

## Devon County Council Children and Young People's Services



**For more copies of this pack please contact your Young Carers Development Worker (see the separate sheet that came with this pack for contact details).**

**To get a copy in a format that makes it easier for you to read, or in another language, please contact the publications team on 01392 383698.**

**Ref CYPS 6  
February 2007**



**[www.devon.gov.uk/youngcarers](http://www.devon.gov.uk/youngcarers)**

**Devon County Council**  
**Children and Young People's Services**



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# Young Carers

**Information for Young Carers in Devon**



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in another format or  
language please contact  
us on **01392 383698**.

## What does Young Carer mean?



**A 'Young Carer' is a young person who cares for or gives support to someone at home.**

A **Young Carer** may look after someone who is unwell, disabled or has a mental health problem.

A **Young Carer** often looks after their mum, dad, sister, brother, grandparent or a family friend.

A **Young Carer** may also care for and support a member of the family affected by drug or alcohol misuse.

A **Young Carer** may help with:

- washing
- dressing
- shopping
- cooking
- dealing with money and bills
- cleaning
- giving medicine.

Or they could just be a shoulder to cry on.

A **Young Carer** sometimes provides support during a traumatic time; such as after a divorce or a death in the family.

**Young Carers** are all individuals with different caring roles. What links them is the care and support they provide for someone else, which helps them understand how others in that situation feel.

**Devon Young Carers** is here to help you as a young carer. We look at ways of supporting you and providing you with the information that you need. We speak to teachers, youth workers, school nurses and other people that you may meet regularly, to help them understand how they can help you.

## Who's who?

**If you are a Young Carer, you and your family may meet different people.**



A **Community Psychiatric Nurse (CPN)** may visit your home to provide support when someone in the family has a mental health problem such as depression, schizophrenia or anxiety.



A **Connexions Personal Advisor** is available to you if you are aged 13-19. They offer advice and support about careers, education courses, training, health, benefits, housing and volunteering opportunities.

A **District Nurse** can offer you practical help and advice about caring, such as information on bathing, giving tablets, using nursing equipment and changing dressings. They may also come to your house to do some of these things.

A **Domiciliary Care Worker** helps the person you care for in practical ways, like washing, dressing and preparing meals.

An **Education Welfare Officer** is somebody who is employed to help with school attendance, child protection and the welfare of young people.

A **Family Support Worker** will work with a family to give them support when things are difficult.

A **Health Nurse** is available at every school. You can talk to them in confidence and they will listen, advise and support you. A health nurse may link with your family doctors and hospital specialists. You can see them at school, at home or in a youth club. If schoolwork is an issue, they can help you talk to your teachers. They can support your family when things are difficult.



An **Occupational Therapist (OT)** may visit the person you care for at home. An OT helps people to be as independent as possible. They offer advice on how to do things like washing or dressing and recommend equipment to help in the home.

A **Social Worker** is there to help you and your family to get the services you need. This might be domiciliary care or information about organisations that can help. They will also listen to your feelings and worries. Social workers are there to help you as a carer and to keep families together.

A **Young Carers Development Worker** is someone that you can talk to. They will listen and support you in dealing with the problems you are going through as a young carer. They can introduce you to the local Young Carers Group and tell you about activities taking place in your area. The contact details for your local Young Carers Development Worker are on the separate sheet that came in this pack. If you would prefer, ask an adult to make the call for you.



## What's what?



### Words and phrases you may come across:

**Advocacy** is when someone listens and helps you get your views across. For example if you are being bullied but are afraid to tell your teacher, they might help you work out what to say.

**Assessment** is usually when someone fills in a form about your situation. It might be to get help for you or the person you care for.



**Confidential** usually means what you say will be kept private and not told to anyone else without you agreeing. Check with the person you talk to and ask them what they mean.

**Drop In** means you can visit during opening hours, without an appointment.

**Outreach** means someone will come and visit you, at home, school or somewhere different.

**Referral** means an agency passing details about you on to another agency to help you, for example your doctor refers you to a social worker to help with things that the doctor could not.

**Resources** are things that are useful like money and books.

**Respite care** means someone else looking after the person you care for, for a short time. This could be at home, hospital or in a residential home.

**Statutory** means official agencies such as health (doctor), education (teacher) and social services (social worker).

**Voluntary** agencies are not official and are often charities.

## Where can I get help?



**Talking to someone who can spend time listening to you can really help... it can make all the difference.**

### You could talk to:

- A member of staff at school, such as a teacher or tutor, your year head, the school nurse, school counsellor or any other adult in the school who you get on with.
- Your doctor or a health worker.
- A neighbour, relative, close friend or youth worker from your local youth club.



Talking to a friend you really trust can help. If other people start asking you awkward questions, your friend will be able to stand up for you.

You might feel more comfortable talking to someone who doesn't know you, such as ChildLine or the Samaritans, or your local Young Carers Development Worker (telephone numbers for all of these can be found in this pack).

## Where can I get help?



### Young Carers Assessment

If you are under 18 you are entitled to a Young Carers Assessment. This means someone, usually the Young Carers Development Worker, will arrange a time and place to meet with you (this could be at home or at school). They will ask you about your caring role. They will listen to you and will find out how it affects your life and what help you may want. Don't worry - nothing will be decided without your agreement.

### Carers Assessment (Carers and Disabled Children Act 2000)

If you are over 16 and you provide care to someone over the age of 18, you are **also** entitled to a Carers Assessment in your own right. This simply means that a Social Worker will come and have a chat with you about the kind of things that you do and the care that you give. It does not mean that you will be split up from your family.

To speak to someone about a Carers Assessment, telephone your local Young Carers Development Worker (their contact details are on the separate sheet that came in this pack) or if a Social Worker is working with your family, ask them.

### Benefits of having a Carers Assessment:

**A listening ear...** Someone who will spend time with you. They may take you out and talk about anything that you want to talk about. You set the agenda and they listen!

**Financial help...** Sometimes you can get small amounts of money to join a club you're interested in, or some help with a respite break away. You may also be eligible for Carers Allowance.

## Where can I get help?



### The Internet

A good tip is to type **"young carers"** into a search engine like Google - [www.google.co.uk](http://www.google.co.uk) which will give you loads of useful websites to look at on the subject.

### Some really good sites to get you started are...

[www.devon.gov.uk/youngcarers](http://www.devon.gov.uk/youngcarers)

Devon Young Carers information.

[www.thechildrenssociety.org.uk/youngcarers](http://www.thechildrenssociety.org.uk/youngcarers)

The Young Carers Initiative, information for young carers and their families.

[www.youngcarers.net](http://www.youngcarers.net)

Covers all issues which young carers face, such as school and money problems, how they feel, and most importantly where to go for help.

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

Useful for both young people and adults. Has loads of information about bullying and how to deal with it.

[www.bubblycrew.org.uk](http://www.bubblycrew.org.uk)

Award winning website put together by young carers in Hammersmith and Fulham.



## Where can I get help?



### National organisations

Here are the telephone numbers for some really useful helplines.

**Anti-Bullying Campaign** Helpful advice if you are being bullied or are a bully 020 73781446.

**Childline** 0800 1111.

**Kidscape** Another helpline to ring for advice if you are being bullied 0171 730 3300.

**NHS Direct** Health advice and information 0845 4647.

**Samaritans** 01803 299999 or 08457 909090.

**Shelterline** 0808 8004444.



## Organisations in Devon

See the separate 'local information' sheet that came in this pack for more services in your area.



### Devon Information on Services for Children (DISC)

Helps parents and carers choose from the services and activities available for children in Devon. Freephone information service Monday - Friday 9.00 am - 5.00 pm 0845 155 1013.

#### DISC plus

East Devon 01392 384447

North Devon 01271 371761

Exeter 01392 385438 / 383732

Mid Devon 01884 235010

South & West Devon 01392 386066.

**Youth Services** Youth clubs, information, advice and a range of projects 01392 382049.

**Countywide Concessionary Fares Scheme** Reduced fare travel for public transport in Devon 01392 383668.

**Travel Line** Public transport information 0870 6082608.

**Devon Youth Network** Encouraging 11-21 year olds to get involved in a wide range of issues 01392 382044.

**Benefits Agency Enquiry Line** 0800 882200.

**Connexions** Advice about careers, education, training, health, benefits and housing. Freephone 0800 9755111.

**Police** Emergency only 999. Non-urgent enquiries 08452 777444.

**Social Services Emergency Duty Team** 0845 6000388.

**Water** Freephone 0800 1691144.

**Gas** Freephone 0800 111999.

**Electricity** 0845 651651.

## Health & Safety advice



### **In an emergency...**

**Keep calm and try not to panic.**

**Dial 999 for Police, Ambulance or Fire Brigade.**

**Say where you are, what happened, and how it happened.**

### **Remember!**

Is there an adult you can phone who could help? Your mum or dad or another relative may already have made emergency arrangements - if not, ask them about it.

Keep your doctor's telephone number in a safe place or call NHS Direct on 0845 4647.

### **But, if it's an emergency dial 999.**

#### **Fire**

Have smoke alarms fitted and check the batteries regularly! Plan how to get out. If there is a fire tell everyone to get out quickly. Phone 999 as soon as you can.

Don't put fires and heaters near curtains, bedding and furniture. Don't dry clothes near fires, heaters or cookers.

If you smell gas, don't switch anything on (including light switches) as it could light the gas. Open doors and windows, and check the cooker and gas fire in case the gas tap has been left on by mistake.

Phone the gas emergency line on 0800 111999.

Extra care must be taken if someone is smoking and they're drowsy, taking prescription drugs or if they have been drinking. It's easy to fall asleep and not notice that a cigarette is still burning.

## In the kitchen

Wash your hands, and the knife and chopping board really well immediately after handling raw meat. Raw meat contains bacteria which is easily transferred to other food.



Defrost frozen food completely unless it says 'cook from frozen'.

Don't leave pans on the cooker if you're not there to watch them. Be extra careful if you use a chip pan. Electric fryers are safer or use oven or microwave chips.

If a chip pan does catch fire, turn off the heat if it's safe to do so. Don't move the pan. Put a wet tea towel over it but never throw water over the pan.

## In the bathroom

Run cold water into a bath first to avoid being scalded.

Never use electrical appliances in the bathroom (including hairdryers, radios, CD players, portable heaters etc.)

Never touch plugs, sockets or light switches with wet hands.

## First Aid - basic techniques

Don't panic. Talk quietly and calmly to the casualty.

For small cuts, scratches and grazes, stop any bleeding by pressing on the cut.

Rinse under running water, pat dry with a clean dressing or piece of material then cover with a plaster.

If there is severe bleeding, check to see if there is anything in the wound but do not remove any objects.

Press down with your fingers, preferably over a clean pad such as a folded cloth. If there is something in the wound, press down on either side of the object.

If the wound is in the arm or leg, raise and support it to slow the blood flow. Be careful in case a bone is broken.



If you have one, bandage a pad, or sterile dressing, over the wound, but do not tie it so tight it stops the circulation.

Phone 999 for an ambulance.

If blood oozes through put another bandage on top.

## Burns and scalds

Burns are caused by dry heat such as flames. Scalds are caused by wet heat such as steam or hot liquids. Treat both the same way.

Hold under cold running water for at least 10 minutes.

Take off any jewellery, watches or clothing from the affected part - unless it is sticking.

Cover the burn with clean, non-fluffy, material to prevent infection.

Reassure the casualty.

If the burn is serious phone 999 for an ambulance.

Other rules for burns:

**Do not** touch the injured area

**Do not** burst any blisters

**Do not** use plasters, lotions, creams or sticky tape.

## Do you have a First Aid Kit at home?

If not, ask your mum or dad about buying one.

To find out about first aid courses call St. John Ambulance (you'll find the number in the phone book) or speak to your Young Carers Development Worker (their contact details are on the separate sheet that came in this pack).

## What other Devon Young Carers say...



“My Young Carers Development Worker **really listens** to me.”

“I didn’t think there were **any other** Young Carers out there.”

“Now I can do **normal** things like all my friends.”

“I was **bullied** at school because I was different, but thanks to the help I’ve had, things are much better.”

“I now know we’re not the **only family** with a brother or sister who has disabilities.”

“I’ve made some great **friends** through Devon Young Carers.”

“I had a **great time** with you and I want to come again please, please, please...”

