

## A guide to services

Please tick the services you are interested in  
Cut out and send in

- Information
- What would you do in an emergency?
- Getting a break
- Emotional support
- Support Groups
- Having your voice heard
- Training
- Young carers
- Young adult carers
- Volunteering opportunities

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Renfrewshire Carers Centre, Paisley PA1 1TJ

Charity number:SCO23986 Company number: 162382

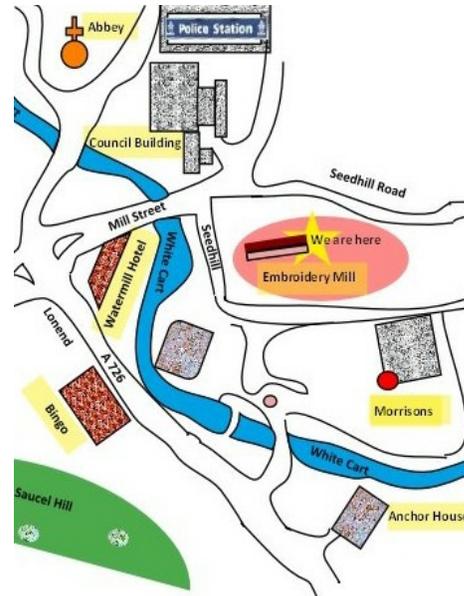
Renfrewshire Carers Centre  
Unit 55  
Embroidery Mill  
Abbey Mill Business Centre  
Paisley, PA1 1TJ

t: 0141 887 3643  
w: renfrewshirecarers.org.uk  
e: enquiries@renfrewshirecarers.org.uk  
f: facebook.com/Rcarers  
Helpline number: 0141 887 3643

Opening times:  
Monday - Thursday 8:45 - 4:45  
Friday 8:45 - 12:00

Helpline:  
Tuesday and Thursday 6:00pm - 9:00pm  
Sunday 2:00pm - 4:00pm

Please address compliments or complaints  
to the above address



For a full list of our funders  
please visit our website



All information in this leaflet was correct at time of  
going to press

# Renfrewshire Carers Centre

## A life outside caring



To support carers in their caring role and  
provide opportunities to have a life outside caring



Telephone: 0141 887 3643



## Welcome to Renfrewshire Carers Centre

You may be taking on a caring role for the first time and don't know what to expect. You may have been caring for many years. You can be of any age. You can be looking after someone with any condition, illness or disability.

You are not alone. There are over 24,000 carers in Renfrewshire and we are here to help any carer in Renfrewshire.



**We:** offer confidential, free, independent support and advice.  
are a one stop shop.  
are an organisation established by carers for carers.

Caring can be rewarding, challenging, exhausting, and isolating. You don't have to do it on your own. We want to support you in your caring role and provide opportunities for you to have a life outside caring.

Many people do not see themselves as carers, seeing themselves as mum, dad, daughter, son, brother, sister, looking after their loved one, or a friend, a neighbour helping out - but you are a carer and we are here to help. We can offer up to date relevant information, someone to talk to and advise you of the choices available to you.

Many carers feel guilty about asking for or wanting help - **please don't - We are here to help you...**

Have a read through our brochure and contact us if we can help in any way, that's what we're here for. We're only a phone call away.

*Diane*

## Volunteering Opportunities

The Centre relies on volunteers to increase the range of service we can offer to carers. We have a wide range of activities you can become involved in or you may know someone who is looking to volunteer.

### Voluntary opportunities include

- Befriending carers or the person being cared for to offer companionship.
- Help with activities in support groups for carers, young carers, children with ADHD.
- Telephone Contact - give carers a weekly, monthly call to see how they are getting on.
- Help to identify hidden carers in GP surgeries.
- Become a Board member.
- Help raise funds for the Centre.

### What can volunteering offer you

- Learn new skills.
- Access training courses.
- Socialise with other volunteers.
- Become involved in the community.
- Have fun and make new friends.
- Give you the opportunity to use your skills and experiences.



## Young carers support

Young carers are children and young people who look after someone in their family who has an illness, a disability, or is affected by mental ill health or substance misuse.

### The Project Provides:

- Information and advice.
- A network of support services.
- A supportive environment to meet their peers who are living in similar situations.
- A forum to tackle issues that are affecting them.
- The opportunity to be children again and spend time away from their caring role.
- Support groups for young carers aged from 8 to 18.
- Provide resources to schools to support young carers.



## Young Adult Carers

Young Adult Carers are young people age 18 – 24 who looks after a parent, guardian, sibling or other family member who has an illness, disability, is affected by mental health issues or substance misuse.

We provide:

- One to one sessions, where the young adult can discuss issues such as employment, education or housing.
- Group support where the young people come together and provide support to each other.
- Social outings and meetings.
- Training.
- A forum for the young adult carers to voice their views and influence the services and supports that they receive.



## How can we help?

The Centre offers a variety of different services to support you. Please read this booklet to find out more about our services. If you are interested in contacting us about any of the services it's easy - either give us a call, drop into the Centre or visit our website. You can ask someone to contact us on your behalf such as your GP, health professional, social worker, friend or a local group.

We will then send you relevant information and we will follow this up with a telephone call to see how we can help. If you are unable to come into the Centre we can arrange to see you in your home.

One of our workers will always be available to speak to you if you phone or call into the Centre during office hours. We will need to ask you some questions about yourself and your role as a carer. We want to make sure you access services relevant to you.



## Information



When you become a carer you don't know all the things you need to know. We can help you.

We provide information on a wide range of different topics in many different forms.

*If you are looking for even more information visit*  
[www.renfrewshirecarers.org.uk](http://www.renfrewshirecarers.org.uk)

- We hold a weekly benefits surgery.
- We hold a regular lawyer's surgery.
- We publish quarterly newsletters.
- We have information on particular illnesses and disabilities.
- We provide information on services that are available such as respite and long term care.
- We will talk to you about your rights as a carer.
- We can provide information on suitable holidays and much more.

*If we don't know, we'll find out!*

## What would you do in an emergency?

Emergency and Future Planning is available to all carers living in Renfrewshire.

An Emergency Care Plan will give you peace of mind by ensuring the person you look after will receive help in an emergency. You will receive a personal Carers Emergency Card which will alert others to your caring role and provide details of your cared for's needs and who to call in the event of an emergency.

We also offer you the opportunity to plan for the long term future for the person you care for.

*"I always carry it with me. It offers me some security knowing people will know I am a carer"*



## Training

Training for carers provides learning opportunities for carers who live in Renfrewshire or care for a family member, partner, or friend living in Renfrewshire.



### Q & A

To see the full range of courses available please ask for a copy of our training programme or visit our website at [www.renfrewshirecarers.org.uk](http://www.renfrewshirecarers.org.uk). We offer a wide range of courses.

**Is there a cost to attend any of the courses?**

No, courses are free of charge to carers.

**Where does the training take place?**

Most courses take place at Renfrewshire Carers Centre.

**Do you provide respite and travel?**

In most cases care costs and travel can be reimbursed to enable as many carers as possible to attend. Please contact us directly to discuss and agree this in advance.

**How do I book a course?**

Email:  
[training@renfrewshirecarers.org.uk](mailto:training@renfrewshirecarers.org.uk)  
or phone: 0141 887 3643

Assertiveness skills	Coping with loneliness
First Aid	Caring for someone with dementia
How to be your own life coach	Bereavement
Safer people - moving and assistance	Living with loss and change
Steps to wellbeing	Creative writing
Confidence building	Coping with depression

## Having your voice heard

### Advocacy

Provides crucial support to carers to ensure that their views are heard and provides information to allow carers to make informed choices about their situation. Advocacy can assist by being an extra voice for carers or offers support to enable them to speak out for themselves.

Advocacy supports carers to express their views about their situation. We can:

- Attend meetings/reviews.
- Provide support with housing issues.
- Help access social work and other carers support services.
- Support carers whose loved one is going into long term care.
- Help with education issues.
- Help to access legal advice.

and much more.....



### Influencing Services

We offer carers the opportunity to influence services through our Carers Forum. The Forum brings together carers looking after people with varying illnesses and disabilities. Carers have the opportunity to comment on changes to legislation, local plans for services and to discuss ways that services can be improved.

We support carers representatives on the local Joint Planning, Performance and Implementation Groups. Social work and health work with these groups to plan services.

## Getting a break

Getting a break can be difficult for carers. It is important that you have regular breaks - be it for an hour, a day, or a week, so that you can recharge your batteries and have time out - just for you.

### There are many ways you can get a break

Residential respite. Day care. Home based care. Befriending. Groups. Shared care.

If you are unsure about what is best for you we can tell you about the options available to help you decide.

### In the Centre we have several respite services:

#### Home based sitting service

Our workers will come into your home, take over your caring role and let you have time for yourself.

#### Befriending

Our volunteers offer companionship to the person you are caring for. We can also give companionship to you.



**One off requests** - We provide cover (such as medical appointments or special occasions).

#### Voucher Scheme

Allows carers of children with complex needs/disabilities to directly purchase tailored made respite to suit their family needs. It allows them the choice as to what company they use and at a time that suits them.

#### ADHD group respite

Parent carers and their families looking after a young person aged 8-18 years old with ADHD get a regular break from their caring role through weekly activities. The young people are also supported to take part in activities in their local community.

## Emotional support

Caring can be stressful so we offer support in a number of ways.

**Stress management courses** - including confidence building, time management, diet and exercise, positive thinking and complementary therapies.

**Counselling service** - offers carers the chance to work through difficulties in relation to being a carer and other issues which may hinder their caring role.

**Drop-in café** - Every Thursday between 10:30am and 1:00pm in the centre.

**Listening ear** - Staff/volunteers are available if you need someone to talk to who understands and will listen.

**Out of Hours telephone helpline** (Tuesdays and Thursdays 6pm - 9pm. Sundays 2 - 4pm).

**One to one support** - We have dedicated workers who offer one to one support to:

- Parent Carers- Parents of a disabled child, young person or dependant adult who look after their dependants.
- Kinship carers – family members who have been left with the care of children whose parents are ill, disabled or have addiction problems and can no longer look after them.
- Carers looking after someone with a mental health issue.

The workers will provide practical information on carers rights, services available, information on the illness or disability and provide a listening ear to let you talk through issues and problems you may be facing.

## Support Groups

**Please check with the Centre before**

<b>Mental Health Support Group</b> Meets in the Northcroft Medical Centre.  1-3pm, 3rd Tuesday of every month	<b>Parkinson's Support Group</b> Meets in the Northcroft Medical Centre.  1-3pm, 3rd Thursday of every month
<b>Parents Support Group</b> Meets at the Carers Centre. 7-9pm, 1st Wednesday every month 12-2pm, 2nd Wednesday every month	<b>Stroke Support Group</b> Meets in the Northcroft Medical Centre.  1-3pm, 4th Tuesday of every month
<b>Grandparents/Kinship Carers Support Group</b> Meets at the Carers Centre.  11:30-1pm, last Tuesday of every month	<b>Dementia Support Group</b> Meets in the Northcroft Medical Centre.  1-3pm, 1st Thursday of every month
<b>Paisley Support Group</b> Meets at the Carers Centre.  1-3pm, 3rd Tuesday of every month	<b>Male Carers Support Group</b> Meets in the Northcroft Medical Centre.  1-3pm, 1st Tuesday of every month
<b>Tannahill Support Group</b> Meets in Tannahill Medical Centre.  10:30-12:30, last Wednesday of every month	<b>Former Carers Support Group</b> Meets in the Northcroft Medical Centre.  1-3pm, 2nd Tuesday of every month
<b>Linwood Support Group</b> Venue to be confirmed.  1:15-3:15pm, 2nd Monday every month	<b>Glenburn Support Group</b> Meets in Glenburn Community Centre.  10:30-12:30, 3rd Wednesday of every month
<b>Therapeutic Support Group</b> Meets at the Carers Centre.  1-3pm, 2nd Thursday of every month	<i>"Joining my support group through the Carers Centre has been a lifeline to me as a carer. Not only do I receive support from the group but I have also made good friends who understand the difficulties I face."</i>