

Carers Starter Pack

Unpaid Adult Carers Support Service

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Carer's Support – Starter Pack

Introduction

Being a carer can be challenging, but support is always available. If you ever feel unsure, overwhelmed or simply need someone to talk to, please reach out.

The services and information listed in this pack are here to guide you, provide practical help, and remind you to look after yourself too.

Taking care of yourself is just as important as the care you give to others.



Understanding Your Role as a Carer

You're a carer if you support someone who could not manage without your help due to age, illness, disability, or mental health needs. This includes emotional, physical, or practical support – even if you're a family member or friend.

In Bromley:

- **Bromley Well** provides free support for unpaid Adult carers (19+).
- There are also Bromley Well services dedicated to carers supporting loved ones with **Mental Health** conditions and a service that supports **Mutual Carers** who are unpaid carers aged 55+ who both provide care for, and receive care from, a disabled adult son, daughter, sibling, or other relative living at home.
- **Young Carers** under the age of 19 can access help via the Young carers team at Bromley Well.
- Visit the Bromley Well website to refer to the Carers Services: www.bromleywell.org.uk/refer

Recommendations:

- Identify yourself as a carer and contact your GP to let them know you care for someone so that they can support you in your caring role.
- Contact the Bromley Well Carers Services:

www.bromleywell.org.uk/our-services/carers/ ☎ Free Phone 0808 278 7898.

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Getting Practical Support

Caring can be rewarding but at times can also be isolating. Bromley Council and voluntary services provide support to help you manage your caring responsibilities and support you.

Assessments available:

- **Carer's Assessment** – the assessment focuses on you as a carer, discussing your wellbeing, giving you advice on respite care, equipment, training, emotional support, financial advice and more.
- **Care Needs Assessment** – the assessment evaluates the person you care for to determine whether they require further support, including assistance with daily living activities, mobility, or any home adaptations.
- **Blue Badge** – if your cared for has mobility issues, you may be able to apply for a Blue Badge to help with parking at appointments – www.gov.uk/apply-blue-badge

Recommendations:

- Request either assessment via Bromley Adult Social Care:
☎ 020 8461 7777 🌐 www.bromley.gov.uk/carers/carers-assessments



Adult Carers Support – Bromley Well

Through our **Adult Carers Service** at Bromley Well, we offer:

- Practical support such as: signposting to other support services, emergency planning and registering as a carer with your GP.
- Emotional support.
- Free, practical training courses and workshops.
- Regular social activities to meet other carers and share support.
- Carer forums to voice your opinions on topics that matter.
- Quarterly newsletters and updates.
- Support with Carers Trust Grant Applications (if eligible).
- Support with arranging overnight breaks.

Recommendations:

- Read the information on the Bromley Well website to check which carers service is most suitable to support you: www.bromleywell.org.uk/our-services/carers/
- To register for the Adult Carers service visit: 🌐 www.bromleywell.org.uk/refer

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Financial Support

This section offers general guidance only and is not financial advice. For personalised support, contact Bromley Well Advice Service – (delivered by Citizens Advice Bromley), a professional benefits advisor or discuss entitlements at the time of your carers assessment with Bromley Council.

Entitlements to explore:

- **Carer's Allowance** supports carers who care for someone for at least 35 hours a week. *(Please note that eligibility is based on your income and any benefits you receive, such as pensions, which may affect or prevent payment).*
 - **Personal Independence Payment (PIP)** provides extra help with living costs if you have a long-term physical or mental health condition or disability that makes daily tasks or getting around difficult.
 - **Attendance Allowance** – If the person you care for is state pension age and meets eligibility, you may be able to claim Attendance Allowance for them.
 - **Carer's Credit** – if you're caring for someone for at least 20 hours a week, carers credit can help protect your pension if you're under pension age and not paying NI contributions.
 - **Council Tax Reduction or Disability Banding** – via Bromley Council:
www.bromley.gov.uk/council-tax/council-tax-discounts-exemptions
 - **Online Benefits & Financial Support Calculator** – Turn2US – www.turn2us.org.uk/
- ☎ **Bromley Well Advice Service:** Free Phone – 0808 278 7898

Help with Forms:

We know that completing benefit and support application forms can sometimes feel overwhelming. Carers can complete these forms themselves, and information and guidance is available online. However, if you need additional support, our Forms Completion Service may be able to help with applications such as Carer's Allowance, Personal Independence Payment (PIP), Attendance Allowance and Council Tax Reduction forms.

The service can also help check that you are receiving all the benefits you may be entitled to. Please note that this service is very popular and demand is often high, so there may be a wait for support. If you need help completing a form, please contact your Carers Support Team. They can discuss your needs and, where appropriate, refer you to the Forms Completion Service.

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Legal Information – Power of Attorney (POA)

This section provides general guidance only and is not legal advice. For tailored support, it's always best to speak with a solicitor or professional adviser.

A **Power of Attorney** (POA) is a legal document that lets someone you trust make decisions on your behalf if you're unable to do so in the future. Setting this up early can give peace of mind to your cared for and also to you as their carer by ensuring their wishes are respected.

Types of **Lasting Power of Attorney** (LPA):

- **Health & Welfare LPA** – covers decisions about daily care, medical treatment, and moving into a care home.
- **Property & Finance LPA** – covers managing money, paying bills, dealing with banks, and handling property.

If the person you care for has already lost capacity, you may need to apply for Deputyship through the Court of Protection instead.

Where to get help and advice:

- Bromley Well Advice Service: Free Phone 0808 278 7898
- www.bromleywell.org.uk/our-services/advice-service/
- Government guidance: www.gov.uk/power-of-attorney



Working and Your Rights as a Carer

Carers often balance paid work alongside their caring responsibilities. Your rights as an employee are protected by UK law.

Under The Carer's Leave Act which came into effect in April 2024, you are entitled to:

- Request flexible working from your first day of employment (up to 2 requests per year).
- Take up to 1 week of unpaid carer's leave annually.
- Reasonable time off for emergencies.
- Protection under the Equality Act 2010 (against discrimination by association).

Support Contacts:

- ACAS: www.acas.org.uk
- Carers UK: www.carersuk.org
- Bromley Well Advice Service: 0808 278 7898

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Hospital Discharge Planning

When someone you care for is in hospital, it can be a worrying time. Taking part in their discharge planning helps ensure their care continues safely and smoothly after they leave hospital. Planning early means you'll have the right support in place for their return home or move to another care setting.

What to do and ask:

- Let the hospital team know that you are a carer as soon as possible.
- Request a Discharge Assessment to check if support, equipment, or visiting carers are needed.
- Ask for a Carer's Assessment to share how caring affects you and request support.
- Confirm medications, transport, and equipment (e.g., hospital bed, commode) are in place.
- Request written instructions, contacts, and a care plan, especially if multiple services are involved.
- Speak to the Discharge Coordinator, who can pull everything together.

Top tip: Don't be rushed. You can ask for discharge to be delayed until arrangements are complete.

And remember you're not alone. Ask questions, take notes, and bring someone with you to the meeting if it helps.

The Bromley Well Adult Carers Team have a **Hospital Discharge Factsheet** which lists helpful steps and questions to ask the hospital Discharge Team. Give the Adult Carers team a call if you would like a copy - **020 8315 1925**



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Looking After Your Health

Caring can affect every part of your wellbeing – physically, mentally, and emotionally. Long hours, stress, and emotional pressure can make it difficult to prioritise your own health, but doing so is essential to continue caring sustainably.

Recommendations:

- Register with your GP as a carer. Your GP will have a better understanding of your circumstances and how they can support you.
- Your GP will be able to advise you on priority vaccines available for those with caring responsibilities.
- Ask your GP about the health assessments available to you. For example, the NHS Health Check is a free health assessment for people aged 40–74 who do not have certain pre-existing conditions. It can help identify your risk of heart disease, stroke, type 2 diabetes, kidney disease, and other health conditions: www.nhs.uk/tests-and-treatments/nhs-health-check/
- The **Vital 5 Check** is a free service for Bromley residents aged 18 and over and appointments can be booked at the Bromley Health & Wellbeing Centre – Westmoreland Place and at The Pavilion in Kentish Way. The Vital 5 Check only takes between 5 – 30 minutes to complete. At the end you'll get your personal Vital 5 passport, which is a good indication of your overall health and what you can do to improve it: www.selondonics.org/in-your-area/bromley/one-bromley-local-care-partnership/vital5/
- Use Bromley Talking Therapies to address anxiety, low mood, stress, or trauma linked to your caring role. Self-referral is available online: www.bromleyhealthcare.org.uk/explore-our-services/bromley-talking-therapies/
- Contact Bromley Well for support, carer-specific peer groups, and wellbeing workshops. You don't need to be in crisis to seek support.
- Don't ignore signs of burnout such as fatigue, disrupted sleep, irritability, or feeling overwhelmed. Addressing these early can prevent longer-term health issues.

Crisis support: If things feel overwhelming or urgent:

- Call NHS 111 for health advice
- Contact the Samaritans on 116 123 (free, confidential, 24/7)
- Speak with your GP about mental health referrals



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Universal Care Plan (UCP) – Emergency Planning

Emergencies can happen to any of us. Unexpected illness or a last-minute hospital stay. Having an emergency care plan in place helps make sure the person you care for is still supported if you can't be there.

What is a UCP – Universal Care Plan?

The Universal Care Plan (UCP) is a feature available within the **NHS App** that can support unpaid carers and the people they care for. The UCP is a secure digital record that can be created for both carers and cared-for individuals that is accessible by authorised NHS and social care professionals. It helps them understand a person's needs and ensure the right support is available, including in an emergency or unexpected situation.

Carers can record important information such as who they care for, emergency contacts, replacement carer arrangements, and any relevant health or wellbeing needs. This means that if a carer becomes unwell or unable to provide care, health and social care services can quickly understand the situation and help keep the cared for person safe.

A cared-for person's UCP can include information about their health and care needs, as well as details of their unpaid carer and how to contact them.

Carers and the person they care for can create and view their own UCP through the NHS App or by speaking with their health and care team. **The Bromley Well Adult Carers Team can also provide guidance and support to carers throughout the planning process.** The digital UCP is preferable to a paper Emergency Care Plan, as it can be securely accessed by NHS and social care services when needed and updated easily as circumstances change.

The UCP also helps GP practices recognise someone as an unpaid carer which means carers do not need to repeatedly explain their situation to different professionals and can have reassurance that plans are in place should an emergency occur.

Find out more:

- <https://ucp.onelondon.online/patients/>
- <https://ucp.onelondon.online/patients-ucp-for-carers/>
- <https://ucp.onelondon.online/wp-content/uploads/2026/05/UCP-for-Carers-Leaflet-update-Web-May-26.pdf>



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Staying Organised

Staying on top of things can really lighten the load. Being a carer often means keeping track of appointments, medications, and conversations with professionals – it's a lot! Staying organised helps you feel more in control and can really take the pressure off when things get busy or unexpected things happen.

Recommendations:

- **Start a carer folder:** This could be a simple ring binder or a folder on your phone or laptop. Pop in care plans, medication lists, emergency contacts, appointment letters, and any legal documents such as Power of Attorney.
- **Make notes of chats:** Whether it's a quick call with the GP or a meeting with a social worker, jot down names, dates, and what was agreed. It saves you having to remember everything.
- **Prepare for appointments:** Scribble a few questions beforehand and take a notebook with you. It's totally okay to bring a friend if it helps to have another pair of ears.
- **Keep a care diary:** Track medications, changes in mood, routines or anything that stands out. It helps when you're updating doctors or care professionals.

You don't need anything fancy – just a notebook, calendar, or a simple phone reminder. Choose whatever helps you keep track and feel more in control.



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Carer's To-Do List

- ✓ Request a Carer's Assessment:
www.bromley.gov.uk/carers/carers-assessments
- ✓ Register as a carer with your GP.
- ✓ Request a Care Needs Assessment for the person you support: www.bromley.gov.uk/help-adults
- ✓ Review eligibility for benefits such as Carer's Allowance.
- ✓ Use Turn2Us to check financial support available:
www.turn2us.org.uk/
- ✓ Ask Bromley Council about Council Tax reduction.
- ✓ Set up a Power of Attorney (or Deputyship if needed).
- ✓ Keep a record of medications, contacts, and appointments.
- ✓ Create Universal Care Plan.
- ✓ Join support groups via the [Bromley Well website](http://www.bromleywell.org.uk).
- ✓ Plan respite care and regular breaks.
- ✓ Explore assistive technology (e.g. fall detectors, telecare).
- ✓ Look after your health and wellbeing.
- ✓ Reassess support if circumstances change.



Useful Contacts:

- **Bromley Well Carers Service – practical, emotional, and peer support**
 Free phone 0808 278 7898 |  www.bromleywell.org.uk
- **Adult Carers Team (One-to-one support, peer support, signposting)**
 020 8315 1925 |  carers@bromleywell.org.uk
- **Bromley Adult Social Care (Carer's & Care Needs Assessments)**
 020 8461 7777 |  www.bromley.gov.uk |  adultsocialcare@bromley.gov.uk
- **Bromley Well Advice Service (Legal, financial, workplace advice)**
 Free phone 0808 278 7898 |  www.bromleywell.org.uk/our-services/advice-service/
- **ACAS (Employment rights & flexible working)**
 www.acas.org.uk
- **Carers Trust UK (National advice & guidance)**
 www.carersuk.org
- **Bromley Talking Therapies**
 www.bromleytalkingtherapies.nhs.uk/
- **Crisis Support** – NHS 111 (urgent health advice)
- **Samaritans:**  116 123 (free, 24/7)
- **Carelink 24 (personal alarms)**
 0800 101 3333 |  www.carelink24.org
- **Inspire Medicare Services – (Bromley equipment service)**
 01322 520 560 |  inspirecommunitytrust.org/services/community-equipment/
- **Bromley Dementia Support**
 020 8289 3039 |  selmind.org.uk/bromley-dementia/
- **Bromley Healthcare – Community Services (falls, incontinence, nursing support)**
 0300 330 5777 |  www.bromleyhealthcare.org.uk
- **Home Library & Sensory Services (Bromley Libraries)**
 020 3931 0900 |  www.better.org.uk/library/london/bromley
- **British Red Cross – Equipment & Mobility Support**
 0300 456 1914 |  www.redcross.org.uk
- **Dial-a-Ride (door-to-door accessible transport)**
 0343 222 7777 |  tfl.gov.uk/modes/dial-a-ride/
- **Bromley Community Transport (local accessible minibuses)**
 020 8315 1906
- **Age UK Bromley & Greenwich (befriending, support, advice)**
 020 8315 1850 |  www.ageuk.org.uk/bromleyandgreenwich
- **Carefree – (short breaks for full time carers)**
 carefreespace.org/

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