



Blackburn with Darwen
carers service

Children with Disabilities

The Carers Service assessment identified:

- Carer was referred to the service through another carer who felt very concerned for her, and of whom, was confident that the service had the language capabilities and cultural understanding to support her
- The carer came to the UK around three years ago after marrying her husband in Pakistan. The carer has a 2 years old and 6 months old daughters but also is now a step parent to her husband's son's; one of whom has moderate learning disabilities: delayed development, mobility issues, poor memory and poor bladder and bowel control, of which the latter regularly resulted in intermittent accidents
- Carer and her children wanted to change doctor due to language problems
- Neither of her two daughters was registered for Child Benefit or Child Tax Credit. She had received the letters to register them but as she and her husband have limited English language skills they could not understand them. No support was available from her husband's family due to complex family relationships and trust issues
- Carer was very concerned as her daughter's speech was quite delayed
- She had no phone line in which to contact her own family and friends for moral support or to access support that she felt she needed
- She felt very socially isolated and did not know anybody in the area.

Co-ordinated support offered:

- Carer was supported with issues around her step son's disabilities, especially in relation to how, together, the family and the school, could support him better
- Carer was supported in regards to getting herself and her children registered with a GP practice.
- A full family benefit check was undertaken with support from an interpreter, including checks on whether her step son was receiving the correct amount of DLA
- Carer received support in regards to her daughter's speech delays
- Support was provided in regards to the installation of a phone line
- Information was provided on the support that The Carers Service offers, which included access to the carers support groups; the intention being that this would both reduce her feelings of being socially isolated, and increase her overall well-being.
- The service also provided her with further information in regards to services within her local area and the wider community including YSYC, Library, Leisure facilities/Beez Card, Swimming sessions and fire safety.
- Carer was encouraged to take up English for Speakers of Other

- Languages (ESOL) Course at the local college
- Carer was offered a Red Cross Carers Emergency Card enabling her to access support in an emergency for the cared-for

Outcomes for carer:

- The stepson now has one to one support in school; he has a special permission card so he can go to the toilet whenever he needs to, and the carer now always ensures that he always has a spare set of clothing in case of an accident.
- Carer and her children and now all registered with new doctor
- Her step son's Disability Living Allowance (DLA) was at the correct rate and the application was successful for Child Benefit and Child Tax Credit
- Telephone is now connected so that she can contact her own family for moral support
- Carer now attends the Asian Carers Group and made some new friends.
- Carer was not able to enrol on the ESOL course at this time due to child care issues, but is looking forward to undertaking in the near future.
- Carer has a host of information on what support is available within the service and local community

Carer said, "It feels like a huge burden has been taken off me. You have helped me put things in place that I have been struggling with and felt it would never be done. I did not know that there are services like yours; no such organisation exists in the country of my origin. I feel blessed. Thank you Carers Service!"

What could the long term savings be because of this support:

- Due to holistic support offered by the carers service and in partnership with other services across the borough, carer and her family now have increased health and well-being, which will definitely help to reduce the demand on more intensive and expensive services in the future: NHS, including Doctors and Mental Health services, social services and schools.

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