****

**Referring an adult carer to Richmond Carers Centre**

Who are Richmond Carers Centre?

Richmond Carers Centre is a local charity that provides support to carers and young carers. We offer free and confidential advice, information and support to unpaid carers living or caring for someone living in the London Borough of Richmond upon Thames.

Who is a carer?

A carer is someone of **any age**, who without payment, provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability.

Making a referral – Adult Carers

Attached is the referral form for our service for adult carers. Please complete as much information as you can as this will help when we contact the carer and avoid unnecessary repetition.

You may either post the form to us or email support@richmondcarers.org with “**New carer referral from your organisations name”** in the subject title. 

If you intend to email the referral form please password protect the document. Then contact our support number 020 8867 2380 with the password for us to open the document. If you use **EGRESS** we should be able to open the encrypted document.

Email acknowledgement of the referral will be sent to referring agency/professional.

If after 3 attempts, one of which will be in writing, to contact the carer are without success we will return the referral to the referring agency/professional for follow up.

Making a referral -Young carers

If you would like to make a referral for a young carer, including sibling carers, please contact our young carers workers on 020 8867 2383 or email youngcarers@richmondcarers.org

If you have any questions or would like to speak to a Carers Support Worker before making a referral please contact the team on 020 8867 2380 or email support@richmondcarers.org

**Services offered through Richmond Carers Centre**

**Individual support to carers**

* Information and advice
* Signposting to other organisations
* Referrals to other organisations - including Richmond Carers Hub Service
* Informal emotional support

**Breaks and activities programme –a chance to meet other carers and have a break to reduce isolation**

* Monthly Coffee Morning
* Quarterly Social Evening
* Carers Culture Club – a programme of group outings for carers
* Regular social interest groups e.g. art group, book group, floral design, knit natter & sew

**Carers wellbeing**

* Counselling – up to 12 weeks of carer centred talking therapy – pre assessment required
* Complementary Therapy – up to 6 sessions of therapies– pre assessment required

**Carers information and training workshops**

* Carer focussed sessions
* Condition focussed sessions
* Benefits and legal information and advice
* Self-development e.g. carers returning to work/volunteering

**Young Carers Service – for young carers and sibling young carers under 18**

* Individual 1:1 support and mentoring in primary and secondary schools
* School holiday activity programme
* After school clubs and activities for young carers

**Regular information for carers**

* Quarterly newsletter
* Richmond Carers Centre Website
* Richmond Carers Hub Website
* Carers engagement through forums and annual carers event
* Carers engagement list



Richmond Carers Centre

Referral Form

Email the information to **support@richmondcarers.org** with “**New carer referral from your organisations name”** in the subject title. Please send securely as per instructions on front sheet.

Email acknowledgement of the referral will be sent to referring agency/professional.

If after 3 attempts, one of which will be in writing, to contact the carer are without success we will return the referral to the referring agency/professional for follow up.

**Template (please copy and paste text below into an email or Word document and then populate with as much of the following information as possible)**

**Referrers Details**

|  |
| --- |
| **Referring organisation:** |
| **Name:** | **Job title:** |
| **Contact phone number:** |
| **Contact email:** |
| **Has the carers given their consent to this referral? (answer required)** |

**Carers Details**

|  |
| --- |
| **Name:** |
| **Address:** |
|  | **Post code:** |
| **Telephone number:**Can we leave a message? | **Mobile number:** |
| **Email:** |
| **What is the best way to make contact with the carer?** |
| **Does the carer have a good understanding of written & spoken English?** |
| **Is there anything we should be aware of when making contact?** |
| **Equality data** (please complete if you know any of the following, as this may save us asking again) |
| **Date of birth:** | **Gender:** |
| **Sexual Orientation:** | **Religion:** |
| **Ethnicity:** |
| **Does the carer have a disability? Yes / No**If yes, please state: |

**About the Dependent (person with the care need)**

|  |
| --- |
| **Name:** |
| **Date of birth:** | **Relationship to carer:** |
| **Dependent’s condition/disability:****Has this been formally diagnosed? Yes / No**If not is this under investigation by a medical or mental health professional? |
| **Does the dependent live with the carer? Yes / No**If no, please give address or living arrangement (e.g. residential/nursing home, own home, with another family member) |

**Brief description of caring responsibilities**

What support is the carer providing e.g. personal care, emotional support, practical support, financial/admin assistance) and how often?

**Does anyone else, including paid care, provide care support and if so, who?**

**A description of what action your organisation is taking to assist the carer?**

**Have you referred/signposted the carer to another organisation? If yes, who?**

**Has the carer had a Carers Assessment? Yes / No / Unsure**

If yes, when did they have their assessment and details of assessor?

If the carer is being referred for a carer’s assessment, is there anything specific they would like for themselves or for the cared-for person?

**What is the purpose of this referral to Richmond Carers Centre?** (tick all applicable)

Information and advice Emotional support

Contact with other carers Wellbeing service

Carer breaks & activity programme Carers Information

Newsletter and carer information and training workshops

Other (please clarify)

**Richmond Carers Centre Privacy Notice**

Richmond Carers Centre (RCC) provides support services to carers living or caring for someone living in the London Borough or Richmond upon Thames. In order to provide services to carers registering with RCC we only gather personal data that is of legitimate interest and relevant to providing carer support services. RCC also asks for consent for us to contact carers with information relevant to them. Carers’ data is kept on our secure contact management system and we will not share your information with any 3rd party without prior consent unless required to do so by law. We keep carers information only for as long as needed to provide them with our services or as legally required, unless requested otherwise. To view our full General Privacy Notice please go to **www.richmondcarers.org** or ask for a paper copy. Please be assured we will treat carers’ personal information in the way we treat our own, with dignity and respect.