

If you care,  
we care.

## Some carers' stories

*"When my partner first became ill I consulted my GP for loss of sleep and was referred to Carers Support Centre. I must confess to feeling rather nervous on that first contact, although I found that having someone there to talk through the more difficult moments was a lifeline. The support and advice has always been practical and realistic."*

*"Being involved with Carers Support Centre helped me to recognise and value myself as a carer. They helped me to see the important role I play in society; they gave me confidence to not only be my son's carer, but to be a person in my own right."*

*"I always worry about my dad. I can't talk about it with my friends at school because they don't really understand. When I try to talk to people like doctors or social workers some of them don't really listen to me because they think I am too young. But at the young carers project you can voice your opinion and people actually care what you think."*

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Carers Support Centre  
Bristol & South Gloucestershire

**CarersLine:** 0117 965 2200  
Email: [carersline@carerssupportcentre.org.uk](mailto:carersline@carerssupportcentre.org.uk)  
**CarersLine opening times:**  
Mon - Thurs 10am - 1pm and 2pm - 4pm  
Fri 10am - 1pm  
An answerphone operates outside these hours.

**Admin enquiries:** 0117 939 2562  
Fax: 0117 965 5847  
Email: [info@carerssupportcentre.org.uk](mailto:info@carerssupportcentre.org.uk)

Carers Support Centre  
The Vassall Centre, Gill Avenue, Fishponds,  
Bristol BS16 2QQ

[www.carerssupportcentre.org.uk](http://www.carerssupportcentre.org.uk)  
[www.carersholidays.org.uk](http://www.carersholidays.org.uk)

For more information about our services see our website or contact CarersLine. You can follow us on Facebook and Twitter by linking from our website.

This leaflet is available in Easy Read.



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# Do you look after someone?

Help you can get from Carers Support Centre



**If you provide support to someone who could not manage without your help, you are a carer. This could be caring for a relative, partner or friend who is ill, frail, disabled or is affected by mental ill-health or substance misuse.**

Carers Support Centre is a registered charity providing a range of practical services. In addition, we work strategically with many partners to improve the support and services that carers receive. This includes working with schools, GP practices, hospitals and health and social care professionals.

### Our services

#### CarersLine

A confidential telephone support line giving information and advice on benefits and finance, getting a break, and accessing health and social care services.

#### Carers Emergency Card

If a carer has an accident or is taken seriously ill, carrying this card will ensure the person they care for continues to receive the support they need.



#### Carers Assessments

Help with getting an assessment. This allows carers to get help and support for themselves and the person they care for from social services.

#### Carers News

A newsletter three times a year covering all aspects of caring.

#### One-to-one support

Help with filling in forms, applying for Carers Allowance, and help with talking to health and social care professionals.

#### Carers support groups

A safe, confidential space to meet with other carers to share information and give support to each other.

#### Learning difficulties carer support

Specialist information, workshops and one-to-one support for carers who support an adult with a learning difficulty.

#### Carefree breaks

Events and activities giving carers time out from their caring responsibilities.

#### Carer involvement programme

Support for carers to get their voices heard, so they can influence local health and social care provision.

#### Sitting and companionship

Providing a companion for the person looked after, so their carer can take a regular break.

#### Counselling

Allowing carers to discuss difficult issues in confidence; including loneliness, changing relationships, loss, anxiety and depression.

#### Hospital support

Providing information and support for carers in hospital, and involving them in discharge planning.

#### Training

Courses to help carers cope on a day to day basis. We also give advice and training on making organisations more 'carer aware'.

#### Young Carers

Supporting children under 18 years old, including individual and family support, activities, groups and outings.

#### Young Adult Carers

Supporting young adults aged 18-25, through the EighteenPlus peer support group.

#### Carers Holidays

Affordable breaks for carers in our modern holiday caravans in Torbay and the Cotswolds. See: [www.carersholidays.org.uk](http://www.carersholidays.org.uk)

