

## How is the Carers Centre Managed?

The Carers Centre is a Registered Charity and a Limited Company by Guarantee. This means that the Centre has a voluntary management board of trustees that have overall responsibility for the service provided. The Board employs staff to provide a service to Carers. Some Board members are Carers or ex Carers and all have an interest in services provided to Carers; the Centre is always looking for new members to join the Board. If you are interested, let a member of staff know.

## Funding...

The Centre is funded predominantly by Dumfries & Galloway Council and NHS Dumfries & Galloway. We also access grants and funding from a variety of national and local organisations. Fundraising proceeds and donations are used to provide activities and events to allow Carers time out from their caring role, together with international funding bodies.

## Equality & Diversity

We are committed to providing our services to all Carers irrespective of their age, race, gender, ethnic origin, religious beliefs or sexual orientation. We work with local organisations to ensure our services are as equitable as possible.

## Life after Caring

Your caring role can end for many reasons; perhaps the person has passed away, moved area or recovered so they no longer need your help. Whatever the reason, we can still support you through what can be a very emotional journey. It can take time to come to terms with the end of your caring role and we can continue to support you for up to 24 months.

## Comments, Compliments & Complaints

We actively seek your feedback so if you have any compliments or comments please let us know. If you are dissatisfied with your experience of our services, please contact us on 01387 248600 or email [info@dgalcarers.org](mailto:info@dgalcarers.org). You can also write to us at Dumfries & Galloway Carers Centre 2-6 Nith Street, Dumfries DG1 2PW.

## How to Get in Touch

You can contact us in various ways:

-  [Dumfries and Galloway Carers Centre](#)
-  You can call us on: **01387 248600**
-  Email us at: [info@dgalcarers.org](mailto:info@dgalcarers.org)
-  Visit our website at: [www.dgalcarers.co.uk](http://www.dgalcarers.co.uk)
-  Our postal address is: **Dumfries & Galloway Carers Centre, 2-6 Nith Street, Dumfries DG1 2PW**

Registered Name: Carers Centre for Dumfries & Galloway Limited  
Registered Address: 2-6 Nith Street, Dumfries DG1 2PW  
Registered in Scotland: SC166447 Registered Scottish Charity No: SC024103



Supporting Carers and Young Carers Across the Region



## Drop-In

Dumfries & Galloway Carers Centre is based at 2-6 Nith Street, Dumfries. A drop-in service is available Monday to Friday between 10.00am - 3.00pm so there is not always the need to make an appointment. However, if you do need to speak privately with a staff member, it may be best to call first. You don't need to have a specific question or problem to see us, just drop in for a chat and a cuppa!

## Hospital

If you or the person you care for is in hospital and you would like to speak with a member of staff regarding your caring role, please contact the Carers Centre so a mutually convenient time can be arranged.

## Accessibility

If you have any access issues, we can offer appointments in our ground floor room in Dumfries. In other areas, we can arrange a suitable convenient location to meet with you.

## What if I live outside Dumfries?

The Carers Centre service is provided throughout the region and we have Carers Support Workers based in Wigtownshire, the Stewartry, Upper Nithsdale and Annandale & Eskdale.

**Our vision is to strive towards a place where Carers in Dumfries and Galloway are valued, recognised and supported in their role, able to live their own life and where their health and wellbeing is not adversely affected by their caring role.**

Welcome to the Dumfries & Galloway Carers Centre. As a Carer we hope you will be able to use the service to access information, advice and support throughout your caring journey. Many people do not see themselves as Carers and may miss out on vital services, financial support and information.

Our service is open to any Carer whatever the caring role. A Carer is someone who provides support to a family member or friend who is affected by long-term illness, disability, mental health, age or addiction.

## How Can the Carers Centre Help?

Access to information and support can make a huge difference to a Carer and the person they care for. As a Carer you may also have certain rights to services and it is important that you know about these. Carers can experience a wide range of feelings; frustration, isolation and guilt, which can affect your own health and wellbeing. Your life outside caring can also be affected.

**We hope you can use our service to help you to take time out for yourself, relieve stress, relax, meet with staff and other Carers and interact with others who understand as well as helping you stay informed.**

## Adult Carers Support Plans and Young Carers Statements

Under the new Carers Act all Carers are entitled to access a support plan if they think it would be beneficial. The Carers Centre can help you through this process and to consider what matters to you, what is important to you and what could help. Some services that require a budget from Social Services may only be accessed if an Adult Carers Support Plan or Young Carers Statement is completed but the process can also be used to make sure that what is important to you doesn't get overlooked.

### PRIVACY STATEMENT:

Dumfries & Galloway Carers Centre promise to respect your personal data and will not share the information you provide with any other agencies unless we have your permission. If you would like a copy of our Privacy Policy we can provide you with this.

## Information & Advice

Carers often find it difficult or feel guilty about asking for help and support. However it is crucial that you receive the right information and get help when you need it. We offer a personalised service to meet your needs – from one to one emotional support to receiving our calendars and newsletters. We're here to try and find out the answer to anything in relation to your caring role. Sometimes just having someone assist you in asking the right question or pointing you in the right direction can make a big difference.

## Benefits Information & Guidance

Carers and their families may be entitled to benefits. Carers Support Workers can refer you to the local Financial Inclusion Welfare Support team known as FIWS. The Council number to contact them directly is 03033 333000. To help make sure you are receiving the correct benefits, there are also other agencies that provide this service. Staff can also assist Carers to access a wide range of grants which may be of benefit to you in your caring role.

## Carers Emergency Card

You can register for our Carers Emergency Card. This can give you peace of mind when you go out and help make you less anxious when you leave the person you care for. It will identify you as a Carer in the event of an emergency and means that anyone finding the card will contact the named responders you have identified.

## Adult Carer Support Plan

An Adult Carer Support Plan gives you the opportunity to express your feelings and needs as a Carer. The aim is to find out what impact your caring responsibilities have on your life and to help you identify ways to achieve your goals and aspirations. You will be supported to make an outcomes plan that is tailored to you and your caring role. If you meet the local eligibility criteria you will be provided with support to access any identified services. There are other sources of support that can be provided if you don't meet the local eligibility criteria.

In the past, this document has been referred to as a Carers Assessment.

## Young Carers Project

In Dumfries & Galloway there are many children and young people who help to look after someone in their family, mum, dad and/or siblings. Young Carers may miss out on certain aspects of their life that other children have access to and often take on a level of increased responsibility within the home. The Project aims to provide Young Carers with a break from their caring role through group activities held on a regular basis throughout the region. Young Carers can access the service between the ages of 7-18 and groups are age appropriate. One-to-one support is also available and can help to deal with problems that Young Carers can face such as feelings of isolation, frustration, anger, guilt or loneliness. Young Carers will be allocated a specific Support Worker.



## Young Carers Statements

The Young Carers Statement will enable Young Carers to express their feelings and needs, find out what impact their caring responsibilities have on their life and aims to support them in their caring role. It aims to ensure that the needs that Young Carers have are taken into consideration and create an action plan to enable them to move forward in a positive way in their life.

## Short Breaks Project

The Short Breaks Project has been awarding grants to Carers and their families to enable breaks from their caring role since December 2011. Evaluations have shown that the benefits Carers have received from their break or activity have been invaluable. Grants awarded can be used for a break away, an activity or to fund a new hobby – the more imaginative the better. The fund is open to any Carer or Young Carer living in Dumfries & Galloway who meet the funds criteria.

For more information and assistance or to request an application pack, please contact us here at the Carers Centre.

## Health & Wellbeing Project

Our Health & Wellbeing Activities Coordinator is happy to get in touch to discuss your individual needs. We would like to give you opportunities to take time out of your caring role to maintain or improve your health & wellbeing.

## Why should I come along?

- To learn new skills to help YOU sustain your caring role
- To prioritise and protect YOUR own Health & Wellbeing
- To meet with others in a similar situation
- Courses can be fun as well as informative
- Friendships can be formed at groups

## How do I know what is on and when?

Our Health & Wellbeing Calendar is released twice yearly and can be sent to you via post or email. Our Newsletter also comes out twice a year and can be a great way of keeping up to date with what has been going on at the Centre.

You can also find out more information about our service on from our website [www.dgalcarers.co.uk](http://www.dgalcarers.co.uk).



Or like our page on Facebook – *Dumfries and Galloway Carers Centre*.

## Health & Wellbeing

**“Caring for someone can be rewarding but when you're coping day to day and responding to the needs of others, it's easy to forget your own needs”**

**As a Carer it is important that you recognise the importance of looking after yourself. Our Health and Wellbeing Project aims to help you to do this and can give you access to lots of different opportunities.**

## Groups

Throughout the region we hold Brew 'n' Blesher, Carers lunches, male Carers groups, exercise and craft sessions and more, giving you the chance to meet others. Come and try a new hobby or learn something new, perhaps you would like to have a go at knitting, crochet or join a reading group. New ideas are always welcome, so if you have a skill you would like to share with others in a relaxed, informal way please get in touch.

## Learning Opportunities

Courses include Dealing with Stress, Medication, First Aid and Mindfulness. Please get in touch if you would like more information about any of our courses. We can organise training events to help support you in your caring role so if there is something you are interested in, please let us know.

## Time For You

Come along and enjoy some time out for yourself. How about a massage, manicure or perhaps a facial? We offer therapy appointments, days out and evening opening sessions.

There are also opportunities to try various relaxation techniques e.g. Reiki & Tai Chi. To make sure you don't miss out on any of the Health & Wellbeing opportunities please contact us at the Carers Centre by phone or email [Gillian.Corbett@dgalcarers.org](mailto:Gillian.Corbett@dgalcarers.org)

**‘There are only four types of people in the world...those who have been Carers, those who are currently Carers, those who will be Carers and those who will need Carers**

*I have just moved to Dumfries and was overwhelmed to find this place. I've never had anyone there for me before, just for my son. Within an hour I felt like I was actually still a person of worth, not just the mum of a disabled man. I knew moving here was the right decision.*

*It has been a long time since I have spoken to such empathetic people. I thank you from the bottom of my heart.*

*The service makes a very positive contribution to my ability to cope in my caring role.*