**Referring a young carer to Richmond Carers Centre – Young Carers Service**

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 young carer?

A young carer is anyone aged between 5 – 18 years old whose life is impacted in some way because they help look after someone with:

* A long-term illness/condition
* A physical or learning disability
* A drug or alcohol problem
* A mental health condition

The person being cared for could be a parent, sibling or other relative who presents with an illness or disability that limits their ability to carry out daily activities and responsibilities, which requires additional support from the young person. A young carer can be taking on practical and/or emotional caring responsibilities. The care role might have an impact on their health, wellbeing, education and/or social life.

Richmond Carers Centre – Young Carers Service is for children and young people who are **significantly impacted or affected** by having a caring role for someone.

Making a referral – Young Carers

Attached is the referral form for our service for young carers. Please complete as much information as you can to inform us of the young carer’s needs and situation.

You may either post the form to us or email [youngcarers@richmondcarers.org](mailto:youngcarers@richmondcarers.org) with “**New young 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 2383 with the password for us to open the document or email it in a separate email. 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 young carer and their family is without success, we will return the referral to the referring agency/professional for follow up.

As part of the referral process, a young carer support worker will conduct a home visit with the family to assess if they are a young carer and their support needs. You will be contacted about the outcome of this assessment, and if they are suitable to be registered with our service. Following this we may require more information about the young carer and their family. If we deem the referral not to be appropriate for our service, you will be informed and advised of this assessment.

**This process will take between 6 – 8 weeks, however this time frame cannot be guaranteed during busy periods, in particular the school holidays.**

Making a referral – Adult Carers

If you would like to make a referral for an adult carer, please contact our Adult Carers Support Workers on 020 8867 2380 or email [support@richmondcarers.org](mailto:support@richmondcarers.org)

**Services offered through Richmond Carers Centre**

**– Young Carers Service**

**Individual Support to Young Carers**

* Information and advice
* Signposting to other organisations
* Referrals to other organisations, where appropriate
* Informal emotional support

**Mentoring Programme**

* Individual 1:1 support for 6 – 12 sessions to give the young carer a safe space to talk about the impact of their caring role
* These can take place in:
* Primary schools
* Secondary schools
* Richmond Carers Centre
* Community based where appropriate
* These are with a young carer support worker who will meet with the family to assess the young carer’s needs and look at what support they would benefit from

**After School Young Carer Support Groups**

* Regular 11+ young carer support group
* Regular 5 – 8 young carer support group
* Regular 8 – 11 young carer support group
* Ad hoc groups during term time with a specific focus e.g. Forest School, Theatre Project

**Holiday Activities and Leisure Break Programme**

* Activities throughout the school holidays including:
* Half term breaks
* Easter holidays
* Summer holidays
* Christmas Holidays
* Ad hoc events throughout the year e.g. Young Carers Award Ceremony
* These are a wide range of activities including trampolining, go karting, bowling, horse riding, cinema trips, water sports as part of the extensive holiday activity programme.

**Referrals to other Organisations for Support including Respite Breaks**

* Referrals to other organisations for additional specialised support e.g. counselling

**Regular Information and Advice for Young Carers**

* Quarterly newsletter
* Richmond Carers Centre Website
* Regular newsletters and information about the leisure break activity programme



Richmond Carers Centre

Referral Form

Email the information to [youngcarers@richmondcarers.org](mailto:youngcarers@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 young carer and their family is 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:** | |
| **How did you find out about us?** | |

**Young 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 young carer?** | |
|  | |
| **Is there anything we should be aware of when making contact?** | |
| **School/College:**  **Year:**  **Is the school/college aware they are a young carer? Yes / No / Do not know** | |
| **Equality data** (please complete if you know any of the following, as this may save us asking again) | |
| **Date of birth:** | **Gender:** |
| **Ethnicity:** | **Religion:** |
| **Does the young carer have a disability? Yes / No**  If yes, please state: | |
| **Does the young carer have an Education and Health Care Plan? Yes / No**  If yes, please state: | |
| **Is the young carer subject to an CAF/Early Help Assessment? Yes / No**  **Is the young carer subject to a Child Protection Plan? Yes / No**  If yes, please state the reasons: | |
| **Does the young carer have any additional needs of their own? 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)  **Does the dependent live in London Borough of Richmond upon Thames? Yes / No** | |

**Please give details of other family members/people living in the family home**

|  |  |  |
| --- | --- | --- |
| **Name:** | **Age:** | **Relationship to carer:** |
| **Name:** | **Age:** | **Relationship to carer:** |
| **Name:** | **Age:** | **Relationship to carer:** |
| **Name:** | **Age:** | **Relationship to carer:** |

**What does the caring role have an impact on or affects?** (tick all applicable)

Social Inclusion Family Relationships

Educational opportunities and achievement Other (please clarify)

Their emotional wellbeing

Their physical wellbeing

**Reason for referral – Summary of situation and description of caring responsibilities**

What support is the young carer providing e.g. personal care, emotional support, practical support, any other assistance) and how often? Please give a summary of the situation, their needs and include the young person’s understanding and awareness of the care needs.

**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 Young 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 young carers Mentoring Programme

Holiday activity programme Newsletter and

After School Groups carer information

Other (please clarify)

**Risk Indicators**

## This information is required to allow the young carer support workers to prepare for the home visit appropriately. Is there any history or evidence of the following?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Yes** | **No** | **Do not know** |  | **Yes** | **No** | **Do not know** |
| **Aggression** |  |  |  | **Domestic Abuse** |  |  |  |
| **Self Harm** |  |  |  | **Sex Offences** |  |  |  |
| **Is you tick yes to any of the above please give further details:** | | | | | | | |
| **Are you aware of any danger associated with home visits?**  e.g. access to the property, environment, animals, aggression, domestic abuse, etc.  **Is a joint home visit recommended? Yes / No** | | | | | | | |

**Consent**

|  |
| --- |
| **Have you made the family aware of this referral? Yes / No**  If no, please explain why |

**Please note: we do not hold information on referrals that are unsuccessful, inappropriate or where the families do not wish to engage. This is in line with GDPR regulations.**

**Please return the completed referral form to:**

**Richmond Carers Centre – Young Carers Service**

**5 Briar Road**

**Twickenham**

**TW2 6RB**

If you have any questions or would like to speak to a Young Carers Support Worker before making a referral please contact the team on 020 8867 2383 or email [youngcarers@richmondcarers.org](mailto:youngcarers@richmondcarers.org)

**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.