

**CARERS** UK  
the voice of carers

# Looking after someone a guide to carers' rights and benefits 2007/8



## About Carers UK

Carers UK is the voice of carers.

Carers provide unpaid care by looking after an ill, frail or disabled family member, friend or partner. Carers give so much to society yet they experience ill health, poverty and discrimination because they provide care. Carers UK campaigns to end this injustice.

We were set up by carers to improve carers' lives. To this day carers run the organisation and decide what needs to be done. Carers UK will not stop until people recognise the true value of carers' contribution to society and carers get the practical, financial and emotional support they need.

Carers UK together with Carers Northern Ireland, Carers Scotland and Carers Wales improve carers' lives by campaigning for the changes that make a real difference for carers:

- providing information and advice to carers about their rights and how to get support
- mobilising carers and supporters to influence decision-makers
- gathering hard evidence about what needs to change
- transforming the understanding of caring so that carers are valued and not discriminated against.

Over 1 million people experience ill health, poverty and discrimination at work and in society because they are carers.

- **Poverty:** One in three people providing round the clock care struggle to pay basic food and utility bills, often affecting their own health and that of the person they care for.

*Carers UK is campaigning for the government to increase carer benefits and offer tax breaks and greater opportunities to remain in work.*

- **Poor Health:** 625,000 carers suffer mental and physical ill health as a direct consequence of the stress and physical demands of caring. *Carers UK is campaigning for the NHS and social services to provide adequate support, including breaks to carers to prevent ill health.*

- **Employment discrimination:** One in five carers have had to give up work to care.

*Carers UK is campaigning for the government to strengthen carers' employment rights and make sure services are available to fit around carers' working lives.*

Add your voice calling for a better deal for carers. Join Carers UK. To find out how see page 21.

## About this guide

Carers have certain legal rights to benefits and other help. Carers UK is aware of many carers who do not know about their rights or how to get help. Every year £740 million of carers' benefits are unclaimed. Carers UK is here to make sure carers know about their rights and the help available to them.

This guide sets what rights carers have and how they can get

- financial help
- practical help
- help with combining work and caring

For more information, or advice about the benefits you can claim, contact CarersLine on 0808 808 7777. You can also get help to find out more, and in some case to fill out forms from Citizens Advice Bureaux, carers centres, Age Concern branches and many local councils have welfare rights teams; all of these should be listed in your phone book.

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# Financial help

*The information below applies to England, Wales, Scotland and Northern Ireland unless otherwise stated.*

The benefit system is complicated and finding out what you are entitled to can be difficult. The main benefits affecting carers are listed below, but this not an exhaustive lists of the benefits available.

## Carers benefits

### Carer's Allowance

Carer's Allowance is the main benefit for carers. It is paid at a basic rate of £48.65 a week. (2007/8 rates) You can get Carer's Allowance if:

- you look after someone for at least 35 hours each week, and
- the person you look after gets Attendance Allowance or the middle or higher rate of the care component of Disability Living Allowance, and
- you are aged 16 or over, and
- you are not studying for more than 21 hours a week, and
- you don't earn more than £95 a week from work (after some deductions), and
- you satisfy UK residence and immigration rules

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NB if you are getting State Retirement Pension, Incapacity Benefit, Bereavement Benefit or any other 'earnings replacement' benefit of more than the rate of Carer's Allowance, you cannot be paid Carer's Allowance.

If this is the case, you could have 'underlying entitlement' to Carer's Allowance, which can help you to get more money from other benefits (e.g. an extra amount of Income Support or Pension Credit), so it is still worth claiming.

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Sometimes, if you are paid Carer's Allowance, the person you care for may lose some of their benefit. If you are unsure, seek further advice. Call Carersline 0808 8087777

To claim, call the Carer's Allowance Unit on 01253 85 61 23 (Textphone: 01772 89 94 89) or claim online at [www.direct.gov/carers](http://www.direct.gov/carers) In Northern Ireland, call 028 9090 6186.

Alternatively you can call the Benefits Enquiry Line on 0800 88 22 00 (Textphone: 0800 24 33 55); in Northern Ireland 0800 220 674 (textphone 0800 243 787)

## Carer premium/addition

The carer premium and addition are extra amounts used in the calculation of some means-tested benefits. The carer premium is used in Income Support, Jobseeker's Allowance, Housing Benefit and Council Tax Benefit and the carer addition is used in Pension Credit. The carer premium/addition is worth £27.15 (2007/8 rates) a week and is included in your benefit calculations if you get Carer's Allowance or if you have 'underlying entitlement' to Carer's Allowance (see above).

## Planning ahead

For every week Carer's Allowance is paid, you are credited with a National Insurance contribution. This helps to protect your entitlement to State Retirement Pension.

If you are a carer, but are not entitled to Carer's Allowance, you can claim Home Responsibilities Protection for every year you are a carer for at least 48 weeks. For more information about Home Responsibilities Protection contact The Pension Service on 0845 60 60 265 (Textphone: 0845 60 60 285) or ask at your local Jobcentre Plus office. In Northern Ireland contact the Pension Service on 028 9054 9393 or ask at your local Social Security office.

## Disability benefits

### Disability Living Allowance

Disability Living Allowance is a benefit paid to help with the extra costs of long-term illness or disability. To qualify for Disability Living Allowance, you must make a claim before your 65th birthday. Your income and savings do not affect whether you can get Disability Living Allowance, or how much you get.

Disability Living Allowance is split into two parts; you can claim for either or both these components:

- care component – this for the help someone needs to look after themselves and can be paid at one of three rates (lower, middle or higher)
- mobility component – this is for the help someone needs getting around and can be paid at one of two rates (lower or higher)

## Attendance Allowance

Attendance Allowance is a benefit paid to people aged 65 or over to help them with the extra costs of a long-term illness or disability. Your income and savings do not affect whether you can get Attendance Allowance or how much you can get. Attendance Allowance is paid at two rates (lower or higher); the amount you get depends on the amount of help you need. There is no amount for mobility needs in Attendance Allowance.

To claim Disability Living Allowance or Attendance Allowance, call the Benefits Enquiry Line on 0800 88 22 00 (Textphone: 0800 24 33 55) or claim online at [www.direct.gov.uk/disability](http://www.direct.gov.uk/disability) In Northern Ireland call the Benefit Enquiry Line on 0800 220 674 (Textphone: 0800 243 787)

## Other benefits for people on a low income

### Income Support

Income Support is a means-tested benefit paid to people on a low income (or with no other income) aged under 60 who do not have to sign on to look for work. The amount of Income Support you get varies according to your family circumstances, income and age. You cannot get Income Support if your savings are higher than £16,000.

### Jobseeker's Allowance

Jobseeker's Allowance can be either means-tested or based on National Insurance contributions you had made through previous work; the amount of means-tested benefit you can get is affected by your income and savings. You cannot claim if you have savings of more than £16,000. To claim Jobseeker's Allowance you must be available for and actively seeking work and you will have to sign on regularly to prove this.

To claim Income Support or Jobseeker's Allowance, go to your local Jobcentre Plus office. Details of your local office should be in your phone directory or can be found at [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk) In Northern Ireland go to your local social security office; details can be found at [www.dsdni.gov.uk](http://www.dsdni.gov.uk)

### Pension Credit

Pension Credit is a benefit for people aged 60 or over on a low income. It is split into two parts; Guarantee Credit and Savings Credit.

- Guarantee Credit can be claimed by people aged 60 or over. If you are under 60, but your partner is over 60, your partner can claim it for both of you. The Guarantee Credit is means-tested, so your income and savings will affect the amount you get.
- Savings Credit rewards pensioners who have a second pension or modest savings. It is paid as part of a claim for Pension Credit to pensioners who are 65 or over.

The calculation of Pension Credit can be quite complex. To find if you are entitled and how much you could get, phone The Pension Service on 0845 60 60 265 (Textphone: 0845 60 60 285) or go to [www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk) Claims can be completed for you over the phone, they will then be sent out for you to check and sign. In Northern Ireland phone the Pension Service on 0808 100 6165 (Textphone: 0808 100 1165).

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Getting Income Support, Jobseeker's Allowance or Pension Credit can lead to help with your housing costs, including Council Tax, and health benefits – see later in this guide

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## Tax Credits

Child Tax Credit and Working Tax Credit are paid to top up the incomes of families or workers with a low income. The amount you get of either/both is affected by your household income and savings:

Child Tax Credit is paid if you have a child(ren) under 16 (or 19 if they are in education). You may be able to get extra credit if you have a disabled child.

You do not have to be in work to get Child Tax Credit

Working Tax Credit is paid if you are working. You may be able to get extra credit if you work more than 30 hours a week, are aged over 50, or are disabled.

To claim Tax Credits, call 0845 300 3900 (Textphone: 0845 300 3909) or claim online at [www.taxcredits.inlandrevenue.gov.uk](http://www.taxcredits.inlandrevenue.gov.uk) In Northern Ireland call 0845 603 2000 (Textphone: 0845 607 6078).

## Help with housing costs

### Help to pay your rent

If you have to pay rent and are on a low income, you may be able to get Housing Benefit to help you pay your rent. Your family circumstances, income, savings and rent charges will affect how much you get. You cannot usually get Housing Benefit if you have savings of more than £16,000.

To claim Housing Benefit, contact your local council or local Housing Executive in Northern Ireland.

### Help with mortgage costs

If you are getting Income Support, (means-tested) Jobseeker's Allowance or Pension Credit, you may be able to get help with your mortgage costs. Not all mortgage/other housing costs can be met and a waiting period applies before you can get this help.

To claim help with mortgage/housing costs, contact Jobcentre Plus or The Pension Service (see above for more contact details). In Northern Ireland, contact your local Social Security office.

## Help with your Council Tax bill or rates

### Council Tax Benefit (or Rates Rebate in Northern Ireland)

Council Tax Benefit (or Rates Rebate) helps people to pay their council tax (or rates). The amount you get depends upon your family circumstances, income, savings and the level of your council tax. You cannot usually get Council Tax Benefit (or Rates Rebate) if you have savings of £16,000 or more.

To claim Council Tax Benefit, contact your local council. To claim Rate Rebate, contact your local Housing Executive or Rates Collection Agency Office.

### Reducing your Council Tax bill (England, Wales and Scotland)

#### *Council tax reduction scheme*

You may be able to get a reduction to your Council Tax which does not depend on your income or savings e.g. if your home is adapted for a disabled person.

### *Council Tax discounts*

People who live alone qualify for a 25% Council Tax discount. Empty properties can have a 50% discount on their Council Tax bill. Some carers and other people such as those with a severe mental impairment are not counted when working out how many people live in a property. This means you might still get a discount even if you don't actually live alone. As a carer, you will not be counted for Council Tax purposes if:

- you provide at least 35 hours of care a week, and
- the person you care for gets the highest rate of Disability Living Allowance care component or the higher rate of Attendance Allowance, and
- you live with the person you are caring for, and
- you are not the partner of the person you care for, or their parent if you care for child under the age of 18

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You don't have to get Carer's Allowance to get this discount. If there is more than one carer in the property, each carer can be disregarded. Council Tax discounts can be backdated as far as 1993 if all the qualifying conditions were met during this time so it could mean you can get a significant refund on Council Tax you have already paid.

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To apply for a Council Tax reduction or discount, contact your local council.

## **Help to adapt your home/carry out repairs**

In England, Wales or Northern Ireland, if you need to adapt your home to make it suitable for a disabled person e.g. to build a new bathroom, you may be able to get a Disabled Facilities Grant to help with the costs. Usually you must not start work on any adaptations before your application has been approved in writing, otherwise you may not get a grant.

Grants are means-tested unless you need the grant to adapt your home for a disabled child, and can be paid to owner occupiers, tenants or landlords with a disabled tenant. For more information, contact your local council or Housing Executive Office in Northern Ireland.

In Scotland you may be eligible for a Home Improvement and Repair Grant which is means tested. To apply for this grant contact your local council or alternatively, your local Care and Repair scheme can help you apply. Contact Care and Repair Scotland on 0141 221 9879.

## Help with fuel costs

### Winter Fuel Payments

The Winter Fuel Payment is a one off payment to help with heating costs in the winter and is usually paid automatically around November time. In 2007, it will be £200 for each household with someone aged 60 or over, with an additional £100 for households with someone over 80. For more information if you have not received a payment, call the Winter Fuel Helpline on 08459 15 15 15 (Textphone: 08459 601 5613).

### Cold Weather Payments

Cold Weather Payments are additional amounts of Income Support/Pension Credit/Jobseeker's Allowance paid for each week in which the average temperature in the local area is at or below freezing. They are paid automatically to you if you are over 60, disabled or have a disabled child.

### Warm Front Grants (England only)

The Warm Front Scheme is funded by the Government and can help you to pay for heating and insulation improvements to your home if you are getting a disability or means-tested benefit. For more information call EAGA Partnership Warm Front on 0800 316 6011 (Textphone: 0800 072 0156).

### Home Energy Efficiency Scheme Grants (HEES) (Wales only)

This scheme can help you pay for heating and insulation improvements to your home if you are getting a disability or means tested benefit. For more information about the help available and how to apply, call HEES on 0800 316 2815.

### Warm Deal/Central Heating Programme Grants (Scotland only)

The Warm Deal scheme provides insulation improvements if you are disabled or on means tested benefits. The Central Heating Programme is available to all households who lack central heating (where the householder or partner is aged 60 or over) or who have partial or inefficient central heating systems (if aged 60 or over and in receipt of the guarantee element of Pension Credit). For information on Warm Deal grants telephone 0800 072 0150 or for information on the Central Heating Programme grant telephone 0800 316 1653.

## Warm Homes Scheme (Northern Ireland only)

The scheme helps to pay for heating and insulation improvements to your home if you are getting a disability or means tested benefit. For more information call EAGA on 0800 181 667.

## Other help (England, Wales and Scotland)

For more information about help with fuel costs including help if you are at risk of your fuel supplies being disconnected, call the Home Heat Helpline on 0800 33 66 99 (minicom: 0800 027 2122)

## Help with health costs

If you are getting Income Support, Jobseeker's Allowance, Pension Credit or certain amounts of Tax Credits, you can get free NHS benefits which include:

- free prescriptions
- free dental treatment
- free NHS eye tests and vouchers to help with the cost of glasses
- reimbursement of fares to hospital for treatment (including if you are escorting someone else to hospital for treatment)

If you are aged 60 and over, you can get free prescriptions and NHS eye tests regardless of your income.

If you don't qualify for free NHS benefits, but have a low income, you may be able to get help with health costs from the 'Low Income Scheme'. Pre-payment certificates for prescriptions can also reduce costs if you regularly pay for medication.

For more information about health benefits in England, Wales and Scotland, call Patients' Services on 0845 850 1166 or the Health Literature Line on 0800 555 777.

## Other help

### Social Fund

If you get Income Support, Jobseeker's Allowance, Pension Credit or certain amounts of Tax Credits, you may also be able to get help from the Social Fund through a range of loans and grants.

- Funeral Expenses Payments can help with the costs of a funeral if you are responsible for arranging it
- Community Care Grants are paid to help you buy items that will help you or your family to live independently in the community; they do not have to be repaid
- Budgeting Loans and Crisis Loans can be claimed to help you meet bigger or urgent expenses; both must be repaid

For more information about the Social Fund, contact your local Jobcentre Plus office. Details of your local office should be in your phone directory or can be found at [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk) In Northern Ireland contact your local social security office, details at [www.dsdni.gov.uk](http://www.dsdni.gov.uk)

### **TV licence concessions**

Concessions on the TV licence fee are available for all aged 75 or over, for people living in certain kinds of accommodation (e.g. care homes, sheltered accommodation) and also for people who are registered blind.

For more information or to apply for a concession call TV Licensing on 0870 241 6468 (National rate call) in England, Scotland and Wales, contact Age Concern on 0800 00 99 66 and ask for a copy of their factsheet 'TV Licence Concessions'.

### **Other help**

If you are over 65 (or over 40 and are unable to work because of incapacity), and have a low income, you may be able to get help from the charity Independent Age. This could be an one-off grant to help you to buy things you need for your home, or a regular amount of money to top up your income. For more details phone 020 7605 4200 or go to [www.independentage.org.uk/home](http://www.independentage.org.uk/home)

# Practical help

*The information applies to England, Wales, Scotland and Northern Ireland unless otherwise stated.*

As well as financial help, you may need more practical help to look after someone. This could be someone to sit with the person you care for while you go out for an hour, equipment to help you to lift the person you care for, information about local carers groups or arranging a break for yourself so that you can have a rest. The best place to start looking for this help, is your local social services department. Contact details for your local social services should be in the phone book, or you can ask your GP or any other health professional you are in touch with to refer you.

## **Social services (social work department in Scotland)**

Social services can offer a range of support for disabled people and carers. To determine what help is needed, and how they can help, social services will first need to carry out an assessment.

Community care assessments are for the cared for person. The assessment will focus on the cared for person's needs, but should also look at the role of the carer and the help they provide.

Carer's assessments are for people who provide 'regular and substantial' care for a partner, friend or relative. No definition of 'substantial' is given, so if you feel you devote a lot of time to caring for someone and you do this regularly, you can have a carers' assessment. You can have a carer's assessment whether or not the person you care for has had an assessment or wants one themselves. Your carer's assessment should look at:

- how you feel about your caring role
- whether you are coping with the level of care you are providing now and how this might change in the future
- what help you need to be able to carry on providing care
- your health – is it suffering because you are a carer?
- work, training and leisure interests – are you working and caring? Would you like to work? Are there hobbies or interests you would like more time to pursue?

Social services must tell you about your right to a carer's assessment, but you will still need to ask them to carry out an assessment for you.

Following the assessment, you should be sent a copy of the 'care plan' social services have produced; this will outline the services and support they can give you.

### **What sort of help can social services give?**

Services for the person you care for could include:

- Home care – someone to come and look after the person you care for
- Practical help such as help with cleaning, laundry or gardening
- Short-term breaks for the person you care for (also called 'respite care')
- Aids and equipment
- Adaptations to your home
- Meals on wheels
- Personal care e.g. help to get washed and dressed in the morning

Services for carers could include: (England and Wales only)

- vouchers to enable carers to take a break from caring
- help with taxi fares
- mobile phone for the carer (if this would give them peace of mind when they are away from the person they care for)
- counselling or alternative therapies to deal with emotional issues and stress
- information about local support groups for carers
- practical help at home

### **Direct Payments**

Once social services have carried out an assessment and decided which services you and the person you care for need, you can then choose either to have social services provide that help for you, or to receive Direct Payments instead. If you choose Direct Payments, you or the person you care for will get money from social services so that you can buy in the help you need.

The advantage of Direct Payments is that they can offer more control and flexibility to arrange the support you need, when you need it. You should, however, be aware that Direct Payments can also involve a lot of paperwork as you may become someone's employer, but there are organisations who can help you with this.

## Charging

Social services can charge you or the person you look after for the services they provide. Charging policies vary across the country, but your social worker should explain the local policy when you have your assessment.

Note that carers can only be charged for services provided for them, and cared for people can only be charged for the services that they are assessed as needing. (England and Wales only) To check which services are provided for the carer or cared for person, check your care plans.

In Scotland if the person you care for is aged 65 or over, they cannot be charged for any personal care services provided at home.

## Coming out of hospital – social services / continuing care

Before someone is discharged from hospital, an assessment of their needs should be carried out; you can also ask for a carer's assessment to look at the help that you may need as their carer. If the person you care for has medical support needs, the NHS may have to provide free care.

If a care plan, and services outlined in it, are not agreed or ready before someone is discharged from hospital, they may be entitled to free intermediate care for up to six weeks while more permanent services are put in place (in England, Wales and Northern Ireland).

More information about hospital discharge can be found at [www.carersuk.org/Information/Helpwithcaring/Comingoutofhospital](http://www.carersuk.org/Information/Helpwithcaring/Comingoutofhospital) or [www.carerscotland.org/Information/Helpwithcaring/Comingoutofhospital](http://www.carerscotland.org/Information/Helpwithcaring/Comingoutofhospital)

## Other help

### Health

It is important to let your GP know that you are a carer and many GPs hold a register of carers. It means they can help you to look after your own health, and will be aware that when arranging any treatment etc for you, they must also make sure that the person you care for is looked after.

As a carer, you can also ask for a flu jab every winter.

## Local support

There may be local carers organisations or carers groups in your area which offer help such as support groups or information on local services (e.g. sitting services). You may also have a Carers Emergency Scheme in your area; this is a service that will help you to plan for possible emergencies so that you know the person you care for will be looked after.

To find out more about support in your area go to [www.carersuk.org](http://www.carersuk.org) or call CarersLine. Your local council may also have details of local support groups or they may be listed in the telephone directory.

## Telecare and telehealth

Telecare and telehealth are technological solutions that can help relieve stress, and provide support, peace of mind, independence and dignity to carers and the people they care for.

Telecare includes equipment like fall detectors, sensors which detect if someone has left the home or got out of bed in the night, medication reminders and dispensers. It also includes environmental control solutions which can be programmed to open and close windows, curtains and doors and operate domestic appliances, if the person being cared for has limited mobility and dexterity.

Telehealth solutions enable patients with long term conditions to monitor their vital signs, in their own homes. The results are then transmitted to the patients clinician who can view the data and take the appropriate action.

If you want to find out more, there are a variety of providers and solutions available. Your local authority and NHS may fund telecare and telehealth solutions, or they can be bought privately. There are a range of different providers who can offer advice. Tunstall, for example, has produced a booklet called *Support for Carers - Solutions for Independent Living*, which provides key information for health and social care providers and carers. This can be found at [www.tunstall.co.uk/guides](http://www.tunstall.co.uk/guides) or by calling 01977 660479 for a free copy.

# Working and caring

Juggling work and looking after someone can be difficult. Having an understanding and knowledgeable employer or manager can make this easier. It is helpful to have access to information and advice in your workplace. Some companies operate counselling services and have advice packs for carers and trade unions can also be a good source of information and support. It may be that all you really need is access to a telephone so that you can keep in touch with the person you care for. Your legal rights as a carer at work are outlined below.

## Flexible working

Many working carers now have the right to request a flexible working pattern from their employer to help them to balance their work and caring responsibilities. There is a set procedure that employers must use to consider such requests. As a carer, you have this right if:

- you are an employee, and
- you have worked for your employer for at least 26 weeks, and
- you are a parent with a child(ren) under 6 or a disabled child(ren) under 18, or
- you are a carer. To qualify as a carer under the legislation, you must be, or expect to be, caring for a spouse, partner (who you live with), civil partner or relative, or live at the same address as the adult in need of care. 'Relative' includes parents, parent in law, adult child, adopted adult child, siblings (including those who are in laws), uncles, aunts or grandparents and step-relatives

Flexible working could include:

- flexible starting and finishing times
- compressed working hours
- annualised working hours
- job sharing or part time working
- home-working or tele-working
- term-time working

To apply, write to your employer asking for the changes you would like and why they will help. You will also need to explain the effect, if any, you think the proposed change might have on your job and, how you think this

could be dealt with. For example, that a colleague could be trained to take on additional tasks.

You can only make one request per year and, if accepted, the changes will mean a permanent change to your employment contract, so it is important that you think carefully about any financial and practical implications before you apply. If your employer refuses your request, which they can on business grounds, you can appeal their decision.

## Time off in emergencies

You have the right to take a 'reasonable' amount of time off work to deal with an emergency involving a dependant. This right also includes some protection from victimisation and dismissal when you use it. It is at the employer's discretion whether the leave is paid or unpaid. Situations where this leave might be taken include:

- a disruption or breakdown in care arrangements
- if a dependant falls ill or has been assaulted or in an accident, including when the victim is hurt or upset rather than physically injured
- to deal with an incident involving a child during school hours
- to make longer term arrangements for a dependant who is ill or injured
- to deal with the death of a dependant

## Parental Leave

If you have worked for your employer for at least a year and are responsible for a child, you are entitled to thirteen weeks parental leave (per parent) before your child's fifth birthday; if you have a disabled child (a child for whom you get Disability Living Allowance), each parent can take 18 weeks parental leave before their child's 18th birthday.

You can usually take a maximum of four weeks parental leave in a year (unless you have a collective agreement which says you can take more than this). If your child is disabled you can take the leave as a day or multiples of a day, if not you must take the leave in weekly blocks.

Parental leave is usually unpaid, but employers can choose to offer paid leave – check your employer's policies.

## Other help

You may also be able to use your annual leave or other entitlements (including unpaid leave) to cover intensive periods of care.

If you're thinking of giving up work, a career break allows you to keep your options open. You will have a job to return to after some time off, and will be kept in touch with the world of work while you're away.

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Carers' assessments must look at how you are managing to balance your caring responsibilities with your employment. If you are thinking about giving up work to care full time, ask for a carers assessment (or reassessment if you've already had one); the fact that your job is at risk means that social services must treat you as a priority and consider what help they can provide to enable you to continue working. (England and Wales only)

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# Useful contacts

## Age Concern

(England and Wales)

0800 009 966 [www.ace.org.uk](http://www.ace.org.uk)

*National and local information and support for older people (60+).*

*Northern Ireland: 028 9024 5729 or [www.ageconcernni.org](http://www.ageconcernni.org)*

## Alzheimer's Society

(England and Wales)

0845 300 0336

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

*National and local information, advice and support for people with Alzheimer's and their carers.*

*Northern Ireland: 028 9066 4100*

*Scotland: 0800 808 3000*

## Citizens Advice

(England and Wales)

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

*Network of local offices offering advice and representation e.g. on benefits, debt, housing issues.*

*In Northern Ireland visit website*

*[www.adviceguide.org.uk/nireland](http://www.adviceguide.org.uk/nireland)*

*In Scotland [www.cas.org.uk](http://www.cas.org.uk)*

## Contact A Family

(England, Wales and Scotland)

0808 808 3555

Textphone 0808 808 3556

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

*Information and support to parents and families who care for children with a disability or special need.*

*Northern Ireland: 028 9262 7552*

*[www.cafamily.org.uk/nireland](http://www.cafamily.org.uk/nireland)*

## Crossroads

(England)

0845 450 0350

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

*Crossroads has a network of care attendant schemes to enable carers to take a break. Local schemes provide breaks, holidays, respite care.*

*Wales: 029 2022 2282*

*Scotland: 0141 226 3796*

*[www.crossroads-scotland.org.uk](http://www.crossroads-scotland.org.uk)*

*Northern Ireland: 028 9181 4455*

*[www.crossroadscare.co.uk](http://www.crossroadscare.co.uk)*

## Disabled Living Foundation

0845 130 9177

Textphone 020 7432 8009

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

*Provides advice & information on equipment for independent living.*

## Help the Aged

(England)

0808 800 6565

Textphone 0800 26 96 26

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

*Provides information and advice to people aged 50+.*

*Wales: 029 2034 6550*

*Northern Ireland: 028 9023 0666*

## Independent Age

020 7605 4200

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

*Offers to older people small regular payments, grants for essential repairs, friendship of volunteer visitors.*

## Help improve carers' lives

If you have experience of looking after someone with an illness or disability, you will know it can be rewarding. But it can also be exhausting, making a huge impact on your life. Without the right support, caring for someone can all too easily take its toll on your health, lead to money worries and make it difficult to stay in work. It can be difficult to pick up the pieces when caring comes to an end.

Carers UK is here to change the lives of the UK's six million carers. We make sure carers have information about their rights and where to get help. We campaign for changes in the law and practical support so that carers can live full and varied lives where their loved ones are cared for with dignity.

You can support Carers UK by becoming a member or making a donation to help us achieve our vision of full support and recognition for every carer.

## Join Carers UK

Carers UK welcomes carers, former carers and others who support our aims. As a member you will receive a free regular copy of our magazine *Caring* which will provide you with practical ideas on how to cope and keep you in touch with changes and developments to your rights. Also, your voice strengthens our campaigning power to achieve lasting change for you and all carers.

Please tell us whether you are a carer  former carer  or supporter

There is no fixed rate for membership. The annual cost of supporting our individual members is £18. Our suggested minimum subscription is £10. However, we realise you have many calls on your finances and we will happily accept members who cannot afford to pay. The more of our members who can pay something towards our costs, the lower we can keep our future costs. Please give as generously as you can.

Please tick the level of subscription you wish to make

£10  £15  £20  £25  £30 Other

CRG/UK/Mem/320000

If you are a carer or former carer and would like free membership please tick here

You can also join by emailing [membership@carersuk.org](mailto:membership@carersuk.org) or phoning the Membership hotline on 020 7566 7602

### Your details

Name [Mr/Mrs/Miss/Ms]

Address

Postcode

Email

Phone

To complete your details please see overleaf.

## Help us make a difference to carers' lives

Our commitment is to use your donation to run our free helpline, provide free information for carers and campaign for better support.

I wish to make a donation towards Carers UK's vital work.

£10  
  £25  
  £50  
  £100

or £

CRGUKFUN310100

## Payment Methods

- I enclose a cheque/postal order payable to Carers UK
- Mastercard/Visa/Switch Card no. (please delete as applicable)

Valid from  Expiry date

Issue no.  (Switch/Maestro only)

Amount £  Security code

Date

Signature

- I wish to pay by Direct Debit (see form)

*giftaid it*

- Use Gift Aid and make your donation and membership subscriptions worth almost a third more – at no extra cost to you.

Please Gift Aid my donation.

This will cover all donations I've made to Carers UK since 6th April 2000 and all donations I make in the future until I notify you otherwise. To qualify you must pay an amount of income tax or capital gains tax at least equal to the tax that Carers UK reclaims on your donations.

## Data Protection

Carers UK takes your privacy very seriously. We will not pass your details to other organisations. Occasionally we would like to send you further information about how you can support the work of Carers UK. If you do not wish to receive this information, please tick here

Please detach this form and return to:

**Carers UK,**  
**FREEPOST KE8764**  
**London EC1B 1AE**

### Instructions to your Bank/Building Society to pay by Direct Debit



Please fill in the whole form

**1** Name and full postal address of your bank or Building Society

To: The Manager

Bank/Building Society

Address

Postcode

**2** Name of account holder(s)

**3** Branch sort code (from top right-hand corner of your cheque)

**4** Bank/Building Society account number

Bank/Building Societies may not accept Direct Debit instructions for some types of account.

**5** The amount you would like to pay and how often

Amount £ frequency Annually/Monthly

**6** Instructions

Please pay Carers UK Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit guarantee. I understand this instruction may remain with Carers UK and, if so, details will be passed electronically to my Bank/Building Society.

Signature

Date

Carers UK ref:

For Carers UK official use only. This is not part of the instruction to your bank/building society

### The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change Carers UK will notify you 14 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Carers UK or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.

## **Mencap**

(England and Wales)

0808 808 1111 (minicom 0808 808 8181) [www.mencap.org.uk](http://www.mencap.org.uk)

*Provides information and advice for people with a learning disability and their families and carers.*

*Northern Ireland: 028 9069 1351*

## **Princess Royal Trust for Carers**

(England and Wales)

020 7480 7788 [www.carers.org](http://www.carers.org)

*Provides information, advice and support services across the UK through a network of carers' centres.*

*Scotland: 0141 221 5066*

## **Rethink**

020 8974 6814 [www.rethink.org](http://www.rethink.org)

*Offers information, advice and community services for people affected by severe mental illness and their care.*

*Northern Ireland: 028 9024 8006*

## **Wales**

### **Hafal**

01792 816600

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

*Hafal is the principal organisation in Wales working with individuals recovering from severe mental illness and their families.*

## **Scotland**

### **Enable**

0141 226 4541 [www.enable.org.uk](http://www.enable.org.uk)

*Provides advice, information and support to people with learning disabilities, their families and carers*

### **NSF Scotland**

Helpline 0131 557 8969

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

*Provides information and advice, community services for people affected by schizophrenia and other severe mental illness and their carers.*

### **Scottish Helpline for Older People**

0845 125 9732

*National helpline for older people providing information on a range of issues including benefits, pensions and community care.*

## **Northern Ireland**

### **Belfast Carers Centre**

028 9043 4700

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

*Provides information, advice and support services to carers in the Greater Belfast area.*

### **Carers UK**

20/25 Glasshouse Yard,  
London EC1A 4JT  
Tel: 020 7490 8818  
Fax: 020 7490 8824  
info@carersuk.org  
www.carersuk.org

### **Carers Northern Ireland**

58 Howard Street,  
Belfast BT1 6PJ  
Tel: 028 9043 9843  
Fax: 028 9032 9299  
info@carersni.org  
www.carersni.org

### **Carers Wales**

River House, Ynysbridge Court,  
Gwaelod-y-Garth, Cardiff CF15 9SS  
Tel: 029 2081 1370  
Fax: 029 2081 1575  
info@carerswales.org  
www.carerswales.org

### **Carers Scotland**

91 Mitchell Street,  
Glasgow G1 3LN  
Tel: 0141 221 9141  
Fax: 0141 221 9140  
info@carerscotland.org  
www.carerscotland.org

CarersLine: 0808 808 7777

*(free advice from 10am-12pm & 2pm-4pm Wednesday and Thursday)*

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Registered charity no. 246329

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The information in this leaflet is for guidance only and is not an authoritative statement of the law.

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the voice of carers



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