you will not get a Carer's Allowance payment, but your Pension Credit payments will increase instead.

How to claim:

You can claim online by visiting: <https://www.gov.uk/carers-allowance/how-to-claim>

If you cannot claim online, you can download the form to send via the post here: <https://www.gov.uk/government/publications/carers-allowance-claim-form>

Carer's Credit:

You might be eligible for Carer's Credit if you're not eligible for Carer's Allowance. You could get Carer's Credit if you're caring for someone for at least 20 hours a week.

Carer's Credit is a National Insurance credit that helps with gaps in your National Insurance record. Your State Pension is based on your National Insurance record. Your income, savings or investments will not affect eligibility for Carer's Credit. If you're eligible for Carer's Credit, you can get credits to help fill gaps in your National Insurance record. This means you can take on caring responsibilities without affecting your ability to qualify for the State Pension.

Eligibility:

To qualify for Carer's Credit, you must be:

- Aged 16 or over
- Under State Pension age
- Looking after one or more people for at least 20 hours a week
- The person you're looking after must get one of the following:
 - Disability Living Allowance (DLA) care component at the middle or highest rate
 - Attendance Allowance (AA)
 - Constant Attendance Allowance
 - Personal Independence Payment (PIP) daily living part
 - Armed Forces Independence Payment
 - Child Disability Payment (CDP) care component at the middle or highest rate

If the person you're caring for does not get one of these benefits, you may still be able to get Carer's Credit. When you apply, fill in the 'Care Certificate' part of the application form and ask a health or social care professional to sign it.

How to claim:

You can download a form here: <https://www.gov.uk/government/publications/carers-credit-application-form>

You can also telephone the Carer's Allowance Unit on: 0800 731 0297, telephone lines are open between 08:00am- 18:00pm Monday- Friday.

Universal Credit

Universal Credit is a payment to help with your living costs. It's paid monthly - or twice a month for some people in Scotland. You may be eligible to receive this if you're on a low income, out of work or you cannot work.

If you already get other benefits:

Universal Credit is replacing the following benefits and tax credits:

- Child Tax Credit
- Housing Benefit
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Working Tax Credit

If you're getting any of these benefits or tax credits, you do not need to do anything unless:

- You have a change of circumstances you need to report
- You get a letter called a 'Migration Notice' telling you that you must start to claim Universal Credit

You'll stop getting these benefits and tax credits when you or your partner claims Universal Credit. If you or your partner gets Pension Credit, this will also stop if one of you claims Universal Credit.

This will not affect any other benefits you're getting, such as Personal Independence Payment (PIP) or Carer's Allowance.

Eligibility:

You may be able to get Universal Credit if you're on a low income or need help with your living costs. You could be:

- Out of work
- Working (including self-employed or part time)
- Unable to work, for example because of a health condition

To claim you must:

- Live in the UK
- Be aged 18 or over (there are some exceptions if you're aged 16 to 17)
- Be under State Pension age
- Have £16,000 or less in money, savings, and investments

What you'll get:

How much Universal Credit you get depends on:

- Your standard allowance
- Any extra amounts that apply to you
- Any money taken off your payment

How to claim:

You can apply for Universal Credit online. You need to create an account which you can use to make a claim. You must complete your claim within 28 days of creating your account, or you will have to start again.

If you live with your partner, you will both need to create accounts. You'll link them together when you claim. You cannot claim by yourself.

To start a claim for Universal Credit, please visit: <https://www.universal-credit.service.gov.uk/start>

If you cannot claim online, you can claim by phone through the Universal Credit helpline on: 0800 328 5644. Telephone lines are open between 08:00am- 18:00pm Monday- Friday.

If you have any difficulty with applying for any form of benefit, please telephone the surgery to book an appointment with our Care Coordinator. You can then be referred to a service that will provide support with benefit claims.