

9 April 2025

E12 Medical Centre Information Pack for Carers

Introduction

This information pack is designed to provide carers registered at **E12 Medical Centre** with key information, NHS guidelines, and relevant services available for carers in the local boroughs of **Newham** and **Redbridge**. As a carer, it's important to be aware of the support and resources available to ensure you can provide care while also maintaining your well-being.

NHS Guidelines for Carers

The National Health Service (NHS) provides comprehensive guidelines and support for those who care for others. Key guidelines include:

1. Carer's Assessment

Every carer is entitled to an assessment of their needs. This assessment is carried out by the local authority and focuses on what support you may need in your caring role. It may involve a review of your physical and emotional well-being, your finances, and any practical help you may need.

- **Legal Right to Carer's Assessment:** Under the **Care Act 2014**, carers are entitled to an assessment regardless of whether the person they care for has been assessed.
- **Eligibility Criteria:** Following the assessment, carers may be eligible for services such as respite care, financial support, or access to local support groups.

2. Personal Health Budgets for Carers

If you are providing personal care to someone with ongoing health needs, you may be eligible for a **Personal Health Budget (PHB)**. This budget is tailored to the individual's needs and is used to arrange services such as support, respite, and therapies.

3. NHS Carers Direct

NHS Carers Direct is a dedicated helpline that provides support and guidance for carers. It is available for you to speak to trained professionals who can help you with advice and signpost you to further services.

- **Contact Details:** Call **0300 123 1053** or visit www.nhs.uk/carersdirect.
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Relevant Legislation for Carers

Carers in the UK have various rights and protections under legislation. Key pieces of legislation include:

1. **Care Act 2014**

This Act ensures that carers are recognised and supported in their role. It focuses on the well-being of the carer, ensuring their health, social, and financial needs are considered.

2. **The Equality Act 2010**

The Equality Act provides protection against discrimination for carers, ensuring they have the same access to services, employment, and education.

3. **Carers (Employment Rights)**

Carers are entitled to certain employment rights, including **Carer's Leave** or time off to care for dependents in need.

4. **The Children and Families Act 2014**

This Act includes support for young carers, ensuring that they are properly identified and supported.

Carer Services in the London Borough of Newham

In the London Borough of Newham, a variety of services and support systems are available to carers:

1. **Carers Support Newham**

This is a free service providing advice, support, and information for adult carers in Newham. They offer carers' assessments, practical help, and emotional support, including a peer support group.

○ **Contact Details:**

Phone: **020 7473 9696**

Email: **info@carerssupport.org.uk**

Website: www.carerssupport.org.uk

2. **Newham Carers Hub**

A community-based service offering activities, information sessions, and advocacy support to carers. It also provides access to emergency respite care.

○ **Contact Details:**

Phone: **020 8475 6448**

Email: **info@newhamcarershub.org**

Website: www.newhamcarershub.org

3. **Newham Social Services**

Offers Carers' Assessments and will help you access support services, including short-term respite care or home care.

- **Contact Details:**
Phone: **020 8430 2000**
Website: www.newham.gov.uk

4. Sources Of Further Information / Help

Newham Carers Community

We are the commissioned service to provide support to carers and young carers across the borough of Newham. We offer free and confidential advice, information, activities and support to unpaid carers living or caring for someone living in Newham.

Telephone: 020 3954 3143 **Email:** info@newhamcarerscommunity.org.uk

Newham Rise

Newham Rise provides a range of support to families, individuals and carers in Newham affected by drugs and alcohol.

Telephone: 0800 652 3879 **Email:** newham.referrals@cgl.org.uk

Carers UK

20 Great Dover Street, London SE1 4LX

Telephone: 020 7378 4999 **Email:** advice@carersuk.org

Carer Services in the London Borough of Redbridge

In the London Borough of Redbridge, carers can access the following services:

1. Redbridge Carers Support Service

This service provides a wide range of support for carers, including assessments, information, advice, and emotional support.

- **Contact Details:**
Phone: **020 8514 2045**
Email: carerssupport@redbridge.gov.uk
Website: www.redbridge.gov.uk

2. Carers of Redbridge

A charity that supports carers through respite services, peer groups, and advice on health, finances, and emotional well-being.

- **Contact Details:**
Phone: **020 8514 4974**
Email: info@carersofredbridge.org.uk
Website: www.carersofredbridge.org.uk

3. Redbridge Social Services

Offers a comprehensive range of services to support carers, including direct support, assessments, and help in finding appropriate care solutions for the person being cared for.

- **Contact Details:**

Phone: **020 8554 5000**

Website: www.redbridge.gov.uk

Additional Resources for Carers

- **Carers UK:** A national charity offering information, advice, and support. Visit www.carersuk.org or call the Carers UK Helpline at **0808 808 7777**.
 - **NHS Services:** Information and advice on health care, from registering with a GP to accessing emergency care. Visit www.nhs.uk.
 - **The Princess Royal Trust for Carers:** Offers advice and online resources for carers. Visit www.carers.org.
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E12 Medical Centre's support for you

If you need help from **E12 Medical Centre**, please contact us for any concerns, including health care for those you are caring for.

Practice Manger: Sharif Islam Email address: sharif.islam@nhs.net

Conclusion

We hope this information helps you navigate the support and services available for carers in your local area. Remember, as a carer, your well-being is important, and there are many services available to help you provide care while also taking care of yourself.

If you have any questions or need further assistance, please don't hesitate to contact E12 Medical Centre or any of the organizations listed in this document.

Disclaimer: This information pack is for general guidance and does not replace professional medical or legal advice. Always consult with a professional or your GP for personalized advice.