

The Leeds Carers Partnership



“Putting carers at the heart of everything we do”

[Go to next page](#)

[Click to exit](#)

Foreword

DRAFT

Name
Position
Organisation

Dear

I'm writing to you either because you are one of 75,000 people in Leeds who are caring for someone who couldn't manage without your help because of their health and care needs, or because I believe there is something you can do to help improve quality of life for carers.

Carers are the backbone of our society and without them, the health and care system would collapse.

If we are serious about being the best city for health and wellbeing we must be the best city for carers and that means working together to make sure that we are the best at identifying carers, the best at recognising and valuing the role and contribution of carers, the best at ensuring carers stay healthy and the best at supporting working carers.

Putting carers at the heart of everything we do has been produced by the Leeds Carers Partnership to help us be the best city for carers. I hope you find it both helpful and informative.

Yours faithfully

Name
Position

Photo

[Go to next page](#)



[Click to exit](#)

Contents

There are three sections to “Putting carers at the heart of everything we do” – click on any of the boxes below to go to that section

Section 1: Information about carers and caring



Section 2: The strategy



Section 3: Resources for carers in Leeds



Click to exit

Section 1: Information about carers and caring

Click on any of the boxes for more information

Who are carers?

What do carers do?

Where do carers live?

Some facts and figures

Some things that carers say would help them

Some things get in the way

Go back to contents



Click to exit

Section 2: The strategy

Click on any of the boxes for more information

Our Vision

Our Approach

**Legislation and
Policy**

**Investment in
support for carers**

**Our priorities and
passions**

Action Plans

**How we will know
we are making a
difference**

**Links to other
local plans and
strategies**

Go back to contents



Click to exit

Section 3: Resources for carers in Leeds

Click on any of the boxes for more information

[Carers Leeds](#)

[Willow Young Carers Service](#)

[Getting a break \(adult carers\)](#)

[Getting a break \(parent carers\)](#)

[GP Yellow Card Scheme](#)

[Support for working carers](#)

[Digital Resource for Carers](#)

[Planning for an emergency](#)

[Carers Assessment](#)

[Time for Carers grant](#)

[Carer Support Groups](#)

[Benefits Advice](#)

[Support for carers in Leeds Hospitals](#)

[Leeds Directory](#)

[Telecare Services](#)

[Bereavement Support](#)

[Connecting Carers Project](#)

[Holidays for carers \(Carers Trust\)??](#)

[Social Prescribing Service](#)

[Blank](#)

[Go back to contents](#)



[Click to exit](#)

Who are carers?

Carers are people who have a caring responsibility for a family member, a partner or a friend who otherwise couldn't manage without their help. This may be because of illness, frailty, disability, a mental health need or an addiction.

Carers come from all walks of life, all cultures and can be of any age. The care they provide is unpaid and as such this definition does not extend to *care-workers* who are paid professionals who work in a variety of settings, from home care agencies and residential care facilities to nursing homes.

Adult Carers:

Carers aged 18 or over who care for another adult aged 18 or over

Parent Carers:

Carers aged 18 or over who are caring for a disabled child

Young Carers:

Carers aged under 18 who may be caring for an adult or a disabled child

[Back to Section 1](#)



[Click to exit](#)

What do carers do?

Each caring situation is different and is influenced by factors relating to both the carer and the person they care-for

Carers are likely to perform domestic tasks such as shopping, managing finances, cleaning, washing, ironing etc

Carers are also likely to perform personal care and nursing tasks such as giving medication, changing dressings, helping with mobility, dressing and toileting

Some carers may perform fewer physical tasks, but provide a great deal of emotional support, especially if the person they care for has mental health needs or dementia

Carers often have to deal with emergencies which rarely happen at convenient times!

[Back to Section 1](#)

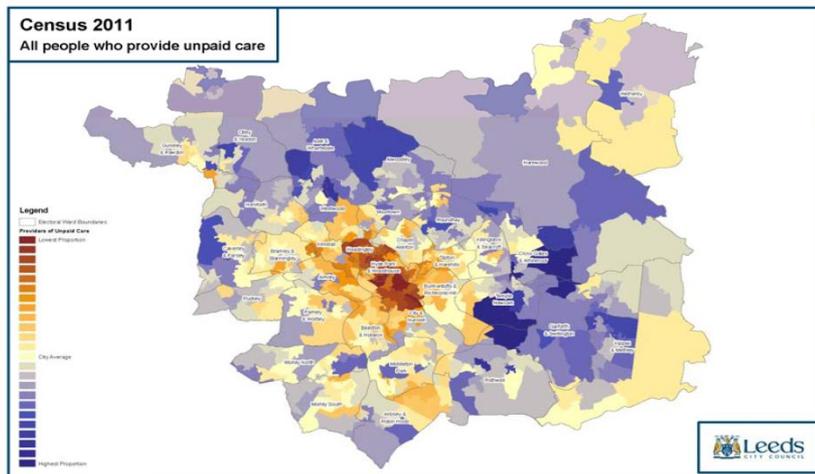


[Click to exit](#)

Where do carers live?

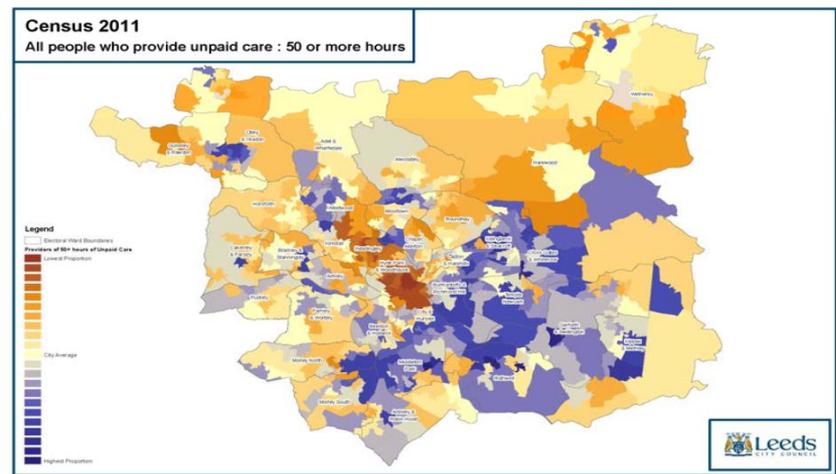
The map on the left shows the distribution of carers in Leeds while the map on the right shows the distribution of carers who provide more than 50 hours of care per week.

The maps suggest that greater numbers of carers tend to live in the outlying areas of Leeds with a distinct pattern to the North of the City. However, the distribution changes with carers providing the greatest number of hours more likely living to the south and south east of the City.



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[Back to Section 1](#)



[Click to exit](#)

Some facts and figures

75,000

Carers in Leeds That's around 1 in 10 of the population



Carers aged 65 and over are more than

TWICE

as likely to be caring for more than 50 hours per week

Carers provide 1.5 million hours of unpaid care per week in Leeds every week. It would cost

£1.4 BILLION

a **YEAR** to replace that care

The percentage of carers providing 20 or more hours of care per week increased between 2001 and 2011 from:

31% to 36%

Carers are less likely to be in full time employment (38% compared to 47% of non-carers)

65 people start caring in Leeds **EVERY DAY**

Carers are more likely than non-carers to:

- Have a long term physical or mental condition
- Have arthritis or problems with back or joints

[Back to Section 1](#)



[Click to exit](#)

Some things that carers say would help them

Good quality information and advice

Good quality and reliable support for the person I care-for

If the NHS and Social Care recognised and valued what I do

Help to improve my own health and wellbeing

Having a break and some time for me

An understanding employer

Knowing where to get help from when I need it

Support when my caring role ends

Having someone to talk to

Being listened to and included

Being in touch with other carers

Advice about money and benefits

Back to Section 1



Click to exit

Some things get in the way

Not knowing where to get help from, or even that there is help available

Not wanting other people to know about the person they care for

Not recognising themselves as carers or using the word 'carer'

Feeling tired all the time

Feeling that saying they are a carer will count against them

The word 'carer' is often used incorrectly to mean 'care-worker'

The person they care for refuses help

The NHS and Social Care don't always identify carers

Carers tend to ignore their own health needs

Employers and managers often lack awareness of carers and caring

[Back to Section 1](#)



[Click to exit](#)

Our Vision

We want Leeds to be a city where carers can say:

- ✓ I have good quality information and advice which is relevant to me
- ✓ I am listened to and feel part of the team planning care for the person I care-for
- ✓ I am satisfied with the support that the person I care-for receives
- ✓ I feel that what I do as a carer is recognised, understood and valued
- ✓ I feel that I am supported to look after my own health and wellbeing
- ✓ I get to have a break and some time for myself
- ✓ I am able to balance caring with my paid work
- ✓ I know where to get help from when I need it including when things go wrong
- ✓ I am able to keep in touch with friends and family
- ✓ I feel supported when my caring role ends

[Back to Section 2](#)



[Click to exit](#)

Our approach

All partners to the strategy have agreed to:

- ✓ Work in partnership with others to support carers
- ✓ Promote good practice in the identification and recognition of carers
- ✓ Ensure that carers are involved in making decisions that affect them and the person they care-for
- ✓ Work towards being a 'carer-friendly' employer

[Back to Section 2](#)



[Click to exit](#)

Legislative and Policy

The **Care Act 2014** gives carers the same recognition, respect and parity of esteem with those they support. Duties and responsibilities in relation to information and advice, promoting independence and wellbeing, preventing and delaying people from developing needs for care and support, and assessment and eligibility, apply equally to carers as they do to the people they care for.

The **NHS Long Term Plan** includes key commitments to improve identification and support for carers and to develop more personalised support for patients and carers. This includes joint health and social care assessments and care planning, carers' personal health budgets, more personalised outcomes from Continuing Health Care and Care Programme Approach Assessments and wider use of social prescribing.

The rights of parent carers are addressed within the **Children and Families Act**. The council has a duty to provide an assessment to a carer of a disabled child aged under 18 if it appears that the parent carer has needs, or the parent carer requests an assessment.

The **Equality Act**, the **Human Rights Act** and the **Employment Rights Act** all include provisions which enable carers to challenge adverse treatment they may experience as a result of their caring responsibilities.

[Back to Section 2](#)



[Click to exit](#)

Investment in support for carers

The table below shows the planned budget from April 2020 to support carers. This includes contributions from Leeds City Council (Adults and Health & Children and Family directorates) and NHS Leeds Clinical Commissioning Group. It does not include all the support that is provided directly to an adult with care and support needs which may benefit carers (e.g. by helping them to have a break) as it is not possible to quantify this figure. Nor does it include funding for the Young Carers service.

Description	Planned Budget
Information, advice and support service for adult and parent carers	£1,326,539
Community Based Short Breaks (Adults)	£1,201,230
Targeted Short Breaks for Disabled Children	£TBC
Carers Emergency Scheme	£94,950
Time for Carers grant	£150,000
Winter Resilience: Support for carers	£40,000
Employers for Carers & Digital Resource (Carers UK)	£5,000
Total	£

[Back to Section 2](#)



[Click to exit](#)

Our Priorities and Passions

Click on any of the boxes below to look at the objectives that relate to that priority

Improving identification of carers

Increasing the number of carers accessing support

Knowing what works for carers

Influencing change and innovating

Making Leeds a carer-friendly city

[Back to Section 2](#)



[Click to exit](#)

Improving identification of carers

Objectives

Objective 1	Increase the number of patients who are registered with their GP practice as carers
Objective 2	Increase the number of carers assessments completed and recorded by Leeds City Councils Adults & Health Directorate
Objective 3	Increase the number of organisations who are engaged with the Leeds Working Carers Employers Network

[Back to Priorities](#)



[Click to exit](#)

Increasing the number of carers accessing support

Objectives

Objective 1	Increase the number of carers who get a break from caring
Objective 2	Increase the number of carers supported by Carers Leeds
Objective 3	Increase the number of carers who have an emergency/contingency plan

[Back to Priorities](#)



[Click to exit](#)

Knowing what works for carers

Objectives

Objective 1	Establish a Leeds Carers Forum to provide a ‘carer voice’
Objective 2	Carry out research with carers from our diverse communities (including BAME, LGBT+ and migrant communities)
Objective 3	Undertake an annual carers survey

[Back to Priorities](#)



[Click to exit](#)

Influencing change and innovating

Objectives

Objective 1

Identify opportunities to work in partnership with Digital Leeds

Objective 2

Influence initiatives and partnerships in Leeds to include carers and better meet the needs of carers

Objective 3

Collaborate and innovate with partners regionally and nationally (including Integrated Care System, Carers UK)

[Back to Priorities](#)



[Click to exit](#)

Making Leeds a carer-friendly city

Objectives

Objective 1	Increase the number of organisations who complete a 'Leeds Commitment to Carers' declaration
Objective 2	Establish Carer Friendly Ambassadors
Objective 3	Hold an annual 'Leeds Carers Fest'

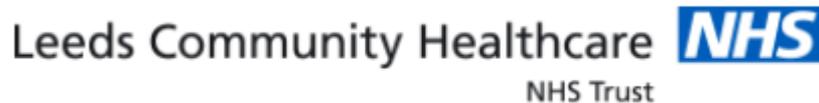
[Back to Priorities](#)



[Click to exit](#)

Action Plans

Click on any logo to see the actions that organisation is taking as their contribution to Putting Carers etc



[Back to Section 2](#)



[Click to exit](#)

Action Plan: Leeds City Council

What actions are you taking to put carers at the heart of everything you do?	TO BE COMPLETED
What results do you expect to see?	TO BE COMPLETED
How will you know you have been successful?	TO BE COMPLETED

[Back to Logo's](#)



[Click to exit](#)

Action Plan: Department for work and pensions

What actions are you taking to put carers at the heart of everything you do?	TO BE COMPLETED
What results do you expect to see?	TO BE COMPLETED
How will you know you have been successful?	TO BE COMPLETED

[Back to Logo's](#)



[Click to exit](#)

Action Plan: Carers Leads

What actions are you taking to put carers at the heart of everything you do?	TO BE COMPLETED
What results do you expect to see?	TO BE COMPLETED
How will you know you have been successful?	TO BE COMPLETED

[Back to Logo's](#)



[Click to exit](#)

Action Plan: Leeds Teaching Hospitals NHS Trust

What actions are you taking to put carers at the heart of everything you do?	TO BE COMPLETED
What results do you expect to see?	TO BE COMPLETED
How will you know you have been successful?	TO BE COMPLETED

[Back to Logo's](#)



[Click to exit](#)

Action Plan: NHS Leeds CCG

What actions are you taking to put carers at the heart of everything you do?	TO BE COMPLETED
What results do you expect to see?	TO BE COMPLETED
How will you know you have been successful?	TO BE COMPLETED

[Back to Logo's](#)



[Click to exit](#)

Action Plan: Barnardos Willow Project

What actions are you taking to put carers at the heart of everything you do?	TO BE COMPLETED
What results do you expect to see?	TO BE COMPLETED
How will you know you have been successful?	TO BE COMPLETED

[Back to Logo's](#)



[Click to exit](#)

Action Plan: St Gemma's Hospice

What actions are you taking to put carers at the heart of everything you do?	TO BE COMPLETED
What results do you expect to see?	TO BE COMPLETED
How will you know you have been successful?	TO BE COMPLETED

[Back to Logo's](#)



[Click to exit](#)

Action Plan: Forum Central

What actions are you taking to put carers at the heart of everything you do?	TO BE COMPLETED
What results do you expect to see?	TO BE COMPLETED
How will you know you have been successful?	TO BE COMPLETED

[Back to Logo's](#)



[Click to exit](#)

Action Plan: Leeds Community Healthcare NHS Trust

What actions are you taking to put carers at the heart of everything you do?	TO BE COMPLETED
What results do you expect to see?	TO BE COMPLETED
How will you know you have been successful?	TO BE COMPLETED

[Back to Logo's](#)



[Click to exit](#)

Action Plan: Healthwatch Leeds

What actions are you taking to put carers at the heart of everything you do?	TO BE COMPLETED
What results do you expect to see?	TO BE COMPLETED
How will you know you have been successful?	TO BE COMPLETED

[Back to Logo's](#)



[Click to exit](#)

Action Plan: Age UK Leeds

What actions are you taking to put carers at the heart of everything you do?

TO BE COMPLETED

What results do you expect to see?

TO BE COMPLETED

How will you know you have been successful?

TO BE COMPLETED

[Back to Logo's](#)



[Click to exit](#)

Action Plan: Leeds & York Partnership NHS Foundation Trust

What actions are you taking to put carers at the heart of everything you do?	TO BE COMPLETED
What results do you expect to see?	TO BE COMPLETED
How will you know you have been successful?	TO BE COMPLETED

[Back to Logo's](#)



[Click to exit](#)

Action Plan: EPIC (Parents Partnership)

What actions are you taking to put carers at the heart of everything you do?	TO BE COMPLETED
What results do you expect to see?	TO BE COMPLETED
How will you know you have been successful?	TO BE COMPLETED

[Back to Logo's](#)



[Click to exit](#)

How we will know we are making a difference

It is important that the Leeds Carers Partnership has a way of knowing that the actions being undertaken are making a difference for carers. Some of the ways that we will do this include:

We will ask partner organisations to tell us how they are getting on with their own action plans

We will look at the results of national surveys e.g. GP Patient Survey & Survey of Adult Carers in England

We will ask Adults and Health to share the information they submit on statutory returns

We will check whether the number of carers registered with GP practices has increased

We will ask commissioned services to share a summary of their performance reports

We will invite carers to share their experiences at partnership meetings

[Back to Section 2](#)



[Click to exit](#)

Links to other local plans and strategies

This page provides links to other local plans and strategies.
Click on the one you want to look at for more detail:

[Leeds Health and Wellbeing Strategy](#)

[Leeds Plan](#)

[Better Lives Leeds](#)

[Leeds Dementia Strategy](#)

[Leeds Young Carers Strategy](#)

[Leeds Mental Health Strategy](#)

[Back to Section 2](#)



[Click to exit](#)

Carers Leeds

Information, advice and support for adult and parent carers

Carers Leeds is an independent Leeds based charity that provides a single point of access to information, advice and support to carers aged 16 and over. Carers Leeds have an experienced and dedicated staff team who provide a comprehensive information, advice and support service for adult and parent carers. This confidential service ensures that carers have the right information and support, tailored to their individual needs and circumstances.

Carers Leeds

Address: 6-8 The Headrow, Leeds, LS1 6T

Advice Line Phone Number: 0113 380 4300

Email: info@carersleeds.org.uk

Website: <https://www.carersleeds.org.uk/>

Carers Leeds also produce a regular newsletter which has lots of helpful information for carers. You can ring the advice line and ask to receive the newsletter or you can [register on-line](#).

[Back to Section 3](#)



[Click to exit](#)

Willow Young Carers Service

Willow Young Carers Service

Willow is a support service for young carers aged 5 to 18 years old living in Leeds. You can contact the service and talk to a young carers worker about your situation and the support that might be available to you.

Further information, including a referral form, can be found on the Willow Young Carers website. Their address is:

Barnardo's Willow Young Carers
The Old Fire Station
Gipton Approach
Leeds LS9 6NL

Phone: 0113 249 1634

Email: willow.youngcarers@barnardos.org.uk

[Back to Section 3](#)



[Click to exit](#)

Getting a break (Adult Carers)

Having a short break from caring can help improve the wellbeing of both carers and the people they care-for.

A short break is anything that means that a carer is relieved of their caring responsibility for a period of time, and in most cases, this will involve someone else taking over their caring role. This can range from very informal relationships where a family member or friend takes over caring for a short time, to support that is available for particular groups of people (e.g. Neighbourhood Networks, Dementia Cafes) or to more formal care arrangements through a care agency or residential care home.

The Leeds Directory can help you to find local services, activities and events that might provide a break. [Click here to visit the Leeds Directory.](#)

Leeds City Council's Adults and Health directorate can help you get a break from caring. If you want them to help you, please contact them on 0113 222 4401.

[Back to Section 3](#)



[Click to exit](#)

Getting a break (Parent Carers)

Short breaks and fun activities are available in Leeds for children and young people with SEN and disabilities.

These can give children and young people a chance to have fun, make new friends and gain independence, whilst their parents or carers have a break from caring.

Leeds City Council's Children and Families Directorate have produced a Short Breaks Guide and a Short Breaks Directory.

[Click here for the Short Breaks Guide](#)

[Click here for the Short Breaks Directory](#)

[Back to Section 3](#)



[Click to exit](#)

GP Yellow Card Scheme

Yellow Card Scheme in GP Surgeries

All Leeds GP practices can refer carers to Carers Leeds by completing a 'Yellow Card Referral'.

You can ask your GP practice for a Yellow Card and when you have completed the short form hand it back to the practice and they will send the referral to Carers Leeds.

As part of the process GP practices are encouraged to use the Yellow Card as a prompt to record a patient as a carer on their practice database thereby ensuring that carers can be identified when contacting their practice and offered appointment times and services that fit with their caring role, for example carer health checks and access to flu vaccinations.



[Back to Section 3](#)



[Click to exit](#)

Support for working carers

Support for Working Carers

Carers Leeds provide support for employers as well as for people who balance their paid employment with caring for someone (working carers) Support includes:

- Self-assessment tool for employers
- Training, information and support for managers
- Training, information and support for working carers
- On-site 1-2-1 support for working carers
- Employer toolkit
- General information for carers

Please contact Carers Leeds for more information on 0113 246 8338 or by email at info@carersleeds.org.uk

[Back to Section 3](#)



[Click to exit](#)

Digital Resource for Carers

Free Digital Resource for Carers

Leeds City Council have teamed up with Carers UK to give carers in Leeds free access to a wide range of digital tools and essential resources that may help make their caring situation easier.

Visit: www.carersdigital.org and use the unique reference code **DGTL8267**

Once you have registered you will have free access to:

About Me: An online course that aims to help you identify and find resources, technology and sources of support to prevent your caring responsibilities from becoming overwhelming.

Jointly Care co-ordination app: a central place to store and share important information about the person you are caring for. Set up appointments, allocate tasks, save files and notes, manage medication and lots more.

Carers UK guides: Essential reading for carers including: Upfront guide to caring, Looking after someone, Carers Rights Guide and A self-advocacy guide for carers

[Back to Section 3](#)



[Click to exit](#)

Planning for an Emergency

Carers Emergency Scheme

The Carers Emergency Scheme can provide carers with peace of mind in that they know that if an emergency does happen, and they are temporarily unable to provide care, someone they know and trust, or someone who is appropriately skilled and trained, is stepping into their caring role

From 1st March 2019 to 31st March 2020, the Carers Emergency Scheme will be provided by Comfort Call. The Carers Emergency Scheme can:

- enable carers to complete a carers emergency plan,
- arrange for those plans to be registered and stored safely,
- co-ordinate a response in the event of an emergency where the carer is unable to provide the care they normally provide.

The telephone number for enquiries and referrals is 0113 205 2990

[Back to Section 3](#)



[Click to exit](#)

Carers Assessment

Carers Assessment

If you are caring for someone who otherwise couldn't manage without your help. because of illness, frailty, disability, a mental health problem or an addiction, you are entitled to an assessment of your own needs, even if the person you care for doesn't want or need services themselves.

Assessment is simply the way professional workers from Health or Social Care organisations find out what your caring situation is, and what would help you to continue.

Carers who don't already have a social worker or other Adult Social Care staff member involved with the family, can ask for a carers assessment by contacting Carers Leeds via the Advice Line on **0113 380 4300**. The assessment will be carried out by Adult Social Care Staff who are based at Carers Leeds Offices. You can also have a home visit if you prefer.

[Back to Section 3](#)



[Click to exit](#)

Time for Carers Grant

The Time for Carers scheme can provide a carer with a payment of up to £250 so that they can have a break from caring. The scheme is funded by Leeds City Council and administered by Carers Leeds.

Carers are asked in their applications, to say exactly how they would spend the grant and how they hope to benefit from the break (e.g. improved health, reduced stress, re-charge batteries). Carers are also asked to provide a short summary of how they have used the grant and the difference it has made to them.

Funding is advertised at particular times of the year on the Carers Leeds website <https://www.carersleeds.org.uk/> and through Carers Leeds Twitter account @carersleeds

[Back to Section 3](#)



[Click to exit](#)

Benefits Advice

TO BE COMPLETED

[Back to Section 3](#)



[Click to exit](#)

Carers Support Groups

Group support is a good way to share experiences and get emotional support from other people in the same or a similar situation.

Carers Leeds facilitate around 30 carer support groups each month. The groups are welcoming and friendly, give carers a break from caring and give you the opportunity to get advice, information and support tailored towards your caring role.

Some groups enjoy activities, well-being sessions and have speakers who may be of particular interest to the group.

Please [click here](#) for a leaflet which has details of Carers Leeds Support Groups including meeting times and locations.

[Back to Section 3](#)



[Click to exit](#)

Support for carers in Leeds hospitals

It can be a stressful time for carers if the person you care-for is taken into hospital.

Leeds Teaching Hospitals NHS Trust have made a commitment to ensure that carers are recognised as important partners in the care of patients, and have developed their own Carers Charter.

[Click here](#) to see the hospitals Carers Charter and to find out more about the ways in which the hospital trust supports carers

[Back to Section 3](#)



[Click to exit](#)

The Leeds Directory

The Leeds Directory provides online information about local care and support services, activities and events that support people to live the life they want to live.

It includes information about events, social groups or activities, different housing options, home care services and care homes, information and services that can support keeping healthy and active, and more!

Organisations providing services around the home and garden, or that provide one to one support are checked and vetted for peace of mind. These providers are marked with a Green Tick.

[Click here](#) to visit the online Leeds Directory

[Back to Section 3](#)



[Click to exit](#)

Telecare Services

Telecare is a service that can support older and vulnerable people to live safely and independently in their own home through the use of simple sensors.

Telecare can provide carers with peace of mind which can mean they are able to go to work, take part in leisure activities or just simply go out, knowing that a Response Centre will be alerted if the sensor detects any problems. Response centre staff will have information about the person using the service, will be able to identify which sensor has been activated, and how best to respond.

Please contact the contact centre on 0113 222 4401 to arrange an assessment and they will pass your information onto Adult Social Care, or you can speak to someone at your local One Stop Centre. You can also contact Telecare directly on 0113 3783290

[Back to Section 3](#)



[Click to exit](#)

Telecare Services

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[Back to Section 3](#)



[Click to exit](#)

Bereavement Support

Bereavement brings a number of extra issues for carers, for example the loss of purpose and identity that caring provided, and the loss of, or disconnection from, some the things carers may have lost or given up to care, such as contact with friends or work.

The Bereaved Carer Project at Carers Leeds provides support on a one-to-one and group basis for carers who have been bereaved. In addition the 'Support After Loss' group can offer bereaved carers the opportunity to socialise and build their confidence in getting out and about and enjoying the activities and events in the community.

For more information about bereaved carer support please contact Sue Sutton on 07539 101 014 or by email at susan.sutton@carersleeds.org.uk

Back to Section 3



Click to exit

Connecting Carers project

We know from national research and our own experience that carers can become isolated and lonely as a result of their caring role. Although many carers live with the person they care for, they can still feel isolated, particularly if they have lost contact with friends and family and find it difficult to leave the home.

Carers Leeds run the Connecting Carers project which aims to help carers aged 50 and over to make social contacts and increase their involvement in social activities.

Carers Leeds also provide a befriending service for carers aged 16 and over.

You can find out more by ringing Carers Leeds on 0113 380 4300 or by [clicking here](#)

[Back to Section 3](#)



[Click to exit](#)

Holidays for Carers

TO BE COMPLETED

[Back to Section 3](#)



[Click to exit](#)

Social Prescribing

TO BE COMPLETED

[Back to Section 3](#)



[Click to exit](#)

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[Back to Section 3](#)



[Click to exit](#)

Thank you from the Leeds Carers Partnership

The Leeds Carers Partnership champions the needs of carers and aims to influence the way that services are planned and delivered in response to the needs and aspirations of carers.

Membership is open to anyone who has an interest in the development and improvement of services that support carers in Leeds.



For more information about the Leeds Carers Partnership, please contact:

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