



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

**If so, this booklet
is for you**



01652 650585

info@carerssupportcentre.com

www.carerssupportcentre.com

Registered Charity Number: 1070028

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**EXCELLENCE
FOR CARERS**

Carers Trust Quality Award

**WORKING WITH CARERS IN
NORTHERN LINCOLNSHIRE**

You are a Carer if...

...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
- Benefits Advice
- Emotional Support
- Peer Support Groups
- Wellbeing Activities
- Training
- Counselling
- Befriending
- Relaxation Therapies



The Carers' Support Service
is open
9am to 5pm Monday to Friday
10am to 4pm Saturday

The Helpline is open
8am to 8pm Monday to Friday
8am to 6pm Friday
9am to 5pm weekends
HELPLINE 01652 650585

**How do I
deal with
stress?**

**I need a break
from my caring
role.**

**What's a
Carers Needs
Assessment?**

**I'd like to
meet with
other Carers**

**Where does
the Headway
Group meet?**

**I need help
with my son's
EHC plan**

Information & Emotional Support

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.

You can make an appointment to see a Benefits Advisor.

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

How do I go about getting a diagnosis for my child?

Who do I contact about adaptations in the home?

Carer Coaches

Carer Coaches work with you for a time limited period, when you are experiencing particular challenges with your caring role. They will ensure you have access to the information, advice and support you need, and signpost you to relevant sources of support. Together you will plan to achieve outcomes that are important to you, ensuring you feel better able to manage both your own wellbeing and your caring role.

Safe, inclusive, non-judgemental support



The Carers Support Service provides safe, inclusive, non-judgemental support to Carers across Northern Lincolnshire.

You can talk to our team about the support you need to continue caring safely and well. We advocate for Carers and can help you get the support you need from other local organisations.

To register with us, you can complete the form in this booklet, give us a call, or visit our website: www.carerssupportcentre.com



COUNSELLING

Helping you to understand your feelings so you can make decisions that are right for you

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 for you

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.

Befriending for the person you care for

Providing a befriender for the person you care for can give you as the Carer, time to yourself or time to do other things that are important to you.

We will pair the person you care for with a befriender, taking care to ensure they will get along when they are together.

We will discuss with you and the person you care for what they may like to do when they are with the befriender.

If this is something you are interested in, please let us know.

**Coming
Soon**

Carer Peer Support Groups

Caring for someone can be a rewarding experience, but it can also be lonely, 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.

Benefits and Specialist Advice Service

The Carers' Support Service provides support to any Carer from the age of 18 to apply for benefits they may be entitled to.

We provide support to complete forms and submit applications and appeal decisions.

This service is only available for those caring for someone who lives in North Lincolnshire.

We work with our partners at Centre 4 to deliver this support.

This service is accessible by appointment only and you must be registered with the Carers' Support Service, which is free to do. To register or book an appointment, call 01652 650585

**call 01652 650585
for more
information and
to book an
appointment**



If you are a Carer and you would like to know more about The Carers' Support Service and support for Carers, please complete the form overleaf and return it by email or freepost to:

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

info@carerssupportcentre.com

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

Remove this form from the booklet before posting

CARER REGISTRATION FORM

ABOUT YOU

First Name

Last Name

Date of Birth

Gender Identity:

☐

Male

☐

Female

☐

Non-Binary

☐

Not Stated

☐

Other

Ethnicity:

☐

Asian or Asian British

☐

Black, Black British, Caribbean or African

☐

Chinese

☐

Mixed or multiple ethnic group

☐

Other ethnic group

☐

White - British

☐

White - European

☐

White - Gypsy / Traveller / Roma

☐

White - Irish

☐

Do not wish to disclose

Address:

Postcode:

Landline number:

Mobile number:

Email Address:

I confirm I care for someone who lives in North Lincolnshire

☐

If you care for more than one person, please let us know how many:

HOW CAN WE GET IN TOUCH WITH YOU?

Please tick all that apply:

Phone☐

Text Message☐

Email☐

Post☐

Please let us know if you have any commuication needs:

ABOUT THE PERSON YOU CARE FOR

First Name

Last Name

Medical Condition / Disability

Date of Birth

Postcode

Their relationship to you:
e.g. son, mother, friend

HOW ARE YOU MANAGING YOUR CARING ROLE?

To help us deal with your request, please tick one of the options below:

I wish to register with the Carers' Support Service. I am:

OK. My caring role is manageable, I just need information about services and updates.

☐

COPING. My caring role is stable but I have some worries about the future.

☐

CONCERNED. My caring role is difficult and impacting on me.

☐

STRUGGLING. My caring role is becoming too much to manage.

☐

OVERWHELMED. My caring role is in crisis. I can no longer cope.

☐

CARERS TRUST

When we receive your form, you will be send information about available support, and depending on the information you have provided, we will be in touch in due course.

Please don't hesitate to give us a call or send an email should you need support.



Training for Carers

The Carers' Support Service offers a range of training to help you cope with and manage your caring role.

We offer a rolling programme of varied training throughout the year, including; First Aid Training and Looking After Your Back. These can help you feel more confident in dealing with an emergency situation and in taking care of yourself.

We also run Assertiveness Training, Stress Management, Legal Matters, and Understanding Dementia which are all designed to give you the right information and tools to cope with your caring role.

Training and learning opportunities to support you in your caring role

Give us a call to find out about training opportunities we currently have available.

Inclusive and Appropriate Support

B.A.M.E

Welcome

أهلاً بك

Witamy

Sveiki

Vítejte

欢迎

Üdvözlök

BAME stands for Black, Asian and Minority Ethnic. It is used to refer to people in the UK who are not white, but it is a label that is not accepted by everyone in these communities.

Regardless of the community you belong to, the Carers' Support Service strive to provide inclusive, non-judgemental and culturally sensitive support.

If you want to find out more about the support we provide, give us a call to talk about how we support Carers and to discuss how we can best support you.

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.



FREE
INTERNET
ACCESS

FREE
COMPUTER
TUITION

Have you 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



Volunteering

We believe volunteers can do almost anything, so we have a range of opportunities available right across the charity.

We are always looking for new volunteers to help us support the thousands of unpaid Carers in North Lincolnshire.

Opportunities include:

- Befriending
- Student Counselling Placements
- Driving
- Peer Group Support
- Computer Buddies
- Information Champions
- Social Media Champions

...and if you want to help in some other way, we are happy to discuss this with you.

Volunteers are provided with a comprehensive induction and training. We ask that all volunteers complete a DBS check (formerly a CRB check) which is provided for you by the charity.

Volunteering is a commitment, to both the charity and the Carers we support. It is up to you how much of your time you give. You could volunteer for as little as an hour a week.

Volunteers make an important contribution to all aspects of community life

Talk to us about volunteering. Give us a call on 01652 6505885. We are keen to hear from Carers and Former Carers.

Volunteering doesn't only benefit the Charity and Carers! As a volunteer your expenses will be covered. We pay 40p per mile. You will receive training, learn new skills, gain new knowledge and meet new people. You will also have chance to meet other volunteers via group supervisions, and every year we have a volunteer awards to thank all of our volunteers for their vital contribution to supporting Carers in North Lincolnshire

Carer's Needs Assessments

A Carer's Needs Assessment will consider the impact of your caring responsibilities on you, your current and future needs for support, and what you want to achieve in your daily life.

The Care Act and Children and Families Act:

From 1st April 2015, a Carer who appears to have any level of need for support must be offered an assessment. They can also request one at any time. Carers can have an assessment independent of the person they care for, even if the person cared for is not in receipt of care/support, or has refused an assessment of their own needs.

The Carer's Needs Assessment looks at aspects of your life such as your health, what you do for the person you care for, whether you have any commitments such as work or other relatives or children you have responsibility for, if you feel you have time to have a life of your own, finances and welfare benefits.

A Carer's Needs Assessment may give you access to further support services depending on your circumstances.

A Carer's Needs Assessment is your opportunity to identify your goals and to talk about the specific things that could be helpful or make life easier for you

Carers can call the Carers' Support Service on 01652 650585 for more information about Carer's Needs Assessments.

Adult Carers caring for another adult can also contact the Family Carer Team on 01724 298393

Adults caring for a child under 18 can contact the Single Point of Contact on 01724 296500. 9am to 5pm Monday to Thursday and 9am to 4:30pm Friday. You can leave a message on the out of hours answering machine outside of these hours by calling 01724 296555

If you are a Young Carer aged under 18, you can call the Young Carers Team (North Lincolnshire Council) on 01724 296679



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).



Carers in Partnership (CIP) addresses common themes and issues that impact on a Carers' 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 Parent Forum is a group of parents and Carers of children with additional needs and Special Educational Needs and Disabilities 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.

The Parent Forum 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 and other local organisations.

Online Support



Interactive support is available 24 hours a day via the Carers' Support Service website. visit www.carerssupportcentre.com

Tell our interactive support tool about you and your caring role, and receive information and advice tailored to you. Topics of support include health and wellbeing, employment, finances, education and so much more.

You can choose to assess your own needs as a Carer, and chat to our automated support via the chat option, and WhatsApp. The more you use the tool, the more tailored the information and advice becomes.

The tool is a great way to find information quickly, and will always provide you with local information when local information and support is available.

Your information

Your information is stored and used in accordance with General Data Protection Regulations. We work with our partner Bridgit Care (<https://bridgit.care/>) to provide online support. Bridgit Care are based in Hessle on the North Bank of the Humber and is a trusted Carers Trust Partner. Your information will not be shared with any other organisation without your expressed permission.

CONTACT US



@CarersNL



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



This booklet is also
available in large print



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