



Wandsworth Carers' Centre
The Princess Royal Trust
for Carers

Working *for Carers*

A carer is someone, who, without payment, provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability. The term Carer should not be confused with a care-worker, or care assistant, who receives payment for looking after someone.

Are you helping someone by providing emotional support or help with practical tasks such as shopping, collecting benefits, filling in forms, washing and dressing or housework?

Then we are here to help you.

The Aims of the Carers' Centre

We are committed to offering Carers, a responsive, confidential and professional service which helps them to have increased control over their own lives.

A Quality Service

The Centre aims to deliver high quality services and actively seeks Carers views on the services provided.

Equal Opportunities

Wandsworth Carers' Centre is committed to providing services to all sections of the community and declares that it will take positive steps to promote equality in all areas of service provision.

The Carers' Centre provides support to Carers who either live in or care for someone who lives in the Borough of Wandsworth

At the Centre

We provide a wide range of services:

- Information & Advice
- Complementary Therapies
- Counselling
- Support Groups
- Targeted Support for Asian Carers
- Carers' Bulletin
- Back Care Project
- Breaks Project
- Targeted support for Mental Health Carers
- Support for Carers affected by another adult's Substance Misuse
- Carers Emergency Support Scheme
- Health and Relaxation Information Sessions

We offer

Information and Advice

We can offer support to access health and social care services and assist with:

- Benefits
- Housing
- Respite Care
- Getting a break – holidays, respite
- Debt Advice

Languages spoken in addition to English include Hindi, Punjabi, Gujarati, Urdu, Vietnamese and Cantonese.

All information and advice is **FREE** and **CONFIDENTIAL**.

Counselling

- Counselling is provided at the Centre by volunteer counsellors who are either qualified or in training on an accredited course.
- You will be offered an initial meeting to find out more about counselling at the Centre.
- You will then be offered a regular appointment at the same time each week.
- This is a confidential service.

Therapies

- Therapies are offered at the Centre by volunteer therapists who are either qualified or in training on an accredited course.
- The particular therapies available vary according to the availability of the volunteers. Some of the most popular therapies include massage and acupuncture.

Support Groups

The groups can provide you with help, support, a chance to have your views heard, information and a friendly chat.

Support Groups Include:

- Carers of Adults & Young Adults with Learning Difficulties
- Carers of People with Alzheimer's or Dementia
- Former Carers' Support Group
- Carers of Older People
- Carers of People with a Mental Illness
- Asian Carers
- Coffee Club for all Carers
- Carers of People who have had a Stroke

Back Care Project

Provides a weekly osteopathic clinic and information and support on:

- Back care
- Aids & Equipment
- Training on moving & handling

Breaks Project

Supports Carers with:

- Applying for grants to assist with breaks
- Identifying appropriate holiday destinations
- Booking accommodation & transport
- Advice on respite for the cared for
- Organising day trips & group holidays for Carers
- Helping to access breaks information online

Mental Health Carers Support

The Mental Health Carers' Support and Development Workers provide assistance to all Carers who look after someone with a mental illness. This assistance may include information regarding mental illness, information on medication and mental health services, support to talk with professionals involved with the person you care for, or the opportunity to talk about how caring affects you.

Information Sessions are also run which provide carers with an opportunity to meet other carers and learn more about mental illness, treatments and services, as well as carers' rights and coping strategies.

The Asian Development Project

The project supports Carers from the Asian communities to access the facilities at the Carers' Centre and other main-stream services by providing information, advice and advocacy. A number of community languages are spoken by the development worker and other staff members.

Clients can choose to be seen at our office at 46 Balham High Road, London SW12 9AQ, by appointment.

An **Asian Carers' Group** which offers activities, outings and information sessions is held fortnightly at our Balham office.

Substance Misuse Carer Support

The Substance Misuse Carer Support and Involvement Project is a support service for Carers and/or anyone over the age of 18 affected by another adults drug or alcohol use, be it a family member, neighbour, relative or friend. This also includes Carers of those with dual mental health and substance misuse issues (Dual Diagnosis).

Because someone's substance misuse impacts on people in a variety of ways, the support, information and advice available is tailored to the individual. This could include drug and alcohol awareness, information on treatment services available for the person who is using, what addiction is, coping strategies, or the opportunity to talk about any other concerns, your needs, and how the situation is affecting you.

The support can include one to one sessions, telephone support, outreach work, or group sessions.

The project also works to ensure the views and experiences of Carers are recognised and fed back to local drug and alcohol treatment providers to ensure that Carers are involved and consulted on local drug and alcohol treatment strategies.

The Carers' Emergency Support Scheme (CESS)

Do you worry about what would happen to the person you care for, if something was to happen to you?

The Carers Emergency Support Scheme is a free service offered 24 hours per day, 7 days a week, 365 days a year.

It is designed to help you have peace of mind when you are away from the person you care for.

It provides you with a pocket sized card that you carry on you, that can be used if you have an accident, are taken ill, or cannot get back to the person you care for. It is there to alert others that there is someone needing support who relies on you.

It involves meeting with the Carers' Emergency Support Scheme (CESS) Worker to draw up your emergency plan to be activated in the event of an emergency.

Everyone values their independence, even if someone depends on you. It is when the unexpected happens that you need a service you can rely on to promptly provide support at home for the person you care for. The service is designed to give you that added peace of mind.

Carer Participation Project

The Carer Participation project works with all Carers to bring them and providers of local services together. The aim of this work is to include Carers as expert partners in discussions and decisions.

There are opportunities to contribute to the work of Wandsworth NHS, Adult Social Services, and the Mental Health Trust. Carers can participate in a variety of ways, depending on their availability and interests, including;

- Becoming a 'Carer Representative'
- Helping to research Carers views on specific issues
- Designing literature and information for Carers
- Reviewing the performance of existing services
- Attending groups and meetings to raise the voice of Carers

If Carers are not able to attend in person, contributions can still be made over the phone, by post or by e-mail to make sure that comments are included.

Training is often provided and Carers would be able to receive on-going support from staff at the Carers Centre throughout.

If you would like to register at the Carers' Centre or find out more about our services please fill out your name and address in the space below



The Princess Royal Trust
for Carers

I am a Carer: Yes No

Name :

Address :

..... Postcode

Please send me the Carers Information Pack

Please add me to the Bulletin mailing list

Wandsworth Carers' Centre
FREEPOST LON17464
LONDON
SW18 4ZZ

Wandsworth Carers' Centre,
181 Wandsworth High Street,
London SW18 4JE

Tel: **020 8877 1200**

Fax: **020 8877 3936**

Email: info@wandsworthcarers.org.uk

Web: www.wandsworthcarers.org.uk

British Rail: Wandsworth Town,
Clapham Junction

Underground: East Putney

Buses: 28 • 37 • 39 • 44 • 87
156 • 170 • 220 • 270 • 337

Balham Office

46 Balham High Road,
London SW12 9AQ

Tel: **020 8675 0811**

Fax: **020 8675 8452**



How to Contact the Centre

If you would like to speak to someone about the services on offer or any aspect of caring you can:

Ring the Centre

Monday to Friday
9.30am – 5.30pm

Drop-in

Monday to Thursday
10.00am – 5.00pm

Email our office

Appointments for working Carers are offered outside of working hours.

Registered Charity No. 1053121
Company Number 3152094



INVESTING IN VOLUNTEERS

Community
Legal Service



Wandsworth 
Primary Care Trust

supported by
Wandsworth
Council

