

was always stressed, & stuff but now I'm getting top marks in science & Maths & other lessons. I never thought of myself as a young carer - it's just what I grew up with. "It's good to meet other young carers. I thought I was the only one." After dad's accident everything changed. "I'm havin' time to make friends and talk to each other." I try to do my homework but my brother needs constant watching. "It's good to talk about things instead of keeping them on your chest. I can't meet my friends because I have to make the tea." "I look after my younger brother when mum drinks too much." "My dad's depressed a lot & sometimes has to go to hospital." "I help my grandad to get out of bed and get dressed." "I help my mum look after my sister because she is disabled." "I was always stressed and stuff, but now I'm getting top marks in Science and Maths and other lessons."



TORBAY YOUNG CARERS PROJECT

# INFORMATION PACK





# YOUNG CARERS

## YOUNG CARERS

You are a young carer if you're under 18 and help to look after someone. The person you look after might have one or more of the following:

a serious illness ● a disability ● learning difficulties  
old age ● a mental illness ● a problem with drugs or alcohol

You may be looking after someone in your family, like a parent, step parent, grandparent, brother or sister, but it could be someone else.

Every young carers situation is different, but the help you give could include things like shopping, cooking, laundry, nursing care (such as giving medication or helping them to get up and downstairs or in and out of bed), or helping them get washed or dressed. You might be spending time sitting with someone for company, or listening to their problems.



You might also be looking after younger brothers or sisters because your parents are not able to, or need help at certain times.

You may be the main carer, or you could be helping someone else to care.

# TORBAY YOUNG CARERS PROJECT

While everyone is different, lots of young carers have similar experiences and feelings. Sometimes it helps to know that there are other young carers out there who may think and feel the same way you do. In fact, there are thousands and



thousands of young carers across the country (some people think it could be as many as 50,000).

Lots of young carers feel good about what they do, but it can be tough too. Maybe you worry a lot about the person you care for.

Perhaps you find it hard to join in things or spend time with your friends, because of the things you do at home.

Sometimes it might be hard to concentrate at school, or you may find it hard to do your work because you are tired. You might also feel different to others your age, and be worried about getting picked on.

You may be scared of telling people what you do and how you feel. Maybe you think people won't understand or will interfere. **However you feel about being a young carer, always remember that if you do talk about it, you could get some useful help and support.**





# CARERS QUOTES

## CARERS QUOTES

"I help my grandad to get out of bed and get dressed"

"I never thought of myself as a young carer - its just what I grew up with"

"I look after my younger brother when mum drinks too much"

"I try to do my homework but my brother needs constant watching."

I help my mum look after my sister because she is disabled

"My dad is depressed a lot & sometimes has to go to hospital"

"After dad's accident everything changed"

I can't meet my friends because I have to make the tea

# DEALING WITH EMERGENCIES <sup>999</sup>

In an emergency:

1. Don't panic!



2. Try to keep calm



3. Get help fast

**Getting Prepared** It is a good idea to talk to a parent or other adult about setting up arrangements in case of an emergency.

Are there three or four people you could get hold of if things go wrong? These could be a neighbour, a relative or maybe a friend's mum or dad. Try to make sure at least one of them would be there during the daytime, or at night.

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Name .....

Number .....

Name .....

Number .....

Name .....

Number .....

Name .....

Number .....

If you don't have a phone at home and need to use a payphone, then keep a few 20p coins in a special place, just for emergency phone calls.

**999** If you need to call the emergency services - Fire, Police or Ambulance, just phone 999.

When they ask, tell them:

- Which service you want (ambulance, fire or police)
- Where the problem is (your address)
- What the problem is
- Where you are and the number of the phone you are using.

If you are using a phone box, you don't need to put money in to ring 999





## Calling the Doctor

Our doctor is called

His/her phone number

There may be a different number to ring at night or when the surgery is closed to get hold of a doctor

## Carers Emergency Response Card

If you are worried about what would happen to the person you look after if you have an accident or are involved in an emergency, then you can get an Emergency Response Card which will make sure they get the help they need.

This is especially useful if you are the main carer.

If you think an Emergency Response Card would make you feel happier about leaving the person you look after, Torbay Young Carers staff will give you more details on how to get one.

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**First Aid** If you think some First Aid Training would help you, contact Torbay Young Carers Project on **01803 402754**, and we may be able to help you find a course.



## HELP & SUPPORT FROM TORBAY YOUNG CARERS PROJECT

HELP & SUPPORT FROM  
TORBAY YOUNG CARERS PROJECT

If you look after someone, Torbay Young Carers Project may be able to give you some support. We do lots of things to help children and young people in your situation.

**INFORMATION** We can help you find out more about the illness or disability the person you care for has. Or maybe you'd like to know more about places you can get help. We can put you in touch with local activities for young people that you could join in. Whatever information you want, we can help you find it.



**GROUPS** Young carers groups are about having **FUN**. You can get a break from your responsibilities and meet other young carers. There are all sorts of activities on offer, like games, art and craft outings and there are staff you can talk to if you have any worries.

"having time to make  
friends and  
talk to each other"

"It's good to talk  
about things  
instead of  
keeping them  
on your chest"

*"its good to meet other young carers...  
I thought I was the only one"*

## TORBAY YOUNG CARERS PROJECT

**SOMEONE TO TALK TO** Some young carers find it helpful to see a worker by themselves. You can talk about whats happening in your life. They may also be able to help you join in activities that are going on locally.



**NEWSLETTER** There is a newsletter to keep you in touch. Its written by young carers for young carers - there's quizzes, competitions, embarrassing stories, information and jokes.

**ACTIVITIES AND OUTINGS** Sometimes, Torbay Young Carers Project organises trips out for young carers to have fun and get away from it all.

"When we went to Barton Hall

we went climbing, swimming, abseiling & aeroball  
& loads more, it was great".



**SUPPORT IN SCHOOLS** Young carers often tell us they find things hard at school. A young carers worker has now started to go into some schools, running lunch clubs and giving young carers support. If there's not a young carers worker at your school we can still help to find you someone there to talk to.

I was always stressed & stuff  
but now I'm getting top marks in  
Science & Maths & other lessons





**MEET THE STAFF** Torbay Young Carers Project staff are friendly and always happy to help. They can get you involved in activities for young carers or can put you in touch with other people who can help or places where you can get support, learn new things, join in activities and socialise. If in doubt, ask, because if they can't help they will usually know someone else who can.



**Jeanette**  
Group Leader



**Kerrie**  
Project Worker



**Teresa**  
Development Worker

**CONFIDENTIALITY** Whatever you say to staff won't be told to anyone outside of Torbay Young Carers Project without you agreeing, unless you say something that makes us think you or someone else are at risk of serious harm. If this happens we may have to pass it on.

**ASSESSMENTS** If you are providing care quite regularly, then you have the right to an assessment. This is when someone (usually a social worker), asks you questions about the care you provide and the way it affects your life. After the assessment, you may be able to get extra help to make things easier. If you think an assessment could help you, then ask Torbay Young Carers Project Staff for more information.

## TORBAY YOUNG CARERS PROJECT

**BENEFITS** If you are over 16 and are the main person providing care, then you may be able to get extra help from Social Security. Torbay Young Carers Project staff will be happy to help you get what you are entitled to.

**TORBAY CARERS REGISTER** In Torbay, information about carers of all ages is being put on a register. This is used by the people who plan services for carers to try and make sure carers in Torbay will get the support they need. If you are on the register you can also get sent out information that might be useful to carers.

If you want to be on the Torbay Carers Register, then staff at Torbay Young Carers can give you details and help you to fill in the form.



### CONTACTING TORBAY YOUNG CARERS PROJECT

If you think that we could give you some support, or if you'd like to be on the mailing list for our newsletter, you can contact us by :

#### Writing to:

**Torbay Young Carers Project, Parkfield House,  
38, Esplanade Road, Paignton TQ3 2NH**

#### Phoning us on:

**01803 402754 or 402753**

**WHEN YOU GET IN TOUCH** The first time you get in touch, someone from the project will usually arrange to come out and meet you. This could be at home, at school, or in another place where you feel comfortable. We will talk with you about your situation and see how we might be able to support you.

If you don't want anyone to visit you, and just want information, or join our mailing list for newsletters and updates, that's fine - just let us know.

## TALKING ABOUT IT TALKING ABOUT IT



There are lots of people who can help you if they know you are a young carer, but if they don't know they may not notice if you are having problems.

It's best to get worries off your chest instead of keeping your feelings bottled up.

In Torbay, lots of people like teachers, youth workers, school nurses and other workers have now had special training so they know more about the things that affect young carers and how they can support you.

### In school:

If a young carers worker doesn't come to your school, there are still people you can talk to:

**Teachers** - if you don't get on well with your form teacher, perhaps there's another teacher you like and trust.

**School nurses** - your school nurse can give advice and support on all sorts of worries.

## TORBAY YOUNG CARERS PROJECT

**Education Welfare Officers** - they work with your school and are there to help you. If you miss school, or are late a lot, they may be asked to speak to you or your parent or guardian. They will want to help sort things out so you don't miss out on your education.

Some schools have other people you can talk to like school counsellors or youth workers. If you're not sure who there is to talk to at your school then Torbay Young Carers Project can help you find out.



If you are being bullied

T E L L !  
T E L L !  
T E L L !

You may think it's hard to talk to an adult about bullying, but it's even harder to deal with it on your own.

For more information, you could try :

Anti-Bullying Campaign

0207 378 1446 OR

Bullying Online -

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





More people who can help:

**Friends and Family** Its good if you can talk about your worries to your parent or guardian, but if you find this hard then maybe you can talk to someone else, like a grandparent, uncle or aunt, or maybe a family friend.

**Social workers** Can help you and the person you care for get the services you need.

**Youth Workers** Can be found in lots of places, like youth clubs, youth café's, schools and information and advice centres. They can give you help, let you know about things going on locally for young people, and listen to your problems.

**Connexions workers** Connexions is a new support service for young people aged 13 - 19. Personal advisers are based in schools and colleges. They can give support on lots of different problems and put you in touch with people who can help.

**Doctors:** If you have any health worries your GP (family doctor) can help. Sometimes caring can make you tired and stressed, and this could make you ill more easily. If you're nervous about talking to your doctor, you could ask to see the nurse instead.



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**Carers Support Worker:** There may be a carers support worker in your doctor's surgery. They are there to help carers of all ages.

**Health Visitors:** are nurses who specialise in family health, and could provide some support. They are usually found in clinics or doctors surgeries.

If you're not sure who's the best person to talk to or how to find them, the staff at Torbay Young Carers Project will be happy to help.



# FEEDBACK COMMENTS COMPLAINTS

FEEDBACK....  
COMMENTS...  
COMPLAINTS...

We are interested in what you think about our Project.



What are we doing **right** and ...



What are we doing **wrong**.

Please tell us if you are unhappy about the service you receive or you feel that you are being treated unfairly.

We are always interested to hear what you have to say ...

If you want to make an **informal** complaint you can talk or write to a member of the Project staff or the Project Manager on **01803 402754/3**.



We will be happy to listen to what you have to say, and discuss what can be done to improve things.

## TORBAY YOUNG CARERS PROJECT

If you want to make a **formal** complaint you can phone or write to:



The Director of  
Social Services  
Jain Wood  
**01803 201201**



The Head of  
Children's Services  
George Norman  
**01803 201201**

The Customer Services Assistant  
Jo Donaldson  
**01803 208410**

Social Services,  
Torbay Council, Oldway, Paignton, TQ3 2TS

Please contact the Project  
or  
Jo Donaldson  
to get a Complaint Leaflet.



# HOW TO CONTACT... TORBAY YOUNG CARERS PROJECT



**DON'T FORGET....** it always helps to talk

So, if you would like to talk or, if you think that we could help you in some way, please contact us by :

Writing to:

Torbay Young Carers Project,  
Parkfield House,  
38, Esplanade Road, Paignton TQ3 2NH

Phoning us on:

01803 402754 or 402753

