



Family Action Young Carers
Maidenhead Project Centre
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Dear Young Carer,

Family Action Young Carers supports 5 - 18 year olds who take on a caring role for a member of the family at home who suffers from an illness, physical or mental disability, or an addiction.

Our aim is to support young carers by providing respite activities, group work and one to one support, when necessary.

Please feel free to phone us at any time for help or advice, or if you just need someone to talk to. If your family circumstances change, especially anything concerning the person you care for, it is very important to let us know as so we can ensure we can provide you with the most appropriate support.

Yours sincerely,

The Young Carers Team

Top Tips for Young Carers Mental Wellbeing



1. Take a moment for yourself

Give yourself a break to recharge and spend the time to yourself doing things you enjoy! Always make time for the things that make you happy.

2. Ask for help

Even with regular breaks, when you feel like you are reaching a breaking point, don't be afraid to ask for help. It can sometimes feel like you are completely alone but I can assure you, there are people wanting to help you.

3. Care for yourself too!

Don't sacrifice your own mental health for somebody else's. To be able to help somebody you love, you need to be able to feel well enough in yourself to give your all to the person you are looking after.

4. Try talking therapy

Therapy isn't just for people on the breaking point. Looking after someone that requires a lot of your physical and mental attention can be incredibly draining so talking to a counsellor or therapist can help get some of your concerns and worries out into the open.

5. Talk to others

Talk to other people who are in similar situations as you. Have conversations with people who get and understand what you may be feeling, and they might have some really useful tips on how they deal with their mental health too.

Useful contacts:

Referral via a professional

Child and Mental Health Services (CAMHS) via your GP

Talking therapies self-referral



Family Action FamilyLine - supporting adult family members via telephone, text, email and web chat

Tel: 0808 802 6666 / Text: 07537 404282 / familyline@family-action.org.uk



Number 22, Maidenhead

Youth Talk, Windsor

free and confidential face to face counselling to adults and young people

<https://number22.org/>



Kooth – free online counselling for children and young people, accessible through mobile, tablet and desktop <https://www.kooth.com/>

Online mental wellbeing resources



Young Minds <https://youngminds.org.uk/>



Heads Together <https://www.headstogether.org.uk/>

Family Action Head Office, 34 Wharf Rd, Hoxton, London N1 7GR

T: 020 7254 6251 E: info@family-action.org.uk W: www.family-action.org.uk

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Register with your GP as a Young Carer

There are lots of benefits to being registered as an young carer on your GP record. Ensuring your GP knows you are a young carer gets you other help too so that you can be advised of local support services and prioritised for certain vaccines, including COVID-19 and the flu vaccine.

Young people receive the flu vaccine at school until they finish year 11. If you are a young carer aged 16 – 18 years old, you are eligible for a flu vaccine and COVID-19 booster. You should automatically be notified about vaccines if one or more of the following applies to you:

- your GP record already records that you are eligible as a young carer
- you have been receiving Carer's Allowance
- you are receiving support following a young carer's assessment

If your GP knows you care for someone, they can help you look after your own health needs better. Your health could be affected by your caring responsibilities.

Manual Handling in the home

The NHS website has practical tips for if you care for someone. It's essential to know about safe moving and handling so you don't hurt yourself or the person you look after.

The most common injuries carers get are back injuries. Injuring your back will limit your movement and your ability to care for someone. It could take a long time for you to recover.

Lifting someone incorrectly can also damage fragile skin, cause shoulder and neck injuries, increase existing breathing difficulties, or cause bruising or cuts.

Lifting Checklist

If you regularly lift or move someone, it's best to get training or have someone demonstrate the correct techniques.

Before attempting to move someone, ask yourself:

- Do they need help to move?
- Do they require help or supervision?
- Have you told them you're moving them?
- How heavy are they?
- Are you healthy and strong enough to move them?
- Is there anyone who could help you?
- How long will it take?
- Is there enough space around you?
- Are there any obstacles in the way?
- Are you wearing suitable clothing and shoes – for example, if you're on a slippery or damp surface?

If you've assessed the situation and have decided to move the person, make sure you:

- Never lift above shoulder height
- Keep your feet stable
- Have a firm hold
- Keep any weight close to your body
- Keep your back straight and bend your knees
- Lift as smoothly as possible

How the council can help

Your local council has an obligation to help carers avoid health and safety risks.

Contact your local council and ask for a Needs Assessment for the person you look after, as well as a Carer's Assessment to help you.

For advice and guidance on moving and handling, ask for an Occupational Therapy Assessment.

Useful equipment for the home

Available through most large online shops



Swivel Cushion – for getting in and out of car seats and other chairs.



Transfer belt – clip this around the cared for's waist to give you something sturdy to hold on to rather than clothing or limbs.



Transfer board – to help your cared for move from chair to bed etc

Available in the community



Message in a bottle - Widely recognised to hold care plans, meds and emergency contacts. Health centres, doctor's surgery and chemists will all have free supplies of the bottles and forms



Telecare, via Optalis – range of assistive technology and equipment to enable people to continue to live independently in their own homes.

Young Carers Behaviour Code of Conduct

I agree to:

- behave appropriately and responsibly at all times.
- be supportive of other Young Carers and respect their views
- do my best to ensure all other Young Carers are included and see no-one is left out
- to look after the equipment and venue and treat it with care
- to never leave the premises or the group without permission from staff

I understand that unacceptable behaviour is not allowed. Unacceptable behaviour includes:

- hurting another Young Carer or staff
- being unkind or rude to other Young Carers or staff
- swearing or abusive language
- persistently ignoring instructions from staff

I understand that if I behave inappropriately:

1. Staff will remind me this behaviour is inappropriate and ask me to stop
2. If I continue to behave inappropriately staff will give me a final warning or time out
3. If the inappropriate behaviour still continues I will be given a written warning and excluded from the next group or activity.
4. In the event of any violent or excessively disruptive behaviour my parents/guardians will be contacted immediately and I will have to leave the session as well as being excluded from the next group and activity.
5. If any Young Carer is temporarily excluded on two occasions they will be given a final written warning and any further exclusions will be permanent.

I understand that Young Carers staff will:

- ensure that a copy of this behaviour contract is available at all Young Carers activities
- will provide the Young Carer and their parents/guardians with full explanations for any exclusions
- will keep written records of all incidents involving unacceptable behaviour

Complaints Procedure

Family Action strives to deliver services of the highest possible standards for the families and individuals that we work with. However, we recognise that on occasions we might not get things right. In these situations we want our service users to be able to tell us about their concerns.

The Complaints Procedure is part of Family Action's culture of openness. Services encourage service user participation, so that people understand why they are using the service, the objectives of the work, and how those objectives will be achieved.

All complaints are to be recorded and passed to the Complaints Manager.

You can make a complaint in a number of different ways. In the first instance:

- by contacting a member of staff at your service
- by filling out a Comments, Compliments & Complaints Form found at <https://www.family-action.org.uk/contact-us/> and handing it to a member of staff at your service or putting it in the service's Suggestion Box

We try to resolve issues as informally as possible and endeavour to deal with them locally within the service.

If you are not happy with the way your complaint has been dealt with within your service or do not feel comfortable addressing the issue directly with your service in the first instance then you can:

- fill out a Comments, Compliments & Complaints Form found at <https://www.family-action.org.uk/contact-us/> and send it to the Complaints Manager, Family Action Head Office, 24 Angel Gate, City Road, London, EC1V 2PT
- email the Complaints Manager at complaints@family-action.org.uk

We will formally investigate your situation as a complaint. If you are unhappy about progress you can contact the Family Action Complaints Manager at complaints@family-action.org.uk or on 020 7241 7636.

If we cannot resolve your complaint locally, you can ask the Complaints Manager to appoint an 'Investigating Officer' to take more formal action. The Investigating Officer will be a senior Family Action manager who has not been involved in providing services to you.

If your complaint involves a child or a vulnerable adult, an independent member of the investigation team will be appointed. The independent member of the team will not be an employee of Family Action.

If you are still unhappy, you can contact your local authority or PCT Complaints Manager (your Family Action service can give you their address), or the Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH, on 08456021983, or on 02476821960, <http://www.lgo.org.uk>