



RENFREWSHIRE CARERS CENTRE

A Lifeline for Carers in Renfrewshire



Information Brochure

Our mission is to provide a lifeline for Carers in Renfrewshire, improving the quality of their lives and those they care for by ensuring they are well informed, involved, supported and empowered.

What's Inside?

Pages:

- 3. Welcome from Diane Goodman, Carers Centre Manager
- 4. Who are we?
- 5. How to Register and Adult Carer Support Team
- 6. Information and Advice
- 8. Adult Carer Support Plan
- 9. The 2016 Carers (Scotland) Act
- 10. Short Breaks and Carers Discount Card
- 12. Training for Carers
- 14. Support Groups
- 15. Emotional Support and Counselling
- 16. Bereavement Support
- 17. Advocacy
- 18. Self Directed Support (SDS)
- 19. Making Renfrewshire Carer-aware and Our Communications
- 20. Young Carers
- 23. Volunteer With Us
- 24. Care at Home
- 25. Carers Emergency Planning
- 26. Useful Contacts
- 28. Our Contact Information

Welcome to Renfrewshire Carers Centre

Hello, my name is Diane Goodman, Manager of Renfrewshire Carers Centre and I want to welcome you to our Centre and the services we offer.

Renfrewshire Carers Centre is a one stop shop for unpaid Carers, established by Carers, for Carers. We can assist you with all aspects of your caring role and support you through your caring journey. Our staff are caring, experienced and knowledgeable, many of whom are Carers or have been Carers. We are passionate about supporting Carers and want to ensure Carers are well informed, involved, supported and empowered.

You might not see yourself as a Carer... You see yourself first and foremost as a mum, dad, partner, husband, wife, daughter, brother, or friend helping someone you love; however, you may also be a Carer doing things which others do not do. This is your caring role - helping with everyday tasks such as personal care, financial tasks, medication, or emotional support. Many Carers tell us that they find caring rewarding and worthwhile however it can also bring challenges, be exhausting and isolating, affecting your health and wellbeing.

If you are providing unpaid support and care to help look after someone who has an illness, disability, mental health problem or addiction and cannot cope without your support, then you are an unpaid Carer, and we are here to support you.

Please read through the information on the services we offer to see how we can support you. Please get in touch with the Carers Centre to get involved.

Diane Goodman
Carers Centre Manager



Who are we?

Renfrewshire Carers Centre was opened in January 1996 and is a registered charity (SC023986) which is governed by a board of directors, the majority of whom must be Carers or former Carers themselves. Renfrewshire Carers Centre has been providing a wide range of support and services to Carers in Renfrewshire for over 25 years.

A few words from our Chair, Dougie Smith...

"I am delighted and proud that I have been voted by the Board to take up the role of Chair. I have been a Board member since January 2017 and seen first-hand what a talented team we have at the Centre. Renfrewshire Carers Centre undertakes amazing work and is very much at the centre of the Renfrewshire community."



Dougie Smith
Chair

Who is a Carer?

A Carer is someone who looks after or intends to look after a partner, friend or relative who are unable to cope without support due to illness, disability, a mental health problem or an addiction.

How to Register with us

Our services are completely free for unpaid Carers registered with Renfrewshire Carers Centre. This includes training, support groups, advice and everything else you'll find in this booklet. Our Admin Team is the first point of contact. You can register with us by giving them a call or drop them an email using the contact details on the back of the brochure. You can also make a referral on our website.

You can keep up to date with what's going on by signing up to our monthly e-bulletin via our website or sending us your email address. You can also check out our website's 'What's On?' calendar. We hope to see you soon!

Adult Carer Support Team

Renfrewshire Carers Centre has a dedicated team of Adult Support Workers who will help you get the right information and support.

All new Carers to Renfrewshire Carers Centre are offered the opportunity to meet with an Adult Support Worker (on an ongoing basis, if required) who will provide holistic support. They can also help Carers develop personalised strategies, which will assist them in their caring role.



Information and Advice

Citizens Advice Bureau

In partnership with Renfrewshire Citizens Advice Bureau, a CAB adviser is in the Carers Centre weekly on a Tuesday offering the following services:

- Benefits check/income maximisation
- Completion of benefit applications (inc. PIP)
- Attendance Allowance etc.
- Energy advice including grants
- General consumer advice
- Housing advice
- Complaints



Legal Surgery

If you are looking for legal advice, we hold a Legal Surgery in the Carers Centre on the last Thursday of every month. This includes information about Wills, Powers of Attorney, Advance Directives, Guardianship and Trusts. Jonathan McNamara from MSM Solicitors, in partnership with Solicitors for Older People, delivers this service.

Jonathan will meet you for an initial appointment in the Centre and then, if required, we can book a further appointment for you at home, in the Centre, or at MSM Solicitors' office - whichever is most convenient.



Adult Carer Support Plan

What is an Adult Carer Support Plan?

An Adult Carer Support Plan helps you to think about what support you may need to help you continue to provide care. It also looks at ways that you can be supported to have a life outside of your caring role. The plan will also set out any needs that you have, and how these needs could be met.

Making a plan helps to decide which level you reach in the local eligibility criteria for support. This will be used to decide what support you have a right to. If your level of caring is low to moderate, your Support Plan will be completed by an Adult Carer Support Worker. If your caring role is deemed to be of a more critical and substantial level of care, your Adult Carer Support Plan would then be completed by a member of Renfrewshire's Health and Social Care Partnership Team.



The 2016 Carers (Scotland) Act

- A duty to prepare an Adult Carer Support Plan
- A duty to prepare a Young Carer Statement
- A duty for the local authority to provide support to Carers whose needs meet the local eligibility criteria
- A duty to provide information and advice service to Carers on, amongst other things, emergency and future care planning, advocacy, income maximisation and Carers' rights
- A requirement for the local authority to consider whether support should be received in the form of a break from caring
- A duty for local health boards to involve Carers in hospital discharge
- A duty to prepare a local Carers Strategy



Short Breaks

A Short Break allows Carers to have time away from their caring responsibilities and daily routines. These breaks can be from a few hours to overnight. The Carer and person they care for can have time apart or they can enjoy a short break together.

Carers often care daily without the opportunity for a break which can be mentally and physically tiring. For Carers to feel supported, valued and have improved wellbeing, it is essential that there are opportunities to take a break.

Here at the Carers Centre, we offer different options to support taking a break. The Short Breaks team will help tailor breaks to Carers' needs. If you'd like to find out what other breaks are available, please contact the Centre or check out our website.

Time to Live

Time to Live Grants offer flexibility to eligible Carers to choose the kind of Short Break that works for them. We have provided Carers with the opportunity to enjoy everything from Highland hotels to glamping pods. We have also helped give grants for theatre tickets, day trips, sewing courses, art classes, spa visits and treatments, gym memberships, concert tickets, and much more.



**Short
BREAKS fund**

Carers Discount Card

Unpaid Carers' contributions are vital to our communities, and Carers deserve to be recognised, valued and supported. This is why we have developed the Carers Discount Card at Renfrewshire Carers Centre. Our Carers Discount Card will provide Carers with access to a wide range of discounted goods and services across Renfrewshire.

Applying for the Carers Discount Card is done through the application form you can find on our website's 'Short Breaks' section. Please note that Carers need to be over 16 and registered with us to apply for a card.

Respitality

Respitality (Respite + Hospitality = Respitality) breaks are sourced and organised for Carers by the Short Breaks Team. Each Carer's needs and preferences are identified by the team and matched with donated breaks offered by the hospitality and leisure industries across Scotland. Breaks range from visitor attractions, short overnight breaks in a wide range of accommodation, leisure activities, event tickets and more.



Carefree

Our partners at Carefree offer our registered unpaid Carers over 18, who have a caring responsibility of more than 30 hours per week a Carer-only break every year. The available breaks are at hotels that cover the entire UK. Registered & eligible Carers can request a referral by contacting the Short Breaks Team.

The Carefree logo consists of the word 'Carefree' in a white, serif font, centered within a solid orange rectangular box.

Carefree

Training for Carers

Who delivers the training?

Renfrewshire Carers Centre use specialist practitioners working within their own areas of expertise such as: nurses, occupational therapists, holistic therapists and trained legal staff.

How is Carers training delivered?

Carers training is delivered in short group sessions within Renfrewshire Carers Centre. We also deliver training online to ensure our sessions are accessible for everyone.

Can I sign up for training?

Training is completely free to attend for Carers registered with Renfrewshire Carers Centre. Our Training programme is sent via e-bulletins. You can also find our upcoming training sessions via our website calendar.



Training for Carers

Training Courses

Here are some examples of the types of training we offer.

Caring for someone with a specific condition:

ADHD, Dementia, Autism and Mental Health

Wellbeing courses:

Wellbeing (destress), Mindfulness, Relaxation, Tai Chi and Yoga

Information courses:

Benefits Advice, Guardianship for Adults and Children, Power of Attorney, Self-Directed Support, Money Matters and Carer's Rights

Practical courses:

First Aid for Carers and Makaton

"The course was fantastic, so informative, relatable, down to earth, and funny. I learnt so much today and it's made such a significant difference to my life."

- Understanding Autism Session

Support Groups

Our support groups offer a safe place where Carers can meet, receive support, information & advice as well as benefiting from time out from their caring role. All groups are tailored to the needs of Carers who attend.

We offer the following support groups:

- **Male Carers** - for men in a caring role
- **Alzheimer's** - for Carers looking after someone with Alzheimer's/Dementia
- **Learning Disability** - for Carers looking after someone with a learning disability
- **Mental Health** - for Carers looking after someone with a mental health diagnosis
- **ASD Support Group for under 18s** - for Carers looking after a child/young person who is on the autism spectrum
- **ASD Support Group for Parents** - for parent Carers looking after an adult who is on the autism spectrum
- **Brain Injury** - for Carers looking after someone with a brain injury
- **Caring for Carers** - a wellbeing group for Carers who's needs are not met through the other support groups that we offer

The groups provide a relaxed non-judgemental setting for Carers to meet and discuss issues through peer support. We provide Carer specific information and social activities/outings with the groups which help Carers manage their caring role.



Emotional Support

Staff can provide a listening ear for Carers who are struggling emotionally, feeling isolated or are in need of support with their caring role. During office hours, a member of staff will be available by telephone. If you prefer, we would be happy to meet with you at the Carers Centre - this is by appointment only.

Many Carers also find that joining one of our Support Groups and meeting people in similar situations useful. In the Support Groups, Carers can build a support network of fellow Carers and learn through shared experiences. A member of staff is always involved in our Support Groups to ensure there is someone there to help you.

Counselling

Caring for others can be rewarding but at times may feel lonely and isolating, and many Carers find it difficult to talk about how they feel to family or friends. However, it is important to get help and support when you are struggling. Free Counselling for Adult Carers is available at Renfrewshire Carers Centre.



Bereavement Support

When you are a Carer, it is inevitable that your role will come to an end at some point. This can be for a variety of reasons, but often it is when the person you cared for passes away.

When you lose the person you cared for, it can be a very emotional time. As well as coping with the loss, you may also have to deal with practical matters such as organising a funeral and settling the estate of the cared for. The loss of a loved one can be painful, and if you were also caring for that person, the sense of loss can be compounded.

Caring may have been an important part of your life, and it can take some time to adjust. You may have a lot of time but not know what to do with it. Some people feel unwell for a while when exhaustion catches up with them, and you may need a break.

You can continue to receive support from Renfrewshire Carers Centre for up to twelve months, after your caring role has ended. During this time the Centre can support you to access other community groups or you can become a volunteer with the Centre.



Advocacy

Our Carer's Advocacy Service provides 1:1 advocacy to Carers who are experiencing issues as a direct result of their caring role.

The service aims to ensure that Carer's views are heard and provide accurate information to allow Carers to make informed choices about their caring role and issues affecting them.

How can Advocacy help?

Advocacy may be of help when Carers are experiencing difficulties with the following:

- Social work, health, and other support services
- Hospital discharge planning
- Transition from home into long term care
- Attendance at meetings/reviews
- Housing



Self Directed Support (SDS)

What is SDS?

Self-Directed Support is about control, choice and flexibility over how support is planned and provided.

Our SDS Advisor:

- Provides support and guidance around self-directed support options.
- Will make a social work referral on your behalf.
- Can arrange to meet you face to face or online at your convenience.
- Is here to listen to what you want and need, to give you a better life with choices and control over your support.
- Can help you decide what works best for you, or assist you if your circumstances change.

Further advice can also be provided when an SDS budget is in place.



Making Renfrewshire Carer Aware

Our aim is for Renfrewshire to be Carer-friendly by having a Carers Community Champion in every organisation including statutory and private. This is to ensure they have the knowledge and skills to identify, signpost and guide unpaid Carers into support. We engage them via:

- **Carer Awareness Workshops** delivered with staff and volunteers of community organisations and health and social care professionals to improve their understanding of Carers challenges and share good practice of Carer support.
- **Information Stands** - you might see us out in the community with our information stands, so please say hello to our staff and volunteers if you're passing by.

Our Communications

Ensuring you have the information you need, not only for your caring role but for your own wellbeing, is very important to us. So we do our best to communicate with our Carers as much as possible. You can find our information through regular updates on social media (Facebook, Twitter and Instagram), our e-bulletin and biannual newsletters that are sent out to Carers.

You can also find information about our services and support available via our website. We're always working on adding more useful resources to this so be sure to check out our website every now and again.



Young Carers

Who is a Young Carer?

Young Carers are children and young people aged 18 or under and still at school who look after someone at home who is unable to cope without support due to illness, disability, a mental health problem or an addiction.

The Young Carers service provides information, 1:1 support and peer support groups. Our staff are here to offer support and advice to enable Young Carers to achieve the same outcomes as their peers.

The Young Carers service offers opportunities to have fun, learn new things and meet other young people who are going through a similar situation whilst getting a break from their caring role.

Caring responsibilities are unique to each Young Carer. Here are some examples:

- Food shopping and preparing meals
- Help with medication and organising prescriptions
- Provide emotional support by listening to worries
- Help to attend medical appointments
- Pay bills and organise the family money
- Help with housework such as cleaning, laundry and washing dishes





Young Carers

We provide weekly and monthly support groups for Young Carers aged 8 to 18. These groups are unique to Young Carers where they can relax and feel comfortable with others in a similar situation.

We also provide residential respite breaks for our Young Carers to allow them some time away from their caring role during school holidays.

Through our Short Breaks grants funding, we can support Young Carers financially to attend mainstream groups e.g. dancing, horse riding, gym memberships and boxing.





How Young Carers are supported in school



Our Young Carers Education Worker can offer various kinds of support in schools for Young Carers, such as:

- Liaise with guidance/pastoral primary school staff
- Young Carer Statements
- One to one support
- Group/peer support.
- Help with Young Scot Cards/Packages.
- Young Carers grant applications
- Support though transitional periods, such as leaving school

Awareness raising workshops can be offered to Primary 4 – S6 pupils. The workshops are specifically tailored to suit the age range of the audience and help some young people to self-identify as a Young Carer. The workshops also offers pupils an insight into the difficulties that Young Carers may face which can help to reduce the stigma among peer groups.

"Everything got better after you came into school."
- Young Carer having problems at school



Volunteer With Us

Volunteering has many benefits, including helping improve your physical and mental health. It is also an excellent way for anyone, including Carers, to meet and connect with new people who may share the same interests while helping in their local community. Volunteering can also provide opportunities to learn new skills, develop new interests and gain self-confidence which is great for personal development – giving a sense of purpose and fulfilment.

Volunteers help Renfrewshire Carers Centre provide a wide range of services and support.

Volunteering opportunities include: Telephone befriending, Support groups, Counselling, and Information stands.

“My role as a volunteer has had a positive impact on my life and my future goals. I am using this opportunity to expand my skills and learn about communication, teamwork, problem solving, task management and organisation. I could not ask for a better place to be a volunteer.”

- Volunteer



Care at Home

Our Care at Home service is a social enterprise that provides high quality, personalised, social care support services to clients of all ages. We work in an inclusive, person-centered way to meet our client's individual requirements and we can provide services from a few hours to 24 hours per day.

Our staff are committed and passionate about supporting you and your loved ones to live independently and achieve the best quality of life possible. Many of our staff have been Carers themselves so understand the challenges of caring for a loved one. They are also trained and supervised to ensure that they provide high quality, flexible support.

Our dedicated, security checked and trained staff are available to assist you with:

- Personal Care
- Meal Support
- Medication
- Respite
- Shopping
- Housework
- Companionship
- Overnight Support
- Escort for appointments
- Social Activities
- Day Trips
- Group Activities

If you'd like to contact our Care at Home team, you can call them on 0141 483 5430 or email lorna@renfrewshirecarers.org.uk

Carers Emergency Planning

An Emergency Plan will detail the immediate care needs of the person who's cared for. This includes support needs, daily routine, risks and the contact details of family members and/or friends.

Carers will be issued with a Carers Emergency Card, which will identify them as a Carer. Should an emergency occur, the Carers Emergency Card will alert services that a plan is in place and health, social care and other support services can be arranged, as necessary.

To complete a Carers Emergency Plan, you can go to our website's Adult Services section and find the form under "Carers Emergency Plan".



MSP Advice Surgery

If you'd like to speak with a local representative about any issues or questions you have, we run a monthly advice surgery with Tom Arthur MSP in our Carers Centre. Please get in touch to book an appointment.

Tom can help if you have concerns about matters such as:

- Education
- Health and social services
- Housing policy
- Law and order
- Transport
- Some aspects of welfare



Citizens Advice Bureau

In partnership with Renfrewshire Citizens Advice Bureau, a CAB adviser is in the Carers Centre weekly. Please get in touch if you'd like to book an appointment.

The following services are available:

- Benefits check/income maximisation
- Completion of benefit applications (incl. ADP)
- Attendance Allowance etc.
- Energy advice including grants
- General consumer advice
- Housing advice
- Complaints



Useful Contacts

Renfrewshire Carers Centre has standard office hours but we realise you may need support outwith these times. You can always send us an email which we can pick up when we are back in - but if you need more urgent support, here are some organisations that can help you.

Contact email: enquiries@renfrewshirecarers.org.uk

Renfrewshire Health and Social Work Services - If you need to contact social work urgently out of office hours, call Glasgow and Partners Emergency Social Work Services.

Contact number: 0300 343 1505

Samaritans - Whatever you're going through, a Samaritan will face it with you.

Contact number: 116 123

Opening hours - 24/7

NHS 24 - If you think you need medical help right now, 111 online can tell you what to do next, or you can call them.

Contact number: 111

Opening hours - 24/7

Childline - There to help anyone under 19 in the UK with any issue they're going through.

Contact number: 0800 1111

Opening hours - 24/7

Useful Contacts

RAMH FIRST Crisis – They can support you if you're experiencing a crisis in your mental health.

Free phone: 0800 221 8929

Standard calls: 0141 848 9090

Opening hours:

Mon - Fri, 9am - 8pm

Sat - Sun, 9am - 5pm

Breathing Space – Sometimes our thoughts and feelings overwhelm us to the point where it becomes difficult to cope with everyday life. This is an alternative and easily accessible 'first stop' service.

Contact number: 0800 83 85 87

Opening hours:

Monday - Thursday, 6pm - 2am

Friday 6pm - Monday 6am

Website: www.breathingspace.scot

Alzheimer's Scotland's Dementia Helpline – Provides information, signposting and emotional support to people with the illness, their families, friends and professionals.

Contact number: 0808 808 3000

Opening hours - 24/7

Shout - The UK's first and only 24/7 text service for anyone in crisis. Get free, confidential mental health support anytime, anywhere.

Text: 85258

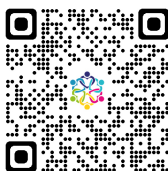
Website: www.giveusashout.org



Renfrewshire Carers Centre: 0141 887 3643
Care at Home: 0141 483 5430



enquiries@renfrewshirecarers.org.uk



Scan the QR code or visit:
www.renfrewshirecarers.org.uk



3rd Floor, St James House,
25 St James Street, Paisley, PA3 2HQ

Opening Hours

Mon, Tue and Thu, 9am-16:30pm
Wed, 12:45pm-16:30pm
Fri, 9am-15:30pm

Follow us on social media...



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Scottish Charity Registration Number: SC023986