



Information advice and guidance

If you are new to caring, you may be feeling overwhelmed and unsure where to start. We can help guide you through the maze of what support is out there. Or it could be that the person you care for is starting to need more care. As things change you may find you have new questions.

The place to start for information and advice is our online information hub. Or, you can contact CarersLine our confidential phone and email service.

For example, we can help with:

- Benefits and other financial matters affecting carers, including debt
- Breaks from caring and other ways of looking after yourself
- Juggling education, work and care
- Where to start in getting help at home or residential care
- Aids and adaptations
- Managing other people's affairs
- Emergency planning
- Transport and getting about

How to get help

Information Hub

 www.carerssupportcentre.org.uk

CarersLine

 0117 965 2200

 CarersLine@carerssupportcentre.org.uk

CarersLine opening times:
 Mon - Thurs 10am - 1pm and 2pm - 4pm
 Fri 10am - 1pm
 An answerphone operates outside these hours.

“ Thanks once again for an outstanding level of support and the much-needed peace of mind your service provides. ”

“ I feel confident there is always someone to support and advise. ”

You can also follow us on social media. See our website for links.



Carers Support Centre is a local charity and we need to raise funds to provide our services to everyone who contacts us. All our services are free. If you are able to support us in any way, this would enable us to help more carers. Please contact supporter@carerssupportcentre.org.uk



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If you care,
we care.

Carers Support Centre
Bristol & South Gloucestershire

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, child or friend who is ill, frail, disabled or is affected by mental ill-health or substance misuse.

Carers Support Centre is a charity providing a range of practical services and emotional support in Bristol and South Gloucestershire. We work strategically with many partners to improve the support and services that carers receive. This includes employers, schools, GP practices, hospitals and health and social care practitioners.

All our services are free to carers registered with us. Go to our website to register. Or, if you don't have internet access, call CarersLine. We will keep you up to date with our Carers News magazine and e-bulletins.



Our 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 will be kept safe.

Carers Assessments

Help with getting and completing a carers assessment. This will look at how caring affects your life, and at whether you need support to manage your caring role and your own wellbeing.

One-to-one support

Help to access support from our services and external organisations, to help maintain your caring role, your own wellbeing and your quality of life.

Carers support groups

A safe, confidential space to meet with other carers face-to-face and online — to share information and provide peer support.

Wellbeing service

Regular telephone support and guidance through befriending and counselling.

Hospital and GP support

Information and support for carers in GP practices and hospital settings and help with discharge planning.

Walk and talk

Our friendly support worker leads group walks, offering a listening ear and providing information to support you in your caring role.



Training and workshops

Courses to help carers manage on a day to day basis.

Parent carers (Bristol)

Wellbeing Grant Applications and support for parent carers with a child under 18 who has disabilities/additional needs.

Breaks for Carers (South Gloucestershire)

A regular volunteer sitter keeps the looked-after person company, so that the carer can take a break.

Carer engagement and involvement

Support for carers to get their voices heard, so they can influence health and social care provision and our own services too.

Young Carers

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