

CARER'S DIRECTORY



www.rotherham.gov.uk

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INTRODUCTION

This directory has been produced to provide comprehensive information and support for carers. It aims to empower carers with knowledge about their rights, available support services, and practical advice to help them in their caregiving roles.

The directory includes navigational links to relevant websites, making it easier for carers to access the information they need.

For more information visit
www.rotherham.gov.uk/carers or scan the QR code.



CARERS RIGHTS

As a carer knowing your rights empowers you with information about what you're entitled to. This helps you feel confident asking for what you need, as well as challenging things when your rights are not being met – whether that be in the workplace or education, in accessing health or social care, or when interacting with other professionals or at home.

The right to unpaid carer's leave

Earlier this year in 2024, the Carer's Leave Act became law. This gave employees juggling work with unpaid care, the legal right to up to five days unpaid leave per year.

The right to request flexible working

The introduction of the new Employment Relations (Flexible Working) Act means that anyone, including unpaid carers, can ask their employer for changes to their working hours, times of work, or place of work, from day one.

They will also be able to change their flexible working arrangement more than once a year.

The right to ask your GP practice to identify you as a carer

If you provide unpaid care, you can ask your GP practice to identify you as a carer on your patient record.

The benefit of this is that you may then fall into a priority group for vaccines or other public health campaigns.

The right to request a flu jab

If you are the main carer for an older or disabled person who may be put at risk if you became ill, or if you are in receipt of Carer's Allowance, you should be offered a free flu jab.

Speak to your GP or local pharmacist.

Protection against discrimination or harassment

If you look after an older or disabled person, the Equality Act 2010 protects you against direct discrimination or harassment because of your caring responsibilities.

Understanding your rights can be useful if you feel you have been treated unfairly because of your caring role.

Requesting a carer's assessment

Getting support and assistance can help you in your role as a carer.

If you are over the age of 18 and provide regular unpaid care for someone, you're entitled to a carer's assessment. This is regardless of the type and amount of support you offer, and the impact caring has on you, so your assessment will be specific to your individual needs.

Discharged from hospital

If the person you care for is being discharged from hospital, the hospital must identify and consult with you where possible.

INFORMATION FOR CARERS

How to register as a carer

GP practices keep a list of patients who provide unpaid care to someone with a long-term health condition.

When you register as a carer with your GP, it will enable them to support you in your caring role and ensure your health is as much of a priority as the person you care for.

What is offered varies between practices, but it often includes:

- free annual health checks
- the annual flu jab and Covid-19 boosters
- access to a Carer's Champion who can support you in your caring role
- support with your physical and mental health to enable you to carry out your caring responsibilities
- general information and advice about being a carer
- signposting to other services that could help, such as support groups, day centres and respite care for the person you look after
- flexibility with booking appointments for you and the person you care for – for example, if you both need to see the GP, booking appointments back-to-back so you do not have to visit the surgery twice
- help with prescriptions, such as having them delivered to your home

You can request a registration form or alternatively, Carers UK has produced a template letter that you can complete and send to your GP.

Visit: www.carersuk.org/help-and-advice/your-health-and-wellbeing/talking-to-your-gp/ or scan the QR code.



Dementia and Learning Disabilities

People with learning disabilities are at increased risk of developing dementia, to find information on how best to support someone who has both LD and a diagnosis of dementia.

Follow the link: www.alzheimers.org.uk/about-dementia/types-dementia/learning-disabilities-dementia or scan the QR code.



Herbert Protocol

An initiative supported by South Yorkshire Police and other agencies which encourages carers to compile useful information which could be used in the event of the cared for person going missing.

Carers, family members and friends can complete, in advance, a form recording all vital details, such as medication required, mobile numbers, places previously located, a photograph etc. In the event of your family member or friend going missing, the form can be easily sent or handed to the police to reduce the time taken in gathering this information.

The Herbert Protocol initiative is named after George Herbert, a war veteran of the Normandy landings, who lived with dementia.

Visit: www.southyorkshire.police.uk/advice/advice-and-information/missing-person/missing-persons/vulnerable-people-at-risk-of-going-missing/dementia-missing-risk-herbert-protocol/ or scan the QR code.



Wristbands and hangtags

In addition to registering with the Herbert Protocol, relatives and carers can request an NFC enabled (Near-field Communication) assistance wristband or hangtag for their family members. The devices are programmed by South Yorkshire Police and store information about the wearer including their name and an emergency contact number. Should the wearer go missing, information can be retrieved by emergency services and health professionals via a mobile phone to help return the wearer to safety.

Please send email requests with a completed Herbert Protocol form to:

herbert_protocol@southyorks.pnn.police.uk

Download a form: www.southyorks.police.uk/media/10941/herbert-protocol-form-sept-2023.docx or scan the QR code.



Lions Club Message in a Bottle

A simple but effective way for people to keep their basic personal and medical details where they can be found in an emergency, on a standard form and in a common location – the fridge. This helps emergency services personnel to save valuable time in identifying an individual very quickly and knowing if they have any allergies or take special medication.

Paramedics, police, fire-fighters and social services support this Lions life-saving initiative and know to look in the fridge when they see the Message in a Bottle stickers, supplied. The initiative provides peace of mind that prompt and appropriate medical assistance can be provided, and next of kin/emergency contacts can be notified.

Visit: lionsmessageinabottle.co.uk/ or scan the QR code.



Memory Box

A memory box is a time capsule that connects an individual or group of people with the past through the items the box contains.

Visit: www.dementia.co.uk/dementia-care/what-is-a-memory-box or scan the QR code.



Jelly Drops (hydrating sweets)

Jelly drops, the sugar free bite-sized sweet (95 % water and added electrolytes), designed to increase water intake. Whilst originally created to help people with dementia, anyone can use them.

Still available in a large tray, however, they can now be purchased in a snack pot, which is cheaper, easier to hold, uses 50% less packaging and has an enhanced flavour.

Visit: [//jellydrops.com/](http://jellydrops.com/) or scan the QR code.



Alzheimer's Activity Products for African & Caribbean People with Dementia

Puzzles and books designed to prompt conversation and reminiscence for people with dementia who have Caribbean or African heritage.

Visit: www.alzheimers.org.uk/get-support/publications-and-factsheets/dementia-together/aug-sept-2021/activity-products-african-caribbean-dementia or scan the QR code.



Looking after Family or Friends after they Leave Hospital

HM Gov and the NHS Looking after Family or Friends after they Leave Hospital Leaflet gives information and advice on what help may be needed, making sure you take care of yourself and whether as a carer you may need support in the caring role.

Also available in easy read format: www.gov.uk/government/publications/looking-after-friends-or-family-when-they-leave-hospital-leaflet or scan the QR code.



TRAVEL

Blue Badge

The Blue Badge (Disabled Persons) Parking Scheme is a national scheme that allows disabled people in England to maintain their independence by enabling them to park as close as possible to their destination. The badge can only be used when the card holder is present.

Visit: www.rotherham.gov.uk/benefits/blue-badge or scan the QR code.



Disabled person's bus pass (England only)

The person you care for may be able to apply for a disabled person's bus pass. You can also apply for one if you are disabled.

A disabled person's pass lets the holder (the person whose name is on it) travel for free off peak on buses.

Visit: www.rotherham.gov.uk/active-travel-public-transport/apply-travel-pass or scan the QR code.



Older person's bus pass

You, or the person you care for, can get a bus pass for free travel when you reach female State Pension age, whether you are a man or a woman.

Visit: www.gov.uk/apply-for-elderly-person-bus-pass or scan the QR code.



Door 2 Door

Transport for your community, enabling people to live independently, participate in their community and to access education, employment, health, social care and other services.

Shopper Bus (£2.50 pp RTN) – Dial-a-Ride – Travel for Health or Social Care – Day Trips – Group Travel for schools and community groups.

Telephone: **01709 516092**

Visit: www.door2door.org.uk or scan the QR code.



You may be able to travel for free, or pay a reduced fare, if you travel with the person you care for.

The person you travel with will need to have a Disabled Person's Bus Pass.

Visit: mytsy.travelsouthyorkshire.com/products/product/ENCTS-OR-PLUS-C or scan the QR code.



CARER SUPPORT SERVICES

National Support

Carers UK

Carers UK provide information and guidance to unpaid carers.

This covers a range of subjects including:

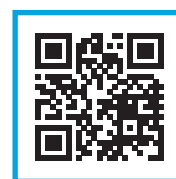
- Benefits and financial support.
- Your rights as a carer in the workplace.
- Carers' assessments and how to get support in your caring role.
- Services available to carers and the people you care for.
- How to complain effectively and challenge decisions.

Telephone: **0808 808 7777** (Helpline)

Open Monday to Friday, 9 am to 6 pm
(Except Bank Holidays)

Email: **advice@carersuk.org**

Visit: **www.carersuk.org** or scan the QR code.



Share and Learn online sessions

Carers UK are running a series of fun and relaxed online sessions where visiting speakers share tips and skills on a range of topics. From yoga to singing and first aid to photography, there's something for everyone – we add new sessions every week. If you want to meet other carers, then join their weekly online chats where you can grab a cuppa, take a little break and chat with fellow carers who understand what you're going through.

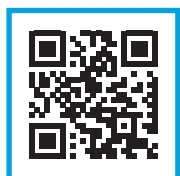
Visit: **www.carersuk.org/help-and-advice/your-health-and-wellbeing/online-meetups** or scan the QR code.



TIDE (Together in Dementia Everyday)

Supporting carers that care/have cared for people with a dementia diagnosis. Tide is a UK wide involvement network of carers/former carers and health and care professionals who are working together to build a better future for carers of people living with dementia.

They are determined to change the way that carers are recognised, valued and treated and so aim to empower, motivate, inform and help carers and give them the skills they need.



Visit: **www.tide.uk.net/join_tide/** or scan the QR code.

Tide is a registered charity and the network is free to join.

Dementia Connect

Alzheimer's Society's new personalised support service directory:

Telephone: **0333 150 3456**

Visit: **dementiaconnect.alzheimers.org.uk** or scan the QR code.



Alzheimer's free dementia information and how to access services is available in different languages:

English • BSL • Arabic • Bengali • Traditional Chinese • Gujarati • Hindi • Polish
• Punjabi • Sylheti • Urdu • Welsh

Alternatively, you can call their information and support line and arrange an interpreter.

Visit:

www.alzheimers.org.uk/get-support/publications-factsheets/accessible-resources/information-in-your-language or scan the QR code.



Admiral Nurse Dementia Helpline (Dementia UK)

The Admiral Nurse Dementia Helpline is for anyone with a question or concern about dementia. From looking out for the first symptoms of Alzheimer's, to understanding the challenges of living with someone with vascular dementia, our specialist Admiral Nurses have the knowledge and experience to understand the situation and suggest answers that might be hard to find elsewhere. The nurses on our Helpline are here when people need help, they have the time to listen and the knowledge to solve problems. As dementia specialists, Admiral Nurses help families manage complex needs – considering the person living with dementia and the people around them. They also work in local community services, some GP practices, NHS hospitals and Admiral Nurse Clinics.

The nurses on our Helpline will be able to advise whether there is a service that you can access in your area.

Visit: **www.dementiauk.org/get-support/dementia-helpline-alzheimers-helpline/**

Telephone: **0800 888 6678**

Email: **helpline@dementiauk.org**



Online form: **www.dementiauk.org/get-support/helpline-form/**

Open Monday to Friday, 9am to 9pm

Saturday and Sunday, 9am to 5pm

Open Bank Holidays except Christmas Day

Dementia 101

Explaining Dementia to Kids. Numerous videos to help children understand what dementia is and how it affects people, including family/carers.

Visit **www.youtube.com/playlist?list=PLQD67ESAKIsuJAxOmiZ8XJ45hx31XAuUI** or scan the QR code.



Rare Dementia Support

Rare Dementia Support offers specialist social, emotional and practical support services for individuals living with, or affected by, a rare dementia diagnosis. Their vision is for all individuals with, at risk of or supporting someone with a rare form of dementia to have access to information, tailored support and guidance, and contact with others affected by similar conditions.

RDS welcomes people from all areas of society affected by a rare dementia regardless of gender, age, marital or family status, race, ethnicity or sexual orientation.

Visit: www.raredementiasupport.org/ or scan the QR code.



Young Onset Dementia Network

A community of people living with young onset dementia, their family and friends, as well as professionals who work in the field of health and social care and voluntary sector.

Visit: www.youngdementianetwork.org or scan the QR code.



Age UK

Dementia Advice and Information – a dementia diagnosis can be overwhelming and it may feel like things have changed. From keeping well, adapting your home and getting support we can guide you through it.

Visit: www.ageuk.org.uk/services/information-advice/guides-and-factsheets/ or scan the QR code.



Playlist For Life

Playlist for Life is a music and dementia charity offering free advice and support to help families harness the special benefits of personal music for people living with dementia. They want everyone with dementia to have a unique, personalised playlist and everyone who loves or cares for them to know how to use it.

Visit www.playlistforlife.org.uk or scan the QR code.



Dementia Friendly clothing & Footwear

Advice available from Alzheimers Society - some items also qualify for VAT exemption.

Visit: shop.alzheimers.org.uk/collections/clothing-and-footwear or scan the QR code.



Local Support

Information Services

Gismo, RotherHive and Rother Life magazine contain information and contact details of local services. Sources of support are grouped under headings to help you browse the wide range of organisations and activities they have on offer.



Visit: **Rotherham Gismo:**
rotherhamgismo.org.uk/ or scan the QR code.



Visit: **RotherHive:**
rotherhive.co.uk/ or scan the QR code.



Visit: **Rother Life:**
www.life-publications.com/rother-life/ or scan the QR code.

Age Uk-60yrs + Hospital Aftercare Service Rotherham (Rotherham Hospital Only)

A free service for older people and their carers to enable possible early discharge from hospital to their home.

Provides support, information and assistance to people who use the service and for carers of people who have had a stay in hospital. It is provided by fully trained staff who will offer a non-clinical assessment of needs, complimenting any health or community-based provision, ensuring a holistic approach to all physical and emotional needs, helping older people to adjust to any changes following a hospital admission.

We will offer a personalised service to assist you with gaining independence and confidence by supporting you with general day to day activities.

(NB: this should be requested before the patient is discharged and cannot be used to return a patient to 24-hour care eg care/residential/nursing home/ supported living).

Telephone: **01709 786955**

Email: hospital.aftercare@ageukrotherham.org

Visit: www.ageuk.org.uk/rotherham/our-services/hospital-aftercare-87d2a93d-d5d1-ec11-bea2-00155d806b13/ or scan the QR code.



Crossroads Care

The Carers Resilience Service

Providing information, advice and practical support with the aim to build carers' resilience. Working together with partners to enable the person with dementia to live at home for as long as possible.

What the service offers:

- A named Dementia Advisor
- Assessment for current and future needs
- Access to information, support and advice
- Intensive support for carers for up to one month
- Access to short term respite care at home delivered by Crossroads Care Rotherham
- Signposting on to other services/agencies for longer term care support.

The service can be accessed via a GP, with consent or through the Rotherham Memory Clinic.

Other Services available:

- Short term domiciliary care
- One to one support
- Information navigation, signposting and referrals (Carers Navigation Service)
- Access to Carers Trust Grants (up to £400)
- Weekly Support Group
- Bereavement Group – peer led practical and emotional support
- Access to training
- Carer Support and Activity Group – weekly, across the Borough
- Alzheimer's Society Memory Cafe or Singing for the Brain
- Assistance with claiming or reviewing benefit entitlements – supported by Citizens Advice
- Access to weekly food bank
- Complimentary Therapies
- Massages
- Reiki
- Reflexology

To book: **01709 389516**

Telephone: **01709 360272**

Email: **info@crossroadsrotherham.co.uk**

Visit: **crossroadsrotherham.co.uk/** or scan the QR code.



Beacon Carer Support South Yorkshire

Beacon South Yorkshire support carers across South Yorkshire through physical and emotional support sessions to allow them to carry on caring. Their mission is to provide a service that gives help and support to families and carers of drug and alcohol users, (as our specialism) but also to carers of people living with dementia, disabilities, mental ill health and the elderly.

Activities on offer:

Coffee and chat, drop-In , Yoga, Relaxation, Mindfulness, Therapies, Counselling and Support Sessions.

Address: Suite 1, Riverside Business Exchange, Sheffield Road, Rotherham S60 1FL

Telephone: **01709 285388** or **07955 122893**

Visit: **www.beaconsy.org.uk** or scan the QR code.



Rotherham Carers' Forum

An independent group which enables informal family and friend carers (unpaid), to have a voice in shaping services in Rotherham.

The group is composed of volunteers who are also (unpaid) family and friend carers. They aim to work together as an equal partner with the Local Authority, Health Services, Voluntary and Community organisations, charities and groups, participating and influencing local decision making on services for carers and their families/friends.

They provide a social space for Carers to get together, share experiences, relax and have fun, and welcome more carers to join.

Monthly meetings at Rotherham Town Hall, usually on the second Thursday of each month.

Future meeting details and other information available on the website:

where Carers can also sign up to regular newsletters.

Visit **www.rotherhamcarersforum.org.uk** or scan the QR code.

Or search for the Rotherham Carers Forum and Rotherham Carers Forum

– community page on Facebook.



Making Space

Provide an extensive range of resources and support to carers of people with dementia to promote carers own health and wellbeing.

Services provided:

- Information and advice
- One to one support
- Emergency back-up planning
- Social groups and activities
- Training courses for carers
- Specialist support for young adult carers and working carers

For further information contact a Dementia Advisor on:

Telephone: **01709 910889**

Email: **RotherhamCarers@makingspace.co.uk**

Visit: **makingspace.co.uk/rotherham-dementia-carer** or scan the QR code.



Social Prescribing

The Rotherham Social Prescribing Service is a service targeted at adults in Rotherham aged 18 plus who are identified as needing additional non-medical support to maintain and improve health and wellbeing.

Health practitioners working in Primary Care Networks, community respiratory services, community mental health services or hospital teams discharging patients home can refer you to the service.

Dementia Cafes (Making Space)

Brampton Bierlow

Brampton Bierlow Parish Hall, Knollbeck Lane, Brampton Bierlow, Rotherham S73 0UA
Second Friday of the month, 1.30 pm to 3.30pm

Brinsworth

Parish Pavilion, Field View, Brinsworth, S60 5DG
Third Wednesday of the month, 1.30pm to 3.30pm

Dalton

Dalton Parish Hall, Doncaster Road, Dalton, Rotherham S65 3EW
Third Thursday of the month, 1.30pm to 3.30pm

Maltby

The Wesley Centre, Blyth Road, Maltby, Rotherham S66 8JD
Fourth Monday of the month, 1.30pm to 3.30pm

Thurcroft

Gordon Bennett Memorial Hall, 1 Green Arbour Road, Thurcroft, Rotherham S66 9AA
First Tuesday of the month, 1.30pm to 3.30pm

FREE to attend, refreshments, music, peer support and 1:1 support.
All cafes include arts, crafts and live entertainment. To book your place:

Telephone: **01709 910889**

Email: **RotherhamCarers@MakingSpace.co.uk**

Memory Lane Café

Herringthorpe United Reformed Church, Wickersley Road, Rotherham S60 4JN
FREE parking and FREE entry. Refreshments, crafts, games and light entertainment.
Last Wednesday of the month 1.30pm to 3.30pm (Except December)
Telephone: **01709 818705** or **01709 373355**

Hand in Hand Dementia Group

Salvation Army, Quarry Street, Rawmarsh, Rotherham S62 7DB
Fridays 12 noon to 3pm

Free admission with tea/coffee and food available to purchase. Activities such as gentle physical and cognitive games, baking, crafts, music therapy etc, finished off with bingo.

Telephone: **07721 072168**

Visit: **www.salvationarmy.org.uk/parkgate** or scan the QR code.



Millers Dementia Café

Youth Hub, Goalzone, New York Stadium, Rotherham S60 1FJ

Tuesdays, 1.30pm to 3.30pm

Giving you and the person you care for, the chance to meet others in a similar situation in a positive, relaxed atmosphere. Free of charge.

To register your interest:

Telephone: **01709 827767**

Email: **health@rotherhamunited.net**

Wickersley Forget Me Not Memory Café

Wickersley Methodist Church, Bawtry Road, Rotherham S66 1JJ

Second Friday of the month 1.30pm to 3.30pm

For people with a dementia diagnosis and their carers living in Wickersley and surrounding area.

With music, indoor games, crafts, raffle, live entertainment, trips out.

Free and no need to book, plenty of parking on site with ramps/level access and disabled toilets.

Telephone: **07449 120051**

Email: **forgetmenotmemorycafe@gmail.com**

Visit: **www.alzheimers.org.uk/your-local-dementia-support-services**
or scan the QR code.



Winthrop Gardens Memory Cafe – Wickersley

Cafés are held on the first and third Friday of each month between 12 noon and 2pm

Tea, coffee, sandwiches, savouries and lovely cakes are available with many made by volunteers.

Activities include quizzes, singing, 'free' raffle, peer support and gardens to explore.

Cafes are popular so please reserve a place on **07397 039226**.

Visit: **winthropgardens.org.uk/memory-cafe/** or scan the QR code.



Friends of Homestead Social Group 50+ (Memory Friendly)

The Homestead, Wickersley Road, Rotherham S60 3PJ

Alternate Mondays, 11.30am to 2pm (Group does not run on Bank Holidays).

Meet new friends, find support and enjoy the company of others in friendly surroundings.

Complimentary refreshments and can have a two-course lunch for £7 per person.

Booking is essential. Call Lisa Curran, Community Connector, on **07825 125349**

The Acorn Memory Café

St. John's Methodist Church, Church Street, Swinton S64 8QA (use side door)

First Wednesday of the month 10.30am to 12 noon

A warm welcome in a relaxed and positive environment for dementia support.

Forget Me Not Memory Café

Chislett Centre, Kimberworth Park Road, Rotherham S61 3JT

Last Wednesday of the month 12 noon to 2pm

Telephone: **07592 927044**

Email: **tamsin@kimberworthpark.org.uk**

Young Onset Dementia Service – RDaSH

Provides support to younger people who develop dementia before the age of 65.

Provides assessment for psychological, social, physical and functional issues, alongside providing practical support for individuals and their carers.

Visit: **www.rdash.nhs.uk/services/young-onset-dementia/** or scan the QR code.



Dementia Voice – Alzheimers Society

If you are or know someone who is living with dementia and would like to share your experience with others, join Dementia Voice, a local group in Rotherham.

At Dementia Voice, you can share your experience, insights, and opinions to help make a positive difference to how communities view those living with dementia. Plus, it is a great place to increase your confidence, develop skills, get involved in engaging work, and meet others living with dementia.

The group meets on the second Friday of every month from 11am to 1pm.

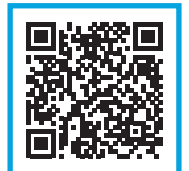
St James Church and Community Centre, Cambridge Street, East Dene, Rotherham S65 2SX

For further information:

Email: **rotherham@alzheimers.org.uk**

Telephone: **01709 580543** to speak to a Dementia Advisor

Visit: **www.alzheimers.org.uk/get-involved/dementia-voice/local-groups** or scan the QR code.



MENTAL HEALTH AND WELLBEING SUPPORT

Search Tools

RotherHive

The online platform, RotherHive has been developed by the NHS Rotherham CCG to provide a range of verified practical tips and advice as well as local, national and online services, organisations and groups that adults in Rotherham can access for expert advice to help look after their mental health and well-being.

Information and self-help guides available cover topics including alcohol, drugs, domestic abuse, bereavement, carers, homeless, deafness, mental health, gambling, Perinatal, dementia and suicide prevention.

Visit: rotherhive.co.uk/ or scan the QR code.



Hub Of Hope

Mental health support signposting tool, with thousands of local, regional and national support groups and services listed. Provided by national mental health charity, Chasing the Stigma, brings local, national, peer, community, charity, private and NHS mental health support and services together in one place.

The Hub of Hope also lists support and services for family members and friends to enable them to find help for themselves, as well as for the person they are supporting.

Visit: hubofhope.co.uk/ or scan the QR code.



National Support

Shout 85258

A free confidential 24/7 text messaging service for anyone in the UK, a place to go if you're struggling to cope. To start a conversation, text the word 'Shout' to 85258. You will receive four automated messages before you're connected to someone who will listen without judgement.

Your Shout Volunteer will introduce themselves and ask you to share a bit more information about what's on your mind. This might include feeling anxious, relationship problems, bullying, addiction, self-harm, depression or suicide and can be about anything that's troubling you.

Conversations tend to last around 45 to 60 minutes and work best when you text back and forth. The goal of the conversation is to help you reach a calm and safe place with a plan of how to support yourself going forwards.

Visit: giveusashout.org/ or scan the QR code.



Samaritans

Feeling Anxious, Confused, Down, Lonely, Upset or Suicidal? We're Here to Listen to You. We Provide Free, Confidential Emotional Support to Anyone Who Needs Someone to talk to.

Telephone: **116 123**

Visit:
www.samaritans.org
or scan the QR code.



Visit:
www.samaritans.org/branches/rotherham
or scan the QR code.



Kooth

An online counselling and support service available to all young people and young adults across Rotherham aged 11 to 25.

A safe, confidential and anonymous way for young people and young adults to access emotional wellbeing and early intervention mental health support. Offering personalised support with short waiting lists and no thresholds, users can access:

- Live one to one text-based counselling sessions
- 24hr messaging service
- Clinically approved articles
- Peer to peer support through pre moderated discussion forums
- A Daily Journal

Fully trained BACP Accredited counsellors and emotional wellbeing practitioners are available until 10pm each night, 365 days per year, providing a much needed out-of-hours service for emotional support in an accessible way.

Visit: **www.kooth.com** or scan the QR code.



Qwell (18+ part of Kooth)

FREE online, safe and anonymous mental wellbeing support for adults across the UK with a variety of anonymous support options to meet various needs.

Visit: **www.qwell.io** or scan the QR code.



Side by Side (Mind)

Free online digital platform by Mind to share experiences and get support. Open to anyone who has experienced mental health problems or is close to someone who. Platform is anonymous and is moderated.

Visit: **sidebyside.mind.org.uk/** or scan the QR code.



ieso (one-to-one) CBT text-based therapy (18+)

Access via computer, smartphone or tablet. Appointments are available seven days a week, 6am to 11pm. Text-based cognitive behavioural therapy (CBT) works with you to spot how some of your thoughts affect your behaviours and feelings and teach you ways in which you can improve your quality of life day-to-day, in as few as 4-12 sessions.

ieso treats a range of common mental health problems including anxiety and worry, low mood, depression, stress, post-traumatic stress disorder, obsessive compulsive disorder, phobias and sleep disorders. Like face-to-face CBT therapy, our sessions are one-one and strictly confidential. The only difference is that you type your responses. With ieso, you'll have the same chance of recovery as with face-to-face therapy, without the long waiting times.

For general enquiries, technical or administrative support, speak to a member of our team confidentially:

Telephone: **0800 074 5560** (9am to 5.30pm weekdays)

N.B. The phone line is managed by an administrative team who are not clinically trained.

Visit: **www.iesohealth.com** or scan the QR code.



Muslim Community Helpline

A confidential, non judgemental listening and emotional support service. A national organisation for women, men, youth and children, with trained volunteers with many years of experience on hand, five days a week. Provides a listening and emotional support service for members of the community in the United Kingdom.

Service Hours:

Monday to Friday: 10am to 1pm (core hours).

Extended Service:

Mondays 1pm to 3pm

Tuesdays 5pm to 6pm

Wednesdays 5pm to 6pm
(dedicated 1:1 with male counsellor call a mobile; pre-booking required which is done by emailing)

Fridays 1pm to 4pm

Languages Spoken – Asian languages (Urdu, Punjabi, Gujarati) and English on Monday to Thursday with English on Fridays. Arabic possible by appointment.

Telephone: **0208 908 6715** or **0208 904 8193**

Email: **ess4m@btinternet.com**

Visit: **muslimcommunityhelpline.org.uk/** or scan the QR code.



PAPYRUS

The national charity dedicated to preventing young suicide in the UK.

Telephone: **0800 068 4141**

Text: **07860 039967**

Visit: **www.papyrus-uk.org** or scan the QR code.



Stay Alive App

An app for those at risk of suicide and those worried about someone.

Visit: **www.prevent-suicide.org.uk/find-help-now/stay-alive-app/** or scan the QR code.



CALM Helpline

Campaign against living miserably targeting male suicide prevention.

Telephone: **0800 58 58 58**

Visit: **www.thecalmzone.net** or scan the QR code.



Local Support

Rotherham Online CBT Help

Cognitive behavioural therapy (CBT) is an effective type of therapy used to treat a range of common mental health problems, such as depression and anxiety. This type of therapy works to help you manage different situations or problems by changing the way you think and behave.

Visit: www.iesohealth.com/what-we-treat or scan the QR code.



Andy's Man Club

Peer-to-peer support group open to any man over the age of 18 across the borough, regardless of where they live.

Monday evenings, 7pm to 9pm at:

- The Centre, Brinsworth Lane, Brinsworth
- Tesco's Community Room, Drummond Street, Rotherham Town Centre
- Dearne Community Fire Station, Manvers Way, Wath Upon Dearne
- The Brooklands Club, Rotherham Road, Maltby

"Gather for a brew and a chat. It's raw and real, with laughter and sometimes tears. The hardest thing will be taking the first step into the club; we've all experienced that and felt that was the hardest part of the night."

*NB: for men who cannot attend a group email them for a code to join their meeting online.

Visit: andysmanclub.co.uk/ or scan the QR code.



NHS Talking Therapies

Short-term Talking Therapies available to anyone registered with a GP service in Rotherham 18 years +.

Can self-refer to the NHS Talking Therapies service by telephone or online referral form or be referred by GP or another healthcare professional.

The service accepts the following conditions:

- depression
- general anxiety
- stress
- panic
- phobias
- social anxiety
- low self-esteem
- health anxiety
- obsessive compulsive disorder / body dysmorphic disorder
- post-traumatic stress disorder
- mild eating disorder (not anorexia)

Telephone: **03000 215 108**

Visit: talkingtherapies.rdash.nhs.uk/ or scan the QR code.



NHS Talking Therapies – Support for Parents

For parents needing information, advice or tips – whether a new mum or dad, pregnant or have a little more experience in the role. online support tools, including self-referral form.

NHS Talking Therapies understands being a parent can be incredibly rewarding, but it can also be tough at times. Whether you have a new-born or you have been a parent or carer for a while, looking after a little one will always have its challenges and, for some of us, it may even impact on our mental health.

To access: complete the self-referral on the website or call **03000 215 108**.

Visit:

talkingtherapies.rdash.nhs.uk/about-nhs-rotherham-talking-therapies/specialist-groups/parents/
or scan the QR code.



Community Together Rotherham S62 Group

The Drop-In Centre, Harding Avenue, Rawmarsh, Rotherham S62 7ED

Men's Mental Health Peer Support Group

Mondays, 7.30pm to 9pm

Women's Mental Health Peer Support Group

Thursdays, 7pm to 8.30pm

Mobile: **07502754011**

Email: **sarah@s62.co.uk**

Community Together Rotherham S62 Group – Men's Social

Rawmarsh Library and Neighbourhood Hub, Barbers Avenue, Rotherham S62 6AE

All men 18 years + welcome. A place of acceptance, building friendships, exploring interests, tackling isolation, and improving wellbeing.

Fridays, 10am to 2pm

Telephone: **01709 255682**

Women A.S.K. (Acceptance/Support/Kindness)

Rawmarsh Health Centre, Barbers Avenue, Rotherham S62 6AE

Wednesdays, 7pm to 9pm

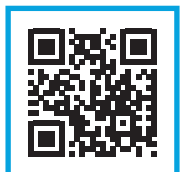
Rotherham based free women's mental health peer support group 18 years +. Confidential non-judgemental group. No medical referral needed – just go along and have a cuppa, talk, listen and support in an all-female safe environment, peer group. – no obligation to talk.

NB: the facilitators are not counsellors – they are women on their own journeys with their own stories to share, who want to help others.

Email: **womenaskrotherham@outlook.com**

Visit: **www.womenask.co.uk/** or scan the QR code.

Also follow on Facebook



Be The One

Working together to reduce the number of lives lost to suicide in Rotherham, providing guidance on how to talk openly about suicide.

Visit **www.be-the-one.co.uk** or scan the QR code.



Amparo

Offering support for anyone affected by suicide in South Yorkshire. Support can be provided one-to-one, to family groups, groups of colleagues or peers – whatever is preferred by you and is most appropriate to your situation. The service can be delivered in your home or wherever you are most comfortable. Our service is completely confidential and can provide short-term or longer-term support, depending on what you feel it is you need.

Amparo provides emotional and practical support. Our experienced Liaison Workers can listen to your needs and assist you in accessing the support you need, whilst helping with a range of practical matters such as: dealing with police and coroners; helping with media enquiries; preparing for, attending inquest, and helping you to access other, appropriate, local support services.

Telephone: **0330 088 9255**

Visit: **amparo.org.uk/our-locations/south-yorkshire** or scan the QR code.



MAXIMISING INCOME & ACCESSING ADVICE

Advice Services

Advice services are available to offer further guidance on a range of subjects – for example if you have queries about what income you may be entitled to as a carer or are experiencing difficulties arising from the increase in the cost of living. Contact them for further support.



Rotherham Council's Money and Benefits Advice Service:
www.rotherham.gov.uk/benefits/refused-benefit/1 or scan the QR code.

Age UK:
www.ageuk.org.uk/rotherham/ or scan the QR code.



Rotherham Citizens Advice:
www.citizensadvicerotherham.org.uk or scan the QR code.

Carers Allowance

You may be able to get help to increase your income if you are regularly caring for someone for at least 35 hours a week and are not in full-time education.

Your entitlement is worked out by assessing the type of income you have, and if you work, how much you earn. You will not be able to receive Carers Allowance if you receive your state pension (or other earnings replacement benefits) if it is higher than the weekly amount of carers allowance, but you may still get extra money in pension credit, housing benefit or council tax support.



Carers Allowance:
www.gov.uk/carers-allowance or scan the QR code.

Carers allowance and payment advice:
www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements/carers-allowance/ or scan the QR code.



Claiming Carers Allowance can affect the person you care for if they are in receipt of income related benefits. If you're not sure if you can claim Carers Allowance, or how claiming will affect you or the person you care for, you can get help from one of the above advice services in Rotherham.

Carers Credit

You could get Carers Credit if you are caring for someone for at least 20 hours a week. Carers Credit fills in gaps in your national insurance record if you have to stop work to care for someone, and so protects your state pension contributions. This can be helpful if you are not entitled to Carers Allowance.

Income Top up: Universal Credit or Pension Credit

You may be entitled to income related benefits such as Universal Credit, Pension Credit or help with housing costs and council tax, depending on the amount of your income and savings.

You can check your entitlement using on-line benefit calculators:



Gov.uk:
www.gov.uk/benefits-calculators or scan the QR code.

Carers UK:
www.carersuk.org/help-and-advice/financial-support/
or scan the QR code.



Rotherham Council:
www.rotherham.gov.uk/benefits/guide-housing-benefit/1 or scan the QR code.

Council Tax

Carers may qualify for a discount if they meet the following condition:

- Carers live in the same home as the person they care for
- The person receiving care is not their spouse, partner or a child under 18
- You provide at least 35 hours of care to a person who is entitled to receive one of the following:
 - o Any rate of Attendance Allowance
 - o The middle or highest rate of the care component of Disability Living Allowance
 - o Any rate of the daily living activity component of Personal Independence Payment
 - o An increase in their disablement pension
 - o An increase in their Constant Attendance Allowance

Some adults are not counted for Council Tax. You could get a reduction on your bill if you or anyone living with you are exempt:

Visit: **www.rotherham.gov.uk/council-tax** or scan the QR code.



Extra Help from Energy Suppliers' Priority Services Register or Customer Care Register

Help heating your home including the Cold weather payment, the Warm Home Discount Scheme and the Winter fuel payment.



Winter Home Discount Scheme:

www.gov.uk/the-warm-home-discount-scheme or scan the QR code.

Winter Fuel Payment:

www.gov.uk/winter-fuel-payment or scan the QR code.



Cold Weather Payment:

www.gov.uk/cold-weather-payment or scan the QR code.

Priority Services

You can apply to be added to your electricity network's priority support register to get priority support for electricity and gas.

For example, your suppliers might agree to:

- move your prepayment meter if you struggle to get to it
- make your call a priority when you contact them
- send someone to check your meter regularly
- send you bills in large print or braille, or to another person - for example, a family member or carer
- arrange for their engineers to tell you a password or show you a picture ID card if they need to visit or contact you – so you can check they're genuine
- help reconnect your gas supply, if you need it

You'll also get advance notice of planned power cuts – for example, if they're doing engineering work. If you have a power cut you can get extra support – for example, someone could be sent to check or you could get hot meals provided.

BANKING ASSISTANCE

Santander Carers Card

Account holder has usual access to their account, but a carer is named for a carers card. Account holder can then transfer money on to the carers card (up to £1,500) for them to complete tasks like shopping or paying bills. No account details are on the carers card.

Telephone: **0800 9123 123**

Visit: www.santander.co.uk/personal/support/supported-banking/carers-card or scan the QR code.



Sibstar Debit Card

Sibstar is a new highly secure card and app, designed to help families living with dementia to safely manage their daily spending. Load the Sibstar card with your chosen amount of money then, within the app manage how and where that money can be used. All this functionality can be changed at any time, so Sibstar adapts to meet the changing needs of people living with dementia.

NB: it has a £4.99 set up fee and a further £4.99 charge per month.

Visit: www.sibstar.co.uk/howitworks or scan the QR code.



Halifax My Trusted Person Card

A debit card linked to your own personal current account. Your trusted person can use it to buy the things you need. You can give the card and PIN to different trusted people at different times to use for spending or taking money out from a cash machine. The card has a weekly spending limit of £100 and a weekly cash withdrawal limit of £100. Account details are not printed on the card.

Telephone: **03457 203040**

Visit:

www.halifax.co.uk/helpcentre/someone-to-manage-your-affairs/types-of-access.html or scan the QR code.



CARERS DISCOUNT CARDS & APPS

Discounts For Carers

Exclusive discounts, cashback and vouchers for Carers and Care Workers. For care assistants, live-in carers, those that care for loved ones, and everyone in between.

Visit: discountsforcarers.com/ or scan the QR code.



National Carers Card

With the National Carers Card, you can enjoy offers and perks from hundreds of brands when shopping online.

Visit: www.nationalcarerscard.org.uk/discounts-and-benefits or scan the QR code.



UK Cinema Association Card (CEA Card)

The CEA Card is a national card scheme developed for UK cinemas by the UK Cinema Association (UKCA). It enables a disabled cinema guest to receive a complimentary ticket for someone to go with them when they visit a participating cinema. The card is also one way for cinemas to make sure they look after their disabled guests. If you require an adjustment to visit a cinema because of your disability, cinema staff should make them for you whether you have a CEA Card or not.

The card is developed by UKCA's Disability Working Group, whose members include film exhibitors and distributors, and some national disability charities and representative groups.

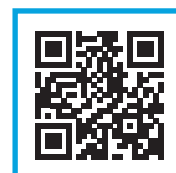
Visit: www.ceacard.co.uk or scan the QR code.



Max Card

A discount card for families and carers of SEND and looked after children. Helping to save money on great days out at castles, zoos, bowling alleys, trampoline parks and many more.

Visit: mymaxcard.co.uk/ or scan the QR code.



Rothercard Discount Card (for Carers or Personal Assistants)

If you have a carer or paid personal assistant, you can apply for the carers discount. This will give them:

- Discounted entry to leisure facilities when accompanying you.
- Discount rates at Rotherham Theatres when accompanying you.

To apply for a carers discount, you must qualify for a Rothercard under the existing rules and provide proof of the following:

- Attendance Allowance (at the middle or highest rate)
- Disability Living Allowance (at the middle or highest rate)
- Personal Independence Payment (daily living component at the middle or highest rate)
- Disabled Person's Tax Credit
- Incapacity Benefit
- Severe Disablement Allowance
- Invalid Care Allowance
- Blue Badge

- War Pensioner's Mobility Supplement
- Registered Disabled
- Industrial Injuries (Constant Attendance Allowance or Exceptionally Severe Disablement Allowance)
- Assistance of interpreter as form of care for deaf people
- Vaccine damage payment
- Registered blind or partially sighted
- Note of disability from GP or hospital doctor
- Motability
- A disability premium included in your Income Support, Housing Benefit or Council Tax Reduction

Visit: www.rotherham.gov.uk/benefits/apply-rothercard or scan the QR code.



Jointly App – Carers UK

An app that helps you to share care with family and friends. Combines group messaging and to-do lists with other useful features, including medication lists, calendar and more. Jointly makes communication and co-ordination between those who share the care as easy as a text message.

Visit: jointlyapp.com/ or scan the QR code.



Mobilise App

Online Support for Carers is an app to provide specific information for carers and link up carers over a virtual cuppa.

Visit: www.mobiliseonline.co.uk or scan the QR code.



My House of Memories App – Liverpool Museums

Created for people living with dementia, provides digital images from museum collections and everyday objects with music and descriptions. You can create your own memory tree using images from the app and adding your own.

Visit: www.liverpoolmuseums.org.uk/house-of-memories or scan the QR code.



Medisafe App

Helps you to keep track of medications and sends reminders when its time to take them.

Visit: www.medisafe.com/download-medisafe-app/ or scan the QR code.



Voice Analyst App

Designed by a specialist speech and language therapist to help improve speech quality by analysing pitch and volume, recommended by Parkinsons UK.

Visit: techguide.parkinsons.org.uk/catalogue/voice-analyst or scan the QR code.



Recipe Keeper App

Planning meals and remembering recipes when your caring for someone can be time-consuming, store all your recipes, plan meals and keep shopping lists.

Visit: recipekeeperonline.com/ or scan the QR code.



TAKING A BREAK

Holidays or short breaks can be a good way to get a rest and have time to relax. You can go alone or with the person you care for. If you go with them, you may need to look for somewhere accessible.

Respite Care

Taking a break from caring can be a good way to take some time to care for yourself and to stop you from becoming exhausted. If you decide to take a break from caring, the person you care for can access respite care to temporarily replace the care you would provide.

You can find more information about respite care, including how to pay for it, at Carers UK and Carers Trust.

If you need more support, please contact them for a carer's assessment. They may be able to offer you a payment to help you pay for a break.

Visit: carers.org/carers-assessment/carers-assessment or scan the QR code.



Holiday Schemes

Carefree

Carefree helps you take a break from caring. You can travel alone or with a friend, but not with the person you care for.

Visit: carefreespace.org/ or scan the QR code.



Disabled Holidays

A travel company that offers a selection of accessible holidays. These range from self-catering to all-inclusive deals in the UK and abroad. Most of the accommodation is wheelchair accessible. They can arrange for the hire of disability equipment at the holiday accommodation.

Visit: www.disabledholidays.com or scan the QR code.



Enable Holidays

A tour operator that offers holidays for people with limited mobility in the UK and abroad.

Visit: www.enableholidays.com or scan the QR code.



Tourism for All

A charity which can help you find accessible holidays. They have a membership scheme with a small annual charge.

Visit www.tourismforall.co.uk/charity or scan the QR code.



Revitalise

Revitalise is a national charity providing short breaks and holidays for disabled people and their carers.

Visit: revitalise.org.uk/ or scan the QR code.



Dementia Adventure

Specialises in holidays for people with dementia and their carers, friends, or families.

Visit: www.dementiaadventure.co.uk or scan the QR code.



AccessAble

AccessAble gives you information on accessible places to visit.

Visit: www.accessable.co.uk or scan the QR code.



BEREAVEMENT SUPPORT

Strong Men

Supports men following bereavement by offering various services e.g., Man2Man telephone-based peer support service. Grief can cause severe emotional & physical health conditions, often overlooked, even ignored, especially in men. Staff have personal experience in these issues.

See website for more information.

Visit: www.strongmen.org.uk or scan the QR code.



Cruse Bereavement Care

Offer support, advice and information to children, young people and adults when someone dies.

Helpline: **0808 808 1677**

Email: helpline@cruse.org.uk

Mondays and Fridays, 9.30am to 5pm

Tuesdays, Wednesdays and Thursdays, 9.30am to 8pm

Visit: www.cruse.org.uk/ or scan the QR code.



At A Loss

An online directory of bereavement support.

Visit: www.ataloss.org or scan the QR code.

