

# Hello!

## Welcome to Carer Support Wiltshire.

We are glad you decided to register with us at Carer Support Wiltshire. We are an independent charity that exists to help unpaid carers with support, advice, information and breaks (plus lots more).

## You are not on your own. We are here for you.

It might sometimes feel as if you don't know where to turn or where to find what you are looking for. This is where we come in. We have a team of experienced carer support workers who will listen and provide you with the help you need.



## What would you like help with?

We have many services that we hope will make your caring role a little easier, or give you a chance to take a bit of time for yourself:

- One-to-one support on the telephone, email, text or in person
- Useful information and signposting to other organisations
- Support groups and café drop-ins
- Counselling
- Training and education workshops
- Creative, walking and gardening groups
- Complementary therapies



We are open Monday -  
Thursday 9am - 4:30pm  
and Fridays 9am - 4pm

Freephone 0800 181 4118  
or 01380 871690

The best bit? All of our services are **completely free**.

When you get chance, take a look through these pages to find out more about what we can offer you.

Connect with us online: [www.carersinwiltshire.co.uk](http://www.carersinwiltshire.co.uk)



/carerswiltshire



@carerswiltshire



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Subscribe to weekly news updates - just email [info@carersinwiltshire.co.uk](mailto:info@carersinwiltshire.co.uk)

## Ensuring access to services for all carers

### Carers Assessments

All carers are entitled to an assessment of their needs by Wiltshire Council. The assessment will look at needs relating to:

- the carer's health and quality of life;
- whether the carer wants to work or help with continuing to work;
- whether the carer wants to access training;
- access to leisure opportunities (if desired).

If you would like an assessment, please speak to one of our support workers who can make a referral on your behalf. You can complete the form yourself or request someone to help you.

You will have the opportunity to talk through your needs for support. Not all your needs will be eligible for local authority services but different options will be explored.

The support from the assessment will help you to continue your caring responsibilities and maintain your own health and wellbeing. It will also help if you can no longer continue in your caring role.

There is also an option to request a **joint assessment**. This means that your views and needs are taken into account when the person you care for is being assessed. However, if you choose not to have an assessment as a carer, it does not stop the person you care for receiving services.



Freephone 0800 181 4118



[carersinwiltshire.co.uk/our-services/carers-assessments/](http://carersinwiltshire.co.uk/our-services/carers-assessments/)

### Counselling

Carer Support Wiltshire is able to offer carers access to **free** counselling. Counselling gives you a chance to talk about your feelings and might help to clarify why you feel the way you do.

It will give you the time to look at your problems and try to find a way forward.

- Counselling is available at various venues throughout Wiltshire
- Carers are offered up to eight sessions which last 50 minutes each
- The cost is met through fundraising but you may make a donation if you wish.



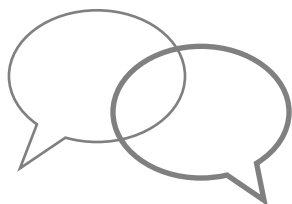
Freephone 0800 181 4118



[carersinwiltshire.co.uk/our-services/emotional-support/](http://carersinwiltshire.co.uk/our-services/emotional-support/)

### Carers groups and cafés

We run regular groups and carers cafés across Wiltshire, including specialist groups and clubs.



#### Structured groups

These groups provide you with lots of useful advice and information regarding your caring role.

They include bite-sized training, interesting speakers and topical discussion.



#### Carers Cafés

The cafés give you the chance to meet and socialise with other carers and share information and advice as well.

Meet up and have a chat over a cup of tea or two.



#### Hobby clubs

Our clubs provide a chance to 'switch-off' from the day-to-day.

The clubs on offer are walking, gardening and creative (arts and craft).

All skill levels are welcome!



#### Specialist groups

Many carers want to meet with people in very similar situations.

We have groups that are especially for parent carers, mental health carers and young adult carers.



Take a look at the enclosed *What's On* for a list of our upcoming groups, cafés and clubs.



[carersinwiltshire.co.uk/whats-on/](http://carersinwiltshire.co.uk/whats-on/)

### Complementary therapies

It is really important that you look after your own health and wellbeing in order to carry on caring.

One of the ways we can help is in the form of complementary therapies (up to three a year), including;

- Aromatherapy massage
- Mini manicures
- Mini facials
- Mini pedicures
- Indian Head Massage
- Reflexology
- Reiki



Take a look at the enclosed *Whats On* for more details about complementary therapies.



[carersinwiltshire.co.uk/whats-on/](http://carersinwiltshire.co.uk/whats-on/)

## Working with agencies to develop better services

### Carers Emergency Card

Do you often wonder what would happen to the person you care for if you were taken ill?

The Carers Emergency Card offers peace of mind and reassurance in times of accident and emergency. It is available to carers aged 18 and over.



Take a look at the leaflet enclosed in your information pack for details.



[carersinwiltshire.co.uk/our-services/carers-emergency-card/](http://carersinwiltshire.co.uk/our-services/carers-emergency-card/)



### Carers Clinics

Being a carer may be time-consuming, physically demanding and may have an effect on your own health.

We encourage GP surgeries in Wiltshire to hold Carers Clinics. They offer an opportunity for a free health check with routine tests such as blood pressure and cholesterol. There is also an opportunity to speak to one of our helpful carer support workers and get advice about finance and benefits.



**Ask your GP surgery if they offer Carers Clinics.**

### Prescription Breaks

We provide carers with the chance to have a free break up to the value of £50 through their local GP surgery.

A prescription break is for any carer who is experiencing ill health as a result of their caring role. It can be put towards anything you feel would give you some time to recharge and refresh.

Things people have used their break money for:

- Hair/beauty appointment
- Complementary therapy
- Exercise class
- Day out
- Art class
- Computer game

A prescription break can be given out by your GP, Practice Nurse or Health Care Worker.

If you can't access any of our breaks services, please give us a call and we'll do our best to help.



[carersinwiltshire.co.uk/our-services/breaks/](http://carersinwiltshire.co.uk/our-services/breaks/)

## Enabling carers to expand their horizons

### Training and educational opportunities

The training opportunities that we offer can help you in your day-to-day caring role. It may also be helpful if you are thinking of returning to the workplace.

Carer Support Wiltshire co-ordinates a large number of **free** training courses which include:

- First Aid
- Lifting and Handling
- Computer Skills
- Safeguarding
- Food Hygiene & Nutrition
- Money Management
- Dementia Care
- Fire Awareness

#### What training would help you?

Get in touch and let us know - we'll see what we can do!

These are provided by a network of different organisations in Wiltshire.



Take a look at the enclosed training programme for all upcoming courses.



[carersinwiltshire.co.uk/training/](http://carersinwiltshire.co.uk/training/)

### Volunteering

Many of the services that you receive as a carer are thanks to the time and dedication provided by a team of hard-working volunteers.

If you have any spare time that you would like to give, you may be interested in volunteering for us.

We have roles to suit everyone, including:

- Admin work
- Awareness raising
- Befriending / Talk and Support
- Carers Café hosting
- Carers Clinics
- Complementary therapies
- Driving
- Fundraising
- Trustee



Freephone 0800 181 4118 and ask to speak to a volunteer coordinator.



[carersinwiltshire.co.uk/support-us/volunteer/](http://carersinwiltshire.co.uk/support-us/volunteer/)



## Giving carers a voice and making views heard

### Your opinions and views matter

It is important to us that carers influence the services setup to support them. We want you to be involved in the decision-making and development of both new and existing services in Wiltshire.

### Join our Wiltshire Carer Involvement Group (WCIG)

This is a group of carers which meets four times a year to identify any issues or concerns affecting carers in Wiltshire. The group makes sure that all issues are brought to the attention of the relevant authority to be resolved.

### Other ways you can get involved

We know that WCIG won't appeal to everyone. So here are some other options you might want to consider:

- Discussing issues at groups and cafés
- Taking part in small review groups
- Meeting with statutory organisations
- Telling your story to health and social care staff
- Sitting on interview panels to represent carers
- Completing questionnaires and surveys
- Giving views at specialist groups or meetings



### We want YOU to have a say

We have a dedicated carer involvement worker who can ensure that you have an opportunity to have your views heard. If you would like to share your skills, expertise and knowledge, it would be great to hear from you.



Freephone 0800 181 4118



[carersinwiltshire.co.uk/our-services/have-your-say/](http://carersinwiltshire.co.uk/our-services/have-your-say/)

## Know your rights

Did you know that government legislation is in place to recognise your role as a carer and support you?

Take a look at **page 7** for more information.

## The legal stuff you might need to know

### Carers Rights in the Law

#### The Carers (Recognition and Services) Act 1995

This formally recognised the role of carers providing regular and substantial care and gave them a right to an assessment of their own needs at the time the person they care for was being assessed.

#### The Carers and Disabled Children Act 2000

This extended the rights of carers to an assessment of their needs, even if the person they care for refuses to be assessed. It also gave local authorities the power to provide services directly to carers.

#### The Carers (Equal Opportunities) Act 2004

This placed a duty on local authorities to ensure carers receive information about their right to an assessment. The assessment must take into account the carer's wishes regarding leisure, education, training and work activities.

#### The Work and Families Act 2006

This extended the right for carers to request flexible working.

You have a statutory right to request flexible working hours if you've worked for your employer for at least 26 weeks and are a parent of a child under 16 or a disabled child under 18, or if you're caring for an adult dependant who is a relative or lives at the same address as you.

#### The Equality Act 2010

This is a law that protects people from discrimination because of: age, disability, gender reassignment, marriage or civil partnership (in employment only), pregnancy and maternity, race, religion or belief, sex or sexual orientation.

It also strengthens the law in certain situations, including increased protection for disabled people, and new measures protecting the carers of elderly or disabled people.

#### The Children & Families Act 2014

This gives children, young people (including young carers) and their parents greater control and choice in decisions and ensuring that their needs are properly met. It features a new Special Educational Needs (SEN) Code of Practice.

#### The Care Act 2014

This brings self-funders into the care system with obligations on local authorities relating to information and advice, universal services and assessments and gives carers parity of esteem with the cared for. It also sets out a new model of paying for care, putting in place a cap on the care costs which an individual is liable for.



These are only brief summaries. For more information visit [www.legislation.gov.uk](http://www.legislation.gov.uk)

## Reviewing our work to ensure the best for carers

### Our mission:



### Compliments, Comments and Complaints

Carer Support Wiltshire aims to provide the best possible service to carers in Wiltshire.

We welcome your comments and suggestions so that we can ensure consistently high standards of service are provided.

#### Have we done something well?

Any positive feedback we receive can be used to demonstrate the standard of our work to our funders.

All compliments will be passed on to any staff member or team who are acknowledged to highlight exceptional staff performance.

#### Is there something we haven't done well?

There may be occasions when individuals find that the quality or level of service provided is considered to be less than could be reasonably expected.

If this is the case, you will have the opportunity to discuss the matter with our Head of Operations/ Deputy Chief Executive or Chief Executive. If the conduct of the Head of Operations/Deputy Chief Executive or Chief Executive is involved, a discussion with the Chairperson of Carer Support Wiltshire will be arranged.



For a copy of our complaints procedure, please freephone 0800 181 4118.



[carersinwiltshire.co.uk/contact-us/feedback/](https://carersinwiltshire.co.uk/contact-us/feedback/)