

# Carers' Information Guide



*In partnership with:*  
**NHS Rotherham, South Yorkshire Police and South Yorkshire Fire & Rescue**

# Rotherham Carers' Corner

**Rotherham Carers' Corner is a resource centre for carers, developed in partnership with Rotherham Carers.**

It provides carers with a first point of contact for information, advice and guidance. All carers are welcome to visit the centre and access information about social activities, services, carers' assessments, support groups and training opportunities.

## **The centre is open:**

Monday 9.00am - 5.00pm

Tuesday 9.00am - 5.00pm

Wednesday 9.00am - 5.00pm

Thursday 9.00am - 5.00pm

Friday 9.00am - 5.00pm

Rotherham Carers' Corner is a resource available to carers regardless of who they care for and for how long they care.

✉ **You can visit us at:**  
Rotherham Carers' Corner  
2 Drummond Street  
Rotherham S65 1HY

☎ **Telephone:** 01709 254809

✉ **Send us an email:**  
[carerscorner@rotherham.gov.uk](mailto:carerscorner@rotherham.gov.uk)

🌐 **Website:**  
[www.rotherham.gov.uk](http://www.rotherham.gov.uk)

Each week a range of services will be available from Rotherham Carers' Corner to support carers. Organisations will provide free drop in services and appointments covering the following areas:

- Legal Advice
- Benefits and Employment Advice
- Carers' Forums and Rights
- Carers Support and Peer Groups
- Advice & Guidance
- Information
- Assessments

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## Who is this booklet for?

Information in this booklet will help you if you are a carer. A carer is someone who looks after a partner, relative or friend who has a disability or long term illness, and couldn't manage to live independently, or whose health and wellbeing would deteriorate without the carers help. A parent may also be a carer if they care for a child with a disability or long term illness.

"Care giving" is undertaken by a wide variety of people of all ages and is often spread over many years. Very often people who carry out this kind of work do so out of affection, a sense of duty and often with a belief that there is no alternative.

Caring for someone you love will not always be easy but you can be helped by the right support services.



## What this booklet will tell you?

The information in this booklet tells you:

- Who you should contact if you need to know more about support from Adult Services
- How to get a Carers' Needs Assessment
- Where to get financial help and what benefits, grants and discounts are available
- Information on the support available from the Joint Learning Disability Service, Mental Health Carers' Support Team, Older Peoples Services and the Physical Disability and Sensory Impairment Services
- About Mental Health Services and how to get support
- About the Carers' Emergency Scheme
- How to get support from the Health Services in Rotherham
- What support is available from Rotherham Children and Young Peoples Services for carers
- What to do if you are concerned about someone who is a victim of abuse or about someone you think may be abusing another person
- Fire safety in and about your home
- How to make a complaint
- What local and national voluntary organisations are available to assist you in your caring role
- National Organisations

## How can I get help?


If you think that you need our help then you can ask for advice and a Carers Needs Assessment by contacting Rothercare Direct.

 **Telephone:** 01709 822330

 **Email:**  
rothercaredirect@rotherham.gov.uk

 **Fax:** 01709 829950

 **Text:** 07748142816

 **Out of hours telephone number:** 01709 336080

## Carers Assessment

### What is a carers' needs assessment?

A carers' needs assessment happens when a Social Worker or Social Services Officer talks to you about the kind of help that you may need and what help and support we may be able to give you. This could be with or without the person you care for being present.

Following the assessment, the best outcomes for both a person being cared for, and their carer, need to be discussed and agreed with the permission of the person who is being cared for.

Even if the cared for person refuses an assessment, a carer can still be assessed in their own right and have services arranged.

### Types of support available following an Assessment of Need

- Access to specialist teams (sensory, therapy, interpreter and mental health)
- Adaptations and equipment
- Adult protection support
- Advocacy (Advocacy is speaking up for, or acting on behalf of)

- Carers Forum
- Carers needs assessments
- Community rehabilitation
- Day care services
- Direct Payments
- Domiciliary (home care) services
- Full Needs Assessments
- Information about services and support for carers
- Respite, residential and nursing placements
- Welfare benefits advice.

### Will I have to pay for services?

Carers will not be charged for services. However, the person you are caring for may, following a financial assessment, need to contribute to the cost of the services. However, most people pay nothing at all.


## Direct Payments

This is a scheme where people are given money directly to pay for their own care.


For more information please contact Rothercare Direct

 **Telephone:** 01709 822330

 **Email:**  
rothercaredirect@rotherham.gov.uk

 **Fax:** 01709 829950

 **Text:** 07748142816

 **Out of hours telephone number:** 01709 336080

## Older People's Services

Older People's Services currently provides support and services for people over the age of 65, and their carers.

For information on the help available please ring Rothercare Direct on 01709 822330.

Types of support available following an Assessment of Need

- Access to specialist teams (sensory, therapy, interpreter and mental health)
- Adaptations and equipment
- Adult protection support
- Advocacy

- Carers Forum
- Carers needs assessments
- Community rehabilitation
- Day care services
- Direct Payments
- Domiciliary (home care) services
- Full Needs Assessments
- Information
- Respite, residential and nursing placements
- Welfare benefits advice.

## Physical Disability and Sensory Impairment Services

The Physical Disability Service provides support for disabled people who have a physical sensory impairment between the ages of 18 and 65, and for their carers.

To obtain further information or to request an assessment of your needs please contact **Rothercare Direct** Telephone 01709 822330

The Visual Impairment and Deaf Teams provide support for blind, partially sighted, deaf, and hard of hearing and deaf blind people of all ages and for their carers.

Information on any of the services above can be made available in a range of formats and languages including Braille, audio tape and large print.

## Joint Learning Disability Service

The Learning Disability Service in Rotherham is provided jointly by Rotherham Metropolitan Borough Council and Rotherham, Doncaster and South Humber Health NHS Foundation trust (RDaSH)

### How Do You Get Help?

To get a service or other help you need to contact the Community Team by:

 **Telephone:** 01709 302834

 **Email**  
LearningDisabilityService@rotherham.gov.uk

The types of support available by the Joint Learning Disability Service or in partnership with others

- Assessment and Care Management (eg Community Teams, Assessment and Treatment Unit) including carers assessments
- Residential Care (eg residential/nursing homes and respite services)
- Advice and Information and Carer Support (eg Rotherham Advocacy Partnership, SpeakUp)
- Care in People's Homes (eg home care, supported living schemes, and Shared Lives)

- Day Services (eg day and resource centres, specialist day care).

For more detailed information about the Joint Learning Disability Service, there is an accessible booklet “*Get to know about Learning Disability*”


*Services in Rotherham.*” You can get this booklet on-line at

 **Website:** [www.rotherham.gov.uk/downloads/file/2011/get\\_to\\_know\\_about\\_learning\\_disability\\_services](http://www.rotherham.gov.uk/downloads/file/2011/get_to_know_about_learning_disability_services)

## Mental Health Services

The Mental Health Services provide assessment and support for people aged 16 to 64, their carers and young carers.

Referrals to the team can be made through a number of sources. Initially people seek support through their G.P., where they can be referred for specialist Mental Health Services. To get more information, advice and support or request an assessment contact the **Carers Support Team** on:

 **Telephone:** 01709 447477  
01709 447476

Types of support available following an Assessment of Need

- A flexible visiting service
- Active involvement in Carer Support Groups
- Advocacy
- Assessment and exploration of carers’ needs

- Carer breaks
- Carers Forum
- Education and training
- Encourage leisure activities and community involvement
- Encourage problem solving
- Help in a crisis/emergency
- Liaison with Care Co-ordinators
- Promote carer health and wellbeing
- Promote carer rights
- Provide information
- Referral to benefits
- Signposting
- Support work and social work involvement

## Financial Help for Carers

**Some of the main benefits are as follows:**

### Carer’s Allowance

Carer’s Allowance is the only social security benefit specifically for carers to claim. Carers Allowance is a taxable weekly cash benefit for people aged at least 16 who are giving regular and substantial care to a severely disabled person for at least 35 hours a week. Carers Allowance does not depend on National Insurance contributions. Claiming Carers Allowance could affect the benefits of the person for whom you are caring. You should get advice about this before claiming.

### Who can get Carers Allowance?

The main rules for claiming Carers Allowance are:

- You are age 16 or over
- Meet condition about which country you live in
- Earn no more than the ‘earnings limit’
- You are not in full-time education (21 hours or more of supervised study each week)

- Caring for at least 35 hours a week
- Caring for someone who is in receipt of either Disability Living Allowance (middle or highest rate) care component or
- Attendance Allowance or
- Constant Attendance Allowance at or above the normal maximum rate with an industrial Injuries Disablement Benefit or the basic (full-day) rate with a War Disablement pension

You may have to pay tax on your Carer’s Allowance.


The amount of savings you have does not matter for Carer’s Allowance.

You can obtain further information about **Carers Allowance** or download a claim form on

 **Website:** [www.direct.gov.uk](http://www.direct.gov.uk)  
or

 **Telephone Benefits Enquiry line:** 0800 88 22 00

 **Text:** 0800 24 33 55

 **Carers Allowance Unit:**  
0845 60 84 321

 **Textphone:** 0845 60 45 312

# Disability Living Allowance (D.L.A.)

- Claimants have to be aged under 65 when they first apply for D.L.A. There is a fast-track system for assessing D.L.A. claims if people are terminally ill, called the Special Rules.
- D.L.A. is a tax free benefit for children or adults who need a lot of help with personal care and/or help with getting around. D.L.A. is paid on top of all other income and savings.
- D.L.A. has two parts and people can claim one or both of them. They are called the Mobility Component (help with getting around) and the Care Component (help with personal care).

It is a good idea to give as much information as possible with D.L.A. claim forms. It may also be helpful if someone like your doctor or social worker fills in the statement on the form. If your D.L.A. claim is turned down, or you think it has been awarded at the wrong rate, you can ask for the decision to be looked at again. The usual deadline for doing this is one month from the date of your decision letter. It is a good idea to get independent advice about challenging decisions.

## What is the Mobility Component?

The Mobility Component has two rates.

- **The lower rate** is paid to people who can physically walk, but who need a lot of help from other people in terms of guidance and supervision when walking outdoors, because of physical or mental illness or impairments. No account will be taken of people's ability to use familiar routes on their own. Some examples of people who may qualify for lower rate Mobility Component are: vision impaired people, people with learning disabilities or mental health problems.
- **Higher rate Mobility Component** is paid to several groups of people, for example, people who cannot walk at all, people who have physical walking difficulties, people who have no legs or feet, people for whom walking endangers their physical health, people who have both a visual impairment and a hearing impairment, some people with severe behavioural problems.

The minimum age for claiming the Mobility Component is five for the lower rate and three for the higher rate.

## What is the Care Component?

Babies and young children can also claim the Care Component. The Care Component is paid to people who need a lot of help because of physical or mental impairment or illness. The Care Component is based on what help people "reasonably need" and not just on what help people are actually getting. Basically there are two types of help which are looked at for the care component:

- The need for help with personal care tasks like dressing and undressing, bathing, seeing and communicating.
- The need for a lot of supervision in order to avoid danger to the claimant or to other people.

This may be due to something like: risk of falling, dementia, mental health problems, epilepsy.


The Care Component has three rates:

- **The lowest** is paid if people need a small amount of help with personal care tasks during the day, and/or if people aged 16 or over cannot cook main meals for themselves.
- **The middle rate** of the Care Component is paid if a lot of help is needed either during the day or at night.
- **The highest rate** is paid if a lot of help is needed both during the day and at night.

Further information can be found

 **Text:**  
[www.direct.gov.uk/disability](http://www.direct.gov.uk/disability)

 **Telephone Benefit Enquiry Line:** 0800 88 22 00

 **Text:** 0800 24 33 55



## Attendance Allowance

Claimants have to be aged 65 or over when they first apply. Attendance Allowance is a tax free benefit for people who need help with personal care and/or who need a lot of supervision because of physical or mental impairment or illness. Attendance Allowance is paid on top of all other income and savings. There is a fast-track system for assessing Attendance Allowance claims for people who are terminally ill called the Special Rules.

Attendance Allowance has two rates, and the Attendance Allowance criteria are the same as

those for the middle and highest rates of D.L.A. Care Component. As with D.L.A, you can challenge Attendance Allowance decisions which you are not happy with.

It is always a good idea to get independent advice about this. For independent and confidential advice about making a claim please contact any of the advice providers such as **CAB, FACE, R-Dis**, or the **Welfare Rights Service**. Contact details for these are listed at the end of this section. **Attendance Allowance** claim forms are available on request by calling 0113 2309000 or

## Employment and Support Allowance (ESA)

In October 2008, ESA replaced Incapacity Benefit and Income Support for new claims from disabled people. ESA is paid to disabled people who can't work, or who could only do limited work. The minimum age for claiming ESA is sixteen, and claims can't be made after pensionable age.

ESA has both a contribution-based part, and an income-related part. The income-related part may lead to help with mortgage interest payments.


For more information contact **Jobcentre Plus** on 01709 343000 or to make a claim contact the telephone helpline on 0800 0556688.


## Income Support and Pension Credits

You and/or the person you care for may be entitled to claim Income Support if you are aged under 60, or Pension Credits if you are aged 60 or over. These are means-tested benefits paid to people on a low income. For Income Support, as well as being on a low income, you will have to meet other criteria such as being a carer, or being a lone parent with young children.

Income Support or Pension Credits may also provide help with mortgage interest payments. These benefits can often be paid as a top-up to other benefits such as Retirement Pension. Always try making a claim for Income Support or Pension

Credits if you are not sure whether you can get them.

 **To make a claim for Income Support phone**  
0800 0556688.

 **If you are 60 or over phone the pension service on**  
0845 6060265.



## Housing Benefit and Council Tax Benefit

This is a system of rent rebates and help towards Council Tax liability paid to people on a low income. Housing Benefit and Council Tax Benefit are paid by Rotherham Borough Council and

not by the Department of Work and Pensions.

For more information and claim forms phone **Rotherham Borough Council** on 01709 336006.

## Council Tax: Discount for Carers

Carers may be entitled to reduced Council Tax payments. However, there will be no reduction if the person being cared for is the carer's spouse or partner, or a child under 18 years of age. To get a reduction the carer must be living in the same property as the disabled person. The carer must be caring for over 35 hours a week and the person being cared for must be getting:

- Higher Rate Attendance Allowance; or
- Highest rate care component of Disability Living Allowance; or

- An increased rate of Disablement Pension.

There is also a "disability reduction scheme" for Council Tax. This means that carers may be entitled to a reduction in Council Tax if, for example, the property has an additional room predominantly used by the disabled person being cared for.

For more information and claim forms phone **Rotherham Borough Council**, on 01709 336006.

## Community Care Grants

You and/or the person you care for may be able to get a discretionary Community Care Grant from the Social Fund at the Department of Work and Pensions. The person who applies for a Community Care Grant must be getting Income Support, Pension Credit income-related Employment and Support Allowance or Income-based Jobseeker's

Allowance. Grants may be paid, for example, to help people to remain living in the community, to help people to set up home in

the community or to help families under exceptional pressure.

Grants may be paid to buy things like clothing or furniture or to help with travelling expenses, for example. Grants will be reduced by any savings which the applicant has over £500, or £1000 for people aged 60 and over. (Some loans are also available from the Social Fund, but these have to be paid back.)


For more information contact **Jobcentre Plus** 01709 343000 or to make a claim contact the **Telephone Helpline** 0845 6088671

## Help from the Family Fund

The Family Fund gives grants and information to carers of severely disabled or seriously ill children aged 17 or under. To apply for grants, carers must have a household gross annual income of £23,000 or less and must not have more than £18,000 savings.

Grants can be made to help with things like holidays, washing machines, bedding, clothing and driving lessons.

For more information contact: The Family Fund Trust, 4 Alpha Court, Monks Cross Drive, York, YO1 9ZX,

 **Telephone:** 0845 1304542  
01904 621115

 **Website:**  
[www.familyfundtrust.org.uk](http://www.familyfundtrust.org.uk)

## What is the Carers' Emergency Scheme?

Have you ever wondered what would happen to the person you care for if you were involved in an accident or an emergency?

The Rotherham Carers' Emergency Scheme is a FREE service designed to help you if you are faced with an emergency of your own and you are worried about what would happen to the person you look after. Adult Services will assist you in making arrangements for emergency cover for the period in which you are unable to care.

### How does the service work?

A worker will visit you and together you will record your preferred emergency arrangements. This will include the names of two people (friends, relatives or neighbours, known to the cared for person) who Social Care Services can contact if there is an emergency.

- If there is no one who can assist then we will meet, with as little disruption as possible, the cared for person's needs



# Rotherham Health Services Support for Carers Health Needs

- Rothercare (a 24 hour service) will hold the information about you and the person you care for. This information is completely confidential
- You will be issued with a key ring, mobile phone sticker or a credit card size card containing Rothercare's telephone number. These should be carried with you at all times
- In the event of an accident or emergency anyone finding the number will be able to contact Rothercare. Staff will look up the carer's emergency plan and put it into action

## What are the benefits to carers?

It will give you peace of mind, knowing that if anything happens to you, at any time of the day or night, the emergency plan will be put into action.

## What are my responsibilities if I join the scheme?

You will need to make sure that you have discussed the emergency plans with the contacts you have named and they have agreed to be part of the plan.


You will need to tell us about any changes in your circumstances and those of your named contacts, such as address and telephone number OR a change of the contacts you wish to use.

## How do I join the scheme?

If you are interested in joining the scheme please contact

### Rothercare Direct

-  **Telephone:** 01709 822330
-  **Email:** [rothercaredirect@rotherham.gov.uk](mailto:rothercaredirect@rotherham.gov.uk)
-  **Fax:** 01709 829950
-  **Text:** 07748142816

 **Out of hours telephone number** 01709 336080

or

### Rotherham Carers' Corner

2 Drummond Street,  
Rotherham S65 1HY

-  **Telephone:** 01709 254809
-  **Email:** [carerscorner@rotherham.gov.uk](mailto:carerscorner@rotherham.gov.uk)
-  **Website:** [www.rotherham.gov.uk](http://www.rotherham.gov.uk)

Many carers devote a great deal of time and care to making sure that the person they care for remains as healthy as possible. It is just as important to ensure that carers look after themselves too.



It is useful to contact your GP sooner rather than later if you have any worries about your health, as this will give them the opportunity to address your health issues in the early stages.

Your GP may offer some or all of the following:

- A physical and emotional health check whenever an opportunity arises.

- Signpost you to other sources of support.
- Inform you that they can ask Adult Services for an assessment of your own needs.
- If appropriate, the GP will ask the person being cared for whether its OK for their health information to be shared with their carer.

For the treatment of minor illnesses or injuries, that cannot wait until you can make an appointment with your GP, you can visit the Walk-in Centre based in the Community Health Centre. You do not need to make an appointment. It is open all week, from 8am to 9pm, including bank holidays and offers a range of services, including health information, advice and treatment for a range of minor illnesses and injuries.

-  **Telephone:** 0333 200 4054
-  **Website:** [www.rotherhamwalkincentre.co.uk](http://www.rotherhamwalkincentre.co.uk)

**Community Health Centre,**  
Greasbrough Road,  
Rotherham S60 1RY



**There are a number of local NHS services that can help you with queries and concerns:**


## Patient Advice and Liaison Service for Primary Health Services

The Patient Advice and Liaison Service (PALS) which is designed to help patients, their relatives and carers with any information, concerns or queries they may have about NHS services.

The Patient Advice & Liaison Service is available Monday to Friday 10 am to 4 pm.

There is an answer phone service available out of office hours

 **Telephone:** 01709 423030

 **Email:** [health.enquiries@rotherham.nhs.uk](mailto:health.enquiries@rotherham.nhs.uk)


### **PALS**


NHS Rotherham, Oak House, Moorhead Way, Bramley, Rotherham S66 1YY

Patient Services at Rotherham Hospital is available Monday to Friday 8.30 am to 5.00 pm

There is an answer phone available out of office hours

 **Free phone:** 08009 531303

 **Telephone:** 01709 307646

 **Write to:** Patient Services, Rotherham General Hospital Moorgate Road, Rotherham S60 2UD

## NHS Direct

NHS Direct can also offer advice and information about availability of appropriate local healthcare services; they can be contacted on

 **Telephone:** 0845 4647



## NHS Continuing Care

You may be looking after someone who could be entitled to NHS Continuing Care or a monetary contribution towards their care in a care home. Continuing Healthcare is health care arranged and funded by the NHS. It can be provided in any care setting such as at your own home or in a nursing home. To be eligible for NHS continuing care, the person you care for must be assessed as

having a 'primary health need' and have a complex medical condition and have substantial and ongoing care needs.

Not everyone will be eligible for NHS Continuing Care. To be considered for an assessment for this you should contact either your GP, district nurse, community matron or social worker who can discuss the eligibility criteria and assessment process with you.

## Where is Rotherham District General Hospital?

Rotherham District General Hospital is approximately 1 mile from the town centre. The address and telephone number is:

### **Rotherham District General Hospital**

Moorgate Road, Rotherham South Yorkshire S60 2UD.

 **Telephone:** 01709 820000

 **Website:** [www.rotherhamhospital.trent.nhs.uk](http://www.rotherhamhospital.trent.nhs.uk)

Information about the bus services to and from the hospital can be obtained by phoning 01709 515151.

There is a large car park with spaces for people who have a Blue Car Badge. If you need to reserve a parking space for a disabled person then you can do this by phoning 01709 304393.

Visiting times vary, please contact the relevant ward for details.

# What happens if the person I care for is admitted to hospital?

The person you care for will receive a letter outlining what they need to bring with them when attending the hospital.

Upon arrival, if the patient agrees, carers are encouraged to take part in the admission process.

With the patient's permission, carers' explanations and descriptions of what has happened to the patient would be useful in the early stage of any hospital admission.

## During the Patient's Hospital Stay

- Carers are encouraged to be involved in the care of the person they usually care for whilst they are in hospital, providing the patient agrees to this.
- When a patient has special needs or communication difficulties the carer is able to stay with the patient during the day. Visiting outside of routine hours can be negotiated with the nurse in charge of the ward.
- Carers who wish to stay overnight need to discuss

this with the nurse in charge of the ward as there is no accommodation for carers.

- Carers are able to meet with medical staff any other members of the team involved in the patient's care to discuss the care plan and progress providing the patient agrees.

## Discharge Arrangements

The hospital staff, with the patient's permission and where appropriate, will involve carers in the discharge planning process and arrangements.

Carers are encouraged to discuss discharge arrangements with the ward staff as early as possible during the patient's stay in hospital.

## Outpatients Appointments

Every effort will be made to accommodate carer commitments when making follow-up appointments for the patients after they leave hospital.

However, carers are encouraged to inform ward staff as soon as possible of any specific requirements.

# Support Available from Rotherham Children and Young People's Services for Carers

Many Young People within Rotherham are helping to care for a parent or sibling.

Rotherham Young Carers service works with young people aged 8-18 years, and offers guidance/ advice and support. We also offer the young people activities during the school holidays, giving young carers a break and a chance to get together as a large group. The service also provides training and advice to other services and schools in contact with young carers.


If you know anyone that you feel would benefit from the service please contact Rotherham Young


Carers Service for more advice. Barnardo's works closely with families, RMBC and local agencies to provide alternative care to give young carers the opportunity to have a break.

## Barnardo's Rotherham Young Carers Service

c/o The Junction,  
10 Nightingale Court,  
Nightingale Close, Moorgate  
Rotherham S60 2AB

 **Telephone:** 01709 377157

 **Fax:** 01709 377162

 **Email:** rotherham.youngcarers@barnardos.org.uk

# Services for Parent Carers of Children with a Disability

The Children's Disability Team will assess children with a disability and also their carers who meet the criteria for the team.

*The team accepts referrals for:*

- Children who normally have been the subject of a special

educational needs assessment and may be attending a special school.


- Children who have profound long term (over 6 months) or permanent physical disabilities which seriously limit activities of daily living.

- Children who have severe developmental delay, that is where there is evidence that their activities, physical, social or educational are seriously limited.
- Children with complex and life limiting health difficulties arising from their disabilities.
- Services for children with multiple disabilities and their carers are provided through different teams working together.

If you would like more information or would like to speak to someone about services for your child you can contact the Duty Team at:

**Rotherham Children and Young People Services,**

Orchard Children's Centre,  
St. Bede's Road, Masbrough,  
Rotherham S60 1HG

 **Telephone:** (01709) 382121

## End of Life

As a carer of someone who is nearing the end of their life, you will play a vital role in the provision of their care. You might need practical and emotional support before and after your bereavement. For example you may need information regarding the likely course of the illness,

financial support, work issues and what to do when someone dies. There are various organisations who can help you such as the Hospice, CRUSE and Macmillan nurses. The contact details for these organisations are listed at the end of this booklet.

## What should I do if I have concerns about adult abuse?

All adults have the right to be safe from harm and should be able to live free from fear of abuse, neglect and exploitation.

Some individuals are less able to protect themselves than others and this may make them vulnerable to abuse.

## Do you know someone who is a vulnerable person?

*A vulnerable adult is someone who is:*

- Is frail due to age
- Is aged 18 or over who may need help
- Is unable to take care or protect themselves
- Has a learning/physical or sensory disability
- Has mental health problems or dementia
- Has a drug/alcohol problem
- Has a physical illness
- Has a brain injury

## Are they being abused?

Vulnerable adults are being physically, emotionally, financially or sexually abused, discriminated against or neglected by others.

*Some examples of abuse include:*

- **Physical** – hitting, slapping, punching, burning, pushing, kicking
- **Emotional** – shouting, swearing, bullying, taunting, humiliating
- **Sexual** – forcing someone to take part in a sexual act against their will, inappropriate touching, showing pornographic material, someone exposing him/herself, abuse of power to gain sexual satisfaction
- **Financial or material** – misusing or taking someone's money, property or other belongings without their agreement or consent.
- **Neglect** – leaving someone with no food, heating, leaving them dirty and without clean clothes, over/under medicated, denied access to equipment such as hearing aids or walking frames, being isolated.
- **Discriminatory** – bullying linked to race, age, religious belief, gender or sexuality, disability,

- **Within an organisation** – can occur when the culture and/or regime of an organisation results in the service users being mistreated, denied choice or excluded.

*Abuse is any action or omission that harms another person- it can be:*

- The result of a single or repeated acts
- Accidental or as the result of lack of knowledge or understanding
- Done with intent to harm
- Against the law

Abuse can take place anywhere or by anyone. Often the abusers are people known and trusted by the vulnerable adult.


If someone is in immediate danger

- ✓ Call a doctor or call 999 in an emergency for an ambulance
- ✓ If you think a crime has been committed call the Police straight away
- ✓ Anyone can ring in confidence or anonymously, can email, fax or visit in person

 **Contact Rothercare Direct**  
01709 822330

## Safeguarding Children and Young People

- Please share your concerns

 **Access Team Telephone:**  
01709 823987

■ [childrensocialcareaccessteam@rotherham.gov.uk](mailto:childrensocialcareaccessteam@rotherham.gov.uk)

 **Out of Hours:** 01709 364689

 **South Yorkshire Police:**  
Telephone 101

## RMBC/Health Services How to make a Complaint, Comment or Suggestion

If you would like to make a complaint on behalf of the person you care for please make sure you have their permission. We will contact both of you for further details.

**Making a Complaint** - If you are unhappy with the service that you have been given then please tell us. In lots of cases we can sort out your problem and use what you tell us to make our service better. If we can not do this we have a formal complaints process to fully consider your complaint. If you make a complaint it will not affect any of the services you get or may get in the future.

**Making a Comment** - Your views are important to us so please let us know if you have anything to tell us to make our services better. We will let you know we have received your comment within three days, and get in touch with you as soon as possible.

**Paying a Compliment** - If you think we have done well then please tell us so that other


colleagues or services can learn from us. Any compliments we do receive will be written down and given to the manager of the service which is doing well.

### How to contact us Who shall I contact?

*For complaints/compliments about RMBC Adult Services please contact:*

**The Complaints Manager,**  
(FREEPOST LICENCE NO RH 10),  
Neighbourhoods and Adult Services  
Rotherham S65 1HX


 **Tel:** 01709 823937

 **Text:** 07554 436538

[www.rotherham.gov.uk](http://www.rotherham.gov.uk)

 **Email:** [complaints@rotherham.gov.uk](mailto:complaints@rotherham.gov.uk)

 **In person:** at our Customer Service Centres or at any Council reception point

 **Text:** 07554 436538  
For complaints/compliments about other RMBC services please contact.....

For complaints/compliments about a GP practice, Dentist, Optician or Pharmacist, please contact the practice manager in the first instance, or, if you want to speak to someone not involved, contact:

### **Patient Advice and Liaison Service**

NHS Rotherham, Oak House  
Moorhead Way, Bramley  
Rotherham S66 1YY  
Tel: 01709 423030

For complaints/ compliments about Rotherham Hospital (The Rotherham NHS Foundation Trust) you may want to first speak to a nurse, doctor or receptionist. However if you want to speak to someone not involved, please contact:

### **Patient Services**

#### **The Rotherham NHS Foundation Trust**

Moorgate Road,  
Rotherham S60 2UD  
Tel 01709 424461

## South Yorkshire Fire Rescue Services - Community safety protect your home & family with a free home safety check



South Yorkshire Fire Rescue Services – community safety

Protect Your Home & Family With A Free Home Safety Check

Did you know that South Yorkshire Fire & Rescue offers a free Home Safety Check service, including the fitting of smoke alarms?

Firefighters or community safety staff will visit your home at a convenient time to carry out the Home Safety Check. During the visit you can get advice on:

- How to make your home safer
- What to do in the event of a fire
- What to do if you are trapped by a fire

They will also fit a free smoke alarm if your house is without one and explain how to maintain it correctly.

There are a number of other things you can do to stay safe in your home, including:

- Make sure you have an evacuation plan
- Don't smoke in bed
- Don't overload electrical sockets
- Take care if using candles

And remember - if you discover a fire in your home:

- Do not investigate, get everyone out and stay out. Do not stop or go back.

- Call 999 and ask for the fire service.
- If you are unable to get out, stay together in one room near an open window and wait to be rescued.

To arrange your Home Safety Check, or for general fire safety advice, call 0114 253 2314.

A member of our community safety team will call you back to arrange the visit.

In an emergency Telephone 999

For non-emergencies or to report other information Telephone 101

## Older People



Older people may feel more vulnerable to some crimes, but are actually less likely to become victims. A few simple steps can also help reduce your risk of crime.

- Consider joining the community alarm scheme (Rothercare) to use if you trip or fall, or are feeling at risk at home.

- Some companies operate a password scheme for older or vulnerable customers where their representatives are expected to confirm a password to prove they are genuine.
- Don't keep large sums of cash at home – use a bank account instead.

- Many areas run schemes specifically aimed at assisting older people with their home security and general maintenance.

You should ask for advice from the police, local authority or voluntary group.

[www.homeoffice.gov.uk/crimevictims/how-you-can-preventcrime/bogus-callers](http://www.homeoffice.gov.uk/crimevictims/how-you-can-preventcrime/bogus-callers)

Home Office leaflet: 'How to beat the bogus caller'

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

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

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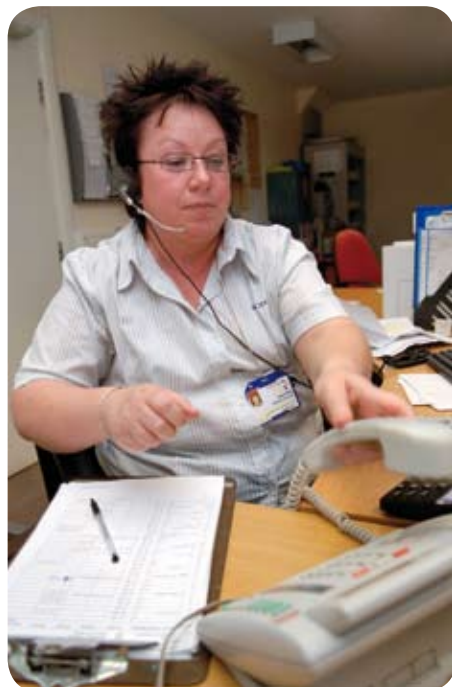
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[www.homeoffice.gov.uk/crimevictims/how-you-can-preventcrime/bogus-callers](http://www.homeoffice.gov.uk/crimevictims/how-you-can-preventcrime/bogus-callers)



## Bogus Callers

Most people who call at your home will be genuine, but very occasionally someone may turn up unannounced, with the intention of tricking their way into your home.

If someone calls on you:

- **LOCK** – Keep your front and back doors locked, even when you are at home.
- **STOP** – Before you answer, stop and think if you are expecting anyone. Check that you have locked the back door and taken the key out. Look through a spy hole or window to see who it is.
- **CHAIN** – If you decide to open the door, put the chain or door bar on first, if you have one. Keep the bar or chain on while you are talking to the person on the doorstep.
- **CHECK** – Even if they have a pre-arranged appointment, check their identity card carefully. Close the door while you do this. If you are still unsure, look up a phone number in the phone book and ring to verify their identity.

Do not use a phone number on the identity card, as this may be fake!

Bogus callers may be smartly dressed and claim to be from the council, police or utility companies. They can also turn up as builders or gardeners and try to trick you into paying for unnecessary work. You should never agree to having work done by someone who is just passing by. If you think work needs to be done, get at least two quotes from other companies. If you think a bogus caller has called on you, report it to the police immediately.

**If you have any doubts, KEEP THEM OUT!**



# Hate crime and hate incidents

Hate crimes and hate incidents are directed against people because of some aspect of who they are, or because they are in some way seen as being different – typically, because they are from an ethnic minority or visible religious minority, because of their sexual orientation, transgender identity, or because they have a disability. Hate crime can be any crime. A hate crime is any incident that constitutes a criminal offence, perceived by the victim or any other person as being motivated by prejudice or hate. Hate Incidents can feel like crimes to those who suffer them and often escalate to crimes or tension in a community. For this reason the police are concerned about incidents and you can report non-crime hate incidents. The police can only prosecute when the law is broken but can work with partners to try and prevent any escalation in seriousness.

If you have been the victim of a hate crime or hate incident, you can report it to the police. The police can build up a picture of what is happening in their areas to stop it happening again.

## Tell someone – STOP hate crime

- If you believe it was due to your race, faith, transgender identity, sexual orientation or disability, you should say so to the police. You can ask them to keep any personal information about you confidential.
- If it has happened more than once, you should also tell the police. You should also tell them if the seriousness has changed.
- If you want special arrangements for the police to make contact with you, you should let them know what these are.
- You can report it directly to your local police or at [www.police.uk](http://www.police.uk)
- You can use assisted reporting sites like [www.report-it.org.uk](http://www.report-it.org.uk)
- If your child is suffering hate crime at school, make sure you tell the school and find out what they are doing about it.
- In an emergency you should always ring 999.

If you can't report it in person, there are organisations to help you:

Victim Support can help you report a crime – they may even be able to go with you to the police.

 **Telephone:** 01709 361076

 **Email:** [supportline@victimsupport.org.uk](mailto:supportline@victimsupport.org.uk)

**Crimestoppers** on 0800 555111

If you want to report a hate crime or incident but do not want to call the police local community or voluntary groups, Council Customer Service Centres or libraries may be able to take your report or tell you what other local organisations might be able to help.

# Tackling anti-social behaviour

Anti-social behaviour is any activity that impacts on other people in a negative way; it includes a variety of behaviour covering a whole complex of selfish and unacceptable activity that can blight the quality of community life.

*Examples include:*

- Nuisance neighbours
- Intimidating groups taking over public spaces
- Vandalism, graffiti and fly-posting
- People taking and buying drugs on the street
- People dumping rubbish and abandoning car
- Anti-social drinking

Sometimes, anti-social behaviour may be targeted at specific individuals or households; however, anti-social behaviour can also be a result of more general circumstances, such as an atmosphere of intimidation, or thoughtlessness, for example noise nuisance caused by late night fireworks. Either way, it shouldn't be tolerated.





# Domestic violence

Anyone can experience domestic violence –it can happen in all kinds of relationships, regardless of age, race, gender, sexuality, disability, wealth, geography and lifestyle.

Unfortunately, women are more likely to be at risk in the home, and statistics show that one in four women experience domestic violence in their lifetime, although it also affects men. Everyone has a right to be safe in their own home and all statutory services (such as the police, Crown Prosecution Service, housing department and Adult Social Care) have a duty to provide services to all victims of domestic violence and to bring perpetrators to justice.

Domestic violence is rarely a one-off event. Physical and sexual abuse tends to get frequent and more severe over time.

Domestic violence accounts for 35 % of all homicides in the UK.

## Getting help

If you are experiencing domestic violence, you may feel as if you have nowhere to go, or no-one to turn to. That is not true.

- The most important thing you can do is tell someone you trust.
- Never be afraid to ask for help.
- You may decide to report your abuser to the police.  
**Remember, in an emergency always call the police by dialling 999.**

You may decide to leave the house and go to a friend's or relative's house, or to a refuge or hostel for women. If you do decide to leave, take important documents with you, such as your marriage certificate and birth certificate, any court orders, your passport and health records. Only leave when it is safe to do so.

**Domestic Violence:** Helpline  
Freephone 24-hour 0808 2000 247

**Women's Aid:** Helpline  
helpline@womensaid.org.uk

**Broken Rainbow:** lesbian, gay, bisexual and transgender domestic violence forum  
08452 60 44 60

**Foreign and Commonwealth Office** advice on forced marriages  
020 7008 0135/020 7008 0230

**Men's Advice** Line and Enquiries (MALE) 0845 064 6800

# Voluntary Organisations who Support Carers

## Domestic violence

If you care for a partner, relative or friend who is ill, disabled has mental health difficulties, a learning disability or who is an older person then you may be interested in coming along to Rotherham Carers Forum.

You will be able to meet other carers in a friendly and informal setting and share information, experiences and perhaps offer support to one another.

The forum provides the opportunity to discuss and provide feedback to the Council and gives carers the opportunity to share their views about local services and help improve new and existing ones.

For further information on meetings or opening times please call 01709 254809 or 01709 254138



# Other Local Organisations that Support Carers

## **Age Concern Rotherham**

49-53 St Ann's Road,  
Rotherham S65 1PF

Tel: 01709 829621

Email: [info@ageconcern-rotherham.org](mailto:info@ageconcern-rotherham.org)

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

Provides support, information and advice to older people and their carers.

## **Alzheimer's Society**

Mexborough Business Centre  
College Road,  
Mexborough S64 9JP

Tel 01709 835836

Email: [alzheimers@rotherhambranch.freeserve.co.uk](mailto:alzheimers@rotherhambranch.freeserve.co.uk)

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

Offers advice and information for families affected by dementia problems.

## **Citizens' Advice Bureau**

Wellgate Old Hall,  
120 -126 Wellgate,  
Rotherham S60 2LN

Tel: 01709 515680

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

Provides free, confidential and impartial advice and information on most issues.

## **Community Transport**

Erskine Road,  
Rotherham S65 1RF

Tel: 01709 517100

[www.ctinsy.eu](http://www.ctinsy.eu)

Provides safe, accessible and affordable transport for people who are unable to use public transport.

## **Crossroads Care Rotherham**

Unit H, The Point, Bradmarsh,  
Rotherham S60 1BP

Tel No: 01709 360272

[www.crossroadsrotherham.co.uk](http://www.crossroadsrotherham.co.uk)

## **Down's Syndrome Association**

Tel: 01709 541807

Email: [sheron.critchlow@sky.com](mailto:sheron.critchlow@sky.com)

[www.downs-syndrome.org.uk](http://www.downs-syndrome.org.uk)

Provides information and support for parents and carers of people with Down's Syndrome.

## **Face Advice Centre**

Ferham Advice and Community Enterprise, 118 Ferham Road, Holmes,  
Rotherham S61 1DY

Tel: 01709 740050

Email: [face@faceadvice.org.uk](mailto:face@faceadvice.org.uk)

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

Free and confidential advice/ information on benefits, housing problems, money problems, filling out forms, rights at work, immigration issues.

## **Headway**

Kirk House, Browning Road,  
Herringthorpe  
Rotherham

Tel: 01709 835835

Email: [info@headwayrotherham.co.uk](mailto:info@headwayrotherham.co.uk)

[www.headwayrotherham.co.uk](http://www.headwayrotherham.co.uk)

To promote understanding of all aspects of brain injury and to provide information support and services to people with brain injuries, their family and carers.

## **Mencap**

Rowan House, Mountenoy Road  
Rotherham S60 2AJ

Tel: 01709 388440

Email: [help@mencap.co.uk](mailto:help@mencap.co.uk)

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

Fax: 01709 388445

Offers practical and emotional support, information and advice for people with learning disabilities, their family and carers.

## **United Multicultural Centre**

59-63 Carlisle Street  
Rotherham S65 1HA

Tel: 01709 360036

Email: [admin@umcc.org.uk](mailto:admin@umcc.org.uk)

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

Offers training opportunities and other social activities for women.

## **Multiple Sclerosis Society**

5 Jardine Street, Wombwell  
Barnsley S73 0JQ

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

Information and support for people with Multiple Sclerosis and their families.

## **Parkinson's Disease Society**

39 Lathe Road,  
Rotherham

Tel: 01709 540709

Email: [tharrison@parkinsons.org.uk](mailto:tharrison@parkinsons.org.uk)

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

Help for people with Parkinson's Disease and their families.

## **Relate**

Premier House, Carolina Court  
Lakeside,  
Doncaster DN4 5RA

Tel: 0845 1304016

National Phone line:  
0300 100 1234

Email: relatesouthyorkshire@  
relate.org.uk

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

Provides counselling, sexual therapy  
and other services to help with  
difficulties in marriage or in any  
other adult couple relationship.

## **Rotherham Hospice**

The Rotherham Hospice,  
Broom Road,  
Rotherham S60 2SW

Tel: 01709 308900

Email: fundraising@  
rotherhamhospice.org.uk

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

Provides palliative care for patients  
suffering from progressive illness  
and support for their carers.

## **Rotherham MIND**

Amberley Court,  
101 Effingham Street, St. Ann's  
Rotherham S65 1BL

Tel: 01709 367648

Email: rotherhammind@  
talk21.com

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

Supports and empowers people  
experiencing mental health and  
emotional problems and their  
carers.

## **Rotherham Talking Newspaper Association**

The Millennium Centre,  
220 Badsley Moor Lane,  
Rotherham S65 2QL

Tel: 01709 373163

Email: rothernewstalk@  
btconnect.com

talknews21@btconnect.com

[www.rothnewstalk.co.uk](http://www.rothnewstalk.co.uk)

Offers audio cassettes of local  
news and magazine items to  
people who have difficulty in using  
printed matter.

## **Rotherham's Women's Refuge Management**

Association (contact via  
Samaritans, Police, Social Services  
or Citizen's Advice Bureau)

Provides hostel accommodation,  
escort service, emotional support  
and counselling for victims of  
domestic violence.

## **Royal National Institute for the Blind**

Norfolk House, Walker Place,  
Rotherham S65 1HX

Tel: 01709 370933

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

Provides help, advice and  
information for anyone with a  
sight impairment.

Tel: 01709 822 330

Fax: 01709 82 99 50

Email: assessmentdirect@  
rotherham.gov.uk/

[www.rotherham.gov.uk](http://www.rotherham.gov.uk)

## **Royal National Institute for the Deaf**

REWS, Chesterton Road,  
Eastwood Trading Estate,  
Rotherham S65 1SX

Tel: 01709 302266.

(Voice and textphone)

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

Help, advice, information and  
equipment for anyone with a  
hearing impairment.

## **Samaritans**

22 Percy Street,  
Rotherham S65 1ED  
Tel: 01709 361717

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

Emotional support and a listening  
ear for people in situations of  
isolation or despair.

## **Scope: Rotherham Day Services**

Kirk House, Browning Road  
Herringthorpe,  
Rotherham S65 2LG

Tel: 01709 830820

Email: val.allen@scope.org.uk

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

Day service and support for adults  
with Cerebral Palsy.

## **SYCIL in Rotherham**

c/o Rotherham Central Library  
Ground Floor, Walker Place  
Rotherham S65 1JH

Tel: 01709 373658

Email: catherine.k@sycil.org

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

Information and advice service for  
disabled people, their carers and  
professionals.

## **Tassibee**

(Asian Women's Group)

36 Godstone Road,  
Rotherham S60 2PU

Tel: 01709 377750

Email: tassibee@btconnect.com

[www.tassibee.co.uk](http://www.tassibee.co.uk)

Asian women's training, education  
and social project.

### **Victim Support Rotherham Branch**

RAIN Building, Eastwood Lane,  
Rotherham S65 1EQ

Tel: 01709 361076

Email: rotherham.vs@  
victimsupport.org.uk

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

Provides confidential support and information to people who have been affected by crime.

### **Voluntary Action Rotherham**

The Spectrum, Coke Hill,  
Rotherham S60 2HX

Tel: 01709 829821

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

Offers information about voluntary and community organisations in the Rotherham Metropolitan Borough.

### **Welfare Rights and Money Advice Service**

Enterprise House, Bridge Street,  
Rotherham, S60 1QJ

Welfare Rights:

Tel: 01709 822446 (Central  
Rotherham)

Tel: 01709 334736 (Maltby and  
South Rotherham)

Tel: 01709 824811 (Wath,  
Swinton and North Rotherham)

Tel: 01709 822345  
(Urdu, Punjabi, Miripuri or Pushto)

Money Advice:  
Tel: 01709 822329

Benefits advice for disabled children and their families, people who are terminally ill and people receiving non-residential social services, such as home care, and their carers. Debt Advice for people living in Rotherham. Advice is also available in Urdu/Punjabi/Miripuri. Home visits available by appointment.

### **Yemeni Advocacy Project**

35 Hatherley Road, Eastwood,  
Rotherham

Tel: 01709 821871

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

Support and advice to address the social, health and educational needs of the local Yemeni community

### **National Organisations Carers U.K.**

20 Great Dover Street  
London SE1 4LX

CarersLine: 0808 808 7777

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

Carers U.K. have a dedicated helpline for carers called CarersLine. It is staffed by experts

who have experience of dealing with the problems faced by carers such as:

- Benefit advice. They can do a benefits check to make sure you are getting everything you are entitled to;
- Confusion over social care services and knowing the kind of services you might expect;
- Unhappiness about a decision, CarersLine will advise you about how to complain effectively and challenge decisions.

Carers U.K. also aims to improve the lives for carers by influencing government and public bodies by:

- Producing research;
- Writing briefings for politicians about how legislation will affect carers;
- Responding to government consultations;
- Collecting good practice and initiatives from local council.

The free CarersLine is open Wednesday and Thursday between 10am -12pm and 2pm - 4pm. If you call outside these hours you can leave your name and address and you will receive a carer's information pack. A wealth

of information is also available on the website including benefits advice and practical help.

### **Princess Royal Trust for Carers**

Unit 14, Bourne Court,  
Southend Road, Woodford Green,  
Essex IG8 8HD

Tel: 0844 800 4361

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

The Princess Royal Trust for Carers is one of the largest providers of comprehensive carer support services in the UK providing information, advice and support through its independently managed Carers' Centres and interactive websites.

In addition the Trust also acts independently in the interests of carers through:

- Research, development and consultation;
- Influence on national, regional and local policy;
- Partnerships with other national organisations.

