

York Carers Centre



Do you look after someone?

A carer is someone who, unpaid, is looking after a relative, friend or neighbour, who is ill, disabled, frail or in need of emotional support.

York Carers Centre, 17 Priory Street, York, YO1 6ET
Telephone: 01904 715490 (24 hour answer phone)
Fax: 01904 624413, www.yorkcarerscentre.co.uk
enquiries@yorkcarerscentre.co.uk

Translation, CD and Large Print Available

1. Are You A Carer?

- A carer is someone who, unpaid, is looking after or supporting a relative, friend or neighbour who is ill, frail, disabled or in need of emotional support.
- Sometimes people do not recognise themselves as carers, they may be husbands, wives, neighbours, a parent caring for their child with a disability or complex health needs, a young person or adult supporting their parent.
- For some people the caring role develops gradually, for others it happens suddenly as a result of an illness or an accident.
- If you support or help someone on a regular basis you are a carer. Some people may care for a few hours each week; others are on hand all day.
- Carers include adults who care for other adults, parent carers who have children with disabilities or complex health needs and young carers who are under 18 years old.
- Young carers can look after adults or children, including their sister or brother.
- Carers can be any age, from any religion or community.
- Caring for someone can be a rewarding experience; it can also be emotionally stressful and physically exhausting. Many carers may not know what services or support is available to them.

2. York Carers Centre

- In 1996 York Health Trust, City of York Council and North Yorkshire County Council set up York and Selby Carers Centre in order to identify and support unpaid carers in the area. During a review of carer services in 2007 carers told us that they wanted the services in York and Selby to become independent of each other.

- York Carers Centre became an independent organisation in April 2009 and is now a registered charity and company limited by guarantee.
- Our mission is to meet the needs of all carers aged 8 and upwards by improving their quality of life, helping them fulfil their potential, living their own life alongside their caring role. We aim to achieve this by providing support, advice and information, representing carers views and influencing local and national policies and practice.
- Our core funders are City of York Council and NHS North Yorkshire & York.
- York Carers Centre vision is to become a lead agency for carers support in the City of York. We will develop new and existing services in consultation with carers and what they tell us they need.
- Our services are free and confidential.
- We provide an Information, Advice and Support Service on a number of issues including:
 - ◆ Benefits
 - ◆ Assessments
 - ◆ Holidays and breaks
 - ◆ Respite Care
 - ◆ Social Services
 - ◆ Day Care
 - ◆ Home Care
 - ◆ Advocacy
 - ◆ Employment and Education
 - ◆ Support Groups
 - ◆ Residential Services
 - ◆ Funding
- We understand that carers may require additional specialist support depending on the illness or disability of the person that they care for and York Carers Centre can put you in touch with these organisations.
- York Carers Centre hosts the Carers Emergency Card Scheme. For more information on this scheme please ring 01904 715490 or see the leaflet in your Carers Information Pack.

- We offer a service for young carers aged 8-18. Young carers take on a caring responsibility, which would normally be taken on by an adult. The cared for person is not always a parent and the young carer is not always the primary carer.
- Our 18-25 young adult carers service provides opportunities for meetings and one-to-one support.

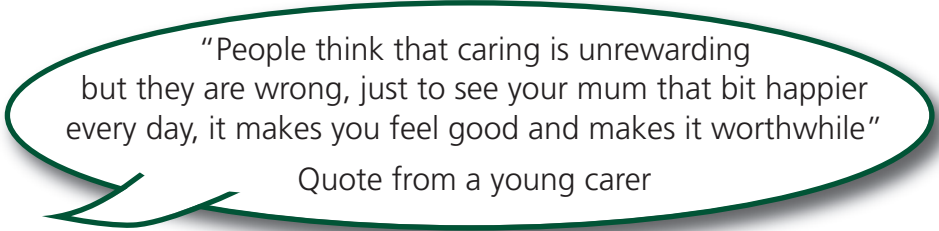
3. How Do We Support Carers?

- We support carers in a number of different ways:
 - ◆ We arrange and co-ordinate courses and social events for carers. These have previously included art courses, lifting and handling, complementary therapies and information days.
 - ◆ Produce a regular newsletter called 'Caring Matters' available to carers and the organisations who work with carers, and a monthly young carers newsletter.
 - ◆ Hold monthly carers socials.
 - ◆ Offer training for professionals who work with carers.
 - ◆ Work with carers, carer groups and voluntary and statutory organisations to improve services for carers.
 - ◆ Consult with and involve carers in the planning and development of services and training, including York Carers Centre.

4. Young Carers

- Our Young Carers Service offers information, advice and support to young carers between the ages of 8-18.
- We offer support on a one-to-one basis, working with young carers and their families. We organise trips, social events and residential breaks which enable young carers to have a break from their caring responsibilities.

- The young carers LAFFS group (Laughs, Advice, Fun, Friendship, Support) is an opportunity for young carers to meet people in a similar situation and more importantly have fun!
- We aim to raise awareness of young carers needs and issues, identify where increased services are needed and establish firm foundations for continuing work with young carers.
- Work with schools to identify hidden young carers and raise awareness with teachers and other staff of the needs and issues of young carers in an educational setting. We provide training and support to staff in schools in a variety of formats.



“People think that caring is unrewarding but they are wrong, just to see your mum that bit happier every day, it makes you feel good and makes it worthwhile”

Quote from a young carer

- As ‘Children in Need’ young carers may also be entitled to a range of services and support under the ‘Children Act 1989’.

5. How Can Professionals Help Carers?

- By positively identifying carers of all ages.
- Recognise carers knowledge and experience of the person that they care for.
- Involve carers in decision making.
- Remove the fear that carers may have of accessing services and support.
- Talk to your colleagues about how you and your organisation can support carers.

- If you identify a carer, and have their consent, refer them to York Carers Centre.
- Contact York Carers Centre if you would like further information or training.

6. Getting In Touch

- Opening hours for telephone advice are: Monday, Tuesday and Thursday 10am - 12noon and 1pm - 3.30pm, Wednesday 1pm - 3.30pm and closed all day Fridays. A 24 hour answer phone is available outside these hours and messages are collected regularly.
- For enquiries please telephone 01904 715490.
- You can email us on enquiries@yorkcarerscentre.co.uk.
- Appointments will be made to suit you and we can visit you at home if preferred.
- Our information and advice services are free to carers, voluntary and statutory organisations, GP Practices and anyone who works with carers.



7. Caring Matters, York Carers Centre Newsletter

If you would like to join our free mailing list to receive our newsletter 'Caring Matters' please complete the form below.

Name	<input type="text"/>
Address	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
Telephone Number	<input type="text"/>
Mobile	<input type="text"/>
Date	<input type="text"/>

If you would like the newsletter to be sent to you by email please write your email address below.

Email	<input type="text"/>
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Tell Us About Yourself, (Please tick one)

Are you:

a carer a statutory organisation

a former carer a voluntary organisation

Where did you find this leaflet?

Please remove this form, place in an envelope and use the free post address below - NO STAMP REQUIRED

Freepost RRZG-SZRJ-SRTX, York Carers Centre, 17 Priors Street,
York, YO1 6ET.

More Information

- This leaflet is part of the Carers Information Pack. The pack includes all of the following leaflets:
 - ◆ A Quick Guide to Services for Carers
 - ◆ Carers Assessment of Need
 - ◆ Carers Guide to Benefits
 - ◆ York Carers Centre
 - ◆ Carers Emergency Card

To request a Carers Information Pack or any of the leaflets please contact York Carers Centre on 01904 715490 or City of York Council on 01904 554145.

Useful Contacts

■ The Princess Royal Trust for Carers

Telephone: 0844 800 4361
www.carers.org

■ Carers UK

Telephone: 020 7490 8818
www.carersuk.org

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آبی کی اپنی زبان (بولی) میں بھی میا کی جاسکتی ہیں۔ (Urdu)

☎ 01904 551550



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YORK
COUNCIL



The Princess Royal Trust



North Yorkshire and York

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