



Carers Trust

Website: carers.org

- Offers grants to carers in financial hardship.
- Runs carer support groups and activities locally to reduce isolation.

Age UK

Website: ageuk.org.uk

- Can help apply for Attendance Allowance or other elder care benefits.
- Local Age UKs have befriending services, social activities and support groups.

Citizens Advice

Website: citizensadvice.org.uk

- Advisors assist in resolving care service issues, disputes and complaints.
- Can advise if a top-up fee for care service is justified and options to challenge it.
- Guides carers through the complex bureaucracy around elder care and benefits.



#know your rights

Helplines

Carers UK

Advice line for carers of all ages.

Phone: **0808 808 7777**, Monday to Friday, 9am-6pm.

Alternatively, email: advice@carersuk.org

Elder Abuse Response Helpline

For reporting and getting support around abuse.

Call the Age UK Advice Line on **0800 678 1602**

Or

Call Hourglass on **0808 808 8141**



- Caregivers have the right to an independent advocate to represent their views in care planning and assessments.
- Caregivers can make formal complaints under the Care Act regarding social care support, including assessment delays, service charges, and safety issues.
- Each local authority must have a complaints procedure including first contact, investigation, and formal response with resolution.
- Unsatisfied caregivers can escalate complaints to the Local Government and Social Care Ombudsman for independent review.
- Advocacy services can assist in disputes over NHS Continuing Care eligibility, benefit claims, and other processes.

Read:

<https://www.mobiliseonline.co.uk/carers-rights>

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