

## PUBLIC INFORMATION

# Are you caring for someone?

Free support at your doctor's surgery  
if family or friends rely on you.

### Am I a Carer?

If a family member, friend, or neighbour cannot manage without your help, you may be a Carer. You are a Carer if you help them because they have any:

- Disability
- Hearing or sight loss
- Emotional support needs
- Long-term illness or condition including cancer
- Drug / alcohol issue
- Mental ill health
- Age-related frailty
- Vulnerability

You are an unpaid Carer even if you get Carers' benefits, but not if it is your paid or voluntary job to care.

### Carers help with:

- Appointments
- Personal care
- Practical help like shopping, cooking or laundry
- Making sure that the person is okay
- Managing behaviours
- Finances
- Anything else that supports the person you care for

Whatever age you are, there is support for you. If you don't like the word 'Carer', there is still support for you.

# Support at your doctor's surgery

## All Torbay Surgeries offer Carers:

- Support from their Carer Support Worker
- Free flu and Covid vaccination
- To communicate with the surgery about the person you care for (if they agree). You can attend / make appointments or order prescriptions

## Some surgeries also offer Carers:

- Double-length appointments with the person that you care for
- Priority for early morning, evening or weekend appointments
- Extra support

There should be a page on their website about their Carers' Offer / Carers' Passport.

## What the Carer Support Worker does

They understand the physical and emotional pressures of being a Carer. They are a listening ear and can offer a Carers' Health and Wellbeing Check. They can link to:

- A back-up plan in case something happens to you
- Practical advice / support with caring
- Emotional support
- Finance, benefits and cost-of living support
- Free hospital parking when supporting the person, you care for
- Discounts in local shops
- Courses for Carers
- Local groups or activities
- Specialist Carer support workers - mental health, dementia, hospital, learning disability, drug or alcohol, autism, under 18s, 16-25 year olds

## What to do next

Do any of the following:

- When you next contact the surgery, say that you are a Carer. Ask them to pass your details to the Carer Support Worker.
- Contact your surgery's Carer Support Worker direct. Details overleaf or on-line [www.tsdf.uk/Carers](http://www.tsdf.uk/Carers) on the 'New to Caring' tab.
- Contact Signposts for Carers on 01803 66 66 20 or [signposts@nhs.net](mailto:signposts@nhs.net). Ask them to refer you to the Carer Support Worker and about joining Torbay Carers.

This does not affect any benefits.

## Contact Us

Call Signposts for Carers 01803 66 66 20, 9am-4.30pm Monday – Friday

Email [signposts@nhs.net](mailto:signposts@nhs.net)

Meet your Carer Support Worker at your doctor's surgery

Drop into one of our Carers Centres (details on our website)

Visit us online [www.tsdfc.uk/carers](http://www.tsdfc.uk/carers) or on [www.Facebook.com/TorbayCarers](http://www.Facebook.com/TorbayCarers)



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For further assistance or to receive this information in a different format, please contact Carers Services as below

25487/V2/Carers/TSDFT/03.25/Review Date 03.28