BCP Carer Support

When caring comes to an end or changes

Introduction

Caring for someone may be a large and significant part of your life. Over time, your caring role may change, or it may come to an end. This can happen for different reasons.

The person you care for may have recovered or their needs may have changed. We are here to help if you are facing:

Moving into a residential or nursing home – if the person you care for now needs more support and you can no longer care for them at home

Planning for the end of life – you may need support to help you consider what to do and how to cope when someone you're caring for is approaching the end of their life

Bereavement – if the person you care for has sadly died

Life after caring – you may wonder what you can do next and where you can use your skills. We can provide ideas and support for your next steps.

Each section includes information about benefits, as well as looking at the practical support available and where to go for more help.

Where you see this symbol, it means further information is contained at the back of this booklet

Contents

1 Residential or Nursing Home Care

There may come a time when the person you care for can no longer live at home. This may be because their needs have increased, or because you're no longer able to provide the level of help they need. Residential care can be a practical and positive option.

What is residential / nursing home care?

Residential care means long-term care provided in a care home. It's for people who need substantial help with everyday tasks.

Residential care homes offer support with tasks like washing, dressing, going to the toilet and taking medication. They may also organise day trips and activities for the people who live there.

Nursing home care provides all the personal support of residential care but adds 24-hour on-site qualified nursing for people with complex or ongoing medical needs, whereas residential care focuses on help with daily living tasks without continuous medical supervision

Dementia care homes are designed to help people living with dementia feel comfortable and safe. They often have staff trained in dementia care, including qualified nurses.

Care homes can be owned and run by private companies, voluntary or charitable organisations or local councils.

Making the decision

If the condition of the person you've been caring for deteriorates and you're no longer able to provide all the care that they need, then it's time to think about arranging a different system of care. The person you look after may require more support than you have the time or energy to give. Ask their local council to assess, or reassess, their care needs. Their changing health needs may entitle them to more services and support at home than before, such as increased care, medical equipment, home adaptations or extra respite stays.

If possible, talk to the person you care for about how they feel about moving to residential care. Discuss what's best for both of you. If the idea of a move feels upsetting or difficult, it may help to talk to a friend, relative, another carer, your GP or social worker.

Moving into residential care may mean your caring role ends or changes. If you'll still be providing care to the person, then you may still be eligible for support from the local council, as well as benefits and rights at work.

If the person you care for can't make decisions for themselves, then you can make decisions on their behalf if you have Power of Attorney or you're a Court Appointed Deputy. If you don't have either of these, the care home should still take your feelings and views into account when decisions are made. You can find more information about managing someone's affairs on the Carers UK website.

Please see the list of organisations that produce information about finding and funding care on page 26 along with details of further organisations offering support

Carer's Assessment

If you decide to continue looking after the person you care for at home, you may want to ask for a Carer's Assessment. This is a conversation about your own wellbeing and what support might help make things easier for you. To request a Carer's Assessment you can complete an online form here: https://www.bcpcouncil.gov.uk/adult-social-care-and-health/support-if-you-care-for-an-adult/carers-assessment or call on: 01202 123 654.

Are you still a carer? - Social Care

If the person you care for moves into a residential care home, you may still be considered a carer, especially if you continue helping with things like eating, bathing or emotional support. Some carers find that their caring role changes rather than ends. You might spend more time at the care home, supporting in a way that compliments the formal care provided.

Are you still a carer? - Employment Rights

Your rights in work come from two sources:

- statutory rights – legal rights that apply to all employees
- contractual rights – additional rights which may be included in your employment contract, staff handbook or HR policies

It is always worth checking your employment documents to see what support is available to you.

Carer’s Leave Act (updated April 2024)

The Carer's Leave Act applies to employees in England, Wales and Scotland. Employers are still allowed to refuse this leave for sound business reasons. The Carer’s Leave Act gives you the right to:

- one week of unpaid leave per year to provide or arrange care for someone with long-term care needs
- take this leave flexibly (in half or full days) for planned and foreseen caring commitments
- access this leave from the first day of employment
- be protected from dismissal in the same way as other types of family-related leave
- https://workingfamilies.org.uk/articles/time-off-work

Please see details on page 27 & 28 for further details of the Carer’s Leave Act

Making decisions about treatment

If the person you care for can’t make decisions for themselves, then you can make decisions on their behalf if you have Power of Attorney or you’re a Court Appointed Deputy. If you don’t have either of these, the care home and professionals should still take your feelings and views into account when decisions are made on behalf of the person. Read https://www.carersuk.org/help-and-advice/practical-support/different-ways-of-managing-someones-affairs/ section on Carers UK website to find out more about Powers of Attorney and Deputies.

For more information or advice about Power of Attorney, contact the Office of the Public Guardian, details are on page 27

Paying for care

The person you care for may qualify for help with the cost of care home fees from their local council, depending on their income and savings. If they have specific medical needs, they may be eligible for Continuing Healthcare Funding.

If they don't qualify for public funding, they may have to pay the full costs themselves. This is known as self-funding. A financial assessment will determine what they are expected to contribute.

BCP provide further details on their financial assessment process here: https://www.bcpcouncil.gov.uk/adult-social-care-and-health/how-to-pay-for-your-social-care/financial-assessments-budgets-and-how-to-get-your-payments

For further details of organisations offering support and advice on paying for care, please find details on page 26 & 27

Benefit issues

If the person you care for is paying all the residential or care home fees themselves, they may still be eligible for benefits such as:

- Disability Living Allowance (care component)
- Personal Independence Payment (daily living component)
- Attendance Allowance

If their care is funded (in full or part) by the local council, NHS or any other public funds, these benefits usually stop after the person has been living in a care home for 28 days. Once they are living in a care home permanently and their benefits stop, or you are no longer caring for at least 35 hours per week, your Carer's Allowance will also stop.

For information about other benefits you may be able to claim, see https://www.gov.uk/browse/benefits/help-for-carers ***and see pages 28 & 31***

Concerns or complaints about the care home

If you are not happy with the care home, start by speaking to the manager of the service. All homes must have a complaints procedure.

If the care home was arranged through social care, you should also speak to the social worker or care manager involved. If you have completed all stages of any complaints procedure and you are still not happy, you may be able to take your case to the Local Government Ombudsman. https://www.lgo.org.uk/contact-us.

To find out about care home standards, or to raise a concern about a service, contact the Care Quality Commission - https://www.cqc.org.uk/contact-us/report-concern/report-concern-if-you-are-member-public or call: 03000 616161.

If the service is provided by the NHS, ask your local health authority for a copy of their complaints procedure. If, at the end of the complaint's procedure, you are still unhappy, you may be able to take your case to the Health Service Ombudsman.

Healthwatch Dorset helps local people get the best out of their health and social care services, either by improving them today, or helping to shape them for tomorrow. To share your experiences, good or bad, you can contact https://www.healthwatchdorset.co.uk/ on 0300 111 0102.

In June 2025 the Government announced plans to close Healthwatch England, amongst other organisations. According to Government plans they intended to place this statutory function with the Department of Health and Social Care.

Healthwatch has confirmed there are plans to ensure a smooth transition of their functions to the NHS and Government, so that the voices of patients and the public will continue to be heard during this change.

2 End of life planning

Advanced Statement / Advanced Decision

Planning ahead for end of life can bring a wide range of emotional, practical and relational benefits, not just for the individual, but also for their loved ones and carers. An end-of-life plan, also known as an Advance Statement, is a voluntary document where someone can record their wishes regarding future care, financial matters and other personal preferences. It helps guide decisions so that the support they receive reflects what matters to them most.

This statement should be attached to the person's medical notes and shared with those involved in the person's care.

If someone wants to refuse specific medical treatments in advance, they will need to complete an Advanced Decision.

Cost and access

Advance Care planning forms, both the Statements and Decisions are free, and you do not need to use a solicitor to complete them. This would only apply when you do not have capacity to make decisions for yourself.

You can order packs free from the charity Compassion in Dying via their website https://compassionindying.org.uk/how-we-can-help/ or calling them on 0800 999 2434.

For further details on end of life care planning, please see page 28 & 29

3 When the person you care for has died

Emotional Support

Everyone responds to death differently. There is no right or wrong way to grieve. Listen to yourself. Do what feels comfortable and helpful for you. Do not do what other people say you 'should' do, unless you really want to.

Common emotions you might feel

- **Numbness or Shock** – even if the death was expected, it can still feel surreal
- **Sadness and Emptiness** – these feelings may come in waves and can be overwhelming
- **Relief** – especially if the person was suffering, or if caring was very demanding. This is normal and not something to feel guilty about
- **Guilt** – wondering if you could have done more or said something differently
- **Anger** – at yourself, others or even the person who died
- **Fear and Anxiety** – about the future or coping alone
- **Isolation** – losing a caring role can leave you feeling disconnected

Who can help

Talking about what has happened and about the person who has died, can help you to work through the feelings you may have. Friends and relatives who knew the person who died and can share memories of them with you, can be a great source of support. If people seem unsure how to support you, let them know what you need, whether that is someone to listen, help with meals or assist with practical tasks.

Talking to other people who have been bereaved and who have a good understanding of what you may be going through, can also help.

Support is available from the organisations listed at the top of the next page.

Cruse - support no matter how long you've been grieving
Hope Again - Cruse youth bereavement support services
Sue Ryder's - online bereavement support
AtaLoss.org: - bereavement / signposting information website
The Good Grief Trust - signposting according to relationship
Winston's Wish - helping children up to the age of 25 with their grief

Local support:
Mosaic - support for children across Dorset
Steps 2 Wellbeing - online bereavement support group for Dorset residents at various times during the year. Self referral is accepted
BCP Carers Service - supporting carers in BCP and can signpost to local services. Contact 01202128787
Bereavement Support - bereavement groups / services across Dorset
Help and Kindness - listings for bereavement support in Dorset

You can also contact the British Association for Counselling and Psychotherapy on 01455 883300 or visit https://www.bacp.co.uk/search/Therapists or call them on 01455 883300 to find out about counsellors / therapists in your area.

You can speak to The Samaritans in confidence, about how you are feeling at any time on 116 123 (freephone number).

For further information, full URLs and telephone number for the above services (where applicable) please find details on page 29

Looking After Yourself

Self-care is especially important after the death of a person you cared for, because grief affects both your emotional and physical wellbeing. As a carer, your identity and daily routine may have been closely tied to the person you supported. Their loss can leave you feeling emotionally adrift and physically exhausted. Taking time to rest, eat well and seek support, helps you begin to heal and adjust to life after caring. It also gives you the strength to manage the practical responsibilities that follow a death, such as funeral arrangements and legal matters. Prioritising your own needs isn't selfish, it's a vital step in honouring your own health and beginning the journey through grief.

- **Rest and Sleep**: grief is exhausting due to the intense emotional and physical toll that it takes. Constant processing of strong emotions can leave us tired and also disturb our sleep, meaning that the exhaustion intensifies. Rest when you can
- **Eat and Drink**: even small meals help maintain energy
- **Self-care**: don't neglect hygiene, medication or appointments
- **Stay Connected**: try to maintain social contact, even if it's just a phone call

Practical matters

Medical Certificate - cause of death

When someone dies, a doctor will complete a form called a Medical Certificate of Cause of Death. This form says what caused the person to die. If the person died in their own home, or at a care home, their GP can give the certificate. If they died in a hospital, hospice or other setting, a Doctor from that service can issue a Medical Certificate. If cause of death is unclear, or the death was sudden or unexpected, a Coroner may be asked to investigate. A Coroner is an independent judicial officer whose role is to investigate certain deaths. They may request a post-mortem examination, gather witness statements and hold an Inquest to understand the cause, manner and circumstances of the person's a death. The Coroner will then issue the Medical Certificate of Cause of Death.

Post–mortem

A post-mortem is the medical examination of the person's body. If the Coroner requests this, it is a legal requirement and does not need permission from relatives. A post-mortem will take place as soon as possible, usually within 2-3 working days and the body will then be released on the day of post-mortem, so planning for the funeral should not be delayed. The post-mortem result will be sent to the GP, Consultant and Coroner. Relatives can also request a copy.

For further information about Coroners' services, please find details on page 30

Organ donation
If the person who died wished to donate their organs for transplant or medical research and if you are aware that this is the case, let the healthcare professionals involved in their care know as soon as possible. For further advice or information go to https://www.organdonation.nhs.uk/register-your-decision/check-registration/ or contact them on **0300 123 23 23.**

Registering the death

How quickly does this need to be done?
A death must be registered within five days.

Where do I register the death?
Deaths are registered at the local Registry Office. You do not have to register the death yourself. Another relative may be able to register the death as long as they take all the documents listed below. Registry Offices usually require an appointment, so it is a good idea to phone first. You can contact your local Registry Office on: Bournemouth and Christchurch - 01202 123777 or Poole - 01202 123232

What documents do I need to take with me?
You must take the Medical Certificate if you were given one by the hospital, hospice or GP, although it may have been emailed to the Registrar beforehand. You should also try to bring the person's:

- birth certificate
- NHS medical card or NHS number
- proof of address
- driving licence
- marriage or civil partnership certificate
- passport
- National Insurance number

It is a good idea to take your own proof of ID and address, as whilst not essential, it can speed up the process.

You will also need to tell the Registrar

- the date and place the person you looked after was born, and the date and place they died
- their full name (including any other last name they may have been known by at some point)
- their occupation (if they were in work) and the name and occupation of any spouse or civil partner if applicable
- their usual address
- whether or not the person you looked after received a pension or any state benefits

What do I need to get from the Registrar?

The Registrar will give you the following:

- the certificate for burial or cremation (you will normally need to give this to the funeral director if you are using one)
- a death certificate - a small fee will be charged, currently £12.50. It is advisable to get extra copies for dealing with the Will and other tasks. There is a charge for subsequent copies made. (Make sure that the death certificate includes all names that the deceased was known by, not just previous last names.)
- a certificate of registration of death issued for social security benefits (Form BD8)

You will also be given information on the Tell Us Once Service https://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once service (if available) - this is a very useful service that lets you report a death to most Government organisations in one go. The Registrar will tell you if the service is available and give you the correct telephone number or unique online code in order to use the service.

For further information on Registrar services and the Tell us Once services, please find details on page 30

The Funeral

The funeral can be very important in helping you, family and friends to mourn. It is an event when the person's life can be thought of, valued and celebrated. It is a time to think of the person who lived and not just the difficulties in the latter stages of caring for them.

Arranging the funeral

The timing and format of the funeral may depend on religious or cultural traditions. If the person had spoken to you about their wishes you may want to ensure that you honour those as much as you can, such as a preferred location or manner of funeral. Check to see if the deceased left any instructions about their funeral in a Will or other written document. You can choose between burial, cremation or alternative options. Services can be religious, secular (non religious) or personalised with music, readings or poems. A funeral director can help with the arrangements.

Paying for the funeral

Funeral costs can vary so it is worth getting quotes from more than one provider. Make sure that everything has been included such as church or venue for the service, burial or cremation fees, cars for the mourners, flowers etc. You can ask for written quotations.

If you arrange the funeral, you will be the person responsible for paying the fees, so it is sensible to check in advance if the deceased had money available to cover the costs. Check if the person had:

- a pre-payment funeral plan
- a pension scheme or insurance plan which included a lump sum for funeral costs
- a Union or professional association membership with death benefits
- a savings account that can be used
- a Will with an executor who can release funds from the Estate

Help with funeral costs for people with a low income

If you are on a low income, you may be eligible for a Funeral Expenses Payment from the Department for Work and Pensions (DWP). This is based on your own circumstances and not those of the person who died. You may qualify if you are in receipt of:

- Universal Credit
- Income Support
- Pension Credit
- Housing Benefit
- Income-related Employment and Support Allowance
- Jobseeker’s Allowance (income-based)

You might also be eligible if you're getting Support for a Mortgage Interest loan.

You can still claim Funeral Expenses Payment if you've applied for these benefits and you're waiting to hear about your claim.

What you will receive

- burial fees for a particular plot
- cremation fees, including the cost of the doctor's certificate
- travel costs to arrange or go to the funeral
- the cost of moving the body within the UK, if it's being moved more than 50 miles
- death certificates or other documents

You can also get up to £1,000 for any other funeral expenses, such as funeral director's fees, flowers or the coffin. The payment will not usually cover all of the costs of the funeral and how much you get depends on your circumstances. This includes any other money that's available to cover the costs, for example from an insurance policy or the deceased person's Estate.

You must claim Funeral Expenses Payment **within 6 months** of the funeral. If the Estate is later found to have sufficient funds, the payment may need to be repaid.

For further information on how to claim Funeral Expenses Payment, please find details on page 30

After the funeral

<u>How do I sort out the property and possessions of the deceased? (Dealing with the Estate)</u>

When someone dies, everything they owned (their money, property and possessions etc.,) makes up what is known as their Estate.
If they left a Will, it will explain how they wanted their Estate to be dealt with after their death. It will also usually name the people responsible for managing their Estate. These are known as executors.

The Estate cannot be distributed or used to pay bills or debts, (except funeral costs), until one of the following happens:

- the Will has been granted probate - this confirms that the Will is valid and in legal in order
- a grant of administration has been given - this is a legal process which allows a personal representative to deal with the Estate when there is no Will

Until these formalities are completed, bank accounts in the person's name will be frozen. Bank accounts in joint names can continue to be used by the other account holder.

I had Power of Attorney for the deceased, does this carry on?
If you had Power of Attorney or were a Court Appointed Deputy for the person you cared for, this ends when the person dies. This means you will no longer be able to manage their affairs or access their accounts.

Will I have to pay Inheritance Tax?
If the person you cared for has an Estate worth more than £325,000, Inheritance Tax (IHT) may be payable on the amount above that threshold. However, IHT does not have to be paid if the Estate passes to a spouse or civil partner (no matter how much they inherit).

The rules around IHT are complicated so there are exemptions to the above.

For more information about how Inheritance Tax is calculated and paid, please find details on page 30

Other tasks to consider
Here are some other things you may need to do soon after the funeral, and when you can manage it:

- send the benefits certificate given to you by the Registrar to the Department for Works and Pensions, so that they can deal with the pension and/or benefits of the deceased.
- contact the local tax office to inform them of the death

- contact the Local Authority in connection with council tax, any support from social care, parking permits etc
- contact any relevant insurance companies, pension providers, banks and building societies
- contact the executers of the Will, if there is one, or, if there is no Will, decide who will apply for the letters of administration
- if the person you cared for had any NHS equipment on loan, e.g. crutches, wheelchair or medical equipment, you will need to arrange for these to be returned

If you are able to use the 'Tell us Once' service, a lot of the above will be taken care of for you.

For further details on accessing the Tell Us Once service, please see page 30

Your own finances (Benefits)

Carer's Allowance and Carer Premium / Addition

If you were receiving Carer's Allowance (or Carer Premium as part of your existing benefit claim) when the person you cared for died, this will usually continue for eight weeks from the Sunday following their death.

If you are 65 or over and were entitled to Invalid Care Allowance on the 27th October 2002 (as Carer's Allowance was then called), you will be entitled to Carer's Allowance indefinitely.

Universal Credit

If the person you cared for was on Universal Credit (UC), your UC award will be affected, but there's a period where your payments won't immediately change. This is often referred to as the "bereavement run-on". Your UC will continue for the assessment period in which the death occurred and the two following assessment periods. After this period, your UC will be recalculated based on your individual circumstances.

Bereavement benefits

Bereavement benefits are not means tested, but they will be counted as income if you claim any means tested benefits.

Bereavement Support Payment

You may be eligible for a Bereavement Support Payment if:

- your partner has died
- you were under State Pension age at the time
- you were married to your partner, in a civil partnership or living together as if you were married
- your partner paid enough National Insurance in at least one tax year since April 1975, or died due to a work-related accident or illness

You can still apply even if you're not sure about their contributions, as this will be checked for you. You cannot claim if you are in prison.

To get the full amount, apply within 3 months of the death. You must apply within 21 months unless the cause of death was only recently confirmed. You may receive:

- a lump sum of £3,500, or
- £350 per month for 18 months, depending on your circumstances

Bereavement Support Payment replaces Bereavement Allowance and Widowed Parents Allowance for deaths occurring after April 6, 2017 . For further details on benefits and the Bereavement Service, please see page 31

I am over State Pension age, am I still able to claim bereavement benefits?

You cannot claim Bereavement Support Payment (BSP) if you are already over State Pension age. However, you may be eligible for other bereavement-related benefits, such as inheriting or increasing your State Pension from your partner.

For further details contact the Pension Service on 0800 731 0469.

Housing after bereavement

Council Tenancy

If you lived with the person in a council property, you may be able to take over the tenancy if:

- you are a spouse, civil partner or family member
- you lived with them for at least 12 months
- you were living with them as a carer or friend you may not have succession rights. However, the council should help you find alternative housing. This might be support with a homelessness application. If you were joint tenants, you will have the right to take over the tenancy. Be aware that if you take over the tenancy completely, you could also inherit and have to pay back any rent arrears for the property

If you are not certain if this applies to you, contact your local council.

Privately owned property

If the home you live in was owned by your parent and left jointly to you and your siblings, you may be able to stay if they agree. If your siblings wish to sell the property, you do not have an automatic right to stay, even if you were a carer.

You may need to negotiate a delay in the sale to allow you make other arrangements.

If you are at risk of being homeless because of the sale of the property you have been living in, seek advice as soon as possible.

If you need advice about your housing situation, contact Shelter on 0808 800 4444 and ***see page 31***

4 Life after caring

The end of your caring role may take some time to adjust to. You may welcome the chance to rest, but it can also leave you with a lot of time to fill and questions about what comes next. If you've spent a long time putting someone else's needs first, it's important to look after yourself and let others support you.

Some carers find that once their caring role ends, exhaustion, both physical and emotional, catches up with them. You may feel unwell for a while and that's okay. Take time to recover and reflect.

While some practical matters like benefits and housing may need attention quickly, you do not need to rush into making decisions about the future. The following information may help you explore your options.

Benefits

If you are under pension age and not able to work because of illness or disability you may be able to claim:

- New Style Employment and Support Allowance (ESA) – available if you have paid enough UK National Insurance (or its equivalent abroad in a European Economic Area (EEA), or other country with which the UK has an agreement.) ESA can be claimed on its own or alongside Universal Credit (UC), but the ESA payment will be deducted

You may also be entitled to:

- Personal Independence Payments – if you are under 65 and need help with daily living or mobility
- Attendance Allowance - if you are over 65 and need help to look after yourself

These benefits are not means tested and can be claimed in addition to other benefits and sources of income.

Means-tested benefits

If your income is relatively low, you may be able to claim one or more of the following means tested benefits.

- **Universal Credit** - a monthly payment to help with your living costs. You may be able to get it if you're on a low income, out of work or you cannot work.
- **Job Seekers Allowance (new style JSA)** - available for up to 6 months while you look for a job. You can get it while you're out of work, or if you're working less than 16 hours a week. You'll usually need to show you're looking for a full-time job to claim new style JSA - this is 35 hours or more a week. You can look for a job with less hours and still be eligible if the following apply: you're a carer or you're responsible for children aged under 13, or you can't work full time because of a disability or illness. You can claim new style JSA on its own or with Universal Credit
- **Pension Credit** - gives you extra money to help with your living costs if you're over State Pension age and on a low income. Pension Credit can also help with housing costs such as ground rent or service charges.
- **Housing Benefit** - can help you pay your rent if you're unemployed, on a low income or claiming benefits. It's being replaced by Universal Credit. You can only make a new claim for Housing Benefit if either of the following apply; you have reached State Pension age or you're in supported, sheltered or temporary housing.
- **Council Tax Reduction** - apply to your local council for Council Tax Reduction (sometimes called Council Tax Support). If you were receiving a discount due to your caring role, let the council know your role has ended. If you now live alone, you may be eligible for a single occupant discount.

For most means tested benefits the savings limit is £16,000.

For further details on all of the benefits listed above, as well as a handy benefit calculation tool, please see pages 28, 30, 31

Local Energy Advice Partnership (LEAP)
LEAP is a free service that helps people keep warm and reduce their energy bills without costing them any money. Book a free visit from the Local Energy Advice Partnership experts working in Bournemouth, Christchurch and Poole. Telephone: 01202 612 726 or look online: https://www.bcpcouncil.gov.uk/environment/protecting-the-environment/sustainability-and-carbon-reduction/help-to-make-your-home-energy-efficient

Find new challenges

Adjusting to life after a caring role can take time. Keeping in touch with family, friends and your local community can be difficult when you do not have much time for yourself. You may feel isolated or lack confidence, but reconnecting with your community can help. Start by exploring support from your local carer's centre or group.

Volunteering

Volunteering is a great way to meet people, regain confidence and give back. Opportunities include befriending, admin support, fundraising or conservation work .

PramaLife offers a great opportunity for former carers to support others who are new to caring or haven't had much help before. You can get involved through mentoring or befriending, and full training is provided. It's a great way to make a difference and connect with others. If you're interested or want to learn more, please get in touch with either **Wendy Bartlett** – wendy.bartlett@prama.uk / 07736 134143 or **Sue Warr** – sue.warr@prama.uk / 01202 804914
.

There are many ways to find out about volunteering:

- Contact your local volunteer centre
- Community Action
- Volunteer Centre Dorset

For further details on volunteering opportunities please see page 31

Learn something new

You may want to refresh skills that you might not have used for a while or learn something completely new. Your caring role might have given you new interests or strengths you'd like to build on. Taking a course can also be a great way to meet new people.

To find information about what is available to you can contact your local library or contact Skills & Learning on 01202 123444

For further details on courses / learning opportunities please see pages 32

Returning to work

If you stopped working because of your caring role, you may want to return to work. If you are not sure what you would like to do, start by recognising the skills and interests you have. Think about:

- what you like doing
- how you would like to use your skills
- activities or jobs you've missed

You might want to take a personal development course to build confidence, assertiveness or manage stress.

The National Careers Service offers information and advice and guidance on skills learning and work. You can also take an online skills health check designed to help explore your skills and interests at the National Careers Service https://nationalcareers.service.gov.uk/

When applying for jobs:

- highlight your caring role as a positive experience
- identify transferable skills that match what employers are looking for
- set short- and long-term goals and make a realistic plan

Support to get back into training and work

Jobcentre Plus https://www.gov.uk/contact-jobcentre-plus can tell you about the range of help they offer, both to find work and to help you out when you start work. This could be:

- training programmes to learn new skills or refresh existing ones
- support in writing job applications or your CV
- preparing for interviews
- financial help when you move into work, e.g. Tax Credits, Housing/Council Tax Benefit

When you make a claim for Jobseeker's Allowance, you will have a jobseeker's interview that looks at your skills and qualifications, the type of work you want and the steps you will take to find work. When you are asked about your job skills and experience, make sure that you include the skills you have gained and used as a carer as well as those you may have gained from previous employment.

Helping to improve support for carers

You experience as a carer is valuable. Local services would like to hear from you about what you think about the services and support available for carers.

There are groups of carers who come together to help develop services for other carers. If you would like to get involved, please get in touch with Bournemouth, Christchurch and Poole Carers Service; Tel 01202 128787 or email the BCP Carers Support Service on: carersupport@bcpcouncil.gov.uk to ask about our Carers Reference Group.

Useful Numbers/Websites (as seen throughout)

1 When the person you care for moves into residential or nursing care

Finding and Funding Care

www.carechoices.co.uk/publication/dorset-care-services-directory

Directory providing information and guidance on care services, support options and resources in BCP

www.alzheimers.org.uk/get-support/help-dementia-care/care-homes-who-decides-when 0333 150 3456

Guidance for carers on deciding when a person with dementia should move

https://www.ageuk.org.uk/information-advice/care/arranging-care/care-homes/ 0800 678 1602

Explanation as to how to choose, pay for and move into a care home

https://www.ageuk.org.uk/siteassets/documents/information-guides/ageukig06_care_homes_inf.pdf 0800 678 1602

Booklet that covers assessing care needs, choosing and paying for a care home, settling in and getting support

https://www.carehome.co.uk/

Compare UK care homes easily with reviews and pricing

https://www.nhs.uk/social-care-and-support/care-services-equipment-and-care-homes/care-homes/

NHS advice/information on care homes

Care Home Checklist

https://www.ageuk.org.uk/siteassets/documents/information-guides/ageukil5_care_home_checklist_inf.pdf 0800 678 1602

Checklist that helps you choose and prepare for a move to a care home by outlining key questions

Paying for Care

https://www.ageuk.org.uk/information-advice/care/paying-for-care/paying-for-a-care-home/ 0800 678 1602

Age UK frequently asked questions about charges for residential care

https://www.carersuk.org/help-and-advice/practical-support/arranging-care-and-support-for-someone/residential-care/ 0808 808 7777

CarersUK information including paying for care https://www.scope.org.uk/advice-and-support/moving-into-residential-care

SCOPE information on residential care including charges and cost and financial implications 0808 800 3333

https://www.england.nhs.uk/healthcare/

Information on NHS Continuing Healthcare Funding

https://assets.publishing.service.gov.uk/media/64b0f7cdc033c100108062f9/National-Framework-for-NHS-Continuing-Healthcare-and-NHS-funded-Nursing-Care_July-2022-revised_corrected-July-2023.pdf

Department of Health and Social Care Framework for NHS funded nursing care

Concerns or Complaints about a Care Home

https://www.ageuk.org.uk/information-advice/care/arranging-care/care-homes/problems-with-a-care-home/ 0800 678 1602

https://www.cqc.org.uk/contact-us/report-concern/report-concern-if-you-are-member-public 0300 061 6161

Decisions about Treatment and Advance Care Planning

https://www.carersuk.org/help-and-advice/practical-support/different-ways-of-managing-someones-affairs/ 0808 808 7777

Information on Power of Attorney and support services to manage someone's affairs

https://www.gov.uk/government/organisations/office-of-the-public-guardian 0300 456 0300

Government site giving information about Power of Attorney

Carer's Assessments

https://www.nhs.uk/social-care-and-support/support-and-benefits-for-carers/carer-assessments/

NHS advice on Carer's Assessments

Your Rights in Work

https://www.carersuk.org/help-and-advice/work-and-career/your-rights-in-work/taking-time-off-when-needed/ 0808 808 7777

CarersUK advice on rights for taking time off work when needed

https://www.carersuk.org/media/s3ujvjnh/your-rights-in-work-april-2025-26.pdf 0808 808 7777

Outlines your workplace rights as a carer under the Care Act

https://www.carersuk.org/help-and-advice/work-and-career
Information on managing paid work and a caring role 0808 808 7777

https://www.acas.org.uk/carers-leave 0300 123 1100
ACAS information on Carer's Leave

https://workingfamilies.org.uk/articles/time-off-work 0300 012 0312
Working Families explanation of leave allowances for those caring for under 18s

Benefits / Finance

https://www.gov.uk/benefits-calculators
Free and anonymous benefits calculator to check what you could be entitled to

https://www.bcpcouncil.gov.uk/communities/cost-of-living-help/cost-of-living-help-with-money/cost-of-living-related-benefits-grants-and-payments
BCP cost of living help

https://www.worryingaboutmoney.co.uk/bcp
BCP Independent Food Aid Network— if you are struggling to make ends meet

https://www.gov.uk/pip 0800 121 4433
Information on Personal Independence Payment

https://www.gov.uk/universal-credit/eligibility 0800 328 5644
Information on Personal Universal Credit

https://www.gov.uk/browse/benefits/low-income
Financial support if you are on a low income

https://www.gov.uk/pension-credit
Information on Personal Universal Credit

https://www.bcpcouncil.gov.uk/environment/protecting-the-environment/sustainability-and-carbon-reduction/help-to-make-your-home-energy-efficient 01202 612 726
Help to make your home more energy efficient

2 End of Life Planning

https://compassionindying.org.uk/how-we-can-help/ 0800 999 2434
A Living Will (Advance Decision) lets a person refuse certain medical treatments in advance if they later lack the capacity to decide or communicate

https://compassionindying.org.uk/how-we-can-help/advance-statement/#what-is-an-advance-statement 0800 999 2434
An Advance Statement is a form that lets you record the care you want in the future. It can cover any aspect of a person's care

https://www.carersuk.org/help-and-advice/practical-support/end-of-life-planning/ 0808 808 7777

CarersUK—guide to end of life planning for carers

https://www.hospiceuk.org/information-and-support/your-guide-hospice-and-end-life-care 020 7520 8200

Guide to hospice and end of life care

3 When the Person you Care for has Died

Bereavement Support

https://www.cruse.org.uk/get-support/ 0808 808 1677

Support no matter how long you have been grieving

https://www.hopeagain.org.uk/ 0808 808 1677

Youth bereavement support service

https://www.sueryder.org/grief-support/services/

From in person bereavement support to online resources

https://www.ataloss.org/

A library / database of support services tailored to particular circumstances. Bereavement helpline numbers listed

https://www.thegoodgrieftrust.org/

Tailored bereavement support according the relationship

https://winstonswish.org/ 0808 8020 021

Grief support for those under 25 who are bereaved or facing the death of someone important to them

Local Support:

https://mosaicfamilysupport.org/ 01258 837 071

Supporting bereaved children across Dorset

https://www.steps2wellbeing.co.uk/ 0800 484 0500

Dorset S2W offer an online bereavement support group at various times throughout the year

https://www.helpandkindness.co.uk/search/dorset/bereavement+support

List of bereavement support services across Dorset

Practical Matters

https://www.bereavementadvice.org/ 0800 634 9494

Bereavement Advice Centre | Free Helpline

https://www.bereavementadvice.org/topics/death-certificate-and-coroners-inquest/when-a-coroner-is-not-involved

Bereavement Advice Service - When a Coroner is not involved

https://assets.publishing.service.gov.uk/media/5e258ec240f0b62c52248094/guide-to-coroner-services-bereaved-people-jan-2020.pdf

Ministry of Justice - A Guide to Corner Services for Bereaved People

https://www.gov.uk/after-a-death/when-a-death-is-reported-to-a-coroner

When a death is reported to a coroner - GOV.UK

https://www.gov.uk/after-a-death

Register a death - GOV.UK

https://www.organdonation.nhs.uk/register-your-decision/check-registration/ 0300 123 2323

Organ Donation Register

https://www.gov.uk/after-a-death/arrange-the-funeral?step-by-step-nav=4f1fe77d-f43b-4581-baf9-e2600e2a2b7a

Arranging a funeral - GOV.UK

https://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once

Tell Us Once service

Registry Office for Bournemouth and Christchurch 01202 123777

Registry Office for Poole 01202 123232

Funeral

https://www.gov.uk/funeral-payments

Funeral Expenses Payment 0800 151 2012

Finances/Benefits

https://www.gov.uk/find-hmrc-contacts/inheritance-tax-general-enquiries 0300 123 1072

Inheritance Tax - general queries

https://www.gov.uk/applying-for-probate 0300 303 0648
What is Probate? Helpline available.

https://www.gov.uk/bereavement-support-payment 0800 151 2012
Bereavement Support Payment - how it works

https://www.gov.uk/contact-pension-service 0800 731 0469
Getting information about extra payments from a deceased spouse or civil partner's state pension

https://www.gov.uk/benefits-calculators
Free anonymous benefits calculator

https://www.citizensadvice.org.uk/benefits/
Overview of benefits available

https://www.gov.uk/attendance-allowance 0800 731 0122
Attendance Allowance Overview

https://www.gov.uk/carers-allowance/further-information
Carer's Allowance - reporting a change in circumstance

Housing Advice

https://england.shelter.org.uk/housing_advice/eviction/after_council_housing_association_tenant_dies 0808 800 4444
Eviction after a council or housing association tenant dies

4 Life After Caring

Benefits - see page 28, 30 and above section

Volunteering

https://prama.org.uk/volunteer-with-us/ 01202 207 300
Volunteer befriender / Group Leader / charity shops

https://poolepark.uk/volunteering/
Volunteering in Poole Park and other BCP parks / greenspaces

https://www.bcpcouncil.gov.uk/communities/volunteer
BCP Community Volunteering Opportunities (map, fairs and drop in's)

https://www.stourvalley.uk/get-involved
Stour Valley Volunteering Opportunities

https://can100.org/volunteering-hub/interested-in-volunteering/
Community Action Network (local) 01202 466 130

https://www.volunteeringdorset.org.uk/ 01305 269 214
Volunteer Centre Dorset

https://www.doit.life/
Ways to do good with UK charities

Adult Learning

https://www.skillsandlearningace.com/ 01202 123 444

BCP and Dorset Adult Community Education

https://www.pooleu3a.org.uk/ 01202 678 113

Groups / classes for semi or fully retired in Poole

https://bournemouth.u3asite.uk/ 01202 420 700

Groups / classes for semi or fully retired in Bournemouth

https://christchurchu3a.org.uk/ 01202 480 027

Groups / classes for semi or fully retired in Christchurch

Local Support for Carers

https://www.bcpcarersupport.org/ 01202 128 787

For those whose cared for person lives in the BCP area

https://www.helpandcare.org.uk/dorset-carers-service/ 0303 303 0153

For those whose cared for person lives the Dorset Council area

Local Groups and Support

Outlook Bereavement Support

Outlook Bereavement Support is sponsored by Tapper Funeral Service, and provides bereavement support across Dorset and Hampshire. Outlook Bereavement Support offers both social and practical support. This is available to everyone and is free of charge. For more information, please call Steven Tapper on 01202 673164 or email steve.tapper@tapperfuneralservice.co.uk

Bereavement Counselling Group

Sponsored by Ives and Shand Funeral Services in Poole.
The group meets on the 1st Thursday of every month. There is no charge to attend the group but you need to phone Ives and Shand to register and sign up. Contact the office on: 01202 716 500.

Nature-Focused Bereavement Group

Situated in Hengistbury Head, the nature-focused bereavement group provides the therapeutic benefits of nature, alongside social support. On the first Tuesday of the month, the group meets at Four Acre Farm near Ringwood, the postcode is BH24 3BX. On the third Tuesday of the month, the group meets at Hengistbury Head Visitor Centre. Both sessions start at 10am, and usually last 1.5/2 hours. For more information call Hengistbury Head Visitor Centre on: 01202 128444 or email hengistbury.head@bcpcouncil.gov.uk

Bereavement Support through Forest Holme - Poole Hospital
Bereavement support is available to anyone who is affected by someone who is dying, or has died, from cancer, and was under the care of Forest Holme Hospice or has received treatment from the cancer support services at Poole Hospital. For more information, please call 0300 019 8096.

Douch Family Funeral Directors
Offers local bereavement support groups open to the community who feel they could benefit from meeting others and seeking professional, friendly support. Groups are facilitated by an accredited counsellor and a member of BACP British Association for Counselling and Psychotherapy. https://www.funeraldirector.co.uk/about/community/bereavement-groups/ they also list further support on their website: https://www.funeraldirector.co.uk/faqs/bereavement/

Christchurch Baptist Church
New Horizons (Widows Friendship) is a friendship and support group for widows following bereavement, running a varied programme of activities. The group meets on Tuesdays, 10.00am-12.00pm.
Pheonix (Widowers Fellowship) is a group offering support and companionship for widowers in a social setting. The group meets on Mondays from 10.30am-12.30pm. Both groups meet at Christchurch Baptist Church, Beaconsfield Road, Christchurch, BH23 1QT. For more information, please contact the church office on 01202 487442.

Forget Thee Not
Forget Thee Not is a group who support each other as they share their experiences. Meetings are held on the second Saturday of the month, at 10.30am at West Cliff Baptist Church, 41 Poole Road, Westbourne, Bournemouth, BH4 9DN. There is no meeting in August. For more information, please call 01202 767070 or email: office@westcliffbaptistchurch.org.uk

The Jolly Dollies
The Jolly Dollies are social networks for widows. Their main purpose is to get together, support each other and form friendships with others who understand. For more information, and to become a member ,see their website: https://thejollydollies.co.uk/

Andysmanclub

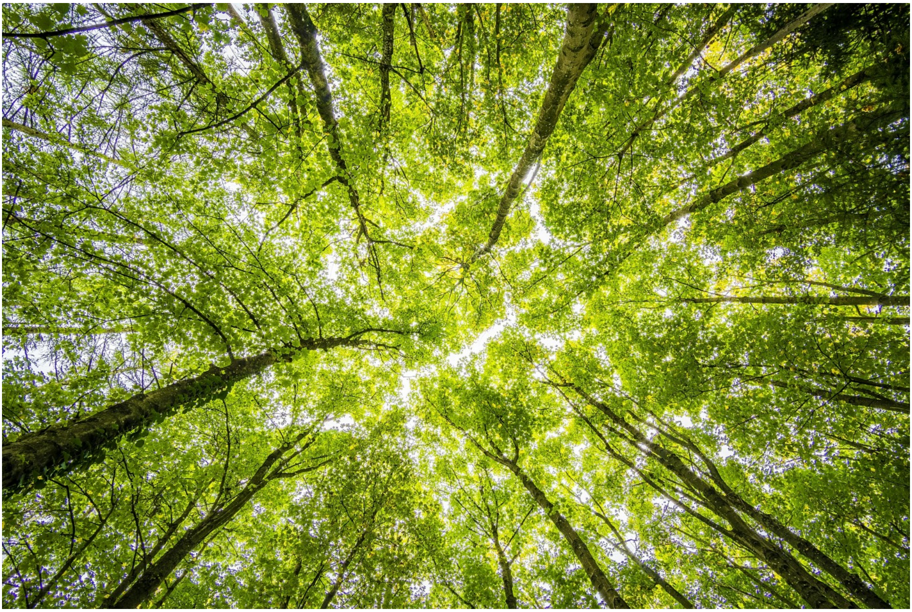
Andysmanclub is a free peer to peer group that provides a place for men to come together in a safe and open environment to talk about the issues or problems that they have or are currently facing, including subjects such as bereavement, mental health or just the pressures of life. Face-to-face clubs every Monday evening (excluding bank holidays) from 7pm to 9pm at 33 Sea Road, Boscombe, BH5 1DH.

It is open to all men aged 18 and over who are more than welcome to simply turn up, no booking is required and there no pressure to talk. Men are welcome to come along, have a hot drink, listen in and see how it all works at their own pace. For more information email Andysmanclub on: https://andysmanclub.co.uk/

Notes:

BCP Carer Support

Funded by BCP Council and NHS Dorset



T: 01202 128787
E: carersupport@bcpcouncil.gov.uk

BCP Carer Support
Revised December 2025

**Information contained within this booklet was correct at time of going to print in December 2025*