

Staff Information Pack



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This carers information booklet for staff will help you to:

1. Identify carers
2. Access training
3. Be kept up to date with supports available
4. Link to the most up-to-date referral forms
5. Contact the Carer Support Team



Identifying Carers

A Carer is recognised as a person who provides any unpaid help or support to 'family members, friends, neighbours or others because of long-term physical or mental health or disability, or problems related to old age'. In Belfast Trust, we estimate that there are over 50,000 carers. Carers are a diverse group and every caring situation is unique.



"Our vision is that we will deliver the highest quality support, for our Carers living in the Belfast area, as well as Carers of people who use our regional services."

Who are carers?

A Carer is 'someone who provides care for a relative or friend who is ill, frail or disabled and this care is provided free of charge'.

As a Trust member of staff you are in a unique position to help carers identify themselves. Carers can miss out on much needed support as they do not recognise themselves as carers.

Click on the boxes below to help understand who are carers.



Older Carers



**Parents of
Children with a
Disability**



Young Carers



Male carers



**Caring for
someone with a
mental illness**



Ethnic Carers



Carer Assessments

The Trust has a statutory duty to promote Carer Assessments. As Trust staff, we have to offer an assessment to all carers who are identified as having a substantial and regular caring role. For some staff including Social Workers, CPNs, Care Managers, Community Nurses and trained Band 5 staff and above, you also have a duty to carry out assessments.

Why do we Assess the needs of Carers?

- **Recognise** and support role of carer
- **Explore** amount of caring and its impact
- **Determine** support needs of carer
- **Establish** how needs can be met

When are Assessments offered?

Point of any new Referral and all Reviews/Re-assessments of cared for person

How to undertake a Carers Assessment/Re-assessment

Staff will undertake a carer assessment at a time and location suitable for the carers. For all adult services, the carers component of NISAT will guide your conversation, alternatively the Carer's Conversation Wheel may be used. For children's services, UNOCINI will be used.

All staff who offer and carry out Carer Assessments have a responsibility to record this activity.



Recording Carer Assessments

Adult services are required to record all Carer Assessment activity on Encompass. Reports and Dashboards have been developed on Encompass to accurately report all correctly recorded activity relating to Carer Assessments.

Search the following headings in 'My Reports';

Report: HSC SC Carer's Assessments (SQL)

Dashboard: Carer's Activity Data

Staff are asked to record all activity in relation to a Carer Assessment and a Carer Re-assessment, whether they are accepted or declined.

- Carer Assessment is the first time a carer has a Carers Assessment.
- Carer Re-assessment is undertaken anytime after a Carer Assessment.

Targets

Carer's Documentation

Add targets

Show: Completed

Targets	Due	Outcome
No Due Date		
Offer Carers Reassessment		Mark Complete
Completed		
Complete Carer's Reassessment		Need for financial assistance identified

Encompass Guides

Standard Operating Procedures have been developed to help staff to record Carer Assessment/ Re-assessment activity. It is important that all Carer Assessments and Carer Re-assessments that are declined are recorded as targets, with the reason for the decline included.

Check out the guides below;

**Adding a Carer
Assessment to encompass
SOP**



**Adding a Carer Re-
assessment to Encompass
SOP**



**Adding A Carer
Assessment Declined to
Encompass SOP**



**Adding a Carer Re-
assessment Declined to
Encompass SOP**



Tip Sheets

Quick tip sheets have been developed for staff who are confident using Encompass.

Click to view the guides below;



Adding a Carer Assessment Tip Sheet



Adding a Carer Assessment Declined Tip Sheet



Adding a Carer Re-assessment Tip Sheet



Adding a Carer Re-assessment Declined Tip Sheet



Adding a Carer to the Service Users Record Guide



CHILDRENS SERVICES

Recording Carer Assessments

Childrens Services still record
Carer Assessments on Paris

A referral must be added to the team with a referral reason of 'Carer Assessment'.

Carers aged 16+

- When the Carer Assessment is completed a Casenote must be added to Paris to reflect this

Carers Under 16

- When a Carer Assessment is completed this must be recorded on UNOCINI



Carer Supports

A number of supports are available to help carers in their role. Check out the boxes on the right to find out more about what is available and also access referral forms. As a minimum, all carers should receive a Carer Information Pack and be encouraged to join the Carer Information List to enable them to find out more information about carers supports.

Each service area, will also provide specific supports for carers. This may be through a contracted service with a community or voluntary sector provider. To raise awareness of the service specific supports currently available within your service, click here to share these details. They will be shared in this resource.





**Carer Information
Pack**



Carers Register



**Carer
Identification
Card**



**Carer Monthly
Programme**



**Listening Ear /
Carer Counselling**



**Carer
Complementary
Therapies**



**Information and
advice about cost
of living support**



**Carer One off
Payment**



**Referral to Carer
Information &
Support Workers**



Young Carers Support

We encourage all staff to think Young Carers when they are working with families. If there is an illness or disability, children in the family will be impacted and should be identified as Young Carers.

Action for Children has developed a questionnaire (click here) to help young carers identify themselves:

- 1. I am between 8 and 18 years old.*
- 2. I have a family member with a physical / learning disability, mental health issue, addiction or life limiting illness.*
- 3. I sometimes miss school or social events because I have to take care of a family member.*
- 4. I worry more about my family member's health than myself.*
- 5. Do you put the needs of your family members before your own.*
- 6. I sometimes feel I have no one to talk to about my caring role.*
- 7. I rarely get time to do things that I enjoy (like hanging out with my friends) because I am helping care for a family member.*
- 8. Sometimes, I don't have the time to complete my homework because I am caring for a family member.*

When a young carer is identified they can be referred to Action for Children for support. To make the referral, download the NI Regional Young Carers Service Referral Form [here](#).

If a Young Carer does not wish to be referred to Action for Children, a staff member can carry out a Young Carers Assessment through a UNOCINI. Support can also be accessed through the Trust Young Carer One off Payment.

Action for Children

Action for Children provides support for young carers.

Young Carer Support Aged 8-18 Further information is available [here](#).
Direct support includes:

- Young carers needs assessment;
- Personal support, advice and guidance;
- Individual and group support;
- Trips and activities during school holidays;
- Help to access specialist services;
- Help to access universal services such as leisure and youth services.

Action for Children accepts referrals for both projects from family members, social workers, health professionals, teachers, tutors, voluntary sector professionals and young carers themselves.



Ethnic Minority Carers

We are committed to supporting carers from diverse backgrounds.

Information on carer support is available in a range of languages.

Please click on the relevant language below to access this:

- [Arabic](#)
- [Bulgarian](#)
- [Cantonese](#)
- [English](#)
- [Lithuanian](#)
- [Mandarin](#)
- [Polish](#)
- [Portuguese](#)
- [Romanian](#)
- [Russian](#)
- [Slovak](#)
- [Somali](#)

Community & Voluntary Supports for Carers





All Carers



Autism



Brain Injury



Cancer



Dementia



Learning Disability



Mental Health



Physical Disability



Sensory Disability



Older People



Young Carers



Support for All Carers

Click on the boxes to find out which organisations provide support for All Carers.



1:1 Support



Carer Group



Counselling



Education &
Training



Helpline



Information &
Advice





CrossroadsCareNI



Social Activities



Welfare Benefits
Advice



Support for Carers of those with Autism

Click on the boxes to find out which organisations provide support for Carers of those with Autism.



Carer Group



**Education &
Training**



Helpline



Social Activities



Support for Carers of those with a Brain Injury

Click on the boxes to find out which organisations provide support for those with a Brain Injury.



1:1 Support



Counselling



Education &
Training



Helpline



Information &
Advice



Short breaks for
Cared for Person





Shared Lives NI



**BRAIN
INJURY
MATTERS**



Social Activities

Support for Carers of Adults with Cancer

Click on the boxes to find out which organisations provide support for Adults with Cancer.



Advocacy



Befriending



Carer Group



Complimentary
Therapies



Counselling



Helpline





**Information &
Advice**



**Short Breaks for
Cared for Person**



**Welfare Benefits
Advice**

Support for Carers of Children with Cancer

Click on the boxes to find out which organisations provide support for Children with Cancer.



Advocacy



Carer Group



Complementary
Therapies



Counselling



Information &
Advice





**Northern
Ireland
Children's
Hospice**



**Alzheimer's
Society**



an initiative by



Registered Charity No: NIC106148

Support for Dementia Carers

Click on the boxes to find out which organisations provide support for dementia carers.



Carer Groups



**Education &
Training**



Helpline



**Information &
Advice**



Short Breaks



Social Activities



Support for Learning Disability Carers

Click on the boxes to find out which organisations provide support for Learning Disability Carers.



1:1 Support



Advocacy



Befriending



Carer Groups

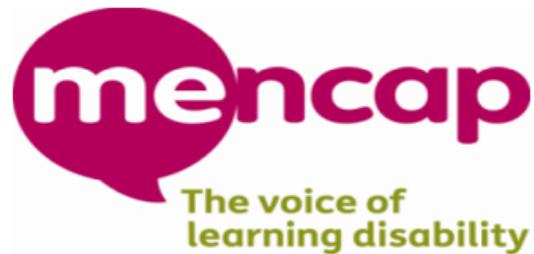


**Education &
Training**



Helpline





Information &
Advice



Social Activities



Short Breaks for
Cared for Person



Support for Mental Health Carers

Click on the boxes to find out which organisations provide support for Mental Health Carers.



1:1 Support



Advocacy



Carer Groups



**Education &
Training**



**Information &
Advice**



Social Activities



Support for Physical Disability Carers

Click on the boxes to find out which organisations provide support for Physical Disability Carers.



Advocacy



Befriending



Carer Group



Counselling



**Education &
Training**



Helpline



Leonard
Cheshire



mnda
motor neurone disease
association



USDT
ActionAbility
Belfast

VERSUS
ARTHRITIS



Cedar
Opportunity Choice Inclusion



Disability
Action



Information &
Advice



Social Activities



Welfare Benefits
Advice

Support for those who care for someone with a Sensory Disability

Click on the boxes to find out which organisations provide support for someone with a Sensory issue.



Carer Group



Counselling



**Education &
Training**



Helpline



**Information &
Advice**



**Short Break for
Cared for person**



RNIB

supporting blind and
partially sighted people



Social Activities



**Welfare Benefits
Advice**

Support for Carers of Older people

Click on the boxes to find out which organisations provide support for Older people



1:1 Support



Befriending



Carer Groups



Helpline



Short Breaks for Cared for Person



Sitting Service





Shared Lives NI



Social Activities



Crossroads Care NI



sense

connecting sight, sound and life



National
Autistic
Society

Support for Young Carers

Click on the boxes to find out which organisations provide support for Young Carers.



Carer Group



**Information &
Advice**



Short Breaks



Social Activities





“This was a very useful opportunity to take time out to reflect on my experiences as a social worker and a carer.”

Service User

Belfast Recovery College

The Belfast Recovery College welcomes everyone 16+ in the community to enrol for free wellbeing and mental health education courses.

The courses are co-produced/co-facilitated by Peer Educators with lived experience and mental health practitioners.

The Recovery College students include a real diversity of people from the community, including people with lived experience of mental health, members of staff, carers, family, professionals, front-line workers, those with an interest in mental health and young people. The courses are inclusive - anyone can attend.

i What is recovery? >

i Courses >

i Enrolment >



**Please contact the Belfast Recovery
College on:**

Email: recoverycollege@belfasttrust.hscni.net

Web: <https://belfasttrust.hscni.net/service/belfast-recovery-college/>

Phone: 028 95043059

Training

The Carer Support Team offers a range of training for all Service Directorates to enhance teams knowledge to identify and engage with carers to signpost, provide support and assess need. Training includes:

Carer Awareness – this training is for any member of staff who has contact with carers and families in their work. It seeks to increase awareness about the carer role and supports staff to identify carers and provide information and signposting to the Carer Support Service.

Carer Assessment and Carer Support – this training is primarily for staff who have a responsibility for carrying out carer assessments. This course seeks to enable staff to:

- Improve their knowledge about our legal responsibilities in relation to carers
- Have a better understanding of what it is like to be a carer
- Know why an assessment may be useful
- Be better informed about help that is available

These courses are available via the Trust Education and Development, Social Work/Social Care Adult Services Training. Training sessions are available throughout the year and advertised on the LOOP events section.

If you would like a bespoke session for your team, this can be requested by contacting the Carer Support Service at carersuppsvcs@belfasttrust.hscni.net

Carer Support Service - Team



Helen Anderson
Senior Manager -
Carers



Margaret McDonald
Carers Co-ordinator

Collette Carson
Carer Information and
Support Officer



Susan Campbell
Carer Information and
Support Officer

To be Appointed
Carers Team
Administrator



Anne Murphy
Carer Involvement and
Projects Officer

Regional Carer Support Services



Northern Trust



Western Trust



South Eastern Trust



Southern Trust



Carer Support Service

Belfast Health and Social Care Trust

Email: CarerSuppSvc@belfasttrust.hscni.net

Telephone: 028 9504 2126

Website: [Carer Support Services \(sharepoint.com\)](https://sharepoint.com)

Carers' Services | Belfast Health & Social Care Trust (hscni.net)