

# Taking a break



---

**This factsheet offers lots of tips and suggestions to help you take a break from caring. Exploring the various options available, we also provide guidance on how to plan and fund your break. At the end, there is a list of organisations that can help you plan a break (although some COVID-19 restrictions may still apply).**

## **Contents**

|  |    |
|--|----|
| Why breaks are so important .....            | 2  |
| What are my options?.....                    | 3  |
| Arranging care yourself.....                 | 7  |
| Planning your break.....                     | 9  |
| Help with the cost of a break.....           | 10 |
| How a break might affect your benefits ..... | 11 |
| Directory of useful organisations.....       | 14 |

## Why breaks are so important

Caring for someone can be relentless and exhausting so breaks are vital for your own wellbeing and quality of life.

We all know that finding time to catch up with friends or family or to simply rest can make all the difference to how you feel. It's easy to neglect your needs though when you are focusing on those of another.

After a break, many people feel recharged and rejuvenated and with a more positive outlook, it is easier to cope with challenging circumstances. The person, or those, you care for could also benefit from enjoying new experiences, a change of scene and routine, and meeting other people.

## Different sorts of breaks

There are many different ways to take a break. You might need an hour each week, a day here and there, a week or two for a holiday, or a combination of all of these.

You might choose to go on holiday with the person you are looking after or go away alone – but a short break or holiday may not always involve going away. Some carers enjoy simply taking some time out from caring, where the person they are looking after goes on holiday while they stay at home.

## Tips from carers

Of course everyone's situation is unique and not everyone is able to go away on a trip. For tips and ideas on different ways to have a break, watch our film series. This features carers talking about the different ways they have been able to take some time out, often involving little or no cost:

[carersuk.org/break](https://www.carersuk.org/break)

## What are my options?

First of all, think about the kind of break that you need and what kind of support or service the person you are looking after needs. You could start by requesting help from the relevant social services/social work department:

- *England and Wales:* your local council will have a social services department that can arrange services to help support you.
- *Scotland:* your local council/health and social care partnership will have a social work service that can arrange help to support you.
- *Northern Ireland:* your local Health and Social Care Trust will have a social services department that can arrange services to help support you.

To benefit from these services, you and the person(s) you are looking after will need to have your needs assessed. See pages 4-7 for more information.

## Arranging care yourself

You may wish to make your own private arrangements, such as:

- employing a paid care worker (directly or through an agency) to care for the person you are looking after in their own home
- paying for short-term residential care
- arranging a holiday for the person you are looking after.

See pages 7-9 to find out more about arranging care yourself, or pages 14-18 to view our directory of organisations for further information.

## Support from friends and family

Sometimes, friends or family members may be willing to step in to take on your caring responsibilities so that you can go on a short break or holiday. This might involve them staying over for a visit, while you go away, or the person(s) you look after may go to stay with them for an extended period.

## Organisations that can help

There are many useful organisations that can help you to organise a break. They may provide break services for carers or the person being looked after, or information to help you decide what alternative care services to use.

Your local council or carers' centre should have information about local charities and organisations. In Northern Ireland you can contact Carers NI or your local trust. In Scotland, most carer centres have a grant fund for short breaks called 'Time to Live'. Shared Care Scotland provides information on available support including funding advice and a directory of short breaks by location: [sharedcarescotland.org.uk](http://sharedcarescotland.org.uk). See page 14 onwards to view a UK directory of organisations.

## Getting help through social services / the social work department

Social services or social work departments can arrange (or fund through a direct payment) alternative care for the person you are looking after so that you can take a break from caring. This is often referred to as a short break or respite care. To get respite care, you and the person you are looking after would need to get assessments carried out by the relevant department of social services. There are different assessments for you and the person you are looking after – see pages 5–6 for further details.

To find out more about assessments, see Carers UK's range of factsheets, all of which can be downloaded at [carersuk.org/factsheets](http://carersuk.org/factsheets) :

- >Assessments: Your guide to getting care and support (England)
- >Assessments: A guide to getting an assessment in Wales from April 2016 (Wales)
- >Assessments: your guide to getting help (Scotland)
- >Assessments: your guide to getting help (Northern Ireland)

All our factsheets can be downloaded for free.

## Arranging a carer's assessment

You can request a carer's assessment from the social services/ social work department of the person you are looking after (or your own if you live in Wales). This applies to adult carers. In Scotland, it is referred to as an Adult Carer Support Plan or a Young Carer Statement for young carers. The term 'carer's assessment' is used throughout this factsheet for ease of reading. This should consider:

- your caring role and how it affects your life and wellbeing
- your health – physical, mental and emotional issues
- your feelings and choices about caring
- work, study, training, leisure
- relationships, social activities and your goals
- housing
- planning for emergencies.

If the social services department decide they can offer you support following your carer's assessment, they may be able to provide direct support to you or services to the person you are looking after to give you a break.

## Assessment for the person you are looking after (if they are an adult aged 18+)

Following your carer's assessment, the person you are looking after will then need to be assessed for the alternative care (called respite care) that they will need to allow you to take a break.

Respite care is provided as a service to the person you are looking after. In England, Wales and Northern Ireland this means that the person you are looking after will be financially assessed to determine whether (and if so how much) they would need to contribute towards the cost of this.

In Scotland, if respite care is provided as a service for the person you are looking after (as opposed to something to support you in your caring role), then the person you are looking after will be financially assessed to determine whether (and if so how much) they would need to contribute

towards the cost of this. However, if the respite care is an outcome of an Adult Carer Support Plan/Young Carers Statement or provided to support you to have a break from caring, the local council cannot charge for the respite care.

## Assessments if you are looking after a child under 18, or if you are a carer under 18

If you are caring for a child under 18 you should be able to get an assessment for the whole family.

If you don't feel this assessment has taken your needs as a carer into account you can request a separate assessment for yourself.

If you are a carer under 18 you should be able to get an assessment for yourself as a young carer.

▶▶ **Note:** If you have already had any of these assessments, but you need more support, ask the relevant social services department to carry out a reassessment. For more information about assessments, go to [carersuk.org/assessments](https://www.carersuk.org/assessments)

## Types of respite care

Respite care and short breaks can be provided through:

- ▶ **Residential or nursing care** – where the person you are looking after goes for a short stay in a residential setting or a nursing/care home.
- ▶ **Day-sitting service** – where someone will come into your home to allow you a break to have time for yourself.
- ▶ **Night-sitting service** – where someone will come into your home to allow you to have a proper night's sleep.
- ▶ **Day care** – where the person you are looking after goes to a day centre or takes part in activities away from home allowing you a break from caring.
- ▶ **Holidays** – help and support for when you want to go on holiday by yourself or with the person you care for.

- **Direct payments** – cash payments from the social services / social work department. A person with a disability or ill health can be paid a direct payment following an assessment so that they can arrange and pay for their own care and support services. They can therefore receive a direct payment for the alternative care they will need while their carer takes a break. To find out more, see: [carersuk.org/direct-payments](https://carersuk.org/direct-payments)
- **Social and leisure activities** – to give you some time out for your own wellbeing.

## Paying for respite care

The social services / social work department of the person you are looking after may charge them for any respite care services provided (although not in Scotland if the respite care is provided to give a carer a break from caring).

They may also charge you for any carer's services they provide to you (although carers cannot be charged for support in Scotland and it is not common practice in England, Wales and Northern Ireland). If they do charge, they must follow guidelines about how income/ capital is taken into account. You should be told about this when an assessment is carried out. You should be provided with a copy of their charging policy.

## Arranging care yourself

You or the person you are looking after may decide to recruit a paid care worker or to use an agency. You might also decide to arrange a short stay in residential care or a holiday for the person you are looking after.\* You may be able to do this through a direct payment or individual budget – or choose to fund it yourself.

\*(Once services are safely up and running again following the pandemic.)

## Recruiting help yourself

If you are thinking about employing a paid care worker directly, it is important to realise that you will be taking on the responsibilities of an employer. Here are some examples of what you would need to do:

- check out your employees' references
- pay statutory sick pay if an employee is ill as well as maternity, paternity and adoption pay
- ensure that your employee's tax and National Insurance are paid correctly
- check that your employee has the right to work in the UK
- take out insurance to cover any accidents an employee might have in your home
- ensure that you comply with your auto enrolment pension duties.

You would also need to be familiar with law on disciplinary and grievance procedures, redundancy procedures and health and safety requirements.

All of this may sound very complicated, but there is help available to guide you through and it is a good idea to get advice before you start. See page 17 to find organisations that can help you make informed decisions about employing a paid care worker.

## Using an agency

Before you start approaching agencies, you should be clear about the kind of care you are looking for and when you need it. Check that they deal with private clients like yourself and that they are able to provide the kind of care that you need.

Although using an agency is usually more expensive than recruiting a paid care worker yourself, it can make managing care easier because the agency will:

- take care of the paperwork (eg Disclosure and Barring Service checks)

- deal with an employee's tax and National Insurance
- check references
- provide a back-up if an employee is ill or unsatisfactory
- deal with auto-enrolment pension duties.

## Short-term residential care

To arrange short-term residential care the social services/social work department is a good place to start. They can provide information about available services and organisations in your area to help you decide which to use.

### **Other useful sources of information:**

England – Care Quality Commission

Scotland – The Care Inspectorate. You can also contact Shared Care Scotland, as they provide information on a wide range of organisations and services providing short breaks.

Wales – Care and Social Services Inspectorate

Northern Ireland – The Regulation and Quality Improvement Authority

(See pages 18-19 for contact details.)

## Planning your break

Whilst planning a break away has not been possible during the pandemic, there is hope that some former hospitality services will resume as soon as it is considered safe to go on holiday again. Some organisations can provide short breaks that are tailored for those with caring needs or help with funding – see page 14 for a list of options with their contact details.

It can take some time and preparation to think through all the needs of the person(s) you are looking after while you are away. Good planning will help you to relax and have peace of mind to make the most of your break. We've produced some tips to help:

- Make sure that anyone who is providing alternative care has all the information they need to care for the person you are looking after. This may be something as straightforward as what they like to eat, and when their mealtimes are, to more complex information about the medicines they need to take.
- It is important to leave a list of contacts. These should include the doctor's number and the numbers of any other medical/ social care professionals involved in the care of the person you are looking after, those of nearby family members and friends, and your own number, in case of emergencies.
- If you have an emergency plan then make sure you go through the details of this with the people who will be providing alternative care.
- Residential care homes and nursing homes can provide you with short-term care for the person you look after. If possible, it is a good idea to visit the care or nursing home beforehand. You can see what it is like, ask questions and find out how suitable it is.
- If the person you look after needs specialist medical or nursing help while you're away, you should speak to their GP.
- If you are going away with the person(s) you care for, check catering and accessibility arrangements well in advance, and make a list of all their needs.

## **Help with the cost of a break**

If you want to go on holiday, either alone or with the person you are looking after, there may be some help you could get towards the cost. You could bring up the need for financial help during your carer's assessment to see if there is any help you can receive from your local authority or trust.

You could see if there are any local grants or schemes to help carers with the cost of a holiday. One example is the grant fund for short breaks called 'Time to Live' in Scotland (see page 4). Your local authority or trust (in Northern Ireland) or a local carers' centre should be able to let you know if there is anything available locally that might help with the cost. Our local

directory of local support organisations for carers may be useful:

[www.carersuk.org/help-and-advice/get-support/local-support](http://www.carersuk.org/help-and-advice/get-support/local-support)

## How a break might affect your benefits

Payment of benefits can sometimes be affected if you take a break or you or the person you are looking after goes into hospital or residential care.

### Taking a break

Carer's Allowance can be paid during breaks in care. You can have up to a total of four weeks' break in any 26-week period and be paid Carer's Allowance during these breaks. The breaks can be for any reason. You must have been providing 35 hours or more of care a week for at least 22 of the past 26 weeks. Up to eight weeks of a stay in hospital (for either you or the cared for) can be included in the 22 weeks.

The person you have been looking after must have been in receipt of the middle or higher rate of the care component of Disability Living Allowance (DLA), either rate of the daily living component of Personal Independence Payment (PIP), or Attendance Allowance or Constant Attendance Allowance for that period.

### Going into hospital

You can continue to get Carer's Allowance for up to 12 weeks in any 26-week period if you or the person you are looking after has to go into hospital. The maximum is 12 weeks, so if you have had breaks in caring for other reasons Carer's Allowance may stop sooner.

You must have been providing 35 hours or more of care a week for at least 22 of the past 26 weeks. Up to 8 weeks of a stay in hospital (for either you or the cared for) can be included in the 22 weeks. The person you have been looking after must have been in receipt of the middle or higher rate of the care component of DLA, either rate of the daily living component of PIP, or Attendance Allowance or Constant Attendance Allowance for that period.

In practice, if you are caring for an adult aged 18+, you will only be able to get Carer's Allowance for 28 days if the person you are caring for is in hospital. This is because to get Carer's Allowance the person you are looking after must continue to receive DLA, PIP, Attendance Allowance or Constant Attendance Allowance, and this will stop after they have been in hospital for 28 days.

If you are looking after a child who was under 18 when they went into hospital then their DLA or PIP can continue to be paid for the whole time they are there.

Stays in hospital/residential care that are separated by 28 days or less are added together when deciding whether DLA, PIP or Attendance Allowance should stop (called the 'linking rules').

## Going into care

The DLA care component, the PIP daily living component, and Attendance Allowance will stop after 28 days in residential care if the social services / social work department have arranged the placement and help with the costs. Stays in residential care/hospital that are separated by 28 days or less are added together when deciding whether DLA, PIP or Attendance Allowance should stop (called the 'linking rules').

Your Carer's Allowance will stop once the DLA, PIP, or Attendance Allowance of the person you are looking after stops. However, if you have also had breaks from caring for other reasons your Carer's Allowance may stop sooner.

Always let the Carer's Allowance Unit know (or the Disability and Carers Service in Northern Ireland) if you take a break. For example, you must let them know if the person you're looking after has to stay in hospital or residential care, or if you go into hospital.

If your Carer's Allowance stops due to a break in care you may be able to claim Carer's Credit to protect your National Insurance contribution record during the break. You can find out more about Carer's Credit at [carersuk.org/carerscredit](https://www.carersuk.org/carerscredit)

You should also let the relevant DLA, PIP or Attendance Allowance office know about any time spent in hospital or a care home. Other benefits can

also be affected by a stay in residential or hospital care. For more information, seek advice from your local advice centre, which you can search for at [advicelocal.uk](https://www.advicelocal.uk)

## Going abroad

DLA, PIP and Attendance Allowance can sometimes continue for up to 26 weeks of a temporary stay abroad. You can continue to get Carer's Allowance whilst you are abroad if you meet any of the following conditions:

- You go abroad with the person you look after, and they continue to receive their qualifying disability benefit, and the purpose of your trip is to look after them. In this case, Carer's Allowance can be paid for up to 26 weeks.
- In any other circumstances, Carer's Allowance can be paid for up to 4 weeks.

Income Support/Pension Credit can continue to be paid for up to 4 or 8 weeks if you go abroad for on a temporary basis. To check this and eligibility for other benefits when you go abroad, seek advice from your local advice centre or search for a local centre on this website:

[advicelocal.uk](https://www.advicelocal.uk)

## Getting a benefits check

You may be entitled to benefits that you are not claiming and which might help to pay for extra care.

▶▶ **Note:** You can get a personalised benefits check online, for example at: [carersuk.org/benefits-calculator](https://www.carersuk.org/benefits-calculator). It will take about 20 minutes to complete.

These online tools are not suitable for everyone. Special rules apply to some groups of people, for example students, people under 18, people in permanent residential care, UK nationals who live abroad and people who are not British or Irish citizens.

You may be able to get face-to-face benefits help from a local advice centre such as your local Citizens Advice Bureau, Age UK, carers organisation or disability charity Search for local advice centres at [advice.local.uk](http://advice.local.uk)

## Directory of useful organisations

Unless otherwise specified, these organisations cover England, Wales, Scotland and Northern Ireland. Many are likely to have paused their services or changed the way they operate due to COVID-19. Please contact the organisations directly to find out more. You may also find our local directory of carers' organisations a useful source of reference: [carersuk.org/help-and-advice/get-support/local-support](http://carersuk.org/help-and-advice/get-support/local-support)

### Getting help to arrange a break

**3H Fund** provides subsidised group holidays in and around the UK for disabled people. You may also be able to apply for a grant to help towards the cost of a holiday.

**w:** [3hfund.org.uk](http://3hfund.org.uk) | **t:** 01892 860 207 | **e:** [info@3hfund.org.uk](mailto:info@3hfund.org.uk)

**AccessAble** brings together accessibility feedback from lots of venues across the UK including shops, pubs, restaurants, cinemas, theatres, railway stations and hotels. **w:** [accessable.co.uk](http://accessable.co.uk) | **e:** [hello@AccessAble.co.uk](mailto:hello@AccessAble.co.uk)

**The Calvert Trust** offers outdoor adventure activities in the countryside for disabled people, their families and friends. They also provide care packages to enable the carer to go separately on holiday while providing care for the person who's cared for or a couples or family holiday can be arranged with the support of their care team. The trust runs three purpose-built centres with full-board or self-catering accommodation around the UK offering a range of sports and recreational activities.

**w:** [calvert-trust.org.uk](http://calvert-trust.org.uk) (Exmoor & Kielder) | [calvertlakes.org.uk](http://calvertlakes.org.uk) (Lake District) **t:** 01598 763 221 (Exmoor), 01434 250232 (Kielder), 017687

72255 (Lake District) | **e:** [exmoor@calvert-trust.org.uk](mailto:exmoor@calvert-trust.org.uk) (Exmoor), [enquiries@calvert-kielder.com](mailto:enquiries@calvert-kielder.com) (Kielder), [enquiries@calvertlakes.org.uk](mailto:enquiries@calvertlakes.org.uk) (Lake District)

**Caring Breaks** (Northern Ireland only) provides regular short respite breaks for the family carers of adults with a learning disability **w:** [caringbreaks.com](http://caringbreaks.com) | **t:** 028 9070 9118

**Centre for Independent Living** (Northern Ireland only) provides information and advice on getting direct payments, using personal budgets and employing carers and personal assistants. **w:** [cilni.org](http://cilni.org) | **t:** 028 9064 8546 | **e:** [info@cilni.org](mailto:info@cilni.org)

**Diabetes UK Family Weekenders.** These are organised trips for children and young people with type 1 diabetes and their family. They are organised by professionals and trained volunteers to offer support and time out. Some limited funded places are available.

**w:** [diabetes.org.uk/how\\_we\\_help/type-1-events/family-events](http://diabetes.org.uk/how_we_help/type-1-events/family-events) | **t:** 0345 1232 399 | **e:** [Type1Events@diabetes.org.uk](mailto:Type1Events@diabetes.org.uk)

**Disability Aid Trust** pays towards the cost of a holiday care assistant for young people and adults with a physical disability (who are aged 17 and older) if they are unable to go on holiday without one.

**w:** [disabilityaidtrust.org.uk](http://disabilityaidtrust.org.uk) | **t:** 0800 028 0647

**e:** [secretary@disabilityaidtrust.org.uk](mailto:secretary@disabilityaidtrust.org.uk)

**Disability Rights UK** publish a guide 'Holidays in the British Isles' about where to stay, what to do and what's accessible. It costs £5.00.

**w:** [disabilityrightsuk.org/shop/holidays-british-isles](http://disabilityrightsuk.org/shop/holidays-british-isles)

**Family Fund** provides grants towards the cost of holidays and other services for families on a low income who are caring for a child with a severe disability.

**w:** [familyfund.org.uk](http://familyfund.org.uk) | **t:** 01904 550 055 | **e:** [info@familyfund.org.uk](mailto:info@familyfund.org.uk)

**Family Fund "Take a Break"** (Scotland only) provides grants for short breaks for the carers of disabled children, young people (up to aged 20) and their families in Scotland.

**w:** [takeabreakscotland.org.uk](http://takeabreakscotland.org.uk) | **e:** [info@takeabreakscotland.org.uk](mailto:info@takeabreakscotland.org.uk)

**Family Holiday Association** provides breaks at holiday sites or grants, to help with the cost of a holiday, to families on a low income in need of a holiday away from home. Grants are given to families who have not been on holiday for the past four years. The family must have at least one child under the age of 18.

**w:** [familyholidayassociation.org.uk](http://familyholidayassociation.org.uk) | **t:** 020 3117 0650

**e:** [info@fhaonline.org.uk](mailto:info@fhaonline.org.uk)

**Hospice UK** provides a hospice information service with a directory of local hospices around the UK which offer short or longer-term breaks for people with a terminal illness. **w:** [hospiceuk.org](http://hospiceuk.org) | **t:** 020 7520 8200

**e:** [info@hospiceuk.org](mailto:info@hospiceuk.org)

**Holiday Homes Trust** provides self-catering caravan accommodation for families, groups, and their carers. They cater for people with a disability or illness and low or single-income families.

**w:** [holidayhomestrust.info](http://holidayhomestrust.info) | **t:** 020 8433 7290 | 020 8433 7291

**e:** [holiday.homes.trust@scouts.org.uk](mailto:holiday.homes.trust@scouts.org.uk)

**Leonard Cheshire Disability** provides a range of practical support services for people with disabilities and their families and carers. They run carers' breaks, residential respite care and short break services to allow carers to have either a short break or a longer holiday.

**w:** [leonardcheshire.org](http://leonardcheshire.org) **t:** 020 3242 0200 (England) | 0131 346 9040

(Scotland) 01633 422 583 (Wales) | 028 9024 6247 (Northern Ireland)

07895 207 659 (Northern Ireland) **e:** [info@leonardcheshire.org](mailto:info@leonardcheshire.org) (England)

**e:** [scotlandoffice@leonardcheshire.org](mailto:scotlandoffice@leonardcheshire.org) (Scotland)

**e:** [walesoffice@leonardcheshire.org](mailto:walesoffice@leonardcheshire.org) (Wales)

**e:** [northernirelandoffice@leonardcheshire.org](mailto:northernirelandoffice@leonardcheshire.org) (Northern Ireland)

**Masonic Charitable Foundation** offers grants for the costs of respite care for Masonic family carers who provide vital support for a loved one. Their grants can support short-term residential care breaks, or care in an individual's own home or day centre. **t:** 020 3146 3333

**w:** [mcf.org.uk/support](http://mcf.org.uk/support)

**Options Supported Holidays** runs escorted group holidays for adults with learning difficulties. Holidays take place throughout the year around the UK, Mediterranean and other overseas destinations.

**w:** [optionsholidays.co.uk](http://optionsholidays.co.uk) | **t:** 01285 740 491

**e:** [office@optionsholidays.co.uk](mailto:office@optionsholidays.co.uk)

**Phab England** promotes the integration of people with and without physical disabilities. They run a variety of residential projects and holidays.

**w:** [phab.org.uk](http://phab.org.uk) | **t:** 020 8667 9443 | **e:** [info@phab.org.uk](mailto:info@phab.org.uk)

**Revitalise** has holiday centres for people with disabilities and their carers. You may also be able to apply for a grant to help towards the cost of a holiday.

**w:** [revitalise.org.uk](http://revitalise.org.uk) | **t:** 0303 303 0145 | **e:** [bookings@revitalise.org.uk](mailto:bookings@revitalise.org.uk)

**Shared Care Scotland (Scotland only)** has a range of services including information and a directory of break services.

**w:** [sharedcarescotland.org.uk](http://sharedcarescotland.org.uk) | **t:** 01383 622462

**e:** [office@sharedcarescotland.com](mailto:office@sharedcarescotland.com)

**Tourism for all** provides holiday and travel information for people with disabilities and their carers.

**w:** [tourismforall.org.uk](http://tourismforall.org.uk) | **t:** 0845 124 9971

**e:** [info@tourismforall.org.uk](mailto:info@tourismforall.org.uk)

**Traveleyes** offers group holidays for blind, visually impaired and sighted people to a wide range of holiday destinations around Asia, Europe and the Americas.

**w:** [traveleyes-international.com](http://traveleyes-international.com) | **t:** 0113 834 6094

**Turn2us** is an independent charity that can help you to find sources of financial support based on your particular needs and circumstances.

**w:** [turn2us.org.uk](http://turn2us.org.uk) | **t:** 0808 802 2000

## Finding care yourself

### England

**The Care Quality Commission** – which is the health and social care regulator for England – has an online directory of registered independent care services. It also provides an independent quality rating to help you decide which service to use. **w:** [cqc.org.uk](http://cqc.org.uk) | **t:** 03000 616 161

**e:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**The United Kingdom Homecare Association** is a professional association of home care providers. It has a 'Homecare Agency Finder' directory of home care organisations, many of which provide short-term care. They also have a guide called 'Choosing Care at Home'.

**w:** [ukhca.co.uk](http://ukhca.co.uk) | **t:** 020 8661 8188 | **e:** [enquiries@ukhca.co.uk](mailto:enquiries@ukhca.co.uk)

### Wales

**The Care and Social Services Inspectorate Wales** – which is responsible for inspecting social care and social services in Wales – has an online directory of registered care services. It also has inspection reports to help you decide which service to use.

**w:** [careinspectorate.wales](http://careinspectorate.wales) | **t:** 0300 7900 126 | **e:** [ciw@gov.wales](mailto:ciw@gov.wales)

### Scotland

**The Care Inspectorate** – which regulates and inspects care services in Scotland – has an online directory of registered care services.

It also has inspection reports to help you decide which services to use.

**w:** [careinspectorate.com](http://careinspectorate.com) | **t:** 0345 600 9527

**e:** [enquiries@careinspectorate.gov.scot](mailto:enquiries@careinspectorate.gov.scot)

**Shared Care Scotland** – has a range of services including information and a directory of break services.

**w:** [sharedcarescotland.org.uk](http://sharedcarescotland.org.uk) | **t:** 01383 622462

**e:** [office@sharedcarescotland.com](mailto:office@sharedcarescotland.com)

### Northern Ireland

**The Regulation and Quality Improvement Authority** – which is the independent health and social care regulator for Northern Ireland – has an online directory of registered care services. It also has inspection reports to help you decide which services to use.

**w:** [rqia.org.uk](http://rqia.org.uk) | **t:** 028 9536 1111 | **e:** [info@rqia.org.uk](mailto:info@rqia.org.uk)

### England, Wales, Scotland

**ACAS (Advisory, Conciliation and Arbitration Service)** provides advice and information to employers and employees including information on employing personal care workers

**w:** [acas.org.uk](http://acas.org.uk) | **t:** 0300 123 1100

This factsheet is designed to provide helpful information and advice. It is not an authoritative statement of the law. We work to ensure that our factsheets are accurate and up to date, but information about benefits and community care is subject to change over time. We would recommend contacting the Carers UK Helpline or visiting our website for the latest information.

Give us your feedback on this factsheet by emailing your comments to [info@carersuk.org](mailto:info@carersuk.org)  
This factsheet was updated in April 2021. Next review due April 2022.

### **Carers UK Helpline**

For expert information and advice about caring.

 **0808 808 7777**  
(Monday – Friday 9am-6pm)

 [advice@carersuk.org](mailto:advice@carersuk.org)

### **Carers UK**

20 Great Dover Street  
London SE1 4LX  
020 7378 4999  
[info@carersuk.org](mailto:info@carersuk.org)

### **Carers Wales**

029 2081 1370  
[info@carerswales.org](mailto:info@carerswales.org)

### **Carers Scotland**

0141 445 3070  
[info@carerscotland.org](mailto:info@carerscotland.org)

### **Carers Northern Ireland**

028 9043 9843  
[advice@carersni.org](mailto:advice@carersni.org)

### **However caring affects you, we're here.**

Caring will affect us all at some point in our lives.

With your help, we can be there for the 6,000 people who start looking after someone each day. We're the UK's only national membership charity for carers: join us for free at [carersuk.org/join](https://carersuk.org/join)

We're both a support network and a movement for change.

Visit us at our website to join us, help us or access more resources: [carersuk.org](https://carersuk.org)

**This information can be requested  
in large print or as a text file.**