



# Do you look after someone? Getting support from Adult Social Care





If you need help to understand this booklet and have no support, please call Health and Social Care Connect:

**0345 60 80 191**

They will be able to answer any questions you may have.



## Who is a carer?

A carer is a person who looks after someone.

They may look after someone with:

- a physical disability
- a learning disability or autism
- health problems
- mental health problems

or, someone who is older.



## How can we help?

We can give you advice and information.  
Anyone can have a carer's assessment.

An assessment looks at:

- your goals
- what you are doing well
- how caring for someone affects your life and health
- how to get the support you need.

We can help you to:

- have time off from caring
- use technology to make things easier
- think about your needs

- get support for the person you care for
- keep safe and well

## Supporting you to care



### Respite care

Time off from caring.

This could be during the day, or overnight.

For a short or a long time

Health and Social Care Connect:

0345 60 80 191

[HSCC@eastsussex.gov.uk](mailto:HSCC@eastsussex.gov.uk)



### Telecare

Helpful technology.

For example, emergency buzzers.

Health and Social Care Connect:

0345 60 80 191

[HSCC@eastsussex.gov.uk](mailto:HSCC@eastsussex.gov.uk)

## Support for you



### Back care

Advice and information about how to look after our back.

Health and Social Care Connect:  
0345 60 80 191  
[HSCC@eastsussex.gov.uk](mailto:HSCC@eastsussex.gov.uk)



East Sussex Carers Card  
Cheaper entry to leisure activities and shops. Details of someone to contact if something happens to you.

Care for the Carers:  
Email: [info@cftc.org.uk](mailto:info@cftc.org.uk)  
Phone: 01323 738390  
Text: 07860 077300

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



Young carers  
If you are under 18 and look after someone, you may be a 'young carer'. You could be helping with housework as well as caring.

We can look at what support you need. We will see if the person you care for needs support.

East Sussex Young Carers:  
0300 777 2011  
[info@eastsussexyoungcarers.org.uk](mailto:info@eastsussexyoungcarers.org.uk)



If you have been treated badly or are worried about someone

Health and Social Care Connect:  
**0345 60 80 191**

If it is an emergency, call 999

We will talk with the person. We will plan how to keep them safe.



If you need urgent help

If you need help in an emergency contact your social worker or call Health and Social Care Direct: **0345 60 80 191** at any time (calls out of HSCC opening hours will be connected to the Emergency Duty Service).

What can I do for myself?

If you have a job

If you have worked somewhere for more than 26 weeks you can ask for flexible working. This is when your work hours or work place changes to help you. For information about this go to:

[www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect) and  
[www.carersuk.org.uk](http://www.carersuk.org.uk)



Connect with the East Sussex Carers Centre

Care for the Carers support unpaid carers. Offer information and advice, counselling and friendship.

Care for the Carers:

Email: [info@cftc.org.uk](mailto:info@cftc.org.uk)

Phone: 01323 738390

Text: 07860 077300

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

## Other support available



East Sussex 1Space

Information about care and support services in your area.

[www.eastsussex1space.co.uk](http://www.eastsussex1space.co.uk)



Library services

Help to use library services if you are not able to leave someone alone.

Phone: 0345 60 80 196

[www.eastsussex.gov.uk/libaries](http://www.eastsussex.gov.uk/libaries)





### Care choices

Information about care homes in East Sussex and help to choose one.

Phone: 0800 389 2077

Email: [enquiries@carechoices.co.uk](mailto:enquiries@carechoices.co.uk)

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



### Support with Confidence

Information about services that have been checked for quality, training, and safety.

[www.eastsussex.gov.uk](http://www.eastsussex.gov.uk)



### Care Quality Commission

Making sure services are good quality and safe. They can give you information about services.

Phone: 03000 61 61 61

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



### Service Placement Team

Part of Adult Social Care. Advice and guidance for people who pay for support. Help to talk to services about how much you pay.

Phone: 01323 464060

Email: [ASC.SPT@eastsussex.gov.uk](mailto:ASC.SPT@eastsussex.gov.uk)







### East Sussex Community Information Service (ESCIS)

Community groups and activities.

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



### Carers UK

Information and advice for carers and professionals.

Phone: 0808 808 7777

Email: [advice@carersuk.org](mailto:advice@carersuk.org)

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



### Carers Voice Network

Groups for carers who want to be involved in making better services.

Care for the Carers:

Email: [info@cftc.org.uk](mailto:info@cftc.org.uk)

Phone: 01323 738390

Text: 07860 077300

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



### The People Bank

For people who want to get involved in making Adult Social Care services better.

Phone: 01273 481565

Email:

[consultation.ASC@eastsussex.gov.uk](mailto:consultation.ASC@eastsussex.gov.uk)





## Complaints and suggestions

If you would like to talk to us about your service or make a complaint call:

Telephone: 01273 481242

Text: 07797 877777

[ascommentscomplaints@eastsussex.gov.uk](mailto:ascommentscomplaints@eastsussex.gov.uk)



## For more information

Health and Social Care Connect  
St. Mary's House  
52 St. Leonard's Road Eastbourne  
BN21 3UU

Email: [HSCC@eastsussex.gov.uk](mailto:HSCC@eastsussex.gov.uk)

Phone: 0345 60 80 191

Text: 07797 878 111

Minicom via type talk – 18001 0345 60