



Carer Information Pack

Contents

Am I a carer?	2
Rural Rother Primary Care Network (PCN)	2
Register as a carer with your GP practice.....	2
How can your GP practice help?	3
Struggling emotionally or with your own mental health? Need to talk to someone?	3
Consider Lasting Power of Attorney (LPA).....	3
Carer's assessment.....	3
What if something happens to me?	4
What support is available if the person you care from becomes frail or has more complex care needs?	5
More general support.....	5
Local Carers' Organisations	5
Financial Support for Carers.....	7
Grants and Funds	7
Help with travel	8

Am I a carer?

A carer is someone of any age (adult or child) who looks after a friend or family member who, due to illness, frailty, disability, mental health problems or addiction, cannot cope without their support. Carers are usually unpaid.

Caring for a loved one can be both rewarding and challenging, help and support is available. This document aims to provide general advice and guidance to carers about what support is available and where to find it.

Looking after someone else often means we neglect to look after ourselves. Be aware of your own physical and mental health, it will help you maintain your emotional wellbeing and the quality of care you give.

If circumstances change and you are no longer a carer, it doesn't necessarily mean that support will stop.

Rural Rother Primary Care Network (PCN)

We are a network of GP practices serving the rural Rother area. The practices in our network are:

- Fairfield Surgery
- Ferry Road Surgery
- Martins Oak Surgery
- Northiam Surgery
- Oldwood Surgery
- Rye Medical Centre
- Sedlescombe and Westfield Surgery

This information is intended for patients belonging to these practices, though much of the information is relevant to people living in Rother district, East Sussex, or England.

We hope this information will support you in your role as a carer, we are here to help you. Please let us know if there is information you feel should be added or amended to this document.

Register as a carer with your GP practice

If you are a carer, please tell your practice so that we can work with you to understand your specific needs. Just letting us know can help us to link you to additional services and offer support before its needed urgently.

Just ask your reception team to add this information to your notes the next time you speak to the practice in-person, over the phone, or via your usual communication route.

How can your GP practice help?

Knowing that your carer can help your practice team offer you the appropriate help before you need it urgently. Our services are there to support you. They include:

- Practical help – making sure our services are accessible for you and the person you care for, including enabling proxy access to digital services
- Pharmacist – for expert advice about medication
- Physiotherapist – for help with joint and muscle issues
- Social prescriber – for support finding and accessing the wider support available to you or the person you care for. More information is on our website:

www.ruralrotherpcn.nhs.uk/our-services/social-prescribing-service

Struggling emotionally or with your own mental health? Need to talk to someone?

People in East Sussex can self-refer for NHS talking therapies via Health in Mind. Health in Mind also offers online counselling, Silvercloud, which enables access to the same quality of therapy online as would meeting face to face. Once your referral is accepted, the programme is accessible 24/7

www.healthinmind.org.uk

The Samaritans are available 24/7 to talk to anyone in distress

Helpline: 116 123

Email: jo@samaritans.org

Shout text service text SHOUT to 85258

www.samaritans.org

Consider Lasting Power of Attorney (LPA)

An LPA is a legal document that lets the cared for person (the 'donor') appoint one or more people (known as 'attorney') to help them make decisions or to make decisions on their behalf.

There are two types of LPA, Health and Welfare and Property and Financial Affairs. The cared for person can choose to make one type, or both.

This can help carers have more control over what happens to the person they care for if they have an accident or an illness and cannot make their own decisions, including if they 'lack mental capacity'.

<https://www.gov.uk/power-of-attorney>

Please note: There are costs attached to these documents, financial advice is available from Citizen's Advice (see above) and other support agencies.

Carer's assessment

If you care for someone, you can have a carer's assessment to see what might help make life easier. It might recommend things like:

- Someone to take over caring so you can take a break

- Gym membership and exercise classes to relieve stress
- Help with taxi fares if you don't drive
- Help with gardening and housework
- Training on how to lift someone else safely
- Putting you in touch with local support groups so you have people to talk to
- Advice about benefits for carers

A carer's assessment is free and anyone over 18 can ask for one.

It's separate from the [needs assessment](#) the person you care for might have, but you can ask to have them both done at the same time. Contact adult social services at your local council and ask for a carer's assessment.

Health and Social Care Connect: 0345 60 80 191

Email: HSCC@eastsussex.gov.uk

More contact options are listed on the website: www.eastsussex.gov.uk/social-care/getting-help-from-us/contact-adult-social-care

You may be eligible for a direct payment. Generally, direct payments for carers are a one-off payment given to support the carer to have some time to look after their own wellbeing. The payment could be used to pay for things such as gym access, driving lessons, or for a break away. These are sometimes called a carer direct payment or carer budget payment.

What if something happens to me?

Carers Respite Emergency Support Scheme (CRESS)

You can register an emergency plan with the Carer's Respite Emergency Support Scheme (CRESS) to ensure that short-term support can be put in place in an emergency. This service is available 24/7.

You can set up your emergency plan as part of your carer's assessment or review online: www.adultsocialcare.eastsussex.gov.uk/web/portal/pages/precresspape

Care for the Carers can help you with this

Phone: 01323 738390

Email: info@cftc.org.uk

Your emergency plan will include contact details of up to three other people who could support the person you care for.

You will be given an East Sussex Carers Card to carry with you. In an emergency, you or someone else can call the number on the card. Adult Social Care will then contact the people in your plan.

If none of the people listed in your plan are available then Adult Social Care will contact you, or a person on your behalf, to find out what support the person you care for needs.

What support is available if the person you care from becomes frail or has more complex care needs?

NHS Continuing Healthcare

Some people with long term complex health needs qualify for free health and social care arranged and funded solely by the NHS.

www.nhs.uk/social-care-and-support/money-work-and-benefits/nhs-continuing-healthcare/

The process around Continuing Healthcare (CHC) applications can be complex.

Beacon CHC

Free, independent advice around the CHC application process

<https://beaconchc.co.uk/>

0345 548 0300

More general support

NHS Carers Direct

Information and advice for carers.

You can call the Carers Direct helpline on 0300 123 1053 if you need help with your caring role and want to talk to someone about what options are available to you.

Carers UK

Information on benefits, financial support, carers' rights, assessments, and local services.

Helpline: 0808 808 7777 (Monday to Friday, 9am – 6pm)

Email: advice@carersuk.org

Website: www.carersuk.org

Local Carers' Organisations

Care for Carers East Sussex

We support unpaid carers in East Sussex and offer a range of services, guidance and information.

Telephone: 01323 738390

Text: 07860 077300

Email: info@cftc.org.uk

www.cftc.org.uk

Carers Association

Supporting unpaid Carers in East Sussex to continue in their caring role by providing free, high quality, volunteer-led services that encourage independence and reduce isolation.

01424 722309

info@associationofcarers.org.uk

Age UK

Support for older carers, including information on local opportunities and services

Helpline: 0800 055 6112

www.ageuk.org.uk

Citizens Advice

Free, independent, confidential, and impartial advice on a wide range of issues including benefits, housing, and legal matters.

Advice line: 0800 144 8848

www.citizensadvice1066.co.uk

Access Social Care

Free legal advice for people that need social care in the UK

www.accesscharity.org.uk

Your local Social Services are:

East Sussex County Council

Adult Social Care

www.eastsussex.gov.uk/socialcare

0345 60 80 191

Jointly App

[Jointly | FAQ \(jointlyapp.com\)](http://jointlyapp.com)

East Sussex Access Code: DPCN9922

Developed by Carers UK, Jointly is an innovative mobile and online app to make caring feel less stressful and more organised by making communication and coordination much easier between those who share the care.

It combines group messaging with other useful features including to-do and medication lists, calendar and more! Use it with others or on your own.

Jointly works on iPhone, iPad, Android devices and on most modern web browsers (home computers, laptops, smartphones, tablets, etc.)



Financial Support for Carers

Carer's Allowance

Eligibility: You must be caring for someone at least 35 hours a week and the person you care for must be receiving certain benefits.

Amount: £81.90 per week. (2024/2025)

How to Apply: Apply online via the GOV.UK website or by post.

Carer's Credit

Carer's credit helps fill gaps in your National Insurance record to protect your State Pension.

Eligibility: If you are caring for someone for at least 20 hours a week and not receiving Carer's Allowance.

How to Apply: Apply online via the GOV.UK website or by post.

Universal Credit

Eligibility: If you are on a low income or out of work, you may be eligible for Universal Credit, which includes a carer's element.

How to Apply: Apply online via the GOV.UK website.

Income Support

Eligibility: If you are a carer on a low income and not eligible for Universal Credit.

How to Apply: Apply through your local Jobcentre Plus.

Council Tax Reduction

Eligibility: You may be eligible for a reduction in your Council Tax if you are a carer.

How to Apply: Contact your local council for details.

Pension Credit

If you and your partner are over State Pension age and on a low income, you may be eligible for Pension Credit, which includes a carer's addition.

www.gov.uk/pension-credit/eligibility

You can make a claim by telephone Monday to Friday 8am to 6pm, or apply online

Telephone: 0800 99 1234

Post: Print the form from the website and return via address listed, or request one via the telephone number above.

Citizen's Advice and Age UK offer support with completing this form.

Grants and Funds

Turn2us

A charity that helps people in financial need gain access to welfare benefits, charitable grants, and other financial help.

www.turn2us.org.uk/

Carers Trust

Offers grants to help carers pay for things that can make their life easier.

<https://carers.org/>

Help with travel

Blue Badge Applications

A blue badge will help you to park close to your destination, either as a passenger or a driver.

More information about eligibility and applying for a blue badge is available from your GP reception team, or via the Government website.

<https://www.gov.uk/transport/blue-badges>

Flexibus

Flexibus is a flexible, on-demand ride-share service for areas in East Sussex with limited public transport. Flexibus can pick you up and take you to destinations within a 14 mile radius, as long as the journey cannot be done by a timetabled bus route or train.

Operating hours: Monday to Saturday 7am-7pm, (excluding Bank Holidays).

Book via the Ride Pingo app or 01273 078203 - 6.30am to 7.30pm, Monday to Saturday (not Bank Holidays) <https://ridepingo.com>

Fare Type	Age / Concession	Cost	Notes
Concession	Bus Pass Holder	Free	9.30am to 11pm, weekdays Any time at weekends or bank holidays. 00:00 (12am) Saturday and finishes at 24:00 (Midnight) Sunday.
Single	Adult	£2	Purchase in app or on bus (card or cash). When booking for someone else via the app, make sure additional passengers are selected and their appropriate fare.
	Child (5-18) Unaccompanied	£2	
	Child (5-18) Accompanied	50p	
	Child (0-5)	Free	
Day	Adult	£6.10	East Sussex multi-operator Day Rider ticket. Unlimited travel on all East Sussex bus services (all operators) On bus (card or cash). Other operators East Sussex Day Rider tickets (app or paper) are accepted on bus.
	Young Person (19-29)	£4.75	
	Child (5-18)	£3.75	

Patient transport

Hospitals have non-emergency transport arrangements in place for people attending hospital appointments and who are eligible.

More information can be found on the E-Med Group website or by phoning them.

www.emedgroup.co.uk/sussex

0300 777 4444

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