Do you look after someone who couldn't manage without you?

This is for you

Call
01652 650585

www.carerssupportcentre.com
...you provide unpaid necessary care by looking after an ill, frail or disabled family member, friend or a child with additional needs who could not otherwise manage without your support.

The care you provide can be practical, personal, emotional or supervisory. You may need to help with bathing, toileting, grocery shopping, paying bills, doctors’ appointments or just be there on the other end of the phone for reassurance.

The word “Carer” is used for people who provide unpaid care as opposed to those who are paid such as care workers, personal assistants and home helps.

The Carers’ Support Service is here to help all adult Carers who care for an adult or child with additional needs living in North Lincolnshire.

We have a range of services to support Carers which are detailed briefly in this booklet. If you wish to know more please telephone the Carers’ Support Service on 01652 650585.
The Carers’ Support Service can offer:

- Information
- Emotional Support
- Peer Support Groups
- Wellbeing Activities
- Training
- Counselling
- Befriending
- Relaxation Therapies

The Carers’ Support Service is open
9am to 5pm Monday to Saturday
5pm to 8pm Mondays and Thursdays

The Carers’ Support Centre
11 Redcombe Lane, Brigg, North Lincolnshire, DN20 8AU

01652 650585

The Helpline is open
8am to 8pm Monday to Thursday
8am to 6pm Fridays
10am to 4pm Weekends
HELPLINE 01652 650585

Is there an archery club nearby?

What’s a Carers Needs Assessment?

I need help with my son’s EHA plan

I’d like to meet with other Carers

How do I deal with stress?

Where does the Headway Group meet?
Information

The right information at the right time and in the right place is key to meeting your needs as a Carer and helping you to make informed decisions that are right for you.

You can ring us at anytime if you need to find out about a service, how to contact someone or an organisation, or if you are not sure who or what can help.

We can explore the different options with you. If we do not have the information you need to hand we will find out and get back to you when we say we will.

Information is also available through booklets and guides and through our website www.carerssupportcentre.com.

You can also pick up useful information through our Facebook and Twitter pages
www.facebook.com/CarersSupportNL
www.twitter.com/CarersSupportCentre

Hospital Support

If you need support or information while the person you care for is in Scunthorpe General Hospital or Great Oakes you can contact our Hospital Liaison Worker, Bev on 03033 302024 or 01724 282282 Ext 2024 / 078057 56534.

We hold a drop in clinic at both Scunthorpe General Hospital and at Great Oaks. We can also advise if the person you care for is in a hospital outside North Lincolnshire.
Counselling is free and confidential, offering you the chance to talk things through in a relaxed way. Counselling is not about telling you what to do, judging you or making you feel uncomfortable.

What are the benefits of counselling?
The experience of exploring your thoughts and feelings with someone can relieve your sense that you are entirely alone with your problems.

The Carers’ Support Service offers a counselling support service through qualified volunteer counsellors.

Counselling can help with issues such as difficult emotions, feeling life is meaningless, bereavement, stress, confidence, self-esteem, feeling lonely, relationships, depression and anxiety, diagnosis and guilt.

BEFRIENDING
At times when we feel vulnerable, perhaps following some bad news, and feel the need for some informal support from someone who understands, the Befriending Service may help.

Most of us have friends and family but do not always feel that we can talk to them. A befriender is someone in whom you can confide, knowing that you will not be judged or criticised and that your feelings and opinions are important.

The befriending service is free and confidential.

KEY WORKERS
Key Workers work with you to produce a plan to help meet your needs as a Carer. They will ensure that you are able to get the right support and will work through any difficulties with you, providing information and support. They will ring you to ensure that your support plan is working and they will review it with you when needed. You can ring a Key Worker at anytime for information and support.
Carer Peer Support Groups

Caring for someone can be a rewarding experience, but it can also be lonely, boring, frustrating, frightening and stressful.

The Carers’ Support Service is here to support you through difficult times and a Carer Peer Support Group can offer the empathetic support that only another Carer can give.

Groups meet regularly throughout North Lincolnshire. They are a great way to meet other Carers, socialise, develop friendships and share information.

There are some groups that focus on a particular group of Carers such as Parent Carers and some groups may focus on a particular condition such as the Dementia Peer Support Group, other groups are there for any Carer in a particular area of North Lincolnshire.

You will be made very welcome at any of the support groups.
Talk to us if you feel that you cannot attend a group because of your caring role.

For more information please contact the Carers’ Support Service on 01652 650585 or info@carerssupportcentre.com.
If you are a Carer and you would like to know more about The Carers’ Support Service and services for Carers, please complete the form overleaf and return it by email or freepost to:

info@carerssupportcentre.com

The Carers’ Support Service
FREEPOST RSUA-KCRZ-CCKS
11 Redcombe Lane
Brigg
North Lincolnshire
DN20 8AU

You can also register on line at www.carerssupportcentre.com

Remove this form from the booklet before posting
# Carer Registration Form

## Your Details

<table>
<thead>
<tr>
<th>Title:</th>
<th>First name:</th>
<th>Last Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of birth:</th>
<th>Age:</th>
<th>Ethnicity:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address:</th>
<th>Postcode:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Telephone:</th>
<th>Mobile:</th>
<th>Email:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name of GP:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Surgery:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

**Are you registered as a Carer with your GP:** Yes / No

**If no, would you like us to register you with your GP** Yes / No

## The Person You Care For

<table>
<thead>
<tr>
<th>Title:</th>
<th>First name:</th>
<th>Last Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of birth:</th>
<th>Age:</th>
<th>Ethnicity:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Address: (if different from above)

Postcode:

Disability/ Condition:

Name of GP:

Surgery:

Please tick the options below-

| I would like to be registered with The Carers’ Support Service | Yes: | No: |
| I would like someone from The Carers’ Support Service to contact me | Yes: | No: |
| I would like to receive information about services for Carers | Yes: | No: |

Your Signature: Date:

If you have completed this form on behalf of someone else please tell us your name and your organisation

Thank you
On receipt of your completed registration form, you will be contacted by the Carers’ Support Service within 10 working days.
Training
Let us support you on your caring journey.

There are a variety of training opportunities to equip you to care including:

Caring with Confidence which can help make a positive difference to your life and the life of the person you care for.

Workshops provide you with essential knowledge and skills to care. The workshops cover topics such as what help is available in the community, online or at local information hubs, managing day to day, dealing with a crisis, practical support and more.

Caring with Confidence will help build on your strengths and offer you the opportunity to share views and gain useful information and tips from other Carers.

Dementia focused Caring with Confidence workshops are designed to develop your understanding of dementia. You will learn about the different stages of dementia so you know what to expect. You will learn coping mechanisms and how to live well with dementia.

There is a variety of other training available throughout the year such as first aid, back care and legal matters & financial planning. Just call and ask or check our website.
Health and Wellbeing Activities

As a Carer, looking after your own health and wellbeing is essential in enabling you to continue to care. To have an interest or enjoy an activity outside of the home can be a positive and life changing experience; it can give you a sense of self worth and build your self confidence. It will provide you with the opportunity to meet other Carers in a relaxed informal setting and can give you some vital “me” time.

Health and wellbeing activities aim to promote opportunities that enable you to improve your health, develop your self confidence and independence and enjoy social activities and experiences.

Opportunities can include a chocolate making workshop, and a willow weaving workshop to computer tuition, stress management and mindfulness sessions and sleep solutions.

There is a lot of choice; it is up to you to take the first step!
Talk to us if you feel that you cannot attend because of your caring role.

Contact the Carers’ Support Service to talk to us about activities and workshops you would enjoy.

Never used a computer, tablet or iPad?
Want to brush up on the basics?
Don’t know how to use the internet?
Want to start doing your grocery shopping online?

GIVE US A CALL

01652 650585
www.carerssupportcentre.com
Relaxation

De-stress, relax and unwind in the calming surroundings of the Lavender Room.

Take time out to recharge your batteries and face the rest of the day with renewed energy and vitality. Relaxation therapies help your body release those feel-good hormones that make you feel happy inside.

The Carers’ Support Service offers relaxation treatments to Carers at a substantially reduced rate.

Please call the Carers’ Support Service for prices and appointment availability.

Volunteer Opportunities

We believe that volunteers can do almost anything, from providing people with information to befriending, counselling and transport. Volunteers make a vital contribution to all aspects of community life.

We are constantly on the lookout for new volunteers. If you have some spare time and want a new challenge, to make a positive difference and develop your skills, then ring us on 01652 650585 for more information.
Care and support at home and in the community

Ideal Community Care Solutions – for quality care within your home.

Our sister organisation, Ideal Community Care Solutions, are providers of high quality care and support for adults who are ill, frail or disabled within the home. If you, or someone you care for would benefit from professional support to maintain independence, Ideal Community Care Solutions (ICCS) is available to discuss your individual requirements.

Availability of services

We try to be as flexible as we can in meeting your individual requirements and wishes. A member of Ideal Community Care Solutions will visit you at home to discuss your needs and complete an assessment.

Who is the help for?

Our service enables Carers time for a short break knowing that the person they care for is being professionally looked after by highly trained Personal Support Assistants.

“Thank you for all your support and for always being so brilliant and flexible as the requirements increased.”

Services available include:

- Getting up/going to bed
- Washing/Dressing
- Help with toileting
- Administering Medication
- Medication Checks
- Attending appointments
- Companionship
- Light housework
- Cooking meals
- Laundry
- Shopping

“Your support helped us to keep mum at home longer”

Service provision

All our Personal Support Assistants are carefully selected by ICCS and have Enhanced Disclosure and Barring Service (DBS) clearance. The team are trained to a high level and partake in a continual training programme to support the work they do, enabling them to support you, or those you care for, in a competent and professional manner.

For further information please contact ICCS on: 01652 601973
E-mail: info@idealcommunitycaresolutions.co.uk
Website: www.idealcommunitycaresolutions.co.uk

01652 601973
www.carerssupportcentre.com
Getting Involved

As a charity focused on Carers we ensure that your voice is heard on various forums and networks. We are always informed and up to date with the national scene through our work and partnerships with the national charities Carers UK and the Carers Trust.

As a Carer you can also get involved in the wider Carer community to ensure that issues affecting you are heard. You may want to join the Carers’ Advisory Partnership (CAP) or the North Lincs Parents Involvement and Participation forum (PIP).

The CAP addresses common themes and issues that impact on a Carer’s health and wellbeing by working with partner organisations such as North Lincolnshire Council and North Lincolnshire CCG to improve services and outcomes for Carers.

North Lincs PIP forum is a group of parents and Carers of disabled children who work with the local authority, education, health and other providers to make sure the services they plan and deliver meet the needs of disabled children and their families. PIP gives parents and Carers and their children an opportunity to share ideas and try to make life a less complicated journey. They offer a friendly face, a listening ear, support and a voice.

The Carers Support Service brings Carers together throughout the year by holding various events such as a New Year lunch, Carers Week and Carers Rights Day.

We also hold fundraising events to enable us to provide more support, many are supported by Carers such as our Charity Ball which takes place at the end of Carers Week.
The Carers’ Support Service
Working with Carers in Northern Lincolnshire

Email: info@carerssupportcentre.com
Website: www.carerssupportcentre.com

www.facebook.com/CarersSupportNL
www.twitter.com/CarersSupportCentre

TEL: 01652 650585

Working in partnership with North Lincolnshire Council and
North Lincolnshire Clinical Commissioning Group

Also available in large print

January 2018