



# Support services to help you care for others

Brought to you by

**Suffolk** ●●●  
**Family Carers**  
Living Fuller Lives

**One  
Life  
Suffolk**



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## About Suffolk Family Carers

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

We all know that caring for a loved one can be stressful even before lockdown. But whilst some stress is normal and manageable, if you regularly feel overwhelmed you could be heading for carer breakdown.

Here's how to spot the signs...

- You can't sleep properly (even when your loved one does).
- You're permanently exhausted and can't be bothered to do things you used to enjoy.
- You suffer headaches, stomach complaints, or have other aches and pains you can't seem to shift.
- You find yourself getting irritated, angry or snappy with your loved one
- You worry constantly about money, future finances and how you'll be able to manage.
- You've lost your appetite and aren't eating properly – or are eating too much and have gained weight.
- You're having anxiety or panic attacks.
- You're drinking or smoking too much.
- You pretend everything's fine and rarely ask for help.
- You often feel tearful and emotional

How many of these statements sound familiar? Do you recognise yourself in one or two, five or more or even all of them ? Remember, stress doesn't only affect you mentally, it can lead to physical ill health which can impact your ability to be a good carer.

It is important that you look after your own health and wellbeing. Suffolk Family Carers are here to make sure that no matter how complicated your query or your experience, you don't have to care alone.

## Who will look after the person you care for if something unexpected happens to you?

By planning ahead you can ensure you have peace of mind if an unforeseen or unplanned event happens and you are not able to continue caring.

Suffolk Family Carers can help you pull together a contingency plan. This plan (known as a Family Carer Emergency Plan) is held securely by Suffolk County Council and can be activated should something happen to you. This may be a medical emergency or you feel you are nearing carer breakdown.

The information contained in the plan is determined by you, but it would normally list up to 3 people who can support your loved one, details of any medication required, and any important routines that should be maintained. If you don't have anybody to help it is important that this is recorded too

Once the plan is complete you'll receive a card/key fob with a unique reference number. In an emergency somebody can call Customer First at Suffolk County Council and provide this reference number. Customer First will activate the plan, calling your chosen contacts, or seek alternative support if you don't have anybody to help. This ensures the needs of the person you support are met when you are unexpectedly unavailable.

If you prefer not to record your plan with Suffolk County Council, Carers UK have a simple tool to help you build your own back-up plan: [carersdigital.org/mybackup/](https://carersdigital.org/mybackup/)



Information Hub:  
01473 835477



[www.suffolkfamilycarers.org](https://www.suffolkfamilycarers.org)

Online Chat:

Monday: 8am - 8pm

Tuesday: 8am - 8pm

Wednesday: 8am - 8pm

Thursday: 8am - 8pm

Friday: 8am - 8pm

Saturday: 9am - 1pm

Sunday: 9am - 1pm



[hello@suffolkfamilycarers.org](mailto:hello@suffolkfamilycarers.org)

Monday: 8am - 5pm  
Tuesday: 8am - 5pm  
Wednesday: 8am - 5pm  
Thursday: 8am - 5pm  
Friday: 8am - 5pm  
Saturday: CLOSED  
Sunday: CLOSED

## Mental Health and Wellbeing Support

### Healthy Suffolk - 5 Ways to Wellbeing

There are plenty of easy, free and meaningful things we can do to increase our wellbeing. The Five Ways to Wellbeing gives advice on what we can do every day to make ourselves feel good.

#### Connect

Take time to call a friend or family member. It's important to stay in touch with others however you do it, and sometimes simply talking about how you feel can make a big difference. If you have a friend or neighbour who may need support or a listening ear, spare some time to talk to them.

#### Be Active

Being physically active can have a real benefit to your mental health. If you are not self-isolating, try building in a walk or other exercise during the day. If you are indoors, take regular screen breaks and stretch at least once every hour.

#### Keep Learning

Take the opportunity to learn a new skill or pick up something you have enjoyed doing before. Always wanted to read that book, or learn that language? Now is the time. There are plenty of free classes and courses available online.

#### Take Notice

With the constant stream of media messages about coronavirus, it is also very easy to feel overwhelmed. Take a break from watching, listening or reading news stories and use the time for the things you enjoy.

Be sure to fact check information from the news, social media or other people. Trustworthy websites are gov.uk, nhs.uk, Suffolk.gov

## Give


Giving your time and energy to others is extremely important, never more so than now, and can pay dividends for your mental wellbeing. Whether it's looking out for and helping a neighbour, or registering to volunteer to offer support in your community, there is plenty you can do.

For information and ideas on how to look after your wellbeing, visit:  
<https://www.healthysuffolk.org.uk/projects/5-ways-to-wellbeing/advice-for-staying-well-at-home>



## Suffolk Mind - Night Owl

Suffolk Night Owls is a telephone, text and email support service that is available in Suffolk to anyone who needs emotional support including those with complex emotional needs.

 0300 123 3393

### Opening hours:

Monday - Friday 9-6pm

Night Owls is open until 1am (you will need to register with Suffolk Mind to access this.)

## Silverline

A free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

 0800 4708090


## Suffolk Advice, Guidance and Emotional Support (SAGES)

A FREE and confidential service for family carers, families and friends of people with mental and emotional wellbeing needs. SAGES aim to help you look after your own wellbeing and maintain your caring role by providing advice, guidance and emotional support.

Please contact Suffolk Family Carers for more information.


## First Response - Mental Health Crisis Line

A 24/7 service for people of all ages in Norfolk and Suffolk requiring mental health care, advice and support.

 0808 196 3494 (Freephone)

## Samaritans

If you are in crisis, experiencing feelings of despair or you are feeling suicidal, you can contact The Samaritans - 24 hours a day, 7 days a week.

 08457 909 090

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




## Wellbeing Suffolk

The Suffolk Wellbeing Service (for those living in East and West Suffolk) and the Norfolk and Waveney Wellbeing Service (for those living in Waveney) offer a range of free support services to help you make changes in your life to improve your mental health and wellbeing and help you cope with stress, anxiety and depression.


To self-refer:

East and West Suffolk

 0300 123 1781

 [www.wellbeingnands.co.uk/suffolk/](http://www.wellbeingnands.co.uk/suffolk/)

Waveney


 0300 123 1503

 [www.wellbeingnands.co.uk/norfolk/](http://www.wellbeingnands.co.uk/norfolk/)

## Dementia Support

### Alzheimer's Society

Opening hours:

 0333 150 3456

Mon - Wed 9am - 8pm,  
Thur/Fri 9am - 5pm  
Sat/Sun 10am - 4pm

### Dementia UK

 0800 888 6678

Opening hours:  
(9am - 9pm)

## National Dementia Helpline

Opening hours:

 0300 222 1122


Monday - Wednesday, 9 - 8pm  
Thursday/Friday, 9 - 5pm  
Saturday/Sunday, 10 - 4pm

## Bereavement

### St Elizabeth Hospice

Emotional and wellbeing enquiry line. St Elizabeth Hospice also have lots of information about bereavement support on their website.

Opening hours:

 01473 707 999

7 days a week  
09:00 - 16:00

 [www.stelizabethhospice.org.uk/how-wecan-help/information-and-support/bereavement-support/](http://www.stelizabethhospice.org.uk/how-wecan-help/information-and-support/bereavement-support/)

### St Nicholas Hospice

St Nicholas Hospice Care is a local charity based in West Suffolk and Thetford and provides support to people living with dying, caring and grief. Their services are not just for patients, but for their family and friends too.

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

 01284 766133

Opening hours:  
24/7

## Amparo Suffolk

AMPARO Suffolk offers dedicated support to anyone bereaved by suicide. This free service support those who have experienced recent as well as less recent cases.



amparo.service@listening-ear.co.uk



0330 088 9255

## Financial Support

### Carer's Assessment

Does caring affect your physical, mental and emotional health? Do you sometimes wonder where to turn next? Do you worry how long you will be able to continue in your caring role?

Professional help may be available from an Adviser who will discuss how caring affects your life, such as your physical, mental or emotional health, your goals, and how you can achieve them whilst carrying out your caring role. They can also provide you with information, advice or guidance to make your caring role easier.

Ask Suffolk County Council for an Adult Carers Assessment by contacting Customer First on [customer.first@suffolk.gov.uk](mailto:customer.first@suffolk.gov.uk) or calling 0808 800 4005.

### Carer's Allowance

Anyone looking after someone for more than 35 hours may be eligible. You don't have to live with person with care needs.



0800 731 0297



[www.gov.uk/carers-allowance](http://www.gov.uk/carers-allowance)

## Carer's Credit

Helps fill gaps in your National Insurance record. Support to help you take on your caring role without affecting your State Pension. To qualify, you be aged over 16, under State Pension age and looking after someone for at least 20 hours a week.



[www.gov.uk/carers-credit/overview](http://www.gov.uk/carers-credit/overview)



0800 731 0297

## Disability Attendance Allowance

Available to over 65's with a physical or mental disability which is severe enough for you to need help caring for yourself.



0800 731 0122

## Domestic and Sexual Abuse

### Suffolk Domestic Abuse Hotline

You are not alone in this. You are a survivor, equipped with the knowledge, strength and tools that help keep you and your family safe every day.

Remember that you are an expert in your own situation and only take on advice that feels safe and relevant to you. It is important to try and think about the things that may change or make you more unsafe, especially thinking through now how you might get help if you need it. Always remember that the abuse you are experiencing is not your fault.

The Suffolk Domestic Abuse Help Line is available 24/7:



0800 977 5690 (Freephone)



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