



Dorset
Council

My Carers Journal

Name:

Date:

Your Carers Journal

Welcome to your Carers Journal, we hope that you find this Journal useful in recording and documenting the information that is important to you, in your role as a Carer.

This Journal has been developed by Carers and Professionals for individual carers to use as they wish to. Carers often report that they have many different professionals involved with themselves and the person they care for. They often have many appointments, lots of forms and paperwork, and very busy lives!

We hope that the Journal will be a helpful aid to you, helping you to keep all relevant information in one place.

This Journal acts as a guide and provides sections for you to complete as and when you wish to. It acts as a record and each section has prompts for you to complete. You may find that some sections are more relevant to your life and caring role than others, that's fine, please do not feel that you must fill in every section. This is your journal and what you record in it is up to you.

You may find that it useful to take the Journal when meeting with various professionals and organisations to document the contact you have and any support you are receiving. You might also choose to share your information with others so that they can get a better idea of your caring role, and the people involved in supporting you.

We have included a Confidentiality section within this Journal where you can record the names of those who you wish to share your information with. This section also looks at how to keep your personal information safe.

It is recommended that you keep this journal in a safe place. When taking the journal to appointments you may want to consider removing and taking the relevant sections.

Carers are sometimes unsure of who to contact and when to do so. In the Journal we have included a section called 'What to Do If?' This offers some guidance on who can provide support at different times, and for a variety of situations. We have also included a Glossary with explanations of roles and common terms that you may come across.

We appreciate that this Journal will not cover everything for all carers. All carers have a unique caring role. If you feel that there is something missing or would like to give feedback on the Journal you can contact: adultcarersteam@dorsetcouncil.gov.uk

1. My information

Name:	
Date of Birth:	
Address:	
Telephone Number:	
Mobile Number:	
Email Address:	
NHS Number:	
National Insurance Number:	

2. The person I care for

Name:	
Relationship:	
Date of Birth:	
Next of Kin (Name and Contact):	
Address:	
Telephone Number:	
Mobile Number:	
Email Address:	
NHS Number:	
National Insurance Number:	
Care Agency/Provider:	
Careline Responders:	

3. My contacts

Please use this section to record the names and contact details of those involved with you and the person you care for.

Next of kin:	
Family:	
Friends:	
Neighbours:	
Doctor (GP):	
Health Professionals:	
Social Care Workers:	
Care Agencies/Providers:	
Carers' Groups:	
Other:	

4. Emergency planning

Please use this section to record any emergency plan or contacts you have in place.

In a health emergency please call 111 or 999

In a social care emergency please contact Dorset Adult Services on:

During office hours: 01305 221016

Out of hours: 01305 221000

Please consider adding ICE to your mobile phone contacts

ICE (In Case of Emergency) number:

Next of kin / emergency contacts

	Next of Kin/Emergency contacts	Name/Relationship	Number
1			
2			
3			

If you have completed a Carers Emergency Plan, please keep a copy of it in this section.

If you have not completed a plan and want to obtain a copy, please contact Help & Care on 0303 303 0153 or alternatively download a copy from their website

<https://www.helpandcare.org.uk/dorset-carers-service/>.

Please see glossary for further information.

Herbert Protocol form www.dorsetpolice/advice/herbertprotocol

Message in a Bottle (Lions Club) www.lionsclub/messageinabottle

5. Help & Care

Help & Care support unpaid carers, from 5 years upwards, in Dorset.

They provide support and information both over the phone 0303 303 0153 and online <https://www.helpandcare.org.uk/dorset-carers-service/>. Carers can register with Help & Care to receive a carers card, welcome pack and regular newsletters detailing news and events for carers.

The carers card offers many benefits and discounts for carers. Further information can be found online www.forwardcarers.org.uk

Please use this section to record details of registration with Help & Care and any other information that you feel is helpful.

Date of registration:	
Carers card number:	
Have I received a copy of the Carers Emergency Plan?	Yes No
Notes / other information:	



The 'Dorset Carer Service' is an independent service, funded by Dorset Council and delivered by Help & Care in association with MYTIME Young Carers and The HOPE Programme. They support unpaid carers of all ages across the Dorset Council area with information, advice, guidance and wellbeing support.

Caring for someone can be rewarding, but it can also feel overwhelming or isolating. If you are new to caring or have been doing it for a while, our Carer Link Workers offer a listening ear, clear guidance, and help you access the right support.

The Dorset Carer Service will connect you to local and online resources - from community groups to wellbeing coaching and social prescribing - so you can build confidence, resilience, and connection. Whatever your circumstances or stage in life, we're here to ensure you feel heard, supported, and valued in your caring role.

Get in touch:

Website: <https://www.helpandcare.org.uk/dorset-carers-service/> (Dorset Carers Service - Help & Care)

Telephone: Help & Care switchboard: 0300 111 3303

Telephone: Direct Line to Dorset Carers Service 0303 303 0153

Email: carers@helpandcare.org.uk



Discover your Carer Friendly ID Card!

The Carer Friendly ID Card is a national scheme delivered by Forward Carers and is provided for free to Carers registered with Help & Care, thanks to BCP Council and Dorset Council who have commissioned the service.

The cards are a simple way of verifying your status as an unpaid Carer whenever you need to.

The scheme gives Carers access to deals and discounts upon presentation of their Carer Friendly ID card. Many local and national organisations offer a special offer, discount or deal for Carer Friendly ID Card holders or include cardholders in their existing concession offers. It also provides In Case of Emergency (ICE) contact details.

The Process

If you are new to registering with Help & Care, they will send you a welcome pack with everything you will need to apply for your new Carer Friendly ID Card. Once you have received this, you will need to apply directly online for the card. Should you have any trouble submitting the online form, we suggest:

- Ask a friend/family member to support you to complete the online form.
- Call Dorset Digital Champions. Book a Digital Champion appointment by going in a library or by calling their hotline on **01305 221048**. Please beware that the hotline is staffed 8.30 am to 5pm each day. Outside of those times, please leave a message.
- Speak to an advisor at Help & Care on **0303 303 0153**

If you are already a registered carer with Help & Care, and you would like to request a new Carer Friendly ID Card, you can follow this link:

<https://forwardcarers.tfaforms.net/f/CarerCardDorset> to fill out the online application form to receive your new Carer Friendly ID Card. If you need any help, or a reminder of what your unique Carer ID number is, give Help & Care a call on 0303 303 0153, or email:

carers@helpandcare.org.uk

6. My health

In this section, please record your health information.
(Please use the next section to record the health of the person you care for).

Allergies:	
Health conditions:	
List of medications:	
Details of GP:	
Name of Carers Lead at surgery:	(Register as a carer with your GP)
Other health professionals involved in your care: (Eg Consultants, Community Mental Health Teams, CAMHS, Therapist's, Dentists, etc.)	
Chemist:	
Other/further information:	

7. Health details of the person I care for

In this section, please record any health information related to the person you are caring for. (Please use the previous section to complete your own health details).

Allergies:	
Health conditions:	
List of medications:	
Details of GP:	
Other health professionals involved in your care: (Eg Consultants, Community Mental Health Teams, CAMHS, Therapist's, Dentists, etc.)	
Chemist:	
Other/further information:	

8. My GP

Please use this section to record information on your GP practice and the support you receive.

As well as general practitioners you may have other professionals at your practice who provide support, some examples are listed below.

Role	Name	Contact details
My GP:		
My cared for person's GP:		
GP Carers' Lead:		
District Nurse:		
Frailty Nurse:		
Social Prescriber:		
Specialist Nurse (Diabetic, Asthma etc):		
Other:		

9. Hospital information

If you or the person you care for attend regular hospital appointments, you may find it useful to record the information here. Alternatively, if you find yourself or the person you care for needing emergency care you may find the information below useful.

My hospital is:	
Their contact number:	
The ward name and number:	
My carers lead at the hospital:	
Their contact number:	

Each acute hospital in Dorset has a Carers lead who can provide support and information for Carers whilst their cared for person is an inpatient. The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters.

Please ask the ward or hospital PALS team for details.

Dorchester Hospital: 0800 7838058

Royal Bournemouth and Poole General Hospital: 0300 019 8499

Salisbury District Hospital: 01722 429044

Yeovil Hospital: 01935 384706

Hospital transport numbers

If you think you could be eligible for free patient travel, or need advice on getting to your hospital appointment, please contact the Patient Transport Advice Centre on 01278 727457.

10. My appointments

Please use this section to record information on your health-related appointments.

Appointment type	Date and time	Location	Professional	Outcome
Example: Diabetic review	01.02.04 @ 13.45	Bournemouth Hospital Diabetic Unit	Dr White	Blood tests fine, next appointment tbc

11. My cared for person's appointments

Please use this section to record information about health-related appointments for the person you care for.

Appointment type	Date and time	Location	Professional	Outcome
Example: Diabetic review	01.02.04 @ 13.45	Bournemouth Hospital Diabetic Unit	Dr White	Blood tests fine, next appointment tbc

12. Adult Social Care Support

Dorset Council are responsible for providing Adult Social Care (ASC) services to those who have 'eligible needs'. This may be support for the you as a carer or support for the person you are caring for. For further information on ASC is available on the Dorset Council Website by searching 'Support for Carers.' www.dorsetcouncil.gov.uk/carers-help-and-support.

Also see glossary "Carers Assessment"

Or contact: **01305 221016**.

Out of hours service, this is an emergency service that you can contact out of hours when there are urgent social care issues that you need immediate support with: **01305 221000**.

ASC can provide support to you to complete a carers assessment, this can either be face to face, over the phone or via our online support site Bridgit. <https://bridgit.care/support/dorset>. A Carers Assessment is the opportunity for you to discuss your caring role and how it impacts on you.

From this assessment a support plan can be developed to help you to achieve your goals. If you need an Advocate to help you complete an assessment, please contact SWAN Advocacy on **0333 344 7928**.

My local ASC office is:	
Phone number:	
Date of Carer's Assessment:	
Copy of Assessment received:	Yes?
Copy of Support Plan received:	Yes?

Services being provided by ASC (eg Carer's Direct Payment):	
Current keyworker supporting me (e.g., Carers Case Worker, Social Worker, Assessment and Support Coordinator):	
Date of Strengths and Needs Assessment for the person I care for:	
Copy of Strengths and Needs Assessment received:	Yes?
Copy of Support Plan received (if support is provided)	Yes?
Services being provided by ASC: (e.g., care package at home, residential respite care, daytime activities in the community or specialised day centres):	
Current Keyworker supporting the person I care for: (e.g., Social Worker, Occupational Therapist, Assessment and Support Coordinator)	

13. Finances

Please use this section to record any financial arrangements you have in place relating to your caring role.

Benefits I receive from The Department of Work and Pensions (eg Carer's Allowance, Universal Credit):

Benefits the person I care for receives (e.g., Attendance Allowance, Personal Independence Payment):

Lasting power of attorney, LPOA (this could be for the person you care for or yourself and include Property and Finance and/or Health and Welfare):

If you need information and advice about applying for benefits or arranging a LPOA please contact the following agencies

Age UK: (Age 60 or above):

Telephone: 01305 269444

Email: enquiries@ageuknswd.org.uk

Citizens Advice Bureau:

Telephone: 0800 144 8848

Department of Work and Pensions:

Telephone: 0800 731 0469

14. Confidentiality

You may use your journal to record important and confidential details about yourself and the person you are caring for. It is important that you keep this information safe and be clear about who you are willing to share its contents with.

Below you can list the people or agencies (e.g., NHS, Social Care) who are involved in supporting you who you consent to sharing the information in the journal with.

Name	Contact details	Role

It is recommended that you keep the journal in a safe place. When taking the journal to appointments you may want to consider removing and taking the relevant sections.

15: What to do if

In this section we have some common questions that often come up when caring for someone. There is also some space to note down your own questions so that you can discuss these when you meet with health or social care professionals.

1. What are my rights as a Carer?

You are entitled to be registered as a Carer with your GP practice (see glossary for GP carers lead). Under the 2014 Care Act all Carers are entitled to an assessment of their needs as a Carer. If you need an Advocate to help you complete an assessment, please contact SWAN Advocacy on **0333 344 7928**. Carers may also be entitled to certain welfare benefits. For more information contact Help & Care on 0303 303 0153 or visit www.carersuk.org.

2. Who do I call to return equipment that is no longer needed?

Equipment issued will have a sticker attached with the contact details of the supplier, call this number to arrange collection. If unsure call Dorset Council on **01305 221016**

3. How do I get a continence assessment for the person I care for?

To request a continence assessment, speak to your GP or local continence nurse.

4. How do I get transport for hospital appointments?

Please see Section 9 of the journal for information on hospital transport.

5. How do I get a Carers Assessment?

You can self-refer for an assessment by calling the Dorset Council on **01305 221016** or completing an online assessment on the Bridgit website www.bridgit.care/support/dorset

6. How do I get a Nursing Assessment for the person I care for?

Speak to your GP or district nurse to request a nursing assessment.

7. How do I get new equipment or adaptations to help us be safe?

Certain equipment can be provided through a GP referral such as hospital beds. Other equipment including carelines may be provided through Adult Social Care, call **01305 221016** for further information. You can also arrange to visit the Greenwood

Centre by calling **033 300 30010**, or look at Technology Enabled Care (TEC) by visiting one of our TEC Lounges at TEC Lounges - Dorset Council

8. How can I find my local carers support group?

For information on local Carers groups please call Help & Care on **0303 303 0153** or visit <https://www.helpandcare.org.uk/dorset-carers-service/>

9. How can I get a wheelchair for the person I care for?

For a referral to the wheelchair clinic please speak to your GP. Some wheelchairs can also be hired from the Red Cross www.redcross.org.uk

10. How can I find self-funded care?

You can contact Care Choices Bournemouth, Christchurch, Poole & Do... | Care Choices for advice on finding self-funded care. A handy guide on how to find the right care is available here: Care Information | Care Choices

11. What benefits am I / the person I care for, entitled to?

Contact your local Citizens Advice Bureau, or the Department of Work and Pensions. Alternatively visit Age UK **01305 269444**, www.ageuk.org.uk or www.entitledto.co.uk

12. How can I get help to take a respite break from caring?

A carers assessment can identify eligibility for respite, contact adult social care **01305 221016**. Some people may be eligible for financial support towards the cost.

13. How do I get help with mental health for me or the person I care for?

Speak to your GP for support. Alternatively, you can self-refer to Steps to Wellbeing **0800 484 0500**. Mind also have online information www.dorsetmind.uk

14. How do I decide the best professional to call?

For anything relating to health issues, conditions or illnesses contact your GP. For anything relating to care and support needs contact your allocated worker or adult social care **01305 221016**

15. Where can I get information and / or advice about my caring role?

Contact Help & Care on **0303 303 0153**/ <https://www.helpandcare.org.uk/dorset-carers-service/> or if you have one, contact your allocated social care worker.

16. Where can I find out about different health conditions?

For online information visit www.nhs.uk or call **111**

17. How do I get a Carer Friendly ID and Discounts card?

Contact Help & Care 0303 303 0153, <https://www.helpandcare.org.uk/dorset-carers-service/> or www.bridgit.care .

18. How do I find out about Lasting Power of Attorney?

www.gov.uk and search Power of Attorney. You can also speak to a solicitor for paid legal advice.

19. How do I get help with funding, through either Continuing Healthcare (CHC) or the Local Authority, for the person I care for?

For CHC contact your GP or supporting healthcare professional to request an assessment. To request a social care and financial assessment contact adult social care **01305 221016**.

20. How do I generate an Emergency Plan?

For a copy of the Carers Emergency Plan, sometimes called the Contingency Plan call Help & Care on **0303 303 0153** or to download a copy visit <https://www.helpandcare.org.uk/dorset-carers-service/>. If the person you care for has dementia and may get lost in the community, you can complete a Herbert Protocol form by visiting www.dorset.police.uk/herbertprotocol You can also complete a 'What If?' plan on our Bridgit online tool www.bridgit.care

Glossary

This section contains useful terminology that may help you understand different people's roles and responsibilities.

Roles	Definition
Admiral Nurse	Specialist nurse who supports patients with Dementia.
Adult Access Team (AAT)	Team within Dorset council who are the first point of contact for taking referrals for adult social care either over the phone or online. 01305 221016 , www.dorsetcouncil.gov.uk
Adult Social Care	Formally known as 'Social Services' A department of Dorset Council to provide frontline care and support services to those with care needs. Sometimes shortened to ASC.
Advocate	Independent advocates help people to get the information they need to make real choices about their circumstances and support the person/group to put their choices across to others. An independent advocate may speak on behalf of people who are unable to do so for themselves. SWAN Advocacy 0333 344 7928 provide this service for Dorset Council.
Assessment and Support Coordinator (ASC)	Unqualified social care worker, who carries out assessments and provides support to customers.
Attendance Allowance	Is a (non means tested) benefit from the Government which helps with extra costs for people over the age of 65 and have care needs that they require support with. Administered by the department of work and pensions (DWP) 0800 731 0122 .
Bridgit	Bridgit is a platform/website Dorset Council is using to create online information for Carers and access to a Carers Assessment.
Child and Adolescent Mental Health Services (CAMHS)	CAMHS is provided by your local NHS provider for those under 18 with mental health conditions who require professional support.
Carers Allowance	Carer's allowance is a means tested benefit for people who regularly spend at least 35 hours a week caring for a disabled person. You don't have to be related to that person or be living with them. You can still qualify for carer's allowance even if

	you have never been employed or paid national insurance contributions. This is generally only paid to those who are not in receipt of state pension and who's cared for person is in receipt of certain benefits.
Carers Assessment	<p>A Statutory duty by Local Authorities to ask you about what support you need so that you can stay well and continue to have a life outside of a caring role. It is not an Assessment on how well you are caring for someone else.</p> <p>The assessment process takes place through discussions with you. The Care Act guidance says that the Local Authority has a duty to provide you with information in a format suitable to your needs, for example, braille or large print. We will also explain the assessment process to you and let you know about support available to you, such as advocacy or your right to complain, if you are unhappy or need help while being assessed.</p>
Carers Case Worker	Specialist worker who assesses and supports Carers and works for adult social care.
Care Technology	Or Assisted Care Technology. Terms used to describe equipment or gadgets which can be used to help remind, monitor and keep people safe in their homes.
Care Quality Commission	Often called CQC, provide inspection and regulation of all Social Care services including Local Authorities and Care Providers.
Commissioner or Commissioned Service	A commissioned service is one funded by the local authority and provided to people who have eligible care and support needs
Community Mental Health Nurse	<p>Their role is to provide people with specialist mental health care and treatment. They work alongside other mental health specialists.</p> <p>Depending on their employment type, they may provide urgent or long-term mental health care and educate people and provide them with access to reliable resources and information about treatment plans, like therapy.</p>
Community Mental Health Team (CMHT)	Team made up of psychiatrist's mental health nurses and support workers to support people in the community needing treatment and support with their mental health.
Community Nurse	Nurse who provides support in people's homes, usually based within a GP practice or local community hospital.

Continuing Healthcare (CHC)	CHC is an NHS funding stream for people who are assessed as having a 'primary health need'. CHC will provide funded care to those eligible either in their home or in a nursing home setting. This is non means tested.
Council Tax	Is a local taxation system on domestic property. It is set and collected by Local Authorities.
Department of Work and Pensions (DWP)	Central / national government funds that provide benefits, pensions and entitlements.
Direct Payment	Direct payments are payments given directly to customers instead of having a Council commissioned service. This can give you much more flexibility and greater control of your support package
Disabled Facilities Grant (DFG)	Are grants provided by your Local Authority to help meet the cost of adapting a property for the needs of a disabled person. This is means tested.
Financial Assessment	A legal obligation of the local authority to assess those needing care services to ascertain what they can afford to pay. Dorset Council does not apply financial assessments to Carers.
Frailty Nurse	Sits within GP practice or hospital setting and provides support to those with frailty in the community.
General Practitioner	Own doctor based at local GP practice.
GP Carers Lead	Most practices have a Carers Lead, they support the practice to hear views from carers and be accommodating to needs of carers. By registering as a Carer, staff can look after you in a better way. You will be entitled to an annual flu vaccination, and most practices offer other support such as flexible appointments for you and the person you care for. Practice staff may also provide you with information to help you in your caring role and support your involvement in the care of the person you care for with the correct consent in place.
Health Care Assistant	Health care assistants (HCA) may work in hospital wards, residential homes or in GP practices
Help & Care	Commissioned service, a charity funded by Dorset Council to be the first point of contact for Carers providing information and support with a website and phoneline. Carers can register over the phone or online to receive a Carer Friendly ID card.
Herbert Protocol	Herbert Protocol form www.dorset.police.uk/herbertprotocol is a nationally recognised scheme where a form is

	completed which can be given to the police if someone you care for with dementia goes missing.
Hospital Carers Worker	Based in acute hospitals to provide information and support to carers whose cared for person is in hospital.
ICE 'In Case of Emergency'	In Case of Emergency (ICE) is a programme designed to enable first responders, such as paramedics, firefighters, and police officers, as well as hospital personnel, to contact the Next of Kin (NOK) of the owner of a mobile phone. This is to obtain important medical or support information. Simply add a contact named as 'ICE' with the number of your NOK/emergency contact.
Integrated Care Board (ICB)	An NHS organisation responsible for managing local services and their budget. Previously known as clinical commissioning groups.
Individual Service Fund (ISF)	An ISF is a way of managing your personal budget. An organisation is chosen to administer this and source the care you need.
Lasting Power of Attorney (LPOA)	Is a way of giving someone you trust, your attorney, the legal authority to make decisions on your behalf. This can be if you lose the mental capacity to make certain decisions, or if you no longer want to make some decisions for yourself. There are two types of LPOA, Health and Welfare, Property and Finance.
Link Worker	An adult social care worker who links specifically with other teams. In most cases this is with hospitals but could be with other health or therapy teams too.
Lions Message in a Bottle	Lions Clubs Message in a Bottle is a simple but effective way for people to keep their basic personal and medical details where they can be found in an emergency on a standard form and in a common location – the fridge. Message in a Bottle helps emergency services personnel to save valuable time in identifying an individual very quickly and knowing if they have any allergies or take special medication.
Local Office or Locality Team	Adult social care teams that sit across the county covering East, North, West, Purbeck and Weymouth & Portland. Teams are made up of Social Workers, Occupational Therapists ASC's and Carers Case Workers.
Micro Provider Carers	A micro provider or micro enterprise is an individual or a group of people usually 5 or less who work in their local community, usually in a small geographical area, on a self-employed basis

	providing care and support services. More than 8 carers working together are required to register with CQC and become a regulated provider.
Occupational Therapist or OT	Often known as OT – Can be either DC or NHS – worker responsible for supporting people to maintain daily activities safely both in and out of the home. They can provide equipment to support people and help them to maintain their safety and independence.
Package of Care	The care that is either provided by the local authority or self-funded by individuals. A package of care could include home care (domiciliary) or a day service such as a day centre.
PALS	The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families and their Carers. PALS Officers are found in acute hospitals.
Personal Assistant (PA)	Another name for a paid carer or support worker who provides 1:1 assistance and care usually in the home. A PA may be self-employed or in some circumstances, will need to be employed by you.
Personal Budget	An amount of money that an individual is assessed to need to purchase care services through a Direct Payment, Individual Service Fund or Commissioned Service.
Personal Independence Payment	Also known as PIP. A non means tested benefit paid to people under the age of 65 who have eligible needs around daily living tasks or mobility. Administered by DWP.
Social Prescriber	A worker who sits within GP practices and provides additional support and advice to patients.
Social Worker	Qualified social care worker who provides assessment and support. Usually employed within the local authority.
TEC Lounge	Technology Enabled Care is a term used to describe a range of products or services that help people continue to live normal lives and remain as independent as possible for as long as possible in their own homes. Examples: <ul style="list-style-type: none"> • Telecare sensors that raise an alarm when required • Careline/lifeline services • Technology to help you when you are out and about such as GPS tracker/locator.

The Leonardo Trust	A charitable trust for carers across Dorset to support with grants and respite opportunities that support their wellbeing.
Universal Credit	A means tested benefit for those both in and out of work. Administered by DWP.
Welfare Benefits	Specialist worker with adult social care who provides team/officer information and support with benefits advice, applications and appeals.