



barnet carers

**Carers come  
in all shapes  
and sizes**



**INTERACTIVE**



**Find out how we can help and support you**

# Barnet Carers - here for you

Barnet Carers have been supporting carers across the borough for over 30 years. We help carers young and old and we are there to help you with all aspects of your caring role. We also provide home care for people who need extra help with all aspects of their life. This booklet will give you a complete picture of what we do and how we can help you.

Caring can be hugely rewarding but it can also be hard. Although for many carers, caring can have positive and rewarding aspects, there are lots of reasons why caring can leave you needing support. Whether it is support with your mental health, financial difficulties, concerns about the health of the person you care for or a feeling of isolation, we are there for you.



Mike Rich  
**Chief Executive**, Barnet Carers

## Our values are important to us

We live by our values at Barnet Carers and they run through everything that we do. Our values are:

- **Compassion**  
We know about the difficulties carers can face and we are committed to helping and supporting you.
- **Transparency**  
We will be open and honest in our dealings with you.
- **Integrity**  
We will do what we say we are going to do and we will do it when we say it will be done.
- **Respect**  
We will treat you with the utmost respect at all times.
- **Service**  
We believe in the importance of doing something for people who need help and support.
- **Togetherness**  
We believe in working with you to develop long lasting and sustainable solutions.

## INTERACT WITH US FROM THIS BOOKLET

This is an interactive booklet which means you can get further information or contact us directly by clicking on the icons and links. Whether it is via email, an online booking form or a useful webpage, we think that this booklet will give you access to everything you need to know about caring in Barnet. But, we are here to help, so if there is a question you have or something that you want to know more about, please don't hesitate to contact to contact us.



**CALL**



**EMAIL**



**EVENT**



**WEB**



**VIDEO**



**AUDIO**

# What's on offer?

We have a great deal going on and services that we are sure that you will find both supportive and useful. Click on the icons below to find out more about how we can help you. Our adult carers information will be ideal for informal carers. If you are a young carer or are supported by a young carer click on the young carer icon. If you are looking for home care services for you or someone you care for, including support with discharge from hospital, click on home care. And remember, if you are not sure about the help and support that you need you can call us. We are here to help.



[GO TO OUR BARNET CARERS WEBSITE](#)

[GO TO OUR YOUNG CARERS WEBSITE](#)

[GO TO OUR HOME CARE WEBSITE](#)



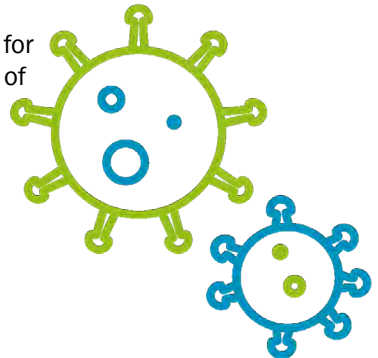
## COVID-19

The COVID-19 crisis has had an unprecedented impact on all of our lives and has also impacted on how we provide services. Many of our services have gone online and we are active in supporting both adult and young carers who have been effected by the pandemic. We know that carers have been disproportionately affected by the pandemic and to help counter that we have increased both our mental health services and our social, exercise and wellbeing groups. We are sure that you will find something that is of interest to you. Click below to find out more about what we are doing for carers during COVID-19 and to find out about our calendar of events.



[COVID-19 INFORMATION](#)

[EVENTS CALENDAR](#)



# How can caring affect a person's life?



Caring can be hugely rewarding but it can also be hard. Although for many carers, caring can have positive and rewarding aspects, there are lots of reasons why caring can leave you needing support. Here are some reasons why a carer may wish to access **Barnet Carers**:



## Health and Wellbeing

Caring can leave you feeling physically and emotionally exhausted. In many cases it can be stressful and can put a strain on your personal and family relationships. Many carers report feeling anxious and depressed.

**EMAIL  
JULIA ABOUT OUR  
COUNSELLING  
SERVICE**



## Getting out and about

Caring for someone can have a real impact on your ability to get out and about, keeping up old relationships and developing new ones. Sometimes, it is even hard to get time to do everyday tasks like going to the Doctor.

**EVENTS  
CALENDAR**



## Financial difficulty

Many carers report having to cut down or give up work and many are struggling to get along on benefits. Caring can put a real strain on your finances.

**FIND OUT MORE  
ABOUT GRANTS**



## Working and Learning

Trying to balance work with caring can be difficult and, if you now want to start back into employment or education after a period of caring, how do you best do that?

**WORKING FOR  
CARERS**



## Legal Matters and Rights

Caring can sometimes come with legal issues that you might not have thought about before such as wills and power of attorney. Sometimes it is difficult to know what your rights are.

**EMAIL FOR LEGAL  
ADVICE REFERRAL**



## Getting a break

Caring can often be a 24/7 job and it can be really difficult to get a break from it. This can put you under a lot of pressure.

**EVENTS  
CALENDAR**



**WATCH A ZOOM  
TUTORIAL**

## Things have changed...

COVID-19 has meant that many of the face to face activities that we used to run have gone online or on to the telephone. We know that it is not everybody's cup of tea but we need to continue to do this for everyone's health and safety. On the positive side, many carers are saying that they can access groups and services more easily than ever before. We use Zoom for most of our events. If you are unsure about using the technology, call us and we will help you so that you are confident to join in and be part of the wider carers community.

If you do not have access to technology and are feeling isolated contact us as there may be grants available to support you.



**GO TO BARNET  
CARERS TV**

**ACCESS DETAILS  
VIA OUR WEBSITE**

## Online learning

We have put a lot of our learning online during the COVID-19 pandemic. Our YouTube Channel - Barnet Carers TV - now features a large number of training webinars aimed at supporting unpaid carers. Many of them are under 10 minutes long and provide some basic tips and information to help you in your caring role.

Webinars currently available on Barnet Carers TV include:

- Understanding dementia
- Food, nutrition and hydration
- Infection control
- Medications management
- Understanding challenging behaviour

## Join the Carers Community

Get support and information directly to your mobile or tablet with our FREE Carers Community app. Join carers from around the country and get support from our expert staff and from other carers just like you. Video, audio, information, chat all on one community all at your fingertips. Available on iOS and Android.



**MORE INFORMATION  
VIA OUR WEBSITE**

**DOWNLOAD THE  
FREE APP**



## HOME CARE

Barnet Carers Centre has been providing high quality home care across the Borough for over 30 years. We are a well known local charity providing support for adult and young carers as well as home care on behalf of the Local Authority and privately. Quality and the wellbeing of the people we work and care for is the driving force behind what we do, and we strive to improve our service every day.

- **Day time Care**
- **Night time Care**
- **Dementia Care**
- **Discharge from hospital**
- **Care for young people**
- **Care for people with specialised needs**

**EMAIL FOR A FREE  
HOMECARE REVIEW**

We are very proud of our dedicated and caring staff, many of whom have worked with us for over a decade and some for quite a lot longer than that. Our home care management team have all worked as at-home carers and have years of experience. They are also live locally and know the Borough well.

We like to think that we provide the best home care in Barnet. We are responsive, empathetic, caring and available at any time you might need us.

If you are looking for high quality in-home care delivered by an established and trusted Barnet provider - you have come to the right place.



**GET MORE INFORMATION  
AT OUR HOMECARE  
WEBSITE**

**BARNET**  
LONDON BOROUGH



# Information, Advice & Practical Support

## Carers Needs Assessment

A Carers Assessment is the local authorities way of working out whether you qualify for support from them in your role as unpaid carer. The assessment is a chance for you to discuss how your caring responsibilities affect you and offering you a support plan to address yours needs.

*Slots available Monday – Friday between 10am – 5pm. Assessments are offered over the phone or can be completed independently online.*

[BOOK TELEPHONE ASSESSMENT](#)

[COMPLETE ONLINE ASSESSMENT](#)

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## Carers Review

Conducted every 3-6 months by your allocated Support Officer at Barnet Carers. Reviews are completed to check in on your wellbeing and your progress with the service. Within 3-6 months of completing your Carers Needs Assessment.

*Request your Carers Review from your allocated Support Officer completing your Carers Needs Assessment*

[REQUEST CARERS REVIEW](#)

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## Form-filling

Support with completing benefit forms such as Attendance Allowance, Carers Allowance, Personal Independence Payment and Disability Living Allowance

*Monday's (varying slots available)  
Friday's (varying slots available)*

[EMAIL TO REQUEST APPOINTMENT](#)

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## Legal Advice

Free 15 minute 1:1 consultation with our in-house solicitor who specialises in Wills; Tax Planning, Probate, Powers of Attorney and Court of Protection

*Available on the last Thursday of the month – 10am – 12pm*

[EMAIL TO REQUEST APPOINTMENT](#)

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## Carers ID

Carers ID issued in order for Carers to access to access priority slots at supermarkets and shops amid the current pandemic

*Monday's (varying slots available)  
Friday's (varying slots available)*

[APPLY FOR CARERS ID](#)

# Information, Advice & Practical Support

## Employment Support

Working for Carers – 1:1 information, advice and support for unemployed carers aged 25+ and looking/applying for jobs  
Young Adult Carers – aged 16 - 25. Varying employment support opportunities in partnership with Quilter, Ambitions Unitas, BEETS and BOOST

[EMAIL FOR ADULTS REFERRAL](#)

[EMAIL FOR YOUNG ADULT CARERS REFERRAL](#)

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## Benefits Advice

In partnership with Touchpoint – Access to benefits advice; understanding process and personal eligibility

[EMAIL FOR A REFERRAL](#)

[GET MORE INFORMATION](#)

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## Emergency Card Scheme

A card presenting the carer's name, a unique identification number and an emergency phone number. If a carer has an emergency or is taken seriously ill, then the card can be used to alert a 24 hours emergency call centre that the person they care for needs help.

[EMAIL FOR DETAILS OF THE EMERGENCY CARD SCHEME](#)

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## Short Term Counselling

We offer 1 Initial Evaluation session plus 8 weeks' sessions of Counselling. Sessions are by telephone or videoconference with a volunteer trainee Counsellor who receives professional supervision. There is a charge of £10 per session

*There is a waiting list for this service dependent on our matching between your availability and the availability of our counsellors. Contact us for details*

[EMAIL JULIA ABOUT OUR COUNSELLING SERVICE](#)

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## Mental Health Peer-Support Group

A peer support group for carers who are struggling with their mental health, maybe presenting feelings of sadness, anxiety and stress. The meetings are designed to foster self-confidence, independence, social interactions, and improve overall wellbeing.

[EVENTS CALENDAR](#)