

# Carers Helpline

Our Carers Helpline is here to help you by giving you information, advice and support to help you in your caring role.

Our team of friendly, trained staff are available

- Monday – Friday, 9am – 7pm
- Saturday, 9am – 12pm

If you look after someone, here are some of the reasons why you may want to give us a call:

- You may want some information or advice about a particular benefit or legal issue
- You may have heard about a Carers Assessment and want to know how it could help you
- You would like to find out about some social groups going on in your area
- You are looking for a practical course to brush up on some skills to help you in your caring
- You look after someone with a certain illness or disability and would like to find out about some expert organisations that can help with support and advice.

For any of these reasons and any other questions you may have relating to your caring role, please give us a call on 0300 012 4272.

## Carer Support Advisers



Our team of Carer Support Advisers offers appointments at your GP Surgery or in your home. The face-to-face appointments allow our Carer Support Advisers to unravel each area of your

caring role and develop an in-depth Support Plan indicating areas where you could get help.

This support service tackles numerous issues including social isolation, accessing benefits, respite care and much more. Our friendly and experienced team provides a vital link for you and offers information, practical and emotional support and direct referrals to both statutory and voluntary sectors where appropriate.

To find out more call the Carers Helpline on 0300 012 4272 or speak to any member of staff at your GP Surgery and ask to be referred to a Carer Support Adviser.

## Free Training and Information Sessions

There are lots of **free** courses and information sessions available for carers living in Worcestershire.

They focus on providing information, useful hints and tips, practical knowledge and skills, and (most importantly, we think) confidence to help support your caring role. They are also a great opportunity to get out the house for a few hours and chat to other carers who may be in similar situations.

To enquire about booking a place on a session simply complete the booking form you will find on the right hand side of every session page. Alternatively, give us a call on 0300 012 4272.

## Legal and Financial Information Sessions

To help keep you up-to-date on all the issues around financial and legal matters related to caring, Worcestershire Association of Carers runs a series of information sessions.

- [Find out more about these sessions](#)

## Caring With Confidence

‘Caring with Confidence’ is a free programme of support sessions being delivered across Worcestershire in recognition of the £119 BILLION annual contribution carers make to society. The aim of the programme is exactly what it says - it is about building confidence to deal with the day-to-day stresses, problems and frustrations of being a carer.

- [Find out more about these sessions](#)

## Moving With Confidence

This session looks at how to take care of yourself and the person you care for, in relation to moving and handling e.g. someone in and out of bed, car or bath/shower.

- [Find out more about these sessions](#)

## **Stress Management**

This course consists of two sessions. The first session aims to help you understand the 'cause and effects' of stress and the second session looks at strategies and techniques to combat stress when it occurs e.g. deep breathing techniques and relaxation.

- [Find out more about these sessions](#)

## **Dementia Awareness and Memory Loss**

Specifically designed for carers of someone with dementia and focuses on the different types of dementia, how the diagnosis may shape behaviour and how to support the person with dementia to lead a more fulfilling daily life.

- [Find out more about these sessions](#)

## **Living with Autism**

These free sessions are for families/carers of people with Autism.

- [Find out more about these sessions](#)

## **Living with Asperger's Syndrome**

These free sessions are for families/carers of people with Asperger's Syndrome.

- [Find out more about these sessions](#)

## **First Aid for Carers**

This session is designed to give you confidence to use simple life-saving techniques for adults in everyday life.

- [Find out more about these sessions](#)

## **Mental Health First Aid**

Do you care for someone with a mental health problem? Do you want to know how you can help that person?

- [Find out more about these sessions](#)

## Near End of Life Caring

Sessions for people in Herefordshire and Worcestershire if you are a family carer of a person with a life limiting condition.

- [Find out more about these sessions](#)

## After Caring

Sessions for people in Herefordshire and Worcestershire if you are no longer caring due to bereavement.

- [Find out more about these sessions](#)

To enquire about booking a place on any course please call 0300 012 4272, email [referrals@carersworcs.org.uk](mailto:referrals@carersworcs.org.uk) or book using the booking form on the right hand side of each course page.

## Carer Groups



Our carer groups are a chance to take time out for yourself, meet with other carers who understand what caring is like, share information, make friends and chat. There are a number of informal, friendly groups for carers in locations throughout the county.

Each group is run 'by and for' carers so they are free to choose what activities, speakers, information sessions they would like to have, or choose to just meet for a coffee and a chat.

Each group is supported by Worcestershire Association of Carers and its resources so we can help you with room hire, refreshments, booking speakers, information sessions, fundraising, promotion, or whatever you need. There will also be a dedicated Carer Engagement Officer who can meet with your groups and support you with carer issues, information and developments as and when you need this support.

If you would like to start a new group or you would like to attend an existing group please call us on 01905751340.

## **Download more information about our Carer Groups**

[Crafty Carers Group](#)

[Catshill](#)

[Droitwich Carer Group Programme](#)

[Evesham Carer Group Programme](#)

[Kidderminster Carer Group Programme](#)

[Malvern Carer Group Programme](#)

[Persore Carer Group Programme](#)

[Stourport on Severn Carer Group Programme](#)

[Tenbury Wells Carer Group Programme](#)

[Worcester Carer Group Programme](#)

[Wythall Carer Group](#)

[Tenbury Parent Carer Learning Disability Group Programme](#)



Click [here](#) for Worcestershire Mental Health and Relative and Carer Support Group

Please note there is also a Wyre Forest Dementia Support Group which holds meetings at Kidderminster Evangelical Church, Greatfield Road, DY11 6PP on the second Wednesday of the month. For more info you can call John Jackson on 01299 877114.

For more information about Evesham and District Dementia Support Group please call Sally Padfield on 01386 429454.

## Carer Talktime

Being a carer is often difficult, stressful and isolating.

Carers who join Carer Talktime will receive a call at least once a month from one of our [trained volunteers](#).

The same person will call you each time to chat confidentially with you. The aim is to help you feel less isolated and more supported.

If you are a carer who would like to have a regular call, please call our helpline on 0300 012 4272 or email [talktime@carersworcs.org.uk](mailto:talktime@carersworcs.org.uk).

## Listening Ear

Our Listening Ear Service offers support and friendship to those affected by life-limiting illnesses, and who are over the age of 18.

Being a carer is often difficult, stressful and isolating especially when you are looking after a loved one with life limiting illness. Listening Ear is here to help.

- Carers' who join Listening Ear Service will have appropriate "agreed" support from our trained volunteers
- The Listening Ears Volunteers are trained and have undergone Enhanced Check with the Criminal Records Bureau
- Assigned volunteers will call at agreed times; all calls are confidential
- The aim is to feel valued and listened to with any worries that are affecting you at such a difficult time

If you are an "unpaid" carer or know someone who is in a caring role supporting a loved one with a life limiting illness then please call to have a chat and we will be

pleased to help. Our helpline on 0300 012 4272 or email [listeningear@carersworcs.org.uk](mailto:listeningear@carersworcs.org.uk)

## **Carer Resources**

There are a number of resources that can help you in your caring role. You can find more information about them here.

### **Caring News**

Our free quarterly magazine

- [Find out more about Caring News](#)

### **Carers Emergency Card**

The idea is very simple. You carry the yellow card with you and should you have an accident or be taken ill it will immediately let people know that someone is depending on you.

- [Find out more about the Carers Emergency Card](#)

### **Information and Services Guide**

This guide contains a detailed description of all the services that we offer to support carers.

- [Find out more about our Information and Services Guide](#)

### **Carers' Handbook**

Our Carers' Handbook includes a wealth of information about Adult Services and Health, Equipment, Social Activities, Emergency Situations and much more.

- [Find out more about our Carers' Handbook](#)

### **Legal and Financial Guide**

The Legal and Financial Issues Handbook provides information on Powers of Attorney, Wills, Trusts, Carers Assessments, Benefits, Direct Payments, Paying For Care, Money Management and Debt.

- [Find out more about our Legal and Financial Guide](#)



## Living with Dementia Guide

Our Living with Dementia Guide is full of useful information; from services which are available from a range of different organisations, such as Dementia UK and Alzheimer's Society, to hints and tips on living well with dementia.

- [Find out more about our Living with Dementia Guide](#)

## Useful websites

Some of the websites we think you may find useful.

- [See our list of useful websites](#)