

Carers News

Issue 95 | Summer 2024

FREE | £1.50 when sold



Carers Week 2024

You're invited to our free Carers Week Event

Carers Week presents an opportunity to raise awareness of caring, highlight the challenges you face and recognise the contribution you make to families and communities throughout the UK.



During the week, on Thursday 13 June, we'll be putting on a special event for you at the BAWA Leisure Centre. The day will cover many aspects of your caring life and

present practical information to help you, while giving you a chance to meet with other carers and get yourself a bit of well-deserved pampering.

The Event will also be an ideal opportunity to meet our new CEO, Carl Tams. As well as introducing the Event, Carl and Carers Support Centre staff will be on hand to answer any questions you may have about our services.

We are looking to offer sessions on a variety of caring-related subjects, including:

- Our new Befriending and Connection, and Counselling services (see page 8)
- Employment and caring
- Palliative and end-of-life caring
- Estate planning matters, wills, lasting powers of attorney and inheritance tax
- Mental Health support for carers

As well as free pampering, we'll be providing lunch and there will be a chance to visit information stalls provided by organisations who deliver carer-related services and information.

If you'd like to join, pre-booking your place is essential. You can do so by contacting us and giving us the following information:

- Your name
- Your address
- Your telephone number
- Any dietary requirements you may have

☎ **0117 958 9902**

@ comms@carerssupportcentre.org.uk

You can also book online at

🌐 carerssupportcentre.org.uk/events

In this edition:

- 👉 Meet our new CEO
- 👉 Supporting you in your GP practice
- 👉 New counselling, and befriending and engagement services
- 👉 Making the most of your Carer's Assessment

If you care,
we care.

Carers Support Centre
Bristol & South Gloucestershire

A Network Partner of
CARERS TRUST

☎ **CarersLine: 0117 965 2200**

🌐 carerssupportcentre.org.uk

@ carersline@carerssupportcentre.org.uk

The Vassall Centre, Gill Ave, Fishponds, BS16 2QQ

Registered charity number 1063226

Company number 3377199

From our CEO



I am delighted to write to you for my first Carers News as Chief Executive Officer.

I was attracted to Carers Support Centre because of the staff commitment to the large number of carers that the organisation supports. It was obvious to me throughout the interview process just how much of the hard work and dedication of carers in our community was reflected and supported by the team. I wanted to be part of that, working with staff and carers to ensure that this continued.

Caring is a vital part of our country's support for vulnerable people and Carers Support Centre stays committed to working with you to support you on your journey.

My background is one of caring both through family commitments now and in the past, as well as professionally when I was a student. As a fundraiser and corporate development professional, I have seen the difference that both funding and the involvement of donors can provide to charities and other organisations.

I am keen to carry on Tim Poole's excellent work as Chief Executive Officer. His work for Carers Support Centre has been exemplary and helped build such a strong team. I am pleased to work with them all and, in addition, I would like to thank Tim for his excellent handover and support.

My main aims over the next few months will be to learn more from our staff about their requirements and how the organisation runs for you as carers, meet external organisations important to us as well and work on staffing and recruitment. Our Board is very important to the Carers Support Centre, and I welcome their input on these matters and support throughout the early stages.

Our Carers Week Event at BAWA on Thursday 13th June presents an ideal opportunity for me to meet you. With a varied programme of events which we hope caters for all your caring needs, I look forward to seeing as many of you as possible. If you do attend, please come and say hello.

In the meantime, we continue with our important shared aim of supporting carers throughout the Bristol and South Gloucestershire area. CarersLine, our assessments, support and respite focused on the carer, Walk and Talk, local initiatives and more are there to help you.

Rest assured that your welfare and wellbeing remain top of our agenda, and I am delighted to be joining the charity just as our counselling and befriending services are being re-invigorated (see page 8) following successful funding bids by our team.

I look forward to working for and with you all!

Carl Tams



Trustee view

Mary Whittington is our Chair of Trustees.

At the end of March, Tim Poole, our CEO of nearly four years, retired from Carers Support Centre. We were sad to say goodbye, but excited to be entering a new phase with the arrival of his replacement, Carl Tams.

Tim joined us as CEO at the height of the Covid-19 pandemic in June 2020. His calm and steady influence brought stability to the organisation during an unprecedented and challenging period. Staff were working from home with little or no face-to-face contact with our carers. He supported staff to develop different and innovative ways to deliver services ensuring that carers still received the vital support they needed.

Tim always worked tirelessly to improve the lives of carers, lobbying local and national governments on their behalf and raising the profile of unpaid carers. He was also aware of the difficulties and stresses that staff can experience through their work and was concerned to ensure that their welfare did not suffer, encouraging regular wellbeing activities.

He built strong relationships with our commissioners and gained their respect, which contributed to successfully retaining our core contracts last year. Under Tim's leadership, Carers Support Centre was also successful in being awarded several large grants from charitable trusts providing funding for additional services such as Walk and Talk and young carers activities.

It has been a pleasure to work with Tim and the Trustees are now looking forward to working with Carl. Tim can be proud of the difference he has made to the lives of carers and the legacy he has left. We are delighted to welcome Carl Tams to Carers Support Centre as our CEO and have every confidence that he will build on the strong foundations created by Tim, taking Carers Support Centre from strength to strength.

We thank Tim for his commitment, enthusiasm and humour and all that he has achieved in the last four years and wish him a happy, healthy and long retirement.

Supporting you in your GP practice

A dedicated team working with GP practices to help identify and support carers.



Our GP Carer Liaison Workers work with GP practices across Bristol and South Gloucestershire providing information, guidance and support for carers.

This includes:

- helping you access services
- offering emotional support and advice relevant to your caring role
- helping you communicate your needs or concerns or those of the person you care for to health professionals
- helping you to look at financial support/benefits for you and the person you care for
- advising you as to whether you are entitled to a Carer's Assessment and, where appropriate, helping you to complete and submit an assessment to the local authority
- providing you with information about carer services and support in your local area
- Carer's Surgeries.

Thank you – I don't think I have had such comprehensive advice since I became my sister's carer in 2019

Carer's Surgeries are monthly one-to-one information, advice and support clinics for carers, provided by our GP Carer Liaison Workers. The GP practice provides the room and takes responsibility for identifying carers and booking them in for appointments.

A Carer's Surgery appointment offers:

- support to access appropriate child or adult care services
- Carer's Assessments, which may result in a direct payment to take a break from caring
- a conversation about disability and carers' benefits
- emotional support and a chance to talk about how caring is affecting you
- help to identify things that will help you and/or the person you care for
- information about the Carers Emergency Card
- referrals to a range of specialist organisations e.g. for help with applying for benefits, employment advice and counselling.

How to contact us

If you need our help or would like more information, please contact our GP Carer Liaison Workers team via CarersLine.

☎ 0117 965 2200

@ carersline@carerssupportcentre.org.uk

New staff



Camilla Qureshi

I have returned to Carers Support Centre as the Befriending and Community Connection Co-ordinator (see page 8). Before, I was the project lead for the previous befriending service, and, in addition, spent some time as a Carers Support Officer. I have also been a long-term carer myself



Kathryn Smith

I have joined the South Gloucestershire Carers Assessment Team and will be carrying out assessments and linking carers to support. I have worked in supporting roles since 1995 and also have experience as a family carer, so I know that alongside the many rewards this brings how isolating and challenging it can be at times.

Noticeboard

South Gloucestershire Welcome Home Services for individuals returning from hospital

Age UK South Gloucestershire and Southern Brooks Community Partnerships are working together to support people who have returned home after a stay in hospital. Their Welcome Home service gives individuals the support they need for a smooth return home and a safe stay upon returning.

This service can help individuals regain confidence in activities and hobbies; navigate benefits, allowances, and grants; and get advice on social care.

To be eligible for this service, you must be a South Gloucestershire resident over the age of 50 who's been discharged from hospital within the past six weeks.

Referrals can be done by yourself, a family member or a healthcare professional and are completed via email or form.

Southern Brooks

@ welcomehome@southernbrooks.org.uk

tinyurl.com/4ru8e5k7

☎ 0117 403 4238



If you don't have or want to use the internet

Carers UK has launched an audio resource service which is aimed at older carers who do not use the internet to search for information. This is a pre-recorded free telephone service containing audio resources on a range of topics that carers may find helpful.

There are three audio resource segments, containing information on topics including:

- help with finances
- specific health conditions
- support with getting a break from caring
- tips to help improve wellbeing.

The telephone number to call is **0800 888 6999**. To listen to the different options available, carers should follow the options on the main menu.



Lottery news

Lucky winners

- **Dec** - E Blac, C Peat, C Cryer, R Howes, S Jones
- **Jan** - D Byrne, HJ Hiscox, A Northcott, D Longhurst
- **Feb** - M Price, A Northcott, C Peat, AJ Hart, J Cox
- **Mar** - H Thomas, J Hayes, L Jones, I Bisp, M Palmer

Join our lottery

Join our lottery for the chance to win one of five cash prizes every month. It's just £1 a month for each number, and you'll also be supporting our work.

tinyurl.com/mw33d45s

☎ 0117 939 2562

Carers Leave Act 2023 is officially law

Carers UK have campaigned for this act for many years, and as of 6 April 2024, the act is finally in effect.

Employees are now entitled to five days unpaid leave to provide or arrange care for someone with a long-term care

need. It provides the same employment protections to employees as other forms of family-related leave, including protection from dismissal.

For more information on this Act:

gov.uk/carers-leave

Tea And Tech drop-ins - technology support for older people in Bristol

Frustrated that everything is online these days? Don't know where to start? Bristol Tea and Tech can help you get connected.

These drop-ins are a great way to learn digital skills in a comfortable local community space. The team will be returning to Sea Mills and Henleaze to continue biweekly drop-ins, and there are currently six-week trials in Shirehampton, Avonmouth, at Bristol Methodist Centre and with Bristol Refugee Rights. Another four locations will be confirmed in September.

For more information contact Nicola:

☎ 07936 943583 @ nicola@northbristoladvice.org.uk

We appreciate your support

Thank you to everyone who has generously donated funds in the last few months to help support carers including:

- Asda Foundation
- Bristol Water - Together for Good Fund
- The Bernays Trust
- The Thompson Charitable Trust
- R S Brownless Charitable Trust

Thank you to Together for Good from Bristol Water for our £500 grant which we will put towards respite activities for local young carers who look after someone at home. Our activities include art workshops, sports activities and day trips to give young carers time to relax, try new things and have fun!



Free mindfulness for carers courses

The Mindful Life are offering free mindfulness courses for carers, aimed at improving wellbeing and reducing feelings of fatigue and isolation.

The course is 1.15 hours a week for four weeks and over the four sessions they will cover:

- What mindfulness is
- Breath as an anchor
- The science and benefits of mindfulness
- What stress is for you
- Ways to be mindful in your everyday life
- Leading you through various meditations
- Developing a practice of gratitude

The next Mindfulness for Carers courses are on Monday afternoons at 2.30-3.45 pm from 24 June.

If you feel you would like to join this FREE online course, please get in touch by sending an email to:

@ info@themindfullife.co.uk

Calendar of events for parent carers in Bristol

Bristol Parent Carer Forum have curated an amazing calendar of events for children and young people with Special Educational Needs or disabilities across Bristol.

It is updated regularly and often includes between 3-10 local SEND 'friendly' events a day. They also have information and resources for parent carers in Bristol sessions and support for many types of parent carers. Check it out at:

@ tinyurl.com/s4z9pz52



Free professional talking therapy for adults

If you struggle with depression, anxiety, post-traumatic stress disorder, excessive worrying or low mood, then NHS Talking Therapies can help.

Vital Health Group offer a wide variety of local talking therapies on behalf of the NHS, available to adults over 16 registered with a GP in Bristol, South Gloucestershire and North Somerset.

Self-referrals for this service can be done by phone, online form or digital assistant. If you'd like to find out more about this service:

@ 0333 200 1893

@ tinyurl.com/5f3wd7jc



Avon and Somerset Police's Dementia Safeguarding Scheme

If you care for someone with dementia and worry about them going missing, Avon and Somerset Police's scheme may ease your mind.

The Scheme enables you to upload vital information about those you care for which can be used if they go missing. With reports that over 40,000 people with dementia go missing each year in the UK, joining the Scheme could make a real difference in ensuring the early return of your loved one.

As part of the Scheme, you can request a wearable wristband, hangtag or lanyard

with glow-in-the-dark card for the individual which stores electronic information about the wearer, such as their name and next of kin. The device will be scanned by emergency services if the individual is found wandering.

Register at:

- 🌐 tinyurl.com/yerub5a7
- 📍 [CommsCentreInbound](#)
- 📧 [@avonandsomerset.police.uk](mailto:avonandsomerset.police.uk)

Please note, devices are only available for those with dementia and not any other type of medical condition.

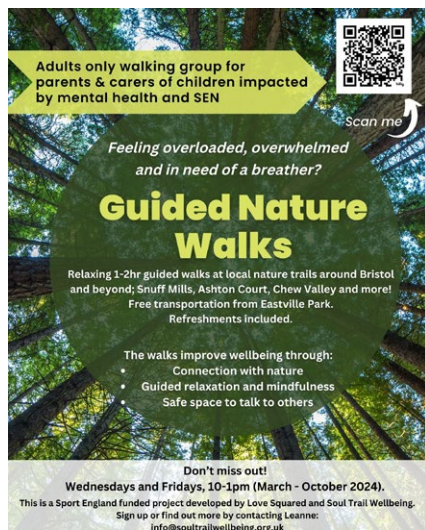


Guided nature walks for parents and carers of children impacted by mental health and SEN

Spending time in nature can have a massive positive effect on wellbeing. Well Aware host guided walks for parent carers of children impacted by mental health and SEN. See poster for full details

Sign up or find out more:

📧 info@soultrailwellbeing.org.uk



Nailsea countryside fundraising walks

On June 9, Nailsea and Backwell Rotary Club are hosting countryside walks to fundraise for local charities, including Carers Support Centre.

Walks can be enjoyed alone or with friends and family, and on three different routes of varying difficulty (5k, 10k, 20k), all starting from and finishing at the Scotch Horn Centre in Nailsea. All ages and walking abilities are welcome, and there is also an option to run instead.

Although the main event is on Sunday 9 June, you can take part at any time up to the end of July. For more details visit the organiser's website where you can also register, and pay, online:

- 🌐 nailsearotary.org
- Or contact our fundraising supporter Dougal:
- 📧 dougala@carerssupportcentre.org.uk
- ☎️ **0117 939 2562**



Carers Voice and Engagement

We are committed to enabling carers to increase local decision makers' understanding of the issues they face, and to influence the development of local strategies, policies and procedures.



Carers Voice helps change council policy

Many of you know that because of big funding cuts, like many other councils Bristol City Council is really struggling to balance its budget.

By far the largest share of the budget is spent on social care services. To balance increasing demands with far less money, the Council proposed a new Fair and Affordable Care Policy to enable them to take best value into account when deciding how to meet an individual's care needs.

This raised huge concerns amongst disabled people campaigners, as the policy could restrict the right to choose to be cared for in one's own home. We support these concerns, but our main concern is that this policy could increase the burden of care for carers, and particularly those who care for people that want to continue to live in their own homes.

We submitted a written response and supported carers to voice their concerns directly to adult social care decision makers. We asked the Council to consider the impact on the carer's well-being and their willingness to continue to care, which the Council is required to do by the Care Act 2014.

We asked for the policy, staff guidance and training to state that if 'best value' increases the carer burden, support must be given to mitigate that by, for example, frequent and regular free breaks. We asked that particular attention should be paid to those carers who:

- care for 35+ hours a week
- live in social housing and could be at risk of homelessness if the person they care for is moved into residential care
- cannot afford to pay for care, and therefore have no other option but to increase their care burden if the council stops to fund some of the home care
- hold cultural values that prevent them from putting their loved ones into a home.

We are very pleased to say all our effort has paid off! The Council has listened to carers and disabled people's concerns, and to all of those that have responded to the consultations. The policy has been suspended, and the Council has instructed a working group of carers and disabled people representatives to find a better solution. We are part of that group, and we will keep you posted!

This work has been informed by our Expert by Experience Panel. By joining this panel, you too will be able to have your say by taking part in our focus groups, surveys and polls.

Find out more about joining the Expert by Experience Panel and other ways of making your voice heard on our website at www.carerssupportcentre.org.uk/carers-voice

Big win for Value the Caring Economy

On March 12th, Bristol City Council carried forward its Caring Economy motion.

Following this motion, the Council has committed to:

- Focus and invest in childcare infrastructures within local and regional strategic plans, and protect maintained nurseries and early years education;
- Make provisions to support carers, care workers, and those who may be cared for, adopting the asks of the Value the Caring Economy campaign.

This is an exciting success for the Value the Caring Economy campaign, formed by an alliance of local organisations and charities, and spearheaded by Bristol Women's Voice.

Our work with the Value the Caring Economy campaign is part of our Carers Voice initiative.



#ValueCaringEconomy

For carers



Counselling, and Befriending & Connection services now open

As reported in the last edition of Carers News, our Counselling, and Befriending & Connection services have received funding that will enable them to continue in 2024 and beyond.



As a result, we are now able to offer these services to you.

Counselling Service

We provide professional counsellors to give you a safe, independent and confidential space to talk about your concerns, feel listened to and respected and understood.

Counselling is a 'talking therapy' and we offer six weekly sessions via telephone or online using Zoom.

A fully trained counsellor will offer a safe and confidential space to talk about your concerns.

The sessions are for carers to talk about the issues associated with their caring role. Carers can explore thoughts and feelings around the impact their caring role may be having on them such as loneliness, depression, guilt or resentment, juggling conflicting demands or relationship changes.

The counselling we offer is a short-term intervention, so carers will be encouraged to look at changing their thinking and behaviours, to help them create strategies to cope with the situation they find themselves in – rather than getting bogged down in the details of the problems they face.

Befriending & Connection Service

Thanks to funding from St Monica's Trust, our new Befriending & Connection Service is now open and taking referrals.

The new Befriending & Connection Service takes on a slightly different look – it is for carers **aged 55 and over in South Gloucestershire**.

In addition to providing befriending support by phone, we will link carers into other community-based support and 'match' carers together when the service ends, for ongoing peer support.

Unpaid carers can often feel lonely and isolated because of their caring role and those living in more rural areas can be affected more.

We can match you with a friendly volunteer befriender who will call once a week for six weeks and also link you to support and services in your local area.

Using the services

To find out more about these services, or be referred, please contact CarersLine:

CarersLine is open:

Monday to Friday: 10 am – 1 pm

Monday to Thursday: 2 pm – 4 pm

(Closed on Bank Holidays)

 **0117 965 2200**

 **carersline@carerssupportcentre.org.uk**

Making the most of your Carer's Assessment

If you're looking after a family member, friend or neighbour, then you're entitled to a free Carer's Assessment from your local council.



Carer's Assessments look at how caring affects your life, and whether support is needed to manage your caring role and well-being.

In your Carer's Assessment you will be able to discuss:

- how you feel about your caring role and whether you feel able to continue
- how you cope with the care you provide and how it might change in the future
- your health and how caring affects it
- work, training and leisure activities you do or would like to do
- any other worries or concerns you have.

We're here to help you with your Carer's Assessment, but you can also help yourself and make the most of your Carer's Assessment with a bit of thought and preparation beforehand.

Here are our top tips for a successful Carer's Assessment:

Understand the purpose of the Carer's Assessment

A Carer's Assessment is about identifying your needs as a carer, and the support you might need to continue providing care. Understanding this purpose will help you prepare for the assessment.

Prepare for the assessment

Gather your thoughts, make notes on the resources and support that you currently have, and any areas where you feel you may need more support.

The following questions may be useful to ask yourself:

- What do we do when we are caring?
- How much time do we spend caring?
- How does caring affect our physical and mental health?
- If you're currently working or studying, how does caring affect this?
- Do we have enough time for our own hobbies, interests and social life?
- Is there anything we've had to give up as a result of being a carer?
- Are we missing out on leisure time (things that are good for us)?



- What is our housing situation with the person we care for?
- Do we have enough time to look after our home?
- If you're working, what is your relationship like with your employer. Do they even know you're a carer?

Be honest and open

Being honest about your situation will reap the most reward. If the assessor doesn't know about your needs and concerns, they'll find it difficult to help you.

Remember your rights

This is your Assessment, and you have the right to be treated as an equal partner in all aspects of the care planning process – especially those issues which relate to your health and wellbeing.

Have things have changed

If this is not your first Carer's Assessment, you may want to note if your caring responsibilities have changed.

Think long-term

What kind of things do you imagine you will need in the future? For instance, you might need some information about respite care or managing someone else's affairs.

Talk about your emotions

Take the chance to open up about how caring makes you feel.

Clarify any concerns or questions

If you are unsure about anything related to the Assessment, don't be afraid to ask questions and seek clarification.

Remember to be kind to yourself afterwards

Sometimes talking about all the things your caring life involves can be tough and bring up all kinds of emotions.

For more information about Carer's Assessments, give CarersLine a call on **0117 965 2200**, or if you have internet access visit our website:

bit.ly/3TQ5i3o

Young Carers



Young Carers Action Day (YCAD)

We celebrated this year's YCAD on 13 March with over 50 young carers from more than eight different South Gloucestershire secondary schools.

The theme for this year was "Fair Futures" with the aim of encouraging and supporting young carers to believe in themselves and develop dreams for their future.

We collaborated with 10 different organisations to deliver a range of workshops and interactive information stalls that would widen horizons of the world of work and provide information on steps young carers can take to get there. This included:

- The Red Cross running a Young Responders session
- The Beacon working with a group to create a piece of music with multiple instruments
- NatWest Bank helping young carers explore how to make budgeting decisions
- Off the Record taking young carers on a journey into different habitats and how human behaviours impact on this.

Workshop leads shared information about their job roles, how they got there and the barriers they overcame.

At the end of the day, well over three quarters of participants said they got ideas about their future, learned how to overcome difficulties they might have in doing what they want, and know where to get support to help them plan their future. This is summed up by one young carer who said:

It was a very fun experience, I would love to do it again

One of the teachers who brought young carers observed that:

The choice of workshops was great, and the students relaxed quickly in their small groups. The stalls were informative and the YC team were extremely helpful. A great event that I shall look forward to attending again



We work with young people to help them to feel positive about being a young carer, feel less isolated, reduce inappropriate care, enable them to plan for their future and seek support when they need it. We provide individual and family support, activities, groups and outings.

☎ 0117 958 9980

@ youngc@carerssupportcentre.org.uk



Young Carers Voice working with local hospitals

There are estimated to be over one million young carers across the UK; that equates to two young carers per school class of 30. That means there could be as many as 10,000 young carers across Bristol and South Gloucestershire, most of whom are currently hidden. We want to ensure that we identify and support young carers.

In the run-up to YCAD 2024, we worked with North Bristol Trust (NBT) at Southmead Hospital to improve the identification and support of young carers. As part of that work, on YCAD, NBT announced their commitment to the new National Young Carers Covenant from the Carers Trust.

On 15 February, we arranged for five inspiring young carers from Young Carers Voice, to visit Southmead Hospital supported by Carers Support Centre. At the visit, the young carers undertook the 15-step challenge in three wards. The 15-step challenge is a valuable tool for patients, carers and young carers to feedback about how the experience of hospital could be improved.



From the 15-step challenge, some of the positive feedback from our young carers included:

- staff being welcoming
- welcome posters being displayed in different languages
- wards feeling clean and warm.

Some areas for improvement identified included:

- not having any reference to or information on display about young carers
- the experience of staff who were not aware of who a young carer could be

NBT is already taking action to improve things for young carers, enacting some of the easier changes that are needed. The changes that require more planning and work will be tracked in an action plan monitored in the NBT Carers Strategy Group. As part of the work, NBT is committed to regularly updating the Young Carers, inviting them back to check and challenge the change.

We hope this partnership with NBT can make a real difference in young carers' experience of NBT.



National Young Carers Covenant

In 2023, Carers Trust asked more than 500 young carers and young adult carers from across the UK to help develop a Young Carers Covenant that organisations sign up to and pledge to improve support for young carers. Young carers shared about their lives, their hopes and aspirations, and the biggest challenges they face. From this, Carers Trust created a list of the most important changes needed to secure a fairer, better future for all young carers and young adult carers.

The Young Carers Covenant sets out ten key outcomes that will improve young carers' life chances by a commitment to a future where all young carers and young adult carers:

- ✓ Are identified at the earliest opportunity
- ✓ Can access and succeed in employment/training opportunities
- ✓ Are safe and secure
- ✓ Feel they have choices in their lives
- ✓ Can access and benefit from the rights they have

- ✓ Are able to thrive in education
- ✓ Have time for themselves
- ✓ Can access support for themselves and their families
- ✓ Have good physical and mental health
- ✓ Live free from poverty

North Bristol Trust (NBT) has been the first organisation in Bristol to sign up to the Covenant.

You can sign the covenant at:
[🌐 tinyurl.com/mpmddece](https://tinyurl.com/mpmddece)

Volunteering

We have around 90 volunteers who add enormous value to the services we offer carers in Bristol and South Gloucestershire and we'd love for you to join us.

Are you passionate about making a positive difference in the lives of carers? Do you believe in the importance of providing support to those who tirelessly care for others? If so, we have some amazing opportunities for you!

Befriending and Community Connection volunteer

We are looking for a Befriending and Community Connection volunteers for our new service for unpaid carers in South Gloucestershire, aged 55 and over (see page 8).

Carers can often be isolated and feel lonely in their caring role and having someone to talk to can really help. We are looking for volunteers who can offer their time for an hour a week, over one or two phone calls, either during the daytime or early evening. Each carer is offered up to six consecutive weeks of support.

If you can support more than one carer at the same time that would be great, but supporting even one carer will make a real difference.

Carers Emergency Card form volunteer

If you are good with people on the phone and have basic IT skills or a willingness to learn, we need to hear from you.

We are looking for someone who is methodical, with patience, empathy, excellent attention to detail and good communication skills to help with calling carers, sending out replacement forms, assisting with form filling and recording information.

We'll give you full training and ongoing support is provided. We ask for two to three hours a week of your time. And there's scope for additional promotional/outreach work if you're interested.

Promoting the Carers Emergency Card Discount Scheme

Are you looking for a fulfilling community-based role? Would you enjoy the satisfaction of achieving your own goals and structure within a project? Would you like to make a meaningful impact?

If you're interested in general promotion, collaborating with local businesses and enabling carers to access valued discounts, this scheme has it all. If you have an engaging personality, strong communication skills, like getting out and about and enjoy speaking to people face to face, this could be the role for you.

Admin Support Volunteer

Would you like to gain or share your experience and skills in admin? Do you believe in the importance of providing support to people who care for others and our dedicated team of volunteers?

We are looking for someone who is well organised, enthusiastic, able to work on their own initiative and as part of a small, friendly team. We'll give you full training and ongoing support.

Hours flexible by negotiation to suit both volunteer and organisation.

Get in touch

If you're interested in any of our volunteering opportunities, please contact:

Pauline Edwards-Samuels

Volunteer Development and Counselling Service Manager

☎ 0117 958 9988

✉ volunteering@carerssupportcentre.org.uk



Carers Support Groups

A safe, confidential space to meet with other carers face-to-face and online – to share information and support each other.

Groups are a great way to connect with other carers, share knowledge and give each other support. Please find details of our carers groups below. We are currently running a blend of in-person and online groups, to suit your caring situation.

If you have not attended a group before and would like to, please contact CarersLine:

📞 0117 965 2200
 @ carersline@carerssupportcentre.org.uk

Speakers

Often external speakers attend Carers Support Groups.

Healthwatch – Speaking on ‘Changes at your GP surgery: how care improvements will benefit patients’

- Brislington – Weds 4 Sept
- Hartcliffe – Thurs 12 Sept

Soundwell Music Therapy – hosting a music therapy session

- Online Group – Thurs 6 June

Pets as Therapy – Volunteers will bring their well-trained dogs Ola and Molly, so carers can enjoy strokes and companionship with a pet

- Hanham – Tues 3 Sept

St Peter’s Hospice – discussing their services

- Online Group – Thurs 4 July
- Hartcliffe – Thurs 11 July
- Lawrence Weston – Thurs 20 June
- Brislington – Weds 3 July
- St George – Fri 19 July
- Hanham – Tues 4 June
- Kingswood – Weds 11 Sept
- Downend – Weds 25 Sept



Groups

Please note you are only able to attend a carers group which meets in the same local council area as where you live, Bristol or South Gloucestershire.

Group	Venue	Times	Apr	May	Jun	Jul	Aug	Sep	Oct
Hanham	Hanham Community Centre 118-124 High St Hanham, Bristol BS15 3EJ	1:30 – 3:30 pm (First Tuesday)	2	7	4	2	Summer Break	3	1
Kingswood	The Park Centre Kingswood High Street, Bristol BS15 4AR	2:00 – 4:00 pm (Second Wednesday)	10	8	12	10	Summer Break	11	9
Downend	Badminton Gardens Beaufort Road, Bristol BS16 6FG	2:00 – 4:00 pm (Second Wednesday)	24	22	26	24	Summer Break	25	23
Online	Zoom	1:30 – 2:30 pm (First Thursday)	4	2	6	4	Summer Break	5	3
Hartcliffe	Dundry Room Symes Building, Peterson Avenue, Hartcliffe, BS13 0BE	10:00 am – 12:00 pm (Second Thursday)	11	23	13	11	Summer Break	12	10
Lawrence Weston	Lawrence Weston Farm Community Room Saltmarsh Drive, Bristol, BS11 0NJ	2:00 – 4:00 pm (Third Thursday)	18	16	20	18	Summer Break	19	17
Brislington (Dementia group)	St. Peters Church 170 Allison Road, Brislington, BS4 4NZ	10:30 am – 12:30 pm (First Wednesday)	3	1	5	3	Summer Break	4	2
St. George	Crofts End Church 1 Crofts End Road, St. George, Bristol, BS5 7UW	1:30 – 3:30 pm (Third Friday)	19	17	21	19	Summer Break	20	18

How to get help from us

Whatever your caring needs, we are here to help, to guide you through the maze of support and information out there. We also provide a range of services to help improve your caring life.

Best place to start is our website - our online information hub for all things caring and our services at Carers Support Centre. The website is also the easiest way to register with us which will give you access to our services. All our services are free.

www.carerssupportcentre.org.uk



Or you can contact CarersLine. CarersLine is a confidential phone and email information and support service for carers in Bristol and South Gloucestershire for you to ask questions or talk about any concerns about your caring role.

Monday to Friday:
10 am – 1 pm

Monday to Thursday:
2 pm – 4 pm
(Closed on Bank Holidays)

0117 965 2200

[@carersline@carerssupportcentre.org.uk](mailto:carersline@carerssupportcentre.org.uk)

An answerphone operates outside of these hours and your call will be returned when the helpline next opens.



Donation form Summer 2024

Your generous donations help us make life better for local carers. If you pay tax, you can make your donation worth an extra 25p in every £1 by completing the Gift Aid declaration.

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Address _____

Postcode _____

GIFT AID DECLARATION Please treat the enclosed gift of £ _____ as a Gift Aid donation.

I want to Gift Aid my donation and any donations I make in the future or have made in the past 4 years to Carers Support Centre.

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. Gift Aid is reclaimed by the charity from the tax you pay for the current tax year and will boost your donation by 25p for every £1 you donate.

Signature _____ Date _____

If you want to receive our supporter email newsletter please include your email address. You can unsubscribe from this at any time.

Email address _____

Please send your donation and this form to: Carers Support Centre, FREEPOST (RSSU-EZEA-JLLR) Fishponds, Bristol, BS16 2QQ