

# Information for Carers: Working and caring

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Information sheet E6

January 2017

## This information sheet is about:

- GOV.UK
- Carers Direct
- Carers UK
- Jobcentre Plus
- Nextstep Volunteer Bureau
- Somerset Partnership NHS Foundation Trust employment service

There are over three million working carers in the UK. Work is important for well-being, income and to keep social contacts. If you are a working carer you are likely to need a range of support in the workplace, and often, different levels of support at different times. This could be having access to a phone to check on the person you care for, or leave arrangements to fit in with when someone is discharged from hospital.

Carers have statutory rights under the Work and Families Act 2006 and the Employment Rights Act 1996. These Acts give working carers rights to help them manage work and caring, including the right to request flexible work and leave entitlement. Individual employers may also have policies and practices that support employees who are carers; you can usually find these in your employer's HR handbooks or intranet site.

**GOV.UK**, the public services website, has detailed information about caring for someone while working, returning to work, leaving work to care for someone, and advice and support for carers preparing for work. <https://www.gov.uk/search?q=carers+employment>

**Carers Direct**, part of the NHS Choices website, has detailed information about caring and working or studying. <http://www.nhs.uk/CarersDirect/workandlearning/Pages/Workandlearninghome.aspx>. Their free, confidential information and advice line for carers is also available 8am to 9pm Monday to Friday, 11am to 4pm at weekends. Calls are free from UK landlines or you can request a free call back. Phone Carers Direct on 0808 802 0202.

**The Carers UK** website includes very informative pages about work and caring, <http://www.carersuk.org/help-and-advice/work-and-career>, including carers rights at work, seeking support in the workplace, flexible working, thinking of leaving work, and looking for work. The **Carers UK's advice line** is 0808 808 7777 and is open Wednesday and Thursday 10am to 12pm and 2pm to 4pm, and the email address is [adviceline@carersuk.org](mailto:adviceline@carersuk.org).

**Jobcentre Plus** offers a range of training and financial help for carers wanting to get into work. The information is available whether or not you are receiving benefits. For more information visit [www.direct.gov.uk/careremployment](http://www.direct.gov.uk/careremployment) or phone the Jobcentre Plus national number on 0845 604 3719.

**Nextstep Volunteer Bureau** works with Somerset County Council, placing and supporting volunteers in the Council's Social Care services, giving opportunities to develop skills and confidence that could help carers into employment. For more information phone 01278 664180 or email [nvb@nextstep-sw.org.uk](mailto:nvb@nextstep-sw.org.uk)

**Somerset Partnership NHS Foundation Trust** has an employment service that supports carers of people with mental health problems. It offers practical help to carers, such as help with preparing CVs and job applications. Once in work, it can also liaise with employers to help solve any problems if you are having difficulties at work. For more details, phone 01373 455819.

## **Your opportunity to feedback**

We welcome your comments about the services you receive. If you would like to tell us what you think, please either:

Contact us by going to our website, [www.somerset.gov.uk](http://www.somerset.gov.uk), or

- Speak to your social care worker
- Phone Somerset Direct on 0300 123 2224, or
- Contact the Adults and Health Customer Experience Officer

Floor B2 East

County Hall

Taunton

TA1 4DY

Email: [customerexperience@somerset.gov.uk](mailto:customerexperience@somerset.gov.uk)

<p>This document is also available on request in Braille, large print, tape, disc and can be translated into different languages.</p>
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