

A Guide to the Carers' Resource Services

A journey through the Carers' Resource can involve as much support from each team as is appropriate, often being involved in more than one team at any one time. This gives the client a comprehensive, needs-led, professional and understanding support service.

The Administration Team receives the majority of the initial carer and professional referrals. Their friendly and professional manner reassures both carer and professional that their enquiry will be dealt with appropriately. Members of the team are responsible for welcoming carers and professionals into the organisation, mailing out 18,000 newsletters a year and numerous day-to-day clerical tasks.

The Information Team maintain a comprehensive and up-to date information resource, answer professional and carer enquiries along with queries from the Carers' Resource staff. With knowledge and experience of local, regional and national services, their role involves as much signposting as it does information provision. In addition, the team prepare general information packs for health and social care settings and fact sheets for frequently asked questions.

Carer Support and Advocacy Team provides carers with individually tailored support, advice and guidance on a wide range of issues, depending on their needs. Examples of their support include:

- Welfare Benefits advice:** Benefits assessments and guidance through the system, plus help filling in forms and applications to ease the financial pressures of caring responsibilities.
- One to one support:** Caring can be stressful; having someone to talk problems over with can be lifeline to many carers. Each caring situation is different and our Carer Support Officers (CSOs) and Carer Advocates spend time with each individual carer, learning how best to improve their situation.
- Liaison with statutory/voluntary services:** The maze of support services available can be overwhelming. With professional contacts in local services, CSOs are able to put a range of appropriate support in place where it is needed.
- Emergency Planning:** working together with the carer to agree and construct a care plan for everyday and in case of emergencies. Guiding both the carer and the cared for person towards helpful services.

Wellbeing and Breaks Team provides on-going support to carers either individually at their homes to reduce isolation or out in the community to provide a break, a boost in confidence and companionship.

Emotional support: Continuing one-to-one support in person or over the phone to allow carers time to off-load with a friendly listening ear, offering advice and guidance where necessary.

Regular support groups: Brunches, lunches, afternoon and evening groups spread across isolated areas, creating a supportive social network for carers in an enjoyable and understanding setting.

Trips, activities and pamper days: Shopping trips, boat trips, pampering and local attractions to have a break from their caring role, have fun and make friends.

Changing Lives Team promotes the integration of personal development, education, training and employment with their caring role. It aims to reduce feelings of isolation by encouraging carers to develop skills and interests.

Learning courses: Academic courses and learning for pleasure sessions including I.T., literacy, maths, confidence building designed to increase confidence and skills at an individual's own pace and level.

Skills analysis and development: A person-centred approach to assess and develop existing skills, learn new ones and give suitable employment ideas.

CV writing/interview preparation: Help and guidance with returning to work or accessing employment for the first time.

Leisure opportunities: Building confidence, developing interests and widening the social network to help carers move on and develop their own hopes and aspirations.



Young Carers and Families Team provides a holistic approach to support families where carers are involved, whether it is a child caring for a parent or grandparent, a parent caring for a disabled child or issues where siblings are caring for a brother or sister with a disability or illness.

In-school mentoring: A chance for young carers to talk about their concerns, ask questions and gain advice in school time with the support from their school.

Support for sibling carers: An evening youth group plus one-to-one support and attention for siblings of disabled or unwell children.

Support for parents: Information, advice and support for parent carers and parents who are being looked after by children. Help with applying welfare benefits, establishing support services and emotional support.

GO sitting scheme: Paid, trained and experienced sitters to look after disabled children during an evening to allow parents a break whilst being confident their child is in good hands.

Breaks, trips and activities: Day trips and weekend residentials to theme parks, local entertainment, outdoor pursuits and arts and crafts to allow young carers a break from caring and have fun.

Family support: Supporting the family as a whole with additional services, practical and emotional support to ease the pressures resulting from caring responsibilities.

Youth clubs: In-school, after-school and evening youth clubs for young carers and sibling carers to socialise with each other, play games and talk to staff about any worries.

Volunteer Team underpins all of our services, adding valuable extra support for the organisation, carers and vulnerable people.

Befrienders: One-to-one support for lonely carers, in their home or out in the community. This helps raise their confidence, independence and grants them a break from caring.

Admin & Office work: Helping our office run more efficiently by taking on additional office tasks.

Telephone Emotional Support: A friendly phone call is often a lifeline for isolated carers.

Groups, activities and trips: Supporting staff and carers at lunches, groups, trips and activities – both for adult and young carers.

Family support: Support for families after school where a carer is involved, including playing with children and helping parents during this busy time.

Fundraising & events: Helping with events, choosing Carers' Resource for sponsorship or forming satellite fundraising groups all help provide additional funds to support carers.

Development of our organisation and carers rights helps us to continue our varied support and to campaign for carers and vulnerable people.

Policy: Involvement in appropriate arenas at a local, regional and national level on behalf of carers and vulnerable people.

Fundraising: Monies from events, corporate and individual donations allows extra support for clients.

Marketing and publicity: Ensures awareness of services available to those who need it or with professionals working with our client groups.

NB: Services are not necessarily identical in the areas we cover – Harrogate, Bradford, Craven and Airedale. What's on offer depends heavily on available funding. For more details on services in your area, please contact your local office.



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www.carersresource.org