

Supporting Ukrainian Family Carers in Ireland:

A Guide for Volunteers and Staff.

Acknowledgements

This guide has been developed by Care Alliance Ireland in collaboration with members of the Ukrainian community in Ireland.

We would particularly like to thank them for their dedication to this project from the very start, and for being instrumental in developing and deciding on the content of this guide.

This guide is available for download from the Care Alliance Ireland website: www.carealliance.ie. Links and references are correct at the time of publishing (October 2023).

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**The Community
Foundation for Ireland**



Слава Україні

Introduction

Care Alliance Ireland is the National Network of Voluntary Organisations supporting family carers. Our vision is that the role of family carers is fully recognised and valued by society in Ireland.

We exist to enhance the quality of life for family carers. We achieve this by supporting our member organisations in their direct work with family carers through the provision of information, developing research and policy, sharing resources, and instigating opportunities for collaboration.

There are in the region of 500,000 family carers in the Republic of Ireland. Family carer support is provided by a number of organisations, including those dedicated solely to carer support and others who support carers as part of their response to individuals with specific conditions. We work with our member organisations and other agencies to support them in their work with family carers.

Our legitimacy derives in part from our membership base, which includes a wide range of organisations currently providing services to Ireland's family carers. Our membership is comprised of both large and small, regional and national organisations.

In early 2020, we set up the Online Family Carer Support Group, which now has over 5,000 active members. In 2021, we set up two new projects: Kaleidoscope, to support family carers return to the paid workforce, and Return

Ready, to enhance the information and communication technology (ICT) skills of family carers. These two projects have formed the basis for our most recent funded project, Re-Emerge.




What Is This Guide About?

On 24 February 2022, Russia invaded and occupied parts of Ukraine in a major escalation of the Russo-Ukrainian War, which began in 2014. The invasion has resulted in tens of thousands of deaths on both sides, and instigated Europe's largest refugee crisis since World War II. Thousands of people have been killed or injured since, with over 14 million people displaced. There are now more than 80,000 Ukrainians, displaced by the war, living in Ireland. More arrive on a daily basis, seeking safety for themselves and their families.

Although we do not know for sure how many of these refugees are, by Irish standards and definitions, family carers, we know that a certain proportion are. They are caring for a member of their family who is disabled, has a long-term health condition or needs additional help and support. They may not define themselves as family carers, but by reference to Irish policy, they certainly are. We talk about this definition of family care in Ireland in a later section of this guide.

In June 2022, as part of National Carers Week, we in Care Alliance Ireland created a project to ensure that Ukrainian family carers received a merchandise pack, including Carers Week-branded merchandise (trolley coins for grocery shopping, toiletry pouches, chocolates and other gifts). The feedback we received was positive, and so when the opportunity arose to apply for funding from the Community Foundation of Ireland's "Ireland for Ukraine" funding stream, we did so. We were successful, and it is thanks to



that funding that this booklet and our 2023 Carers Week Packs project have come about.

This guide specifically aims to provide an overview and introductory information to not-for-profit organisations, health and social care staff, and volunteer groups that find themselves supporting Ukrainian family carers in Ireland. Readers of this guide might be volunteering with a local Ukrainian–Irish group, or working for a disability-specific or condition-specific organisation. You might be very familiar with supporting family carers, but not quite sure how to begin this work with Ukrainians, especially those who have come to Ireland because of the war. On the other hand, you might be working with Ukrainians here, not knowing how to support them in their responsibilities as family carers.

This guide cannot include all the information you might need; we simply don't have the space or the capacity to go through every single possibility. However, what this guide does is give an overview of what it means to be a family carer, and what it means to be Ukrainian in Ireland during this difficult time. We have included links to other more indepth material that you might find helpful. This guide should be seen as a starting point for volunteers or paid staff to become aware of the different types of challenges Ukrainian family carers might be facing, so far from home and in a system that is completely unfamiliar.

The Team

We in Care Alliance knew that in developing this guide we needed to involve the experts in being a Ukrainian family carer in Ireland. While we have considerable experience in the family carer sector, it would be wrong of us to assume we have all the answers. We wanted to develop this guide using Public & Patient Involvement principles, as these are critical to our work.

So we recruited two Ukrainian team members to work on the project with our Senior Policy & Research Officer Zoe.



***Photo R-L** Tetyana Krevets, Yevhen Kavun and Zoe Hughes at the PPI Summer School in University of Limerick, June 2023*

Yevhen Kavun came to Ireland in June 2022, from the Ukrainian city of Berdyansk, which had been under Russian occupation for 3 months. For the last 6 years he has been working with local communities in the Zaporizhzhia, Donetsk and Luhansk regions as a dialogue facilitator and mediator helping to resolve group conflicts between local authorities and citizens.

Tetyana Krevets was born in Ukraine and has been living in Ireland since 2000. She began her career as a veterinary surgeon in Lviv, and is now a full-time family carer to her youngest son who is autistic and dyspraxic. In March 2022, her family – her sister, niece and two grandchildren – from Ukraine came to Ireland to gain protection from the war. She cares for both her sister and niece, who have intellectual disabilities and require additional supports.

Together we have developed this guide, deciding through our different expertise what should be included, including links to further information. It includes information we believe you need to know about Ukraine, its history and culture, the challenges facing Ukrainians in Ireland, and the types of support that Ukrainian family carers need. Included at the end of this guide is a list of links and resources mentioned throughout the guide, and others which may be helpful.

The Impacts of Family Care

Being responsible for the care and safety of a loved one can have both positive and negative impacts for a family carer. These can include significant financial, physical and mental health impacts.

Every two years, beginning in 2020, Family Carers Ireland have undertaken and published their 'State of Caring' research, which outlines many of these impacts. Some of the key findings of their latest report (2022) are:

- 68% of family carers experience financial distress
- 70% report difficulty accessing services for at least one of the people they care for
- 23% are cutting back on essentials such as food and heat to make ends meet
- 43% of family carers rate their health as good or very good, in comparison to 85% of the general population.



Family Carers in Ireland

Who is a Carer?

Someone who provides regular, unpaid support for a friend or family member with a long-term illness, health problem or disability (CSO, 2022)



Who Cares?

516,770 or **12.5%** of the population aged 15 and over (CSO, 2022a)



What's the Kinship?

86% of family carers are family members. Most are caring for an ageing parent or a child with high support needs. (CSO, 2017)

€244 per week

– The additional cost of caring for an adolescent with additional needs (MacMahon, Boylan & Thornton, 2022)

What are the financial supports for family carers?

92,906 carers receive the Carers Allowance. **Over 130,830** receive the Annual Carer Support Grant. (Pers. Comm, 2023)



Is the Role Challenging?

88% of carers feel stressed trying to balance caring with other family and work responsibilities (FCL, NCPH & UCCD, 2016/18, 2019)



What are some of the the Impacts of Caring?

68% of carers experience financial distress (FCL, 2022)

71% of carers feel left out of society (FCL, 2022)

38% higher probability of experiencing depression than the average population (Cullagher & Wetherall, 2020)

Ethnic Background

10% of family carers in Ireland are from an ethnic background other than 'white Irish'. (CSO, 2017)



What's the Gender Mix?

Women account for the majority of family carers in Ireland, however the number of male carers is increasing - currently nearly **40%** of all carers are male. (CSO, 2017)



66,956

Young Carers - aged 10-17 (FCL, 2020a)



How Many Home Support Service Hours Are Provided Each Year?

21.24m in 2022 (HSE, 2022, excludes Personal Assistant and Home Support services delivered through Disability Services)



What Share of the Social Welfare Pie Do Family Carers Get?

6.7% Percentage of overall Dept of Employment Affairs and Social Protection Budget spent on income supports for family carers (DEPA, 2023)



Are There More Older Carers Now?

The number of older carers has increased by over

50% since 2006 (CSO, 2017)



What Are Sandwich Carers?

Usually people caring for children and parents at the same time. The highest concentration of caring in our population is in the 40-55 age group. (CSO, 2017)



What Is the Financial Contribution of Family Carers?

€20bn per year (FCL, 2021)



Can Family Carers Combine Working and Caring?

59% of family carers combine paid work and family care (CSO, 2017)



Sources of Information

- CSO (2017) Census 2016, Chapter 9: Health, Disability and Caring.
- CSO (2022) Census 2022, Household Form, Question 23.
- CSO (2022a) Census Preliminary Results.
- Department of Public Expenditure and Reform (2023) Revised Estimates for Public Services 2023, p206.
- Family Carers Ireland, College of Psychiatrists of Ireland & University College Dublin School of Nursing, Midwifery & Health Systems (2019) Paying the Price - The Physical, Mental and Psychological Impact of Caring.
- Family Carers Ireland (2020a) Young Carers in Ireland: Insight into the Prevalence and Experiences of Young Carers in Ireland using data from the HBSC 2018 Study.
- Family Carers Ireland (2021) 2022 Pre-Budget Submission.
- Family Carers Ireland (2022) State of Caring Report, p9.
- Gallagher, S., & Wetherall, M. (2020) Risk of depression in family caregivers: Unintended consequence of COVID-19. BJPsych Open, 6(6), E119.
- HSE (2023) HSE 2023 National Service Plan.
- MacMahon, B., Boylan, H. & Thornton, R. (2022) Care at Home: Costs of Care Arising from Disability. The additional costs of a Minimum Essential Standard of Living for a household caring for an adolescent with a profound intellectual disability.
- Personal Communication (2023) (Department of Social Protection Official – March 3rd)

What this all means is that if you are supporting Ukrainians in Ireland who have family care responsibilities, you should know the extra impact this caring role can have on those you are supporting.

Ukraine – An Overview



History

On 24 August 1991, the Verkhovna Rada of the Ukrainian Soviet Socialist Republic proclaimed the Act of Independence, declaring an independent nation. The All-Ukrainian referendum, which took place on 1 December 1991, ratified the earlier declaration of independence from the USSR, and established the status of an independent country for Ukraine. According to the results of this referendum, the majority of the population, in all regions of the country, supported the Act of Independence.

In January–February 1992, Ukrainians approved their flag, small coat of arms and the melody of the national anthem and began building an independent state and market economy.

In 1995, Ukraine became a member of the Council of Europe. In 1996 it signed the EU Integration Strategy, and in 1997 it signed the Charter on the Special Partnership between Ukraine and NATO. In September 1996, the National Bank carried out a monetary reform and the national currency, the hryvnia, was introduced.

Culture

Obviously we cannot speak about Ukrainians as a uniform cultural group; however, in general, many Ukrainians are straightforward, and as a society they value honesty, freedom and responsibility. They can sometimes come across as 'blunt' from an Irish perspective, not because they don't like something or someone, but because of their straightforward and honest nature. At the same time, they are trusting and open to new experiences, friendly and hospitable. Freedom of choice, movement, thought and self-realisation are very important to all Ukrainians, which could be seen as a result of their complex and difficult recent history.

Food

The diet of Ukrainians consists of meat and vegetable products. In winter seasons, more meat, canned vegetables and fruits are consumed, and in summer fresh fruits from gardens – plums, cherries, sweet cherries, strawberries, raspberries, watermelons, melons, pears. Fruits are large and sweet, and vegetables are full of flavour.

Daily Life

Ukrainians are hardworking people; many have their own gardens and fields that they farm. Villagers often only work in the fields. The working hours of an ordinary Ukrainian are 08:00 to 17:00 five days a week, with days off on Saturday, Sunday and Orthodox Christian holidays.

Humour

Ukrainians like humour, which can often be peculiar to them. It is usually expressed in irony and sarcasm. Even jokingly, Ukrainians remain serious about what they talk about. This is emphasised by the proverb: *“there is some truth in every joke”*.

Technology and Infrastructure

Ukraine is a technologically advanced country. You can become a client of any bank in 30 minutes and receive a currency card for personal use. The network coverage of the mobile operators is excellent almost throughout the country, and there is fast wired and wireless internet. Transport runs regularly in almost all directions with an interval of 30 minutes to an hour. Night trains run for long distances (with an overnight stay for the duration of the journey) – from 6 to 15 hours on average.

Health System

Unlike in Ireland, in Ukraine there is no Medical Card system. There is a simple registration system instead, which means that all citizens have access to services they need, regardless of their income levels.

You can usually get to see a doctor on the same day, within a few hours. Public services like GPs, hospitals, etc. are free to access, with most basic health tests free and charges for more advanced scans and tests.

Disability access is still evolving throughout the country, and access to health centres and other public buildings can be difficult, in particular for wheelchair users.

One thing that is quite different here in Ireland is that many medications are only available on prescription. In Ukraine, many medicines can be purchased at pharmacies with or without a prescription. We talk later in the guide about the difficulties this can cause for family carers who have come in Ireland.



A Note on 'Being' with Trauma

People coming from Ukraine to Ireland have come from different parts of the country and have different experiences of the war. For most Ukrainians the topic of war is sensitive in itself, especially if it has touched them or their families personally. People who lived in the south-east of the country, in the Zaporizhzhia, Kherson, Donetsk, Luhansk and Kharkiv regions, whose territories have either been or remain occupied by Russian troops, may be particularly personally affected. Many of the people from these areas are now homeless and have nowhere to return to.

Many people who have come from Ukraine are particularly sensitive to and might avoid the topic of war, or have an increased emotional reaction to any reminder of the war, including tears, sadness and anger. Ukrainians coming from regions particularly affected by the war are likely to have issues such as justice, safety and security as top priorities, along with a desire for their voices and stories to be heard and understood. Others may not want to talk about it at all.

Humour and encouragement, which very often are how Irish people cope with traumatic events, may look and feel out of place. If you find out that a Ukrainian or their family survived the occupation of their city or active hostilities nearby and the conversation has focussed on the topic, it is best to express your understanding of the situation and your empathy.

Here are some of the phrases you can use to express understanding:

- I'm sorry you had to go through this.
- It's hard to believe.
- No one deserves to be in this situation.
- It's great that you're here now and in a safe place.

You can ask: Who did you come with? Are all your relatives safe?

You can talk about your own worries about the war in Ukraine, and empathise with them. Tell them how you are happy to be here, helping this family or person.

We do recommend getting support in order to work with people coming from situations of war who are experiencing significant impacts of trauma. However, there are some excellent resources already developed across organisations which may be helpful to your staff and volunteers working in this situation:

- **Time of War Resources – Resources for psychologists, refugees and members of the general public during times of war.**

The Psychological Society of Ireland:

<https://www.psychologicalsociety.ie/footer/Time-of-War-Resources>

- **'Understanding trauma and supporting the needs of people fleeing war and/or persecution' - Directory of Resources.** HSE:
<https://www.hse.ie/eng/about/who/primarycare/socialinclusion/about-social-inclusion/news/directory-of-resources.pdf>

Main Challenges for Ukrainian Family Carers in Ireland

As you can imagine, coming to a different country, with a language different to the one you speak at home, and having to navigate a complex health and social care system, is incredibly challenging. Ukrainian family carers find themselves not only coming from a traumatic recent past, having lived through violence and considerable upheaval, but also faced with a very different health and social care system.

This section outlines four of the main difficulties Ukrainian family carers are likely to face on arrival and as they begin to get used to Ireland. We include in these sections some suggestions for how to best support Ukrainian family carers in Ireland with these issues.

Identifying as a Family Carer

Just like so many Irish people, many Ukrainians may not see themselves as a ‘family carer’. This is such a common issue for those who care for their friends and family that we in Care Alliance (along with others across the sector) have written a number of papers and reports about it:

- Discussion Paper 1 – Defining Carers (2015)
<https://bit.ly/DefiningCarers1>
- Discussion Paper 11 – Defining Carers Update (2022)
<https://bit.ly/DefiningCarers2>

- Defining and profiling family carers: reflections from Ireland.

International Journal of Care and Caring

<https://doi.org/10.1332/239788217X15018372247977>

Generally, in Ireland we use the definition from the Irish Census, which states that a family carer is someone who provides “*regular unpaid personal help or support to a family member, neighbour or friend with a long-term illness, health issue or an issue related to old age or disability*”.

For most people, helping and supporting friends and family who need it is just ‘what you do’. This is true; however, family carers in Ireland are entitled to many supports. It’s important that you know about the main ones, and how to help people you’re working with apply for them. We have listed many, along with links, in a later section of this guide.

So, we would recommend that when you are speaking to or working with Ukrainians who have come here recently, you ask a few questions to check whether they are a family carer. If they are, then you can help them access the right information, which might make their lives as family carers that bit easier. The simplest way to do this is to ask if anyone they are living with, or in their family, is disabled or has a physical or mental health difficulty.

However, because of language differences, and the stigma that can come with being disabled or sick, it might not be as easy as that. Some questions you could ask are:

- 1) Does anyone in your family need help with getting dressed, eating, personal hygiene, or similar? (Other than the usual tasks of parenting young children.)
- 2) Is anyone you live with using mobility aids like a wheelchair, walking stick or rolled walker?
- 3) Do you need to stay with any members of your family because you are worried they might hurt themselves or wander off, or because they have medical problems you need to help them with?

If they say yes to any of these questions, it is very likely that they come under the current Irish definition of ‘family carer’. They don’t need to be related by blood or marriage to the person they care for; it can be a friend or neighbour. Also, don’t forget that they might be caring at a distance; the person they have been caring for, and continue to care for, may still be living in Ukraine, or in a different part of the world.

While people caring at a distance will not be eligible for many of the financial supports available to those caring full-time here in Ireland, many of the emotional, financial and mental health impacts of being a family carer may be impacting them. It is important for them to get the appropriate supports if possible.

If they speak English, it might be helpful to link them to community groups for family carers in their area, or some online groups. We have included a listing of these later in this guide.

Language

Many Ukrainians coming to Ireland have minimal English, which obviously makes accessing services here difficult. This is made worse by the often-complex nature of various health conditions, which can include technical language and jargon as part of the diagnosis.

Where possible, we encourage organisations to create Ukrainian and Russian versions of their main information sheets, or to ensure that their websites can be translated easily using Google Translate or similar services.

Accessing interpreters is not easy and can be cost-prohibitive for small organisations and even large ones. However, there are many free services that can be used on computers, mobile phones or tablets which help with translation, such as Google Translate

(<https://translate.google.com/?sl=en&tl=uk&op=translate>).

Google Translate has a free app for mobile phones which can also be used to read out translated phrases in 133 languages.

The Health Service Executive (HSE) has created emergency multilingual guides to help professionals and volunteers communicate in the context of health emergencies, intake to hospital settings, and general medical enquiries. It might be useful to have copies of this available within your organisation.

- HSE Emergency Multilingual Aid – Ukrainian:

<https://www2.hse.ie/services/healthcare-in-ireland/ema-ukranian.pdf>

- HSE Emergency Multilingual Aid – Russian:

<https://www.hse.ie/eng/services/publications/socialinclusion/ema-russian.pdf>

Many organisations around the country provide free or low-cost English language classes for Ukrainians, and it may be helpful to find your local group offering these and share the information with family carers you support. The opposite is also true; if you are reading this guide and come from an organisation offering English language classes for Ukrainians, consider approaching family carer and disability organisations to link up and work together.

The Irish Refugee Council has established a helpline and chat service to support people who have fled Ukraine, staffed by both Ukrainian and Russian speakers. The helpline is confidential and independent, and provides information:

- Opening times:

- Phone calls via **+353 (1) 913 1528**: Monday to Friday 10am to 1pm. Web chats (accessible via the webpage below): Monday and Friday 10am to 1pm.

- <https://www.irishrefugeecouncil.ie/ukrainian-language-information-helpline>

Access to Healthcare

Ukrainian people can access the same health and social care services as other people living here. They can apply for a Medical Card, and health screening services are offered upon arrival, including access to Covid-19 advice and vaccinations.

However, even when people have been here for a year or more, they can find the Irish health system complex and difficult to navigate. People caring for others with complex medical conditions will need assistance to access the services that others may take for granted.

The HSE has developed a webpage with health information translated into Ukrainian and Russian, specifically including information that Ukrainians living in Ireland are likely to need:

- Healthcare services for Ukrainian nationals in Ireland (HSE web page)
 - English: <https://bit.ly/HealthcareInIreland>
 - Russian: <https://www.hse.ie/eng/services/healthcare-in-ireland/russian/ukrainian-nationals.html>
 - Ukrainian: <https://www.hse.ie/eng/services/healthcare-in-ireland/ukrainian/ukrainian-nationals.html>

If there is a child in the family who might have additional health needs (such as a condition like diabetes or epilepsy) or who has an existing or suspected diagnosis of neurodiversity, there is a Pathway for Migrant Child Health which may be useful. It outlines the common supports and healthcare journeys for Ukrainians, in particular, here in Ireland, along with other migrant and refugee groups.

- Pathway Planning for Migrant Child Health –

<https://bit.ly/ChildMigrantHealth>

A good point of contact for family carers is the local Public Health Nurse (PHN). PHNs are registered nurses employed by the HSE. They are often based in the local health centre and work in the community, covering a specific geographical area. Public health nurses work in schools, health centres, daycare, community centres and people's homes.

More information about PHNs and how to contact them is available in leaflet form from the HSE:

- PHN Information Leaflet – Ukrainian:

<https://bit.ly/PHNInfoUkrainian>

- PHN Information Leaflet – Russian:

<https://bit.ly/PHNInfoRussian>

Medications and Healthcare Aids

In Ukraine, many medicines can be purchased at pharmacies with or without a prescription. This might mean that those coming to Ireland do not have a prescription for a particular medication that they rely on for themselves or the person they care for.

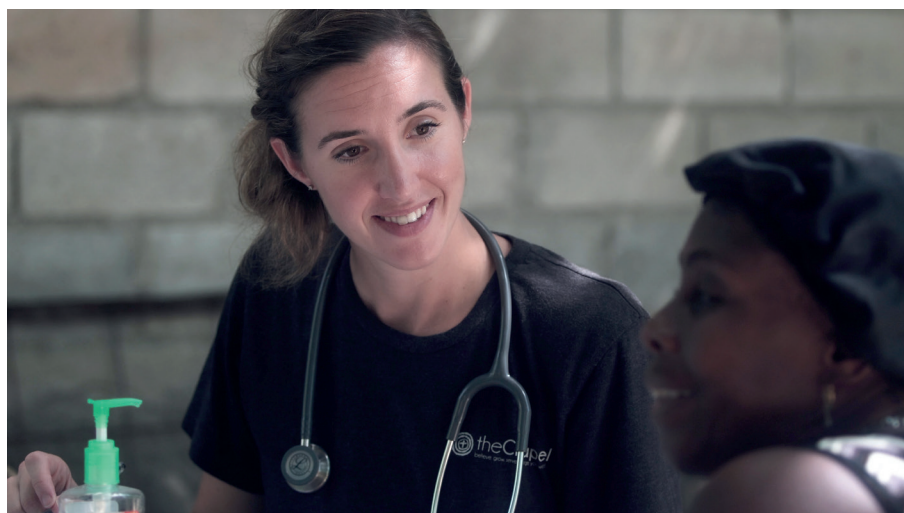
It is very important that people get access to their medications as quickly as possible. Many Ukrainians fleeing the war were only able to take a small supply of medications with them, and may not realise that the medications they relied on in Ukraine are not available here without a prescription, or indeed at all.

When supporting someone who is caring for a person with a health condition, we recommend you ask what medications they rely on for themselves and the person they care for. Help them to find out if they are available here in Ireland without prescription. If they are not, they may require assistance to access a GP to get a prescription.

We have heard that some GPs require a new diagnosis here in Ireland via the health system in order to prescribe medications and for the previous Ukrainian diagnosis to be validated. This is unfortunate, and can be very frustrating for all involved, particularly if someone with dementia, neurodiversity or another condition must go through a lengthy or complex diagnostic process again.

Unfortunately across the health and social care system there are significant delays and restrictions on appointments, tests and healthcare aids such as wheelchairs, continence wear and specialised equipment. It is important to explain this to Ukrainians who are newly arrived to Ireland, to help them understand this new context and prepare for delays.

It is also worth enquiring locally whether there are pharmacies who can provide services in Ukrainian and/or Russian. In bigger urban centres this is more likely, and you may have created such a resource locally already.



Organisations Supporting Ukrainian Family Carers in Ireland

A number of different types of organisations can help if you are working with or supporting people from Ukraine who are family carers. These include family carer-specific groups and disability and condition-specific groups. We list some of the biggest groups below, as they are most likely to be of relevance. However, our website has a full list of the membership of Care Alliance Ireland (<https://www.carealliance.ie/List-of-members>) – all of these organisations understand the need to support family carers and their families.

For most health conditions, there is an advocacy and/or support organisation in Ireland that can provide information. A quick search will likely show up an organisation that can help, or you could make contact with one of the ‘umbrella’ organisations listed below (indicated by an asterisk*); these will be able to point you in the right direction for those you are working with.

Family Carers Ireland



The biggest organisation focussed on directly supporting family carers is Family Carers Ireland. They operate many local groups and support and education programmes and have lots of information leaflets that might be helpful.

To find your local Family Carers Ireland support centre by county go to <https://familycarers.ie/find-us/get-support>

They also deliver the 24/7 National Freephone Careline, which you can call any time on **1800 24 07 24**. While the service is 24/7 the phoneline is staffed by Family Carers Ireland from 9am to 5.30pm Monday to Thursday and from 9am to 5pm on Fridays. Outside of these hours, calls are picked up by The Samaritans.

Acquired Brain Injury Ireland



19,000 people in Ireland acquire a brain injury each year. Acquired Brain Injury Ireland, through their community-based rehabilitation services, help as many as they can to return to independent living.

They do this by providing a range of expert clinical services and supports

specific to the needs of each person with a brain injury, with individually designed rehabilitation plans that assist them in reaching their goals.

They also provide information, training and practical help to those living with an acquired brain injury, as well as their carers and healthcare professionals. They facilitate a programme for family carers called 'On With Life', which includes information, education and training for family carers of people with an acquired brain injury:

<https://www.abiireland.ie/our-services/what-we-do/on-with-life/>

They also have local area managers who can be contacted any time for more information and support. You can find your closest area manager on their website: <https://www.abiireland.ie/contact/>

Age Action



Age Action aims to achieve fundamental change in the lives of older people by empowering them to live full lives as actively engaged citizens, and to secure their rights to comprehensive high-quality services according to their changing needs.

Age Action operates a busy information service on older people's issues and services throughout Ireland. Trained information officers provide information or referrals to appropriate organisations.

The information service is open:

Monday 9:30am–1:30pm and 2:30pm–4:00pm

Wednesday 9.30am–1.30pm

Thursday 9.30am–1.30pm.

Tel: **(01) 475 6989**

Email: info@ageaction.ie

Alzheimer Society of Ireland



THE Alzheimer
SOCIETY OF IRELAND

The Alzheimer Society of Ireland is the leading dementia-specific service provider in Ireland.

The Alzheimer Society of Ireland works across the country in the heart of local communities providing dementia-specific services and supports and advocating for the rights and needs of all people living with dementia and their carers.

They host the Alzheimer's National Helpline **1800 341 341** (Monday–Friday 10am–5pm and Saturday 10am–4pm).

They have a number of resources on their website for family carers:
<https://alzheimer.ie/living-with-dementia/i-am-a-carer-family-member/>

They also provide online and in-person training for family carers:
<https://alzheimer.ie/about-dementia/family-carer-training/>

*Care Alliance Ireland



Care Alliance Ireland is the coordinator of the project that has produced this guidebook. We are an umbrella organisation with 90+ member organisations drawn from across the not-for-profit sector, and are open to membership from any not-for-profit group whose work involves supporting family carers in Ireland.

We look to collaborate with and give guidance to organisations and community groups that support family carers in some way, through our policy and research functions.

We also have two programmes that directly support family carers:

Re-emerge aims to support family carers with their transition back to paid employment. This involves focusing on the family carer's emotional, physical and mental wellbeing along with the practical training required. <https://www.carealliance.ie/Reemerge>

The Online Family Carer Support Group, which was set up in March 2020 in the wake of the Covid-19 pandemic, is facilitated through the Facebook platform and moderated by a mix of health and social care professionals and family carers. It offers a safe space to discuss all aspects of the life of a family carer, to ask for and receive advice, and to learn from other members' experience. The group provides

an opportunity to interact and have fun with a group of people who really understand the struggles members face on a daily basis. There are regular social activities, all currently online, such as a regular book club, monthly quiz nights, weekly coffee mornings, a busy gardening club, art classes and regular chances to win prizes and hampers. Members are also signposted to carer-specific psycho-social/educational activities delivered by other organisations. <https://www.carealliance.ie/OnlineFamilyCarerSupportGroup>

If you would like to contact Care Alliance, you can email info@carealliance.ie.

***Disability Federation of Ireland**



DFI is a federation of member organisations working with people with disabilities to implement the United Nations Convention on the Rights of People with Disabilities and ensure their equal participation in society.

They have a significant membership made up of disability organisations across the country: <https://www.disability-federation.ie/membership/>. They would be particularly good to connect with if you are working with family carers dealing with a specific condition, in order to locate a relevant support group or information about that particular disability.

Email: info@disability-federation.ie

Phone: **(01) 454 7978**

Inclusion Ireland



Inclusion Ireland

The National Association for People
with an Intellectual Disability.

The vision of Inclusion Ireland is an inclusive Ireland where people with an intellectual disability are supported to live and participate as an equal member within the community. They offer information and advocacy services specifically for people with intellectual disabilities, and they also have a number of supports in place for their families and carers, like their Connect Family Network, information on income and supports, future planning, and decision making and consent.

All their information for families and carers is available on their website:

<https://inclusionireland.ie/families-and-cares/>

Email: info@inclusionireland.ie

Phone: (01) 855 9891

Irish Cancer Society



**Irish
Cancer
Society**

The Irish Cancer Society is a community of patients, survivors, volunteers, supporters, health and social care professionals and researchers. Together, they are working to save lives and improve the lives of people affected by cancer in Ireland. They listen to patients and their loved ones and support them by providing free information and care. They fund cancer research to

find better treatments that will save more lives. They work to keep cancer on the Government's agenda, to make sure the Irish healthcare system functions as well as possible to help cancer patients and their loved ones through their diagnosis.

They have a section on their website with many leaflets and information packs which have been translated into Ukrainian –

<https://bit.ly/CancerInfoForUkrainians>

They also have a specific section of their website dedicated to support for carers and loved ones –

<https://www.cancer.ie/cancer-information-and-support/cancer-support/coping-with-cancer/information-for-carers>

You can contact their support service by email or by phone.

Email: supportline@irishcancer.ie

Phone: **1800 200 700**

Mental Health Ireland



The aim of Mental Health Ireland is to promote and enhance mental health, wellbeing and recovery for all individuals and communities. They aim to support people with lived experience of mental health challenges and their supporters and family members in their recovery.

They have a very useful page on their website that lists various specific helplines that anyone can call. Unfortunately, most of these helplines are run solely through the English language.

<https://www.mentalhealthireland.ie/get-support/>

They also have a booklet entitled Mental Health & Family Caring: Supporting the Supporters:

<https://bit.ly/MentalHealthFamilyCaring>

***National Federation of Voluntary Bodies**



The National Federation of Voluntary Service Providers Supporting People with Intellectual Disability is the national umbrella organisation of voluntary/non-statutory agencies who provide direct services to people with intellectual disability and autism in Ireland on the basis of service arrangements with the HSE. Their member organisations account for at least two-thirds of this country's direct service provision to people with an intellectual disability, and support 30,000 people and their families.

While the Federation does not provide supports for families directly, it is a good place for anyone newly arrived to Ireland and caring for or supporting a friend or family member with an intellectual disability who would benefit from being part of a specialised service. You can see all the members of the federation on their website: http://www.fedvol.ie/Our_Members/Default.748.html

Entitlements for Ukrainian Family Carers in Ireland

Medical Card

If someone is coming to Ireland from Ukraine under the Temporary Protection Directive, they may be entitled to a Medical Card immediately. There is a special Medical Card application form for people from Ukraine. This Medical Card application form is also available in Ukrainian and Russian.

- Medical Card Application Form for People from Ukraine – English:
<https://www2.hse.ie/services/healthcare-in-ireland/ukr-medical-card-application-form.pdf>
- Medical Card Application Form for People from Ukraine – Ukrainian:
<https://bit.ly/MedicalCardFormUkrainian>
- Medical Card Application Form for People from Ukraine – Russian:
<https://bit.ly/MedicalCardFormRussian>

GP Visit Card

If they are not entitled to a Medical Card, they may be entitled to a GP Visit Card, which will entitle them to free doctors' visits.

<https://bit.ly/GPVisitCards>

Carer's Allowance

Carer's Allowance is a weekly social welfare payment to people who are caring for a person who needs support because of their age, disability or illness (including mental illness). Their income must be below a certain amount to get Carer's Allowance, and they must be able to show that they are providing full-time care.

To be entitled to Carer's Allowance the person applying must:

- be age 18 or over
- pass a means test
- provide full-time care to a person who is not living in a hospital, convalescent home or other similar institution
- not live in a hospital, convalescent home or other similar institution
- not be employed or self-employed, or do voluntary work, training or any education courses for more than 18.5 hours a week
- be habitually resident in the State.

The person they are caring for must be:

- age 16 or over and so incapacitated as to require full-time care and attention or
- under 16 and qualify for Domiciliary Care Allowance.

To apply, fill in an application form for Carer's Allowance (known as the CR1 form). This form is available in local Intreo Centres or Social Welfare Branch Offices or Citizens Information Centres. You can also download a copy here: <https://www.gov.ie/en/form/068125-carers-allowance-cr1/>

Applicants can get help to fill in the form from their local Citizens Information Centre.

The final part of the Carer's Allowance application form (Part 10) is a Care Report. It includes a medical report which must be signed by the person they are caring for and by their doctor.

Full information about Carer's Allowance is available on the Citizens Information site: <https://www.citizensinformation.ie/en/social-welfare/social-welfare-payments/carers/carers-allowance/>

Domiciliary Care Allowance

Domiciliary Care Allowance (DCA) is a monthly payment for a child aged under 16 with a severe disability. The child must need ongoing care and attention substantially over and above that usually needed by a child of the same age. It is not means tested.

To qualify for DCA the child being cared for:

- must be under 16
- the mental or physical disability must be severe
- the disability must be likely to last for at least one year
- the child must need ongoing care and attention substantially over and above the care and attention usually required by a child of the same age
- the child must be resident in the Irish State

- the child must live at home with the person claiming the allowance for five or more days a week.

Part of the application for DCA includes a medical report from the GP, and significant medical information about the child. It is important that as much detail as possible be given at this stage of the application.

More details about DCA is available on the Citizens Information website:

<https://bit.ly/DCAInfo>

Carer's Support Grant

The Carer's Support Grant is paid to carers once a year by the Department of Social Protection (DSP). Only one Carer's Support Grant can be paid for each person getting care. The Carer's Support Grant is not means tested but is based upon the care needs of the person being cared for.

The grant is paid automatically to people getting Carer's Allowance (both full-rate and half-rate), Carer's Benefit or Domiciliary Care Allowance. If you are not getting one of these payments, you can still qualify for the Carer's Support Grant.

To get the Carer's Support Grant, the applicant must be:

- Aged 16 or over
- Ordinarily resident in Ireland
- Caring for the person on a full-time basis

- Caring for the person for at least 6 months – this period must include the first Thursday in June
- Living with the person being cared for (or if they do not live with them they must meet certain criteria, for example, the person must be able to contact the applicant quickly and directly).

During this six-month caring period, the applicant cannot:

- Work more than 18.5 hours per week as an employee or in self-employment
- Take part in an education or training course for more than 18.5 hours a week
- Get Jobseeker's Allowance or Jobseeker's Benefit
- Sign on for credited contributions
- Live in a hospital, convalescent home or similar institution.

If a person is in receipt of Carer's Allowance, Carer's Benefit or Domiciliary Care Allowance, this grant will be paid automatically. However, if a person is caring full-time and does not qualify for the other payments, they should apply separately for the Carer's Support Grant as they may be eligible.

The application form for Carer's Support Grant can be downloaded here:

<https://www.gov.ie/en/form/c79632-carers-support-grant-csg1/>

Full details about the Carer's Support Grant is available on the Citizens Information website: <https://www.citizensinformation.ie/en/social-welfare/social-welfare-payments/carers/carers-support-grant/>

Resources, Leaflets and Information

There is a lot of useful information for family carers coming from Ukraine at this time. Some is specific to their status as war refugees, and there is also general information about family care in Ireland. To list all of them would be excessive and overwhelming, and so we have chosen the most important to include here.

Where there are translated versions of webpages or leaflets we have included all versions we can find.

In addition, we have created a YouTube video playlist on our Care Alliance Ireland channel with some useful videos. The link for that playlist is <https://bit.ly/UkrainianFamilyCarersYouTube>

Basic Information for Ukrainians Newly Arrived to Ireland

- Citizens Information: Coming to Ireland from Ukraine:
<https://bit.ly/ComingToIreland>
- Healthcare services for Ukrainian nationals in Ireland (HSE webpage)
 - English: <https://www.hse.ie/eng/services/healthcare-in-ireland/english/ukrainian-nationals.html>

- Russian: <https://www.hse.ie/eng/services/healthcare-in-ireland/russian/ukrainian-nationals.html>
- Ukrainian: <https://www.hse.ie/eng/services/healthcare-in-ireland/ukrainian/ukrainian-nationals.html>

Family Carer-Specific Information

- Rights & Entitlements for Family Carers (Family Carers Ireland): <https://familycarers.ie/carer-supports/help-guidance/rights-entitlements>
- Understanding behaviours of concern in children, adults and older people (Family Carers Ireland): <https://familycarers.ie/media/2053/family-carers-ireland-understanding-behaviours-of-concern-in-children-adults-and-older-people.pdf>
- Public Health Nurse Information Leaflet – Ukrainian: <https://bit.ly/PHNInfoUkrainian>
- Public Health Nurse Information Leaflet – Russian: <https://www.hse.ie/eng/services/list/2/primarycare/national-phn-service/public-health-nurse-information-leaflet-russian.pdf>

Information for Staff and Volunteers Working With Ukrainians in Ireland

- Supporting Ukrainian people in Ireland (for HSE staff)

<https://healthservice.hse.ie/staff/procedures-guidelines/supporting-ukrainian-people-in-ireland/>

- Pathway Planning for Migrant Child Health –

<https://bit.ly/ChildMigrantHealth>

- Time of War Resources – Resources for psychologists, refugees and members of the general public during times of war – The Psychological Society of Ireland:

<https://www.psychologicalsociety.ie/footer/Time-of-War-Resources>

- ‘Understanding trauma and supporting the needs of people fleeing war and/or persecution’ – Directory of Resources – HSE:

<https://www.hse.ie/eng/about/who/primarycare/socialinclusion/about-social-inclusion/news/directory-of-resources.pdf>

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