

## Carers Allowance

*“Unpaid care contributes significantly to the economy by providing support that would otherwise need to be provided by the State. However caring for children or for someone with a long term illness or disability has a significant impact on the ability of households to work and the extent to which they need help from the welfare system” (Re-Thinking Welfare)*

Working for You...

NORTH LANARKSHIRE

carers  
together



## Carers contribute £10.8bn of unpaid care in Scotland each year

**Carer's Allowance is currently the lowest income replacement benefit, at £62.70 per week. The Social Security (Scotland) Bill was introduced on 21 June 2017 and includes an increase to Carer's Allowance that will take place from Summer 2018.**

Carer's Allowance at the moment is a benefit available for unpaid carers. It is non-means tested and non-contributory, but is only available to carers who meet strict criteria regarding their caring role. To qualify for Carer's Allowance, a person needs to:

- **Look after someone who gets a qualifying disability benefit: Disability Living Allowance at middle or higher rate, Personal Independent Payment, or Attendance Allowance**
- **Look after that person for at least 35 hours a week**
- **Be aged 16 or over**
- **Not be in full-time education (over 21 hours a week)**
- **Earn no more than £110 a week (after all deductions).**

### Carer's Allowance Supplement

The increase to Carer's Allowance will take place from summer 2018 and this increase will happen through payment of a supplement twice a year before full operation of the carer benefits come to Scotland.

These individual payments will be equivalent to 26 times the difference between weekly amounts of Jobseekers Allowance and Carer's Allowance. Currently, Carer's Allowance is £62.70 and Jobseekers Allowance is £73.10 (2017-18 rates).

The supplementary payment will continue until responsibility for the carer benefit passes from the Department of Work and Pensions to the new Scottish Social Security Agency.

Carers' views have been submitted as part of the consultation on all aspects of the Bill, including a fairer, more equitable benefit for carers. This includes increasing the level of Carer's Allowance to that of a 'living wage' and allowing people to claim a greater amount of Carer's Allowance if caring for more than one person, recognising the financial impact of multiple caring roles. We will keep you updated on progress.

**Please visit our website [www.carerstogether.org](http://www.carerstogether.org) to view a question and answer session with The Minister for Social Security, Jeane Freeman.**





## Package of Help Includes New Young Carer Grant

First Minister Nicola Sturgeon has announced details of a new young Carer grant.

A new Young Carer Grant – worth £300 a year – will be part of a new package of support for young Carers. The grant will be awarded to young carers aged 16 to 18 who do at least 16 hours of caring a week, but do not qualify for Carer's Allowance. It will help to improve young carers' quality of life, assisting them to take part in employment, social or leisure opportunities.

More information can be found at: <https://news.gov.scot/news/more-support-for-young-carers> or visit [www.carerstogether.org](http://www.carerstogether.org)

## Carers Health Needs Survey

**From April 2013 to March 2016 our Carer Co-ordinators conducted an anonymous Carers Health Needs Survey within the GP Practices in North Lanarkshire.**

We wanted to share our learning and experiences of the health and wellbeing of carers and commissioned FMR Research Ltd to analyse the data, carry out further research and produce a report that could be used to help shape services to support the health and wellbeing of unpaid carers as we move to the implementation of the Carers Act. A full copy of the report can be accessed via our website.

The most common health issues cited by carers were:

- Anxiety and stress was the most common health issue identified by carers responding to the survey (75%), although 49% also cited depression/feeling sad and 30% isolation/feeling alone. Those spending more hours per week caring were more likely to indicate being affected by anxiety and stress, as were those who cared for their spouse/partner. Anxiety and stress was consistently the health issue facing most carers in each year of the survey, for North Lanarkshire as a whole and each of the localities.

- The physical impacts of caring were also well-represented, with 44% noting lack of sleep and 36% back pain.
- 27% also noted the financial impacts of caring on their health. This has increased significantly over time, suggesting it has become more of an issue for carers in recent years.
- Older carers were more likely to cite physical health issues (arthritis, 29%; hearing or visual impairments, 10%; and coronary heart disease, 8%) while younger/middle aged carers were more likely to cite mental health issues (anxiety/stress, 81%; depression/feeling sad, 68%; isolation/feeling alone, 34%; and mental health issues, 15%). Younger carers were also significantly more likely to cite (lack of) exercise and being active (42%), lack of sleep (50%), smoking (9%), eating disorders (7%) and the financial impact of caring (35%) than those aged 55+.
- Those spending more time per week caring were more likely to cite anxiety and stress, depression, lack of sleep, isolation and feeling alone, financial impact of caring and mental health issues.





# WELCOME TO GLASGOW AIRPORT

## Glasgow Airport Tour

For most of us, booking and planning a holiday is exciting and getting to the airport marks the start of our adventure. For carers the airport part of the holiday can often be a less exciting prospect.

For many years now airports around the UK offer a Reserved Seating Area where children and adults with support needs can receive assistance at check in, security and boarding. Many people with physical disabilities currently access this service however it is also available to people with hidden disabilities such as dementia, mental ill health, Crohn's disease, and autism for example.



We made arrangements for one of our parent carer members, Pauline Croly and her daughter Saffron, to visit Glasgow Airport to find out more about the services available to support carers and their families. Pauline and Saffron kindly gave us some feedback so that we could share with our readers.

Saffron is 21 years old, and currently volunteers within the Health and Wellbeing Hub in Motherwell. Saffron and Pauline were both very keen to be involved as the family often enjoy holidays abroad. However, their experience this year left Saffron anxious as she struggled with long queues, excessive noise levels and Saffron told us that she didn't feel comfortable being stared at and searched by airport staff. Pauline said it was a stressful time because Saffron's disability is not visible, therefore people may not be aware that she has autism which means noise, delays and physical searches can cause her distress.

When they arrived at Glasgow Airport, Pauline and Saffron were met with Duty Manager, Yvonne Whitehill who conducted a 'familiarisation tour' which they said was very informative. The tour, from check in stage to boarding, took approximately 1 hour, although the length of the tour may vary depending on the needs of the person(s) travelling.

Saffron said that the nerves she had prior to the tour soon disappeared as Yvonne walked alongside her and reassured her at each of the various stages. After the tour, Saffron told us that she won't worry so much next time because she knows there is staff that can assist her and her family. Pauline was delighted with the service and is certain the 'requested assistance services' available will be invaluable to carers thinking of planning a holiday.

### What can the airport do to help?

If you or someone you are travelling with has a hidden disability such as autism or dementia the airport can provide the person you care for with a lanyard which will discreetly identify them to airport staff as requiring additional support. Their front line security staff are trained to recognise these lanyards and can offer special assistance to passengers passing through the security and search process. To obtain a lanyard you would visit the reserved seating area located in the main terminal beside the escalators within Glasgow Airport.

You can also request assistance in advance to support you through the check in, security and boarding process. This can be done when booking with the airline or travel agent. To do so, book as "DPNA assistance" (Disabled Person Needing Assistance) when asked what help you need. You should also ask the airline or travel agent to add a helpful comment relating to specific support needs for example, dementia or autism as this will enable the airport staff to better understand your requirements once you have arrived at the airport. You should also go to the reserved seating area on arrival at the airport.

**For those that have not travelled before and are particularly concerned you can book a tour like the one Saffron and her mum took. To arrange a tour or to find out more about the services detailed above contact Glasgow airport email - [GLA.PRM@ocs.co.uk](mailto:GLA.PRM@ocs.co.uk) or call 0141 842 7700 (24 Hr)**

**Further information on these services can be found within the Special Assistance section on the airport website. For services within other UK airports refer to their website direct.**



## What's On in Your Area?

**North Lanarkshire Carers Together is one of 5 organisations throughout North Lanarkshire that make up the Locality Development Partnership Programme (LPDP).**

This programme is co-ordinated by Voluntary Action North Lanarkshire (VANL) and each locality has a consortium which oversees the development and connectivity of services that meet the needs of local people who have support needs and their carers. The LPDP is a key element of Health & Social Care North Lanarkshire.

If you would like to find out what's going on in your community and find out what groups you can access you can contact your locality host organisation.

### **AIRDRIE**

Marc or Frances at  
North Lanarkshire  
Carers Together  
Tel: **01698 263311**

### **BELLSHILL**

Irene at Bellshill Orbiston  
Neighbourhood Centre  
Tel: **01698 573256**

### **COATBRIDGE**

Claire at Glenboig  
Neighbourhood House  
Tel: **01236 875054**

### **CUMBERNAULD**

Gabrielle at CACE  
Tel: **01236 451393**

### **MOTHERWELL**

Marc or Frances at  
North Lanarkshire  
Carers Together  
Tel: **01698 263311**

### **WISHAW/SHOTTS**

Christine at Getting  
Better Together  
Tel: **01501 825800**

**You can access online information about a wide range of services and groups throughout North Lanarkshire via VANL's Locator Tool [locatornl.org.uk](http://locatornl.org.uk)**

## Making Life Easier

A new and improved Making Life Easier online service was launched on the 20th September 2017 by Health and Social Care North Lanarkshire for the people living in North Lanarkshire or caring for someone living in North Lanarkshire. The service is available 24 hours a day, 7 days a week and provides information, Advice and Access to Services.

The website is user friendly and offers a range of guided self-assessments which take around ten minutes to complete. The answers you give will then match to possible solutions, including hints and tips from experts along with signposting to local supports and resources, including access to a broad range of equipment and minor adaptations to your home. You can take more than one self-assessment and you can carry out the assessment yourself or have someone do it on your behalf.

**North Lanarkshire Carers Together, along with other organisations have worked closely with Health and Social Care North Lanarkshire to develop the new Carers App within Making Life Easier which will provide specific information on issues relating to caring. For more information visit [www.makinglifeeasier.org.uk](http://www.makinglifeeasier.org.uk)**

**Interactive sessions on Making Life Easier will be provided at our Carer Information Event on 6th November.**

## ASN Activities

**Here at North Lanarkshire Carers Together we are always looking for new ways to ensure unpaid carers are receiving up to date, accurate information.**

Our carer information workers are in the process of compiling an Additional Support Needs Directory for parent carers and their children and young people. There are lots of great groups out there and we feel it would be beneficial to have everything collated in one "go to " guide which will provide information on all local activities, groups and services that you and your child can access, detailing what's on where and the costs attached. Find out local soft play facilities, ASN friendly restaurants, parent carer support groups and much more.

**If you are part of a local group supporting children and young people with support needs and would like to be added to the directory please contact Carolanne or Corinne on 01698 404055. You can also request a copy by emailing [enquiries@carerstogether.org](mailto:enquiries@carerstogether.org)**





## Tony Fitzpatrick Special Achievement Award

**Congratulations to Frida Skinner, a young carer from Shotts who is the first recipient of the Tony Fitzpatrick Special Achievement Award.**

Frida helps to care for her mum and has become an active member of the Young Carers Project providing talks in her school and community about the positive aspects of being a young carer. A big thank you to Tony's wife Aileen who presented the award at our AGM in June.

## Flu Vaccination for Carers

**Carers in Scotland should be offered a free NHS flu jab and it is important that they are vaccinated as early as possible to prevent themselves getting the flu or passing it on to the person they care for.**

Our Carer Co-ordinators work in partnership with many of the local GP Practices to offer a flu clinic which provides carers with the opportunity to have the vaccination. Carers can also discuss their caring role with practice staff and get information on a variety of services that can assist carers in their caring role as well as helping them to manage their own health and wellbeing.

A carer health check, in partnership with the Keep Well Service can also be arranged by contacting our team.

For more information on the flu clinics or carer health checks please contact Yvonne or Corinne or refer to our website.



## Carers Rights Day

**Carers Rights Day is on Friday 24th November.**

Our carer information workers will be planning information stands around North Lanarkshire to help carers know their rights and find out how to get the help and support they are entitled to.

**If you are a group or organisation and would like to arrange a visit from our staff please contact Carolanne or Corinne on 01698 404055**

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





## MacMillan Cancer Support Service

Finding out that someone has cancer can be a difficult and confusing time. There is a lot to process and it can be helpful to talk with someone who understands.

MacMillan Cancer Support Service, in partnership with CultureNL are working alongside organisations like North Lanarkshire Carers Together to provide community based information and support services which will be starting soon in Bellshill Cultural Centre where there will be drop in sessions led by highly trained volunteers. An information point is also available at Cumbernauld Library providing access to MacMillan cancer literature and carer information.

For more information please contact Clare on 01698 332604 email [macmillan@culturenl.co.uk](mailto:macmillan@culturenl.co.uk) or follow them on Twitter @macmillanlan

## Celebration of Learning

We were delighted to receive recognition for our work at the recent North Lanarkshire Community Learning and Development Partnership, Celebration of Learning Event.

Thanks to Peter McNally from the Motherwell Team who nominated North Lanarkshire Carers Together in the category of Community Capacity Building. This award recognises our partnership working throughout North Lanarkshire including our work in GP Practices ensuring that carers have access to quality information, our campaigning role around better rights for unpaid carers, our role as host organisation for the Motherwell and Airdrie localities and ensuring that the voice of carers is heard within the planning of local services and national policy developments, including the Carers Scotland Act. Congratulations to all other winners!



## Looking for a Break from Caring

The Lanarkshire Carers Centre has a Short Breaks Carer Information and Respite Service. If you would like to find out more about the services on offer contact the Airdrie Base on **01236 755550**

## Are you a Young Carer?

The Action for Children, North Lanarkshire Young Carers Project offers a range of support for young carers under the age of 18. If you are interested in finding out more please contact the project on **01698 258801**



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

## Useful Contact Information

North Lanarkshire Carers Together can put you in touch with a wide range of organisations and services that can assist you and the person you care for. You may find the list below helpful, though please don't hesitate to contact the office or visit our website for more information.

SOCIAL WORK LOCALITY OFFICES	CONTACT NUMBER
Airdrie	01236 757000
Bellshill	01698 346666
Coatbridge	01236 622100
Cumbernauld	01236 638700
Motherwell	01698 332100
Wishaw & Shotts	01698 348200

If you want to talk to someone about benefits that you, or the person you care for may be entitled to, you can arrange an appointment with someone from the Welfare Rights Service on the locality numbers noted above.

NORTH LANARKSHIRE OUT OF HOURS	CONTACT NUMBER
Social Work Emergency Service	0800 121 4114
Housing Repairs and Emergencies	0800 678 1166
Gas/Solid Fuel Heating Repairs	0845 606 155
Homelessness	0800 953 2424
Anti-social behaviour	0300 123 1382

Citizens Advice Bureau can provide a free confidential service on a range of issues including benefits, housing, consumer advice and employment.

CITIZENS ADVICE BUREAU	CONTACT NUMBER
Motherwell / Wishaw	01698 251981
Coatbridge	01236 421447
Airdrie	01236 754109

HOSPITALS	CONTACT NUMBER
Wishaw General	01698 361100
Monklands Hospital	01236 748748
Hairmyres Hospital	01355 585000

HELPLINE	CONTACT
NHS HELPLINE FREEPHONE	111

**We will be hosting a Carers Information Event on 6th November in the Bellshill Hilton Hotel. Come along and enjoy talking with other carers and finding out about a range of supports and services that can assist you in your caring role.**



## Our Promise and Aims

North Lanarkshire Carers Together pledges to improve the lives of carers within North Lanarkshire by actively linking carers and professionals in meaningful working relationships. We work in equal partnership with Health & Social Care North Lanarkshire and others to influence policy development and service provision, which affect both carers and the people we care for.

### Our Promise to Carers

- We will show a regard for you; treat you with respect and courtesy, and promote your rights
- We will listen, hear and respond to what you say, and be assertive in representing your views and interests
- We will work as an equal partner with others on health, social care and other issues that affect your quality of life
- We will include you if you wish to participate in the work of the organisation, and support you to influence planning and decision making to the degree to which you choose to be involved
- We will recognise that you have a range of experiences and perspectives
- We will avoid discrimination on the basis of age, religion, ethnic origin, gender, sexual orientation, disability or any other reason that may lead to you being excluded
- We will provide information that is of value to you
- We will represent you with integrity

### Our Aims

- To be a potent force for change
- To raise the profile of carers' issues and needs
- To influence policy development and service provision at the planning stage
- To form active links between carers and professionals
- To establish innovative and productive consultation processes with service providers
- To promote inclusion of all carers
- To represent the views of all carers, including the many young carers, in North Lanarkshire



Like us on Facebook @NLcarerstogether



Follow us on Twitter @nlct\_carers



North Lanarkshire Carers Together is a campaigning organisation that gives carers a voice. Please get in touch with us, we want to hear your stories and represent your views in the planning and development of services, please contact [enquiries@carerstogether.org](mailto:enquiries@carerstogether.org)

Our office is open from Monday to Friday 9.00am – 4.30pm.  
For information to help in your caring role call us on: **01698 404055**  
or book an appointment at: [appointments@carerstogether.org](mailto:appointments@carerstogether.org)



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

