



Blackburn with Darwen

carers service

Mental Health

The Carers Service assessment identified:

- Carer cares for daughter who is deaf, has learning disabilities and severe mental health issues. Cared for needs care 24 hours a day, 7 days a week with all aspects of daily living needs
- Carer said that although there are several health professionals involved she felt that she never knew who was doing what. She also stated that she felt her needs and views were not being heard or addressed
- Carer also has her own health issues, especially back problems, which meant that she struggled to tend to the personal care needs of her daughter, and other day to day tasks were difficult. Her lack of understanding due to language barriers made her feel disempowered.

Co-ordinated support offered:

- Support with a bilingual carers adviser was provided to ensure the carer's concerns, needs, wishes and feelings were heard and addressed, and inclusive of any cultural issues
- Carer was provided with an explanation of the roles and responsibilities of other services that were involved in her daughters care
- Carer was also provided with information, for herself as a carer, about our services and those of other services within the local community
- Referrals were made to Social services for a Community care assessment and a Statutory Carers assessment
- Referral was made for carer's daughter to the learning disability service community nursing team who carried out an assessment for a Health Action Plan
- Carer was referred to AgeUK who supported her to complete a review of her daughter's DLA
- Carer was advised of the Carers Respite grants and free massage sessions to enable her to have some time out from her caring role and to help alleviate the pain in her back.

Outcomes for carer:

- The health assessment led to Occupational Therapy providing aids and adaptations in the bathroom to support carer to be able bathe her daughter - whilst also supporting her own back condition

- AgeUK Benefits check for the DLA resulted in an increase in benefit
- Carer received a Carers respite grant and massages which have assisted her own health and overall well-being
- Nasreen was very complimentary of the Carers Service and all the support she has received. She rang specifically to thank her adviser and asked to pass on her gratitude to the whole service. She stated that we were the only service who actually listened to her and responded to her needs appropriately. As a result of the Carers Service she has seen positive outcomes that have impacted directly on her own life, but also had an extremely positive impact on the whole family. Carer added that she now feels empowered through the support and information provided, and knowing that the Carers Service is there for her as long as she needs it.

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

- A strong joined up and 'timely' approach has resulted in the carer being able to continue caring for her daughter with minimal support. The carer now has the knowledge and information of where she can get further 'timely' support if needed, which vastly reduces the chances of her having to access further social and health services, including expensive care packages.

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