



Lanarkshire
Carers

Information, advice and support for people who care

Services we offer



Accessing support early is key to making sure carers can manage their caring role. Lanarkshire Carers provide information, advice and a range of direct support services which can help you maintain or improve your quality of life and help you to continue to care. This booklet provides an overview of the services we offer and how these can support you throughout your caring journey. Our services are open to all carers aged 18 years and older living in Lanarkshire.

Working throughout Lanarkshire we deliver practical and emotional support to individuals and groups, we build relationships with carers, help them to identify and address their support needs and make sure they know their rights. We offer support through outreach and locality support as well as in our own premises. We provide tailored support to carers from Black, Asian and Minority Ethnic (BAME) communities, Young Adult Carers aged 18–25 years old and other groups of carers who are under-represented. We work in partnership with a range of organisations and services that also help carers.

Adult Carer Support Plan

Every carer has a right to an Adult Carer Support Plan (ACSP). Lanarkshire Carers is commissioned by Health and Social Care North Lanarkshire and South Lanarkshire Health and Social Care Partnership to deliver Adult Carer Support Services to carers living in Lanarkshire. Where appropriate, we also work in partnership with social work.

It starts with a conversation

An Adult Carer Support Plan can help you and others to understand the impact your caring role has on your life, what's important to you and who can best provide the support you need, whenever you need it, so you do not reach crisis point.

Making a plan looking at the wellbeing indicators helps you to identify what is important to you now and for the future. An Adult Carer support plan will focus on you and the outcomes you wish to achieve; a copy can also be given to any other person you choose.

Lanarkshire Carers has developed CarerSpace; an online portal for carers to start or continue their conversation with us and others about their caring role and support needs. The main aspect of CarerSpace is the Carer Conversation Toolkit. This has been developed by carers for carers and will help you focus on what matters to you. Once you've completed the toolkit, a Carer Support Worker will help you address any support needs you may have. You can also access your Adult Carer Support Plan via the portal.

Support to help you plan for the future

Thinking ahead and planning for the future is important, particularly in the event of an emergency, if you are no longer able to look after the person you care for or the health of the person you care for deteriorates. Knowing what to do in these circumstances and ensuring that the right thing is being done, at the right time, by the right people can help relieve some of the stress and worry at such a difficult time. It also ensures things are done in a way that you and the person you care for consent and agree to.

Through Adult Carer Support Plan conversations, Lanarkshire Carers can support you to prepare for the future through Anticipatory and Emergency planning, which can provide you with peace of mind and ensure that the relevant people have the necessary information to understand what needs to happen if required.

A range of legal services are also available to carers through Lanarkshire Carers, delivered in partnership with a range of local and national providers. This includes information, advice and support with Will Writing, Power of Attorney, Guardianship and other legal aspects relating to caring.

Support to take time out from your caring role

It can be a challenge to care for someone, particularly if you don't take some time out now and again. Looking after yourself is just as important as looking after the person you care for. We understand it can be difficult, particularly if finances are impacted as a result of a caring role.

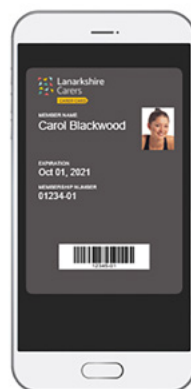
Short Breaks Bureau

Lanarkshire Carers has a range of support services for carers living in Lanarkshire including direct carer grant funding which may assist carers to take a short break from caring or access other things that can help reduce isolation and exclusion. Funding and initiatives are also available through Lanarkshire Carers to support carers in financial hardship due to having a reduced or limited income, particularly with rising cost-of-living pressures.

We can also support you to access a short break through our Respite scheme which has a variety of breaks throughout the year which have been gifted by local businesses such as hotels, guest houses, leisure clubs.

Carer Card

Lanarkshire Carers Carer Card can also be a useful way for you to access a short break from caring which provides you with access to offers and discounts from a variety of local retailers, suppliers and services. It can also be useful for you to use to identify yourself as a carer. It's available to carers aged 18 or over who live in Lanarkshire and are known to us.



Support to look after your health and wellbeing

It's important to look after your own health and wellbeing, as well as the person you care for. Lanarkshire Carers provide a range of services that can assist carers to address their individual support needs and help them achieve personal outcomes.

Carer Training Programme

Lanarkshire Carers Carer Training Programme covers a range of topics and the courses featured in our programmes are released every three months.

The programme features condition-specific courses to help support you to learn more about the condition of the person that you care for such as Dementia and Autism. Courses are also provided to help carers to feel confident in their caring role and address issues identified by them throughout their caring journey including information on Self-Directed Support, self-advocacy and developing resilience in your caring role. We also provide courses to help you maintain your overall physical and mental health and wellbeing and take some much-needed time out and it is also an opportunity for you to meet other carers and access some peer support. Our Moving Forward from Caring programme supports carers whose caring role has come to an end and encourages carers to increase confidence levels by helping them to recognise the skills they have, find a sense of identity and to look at goals for the future.

If you are supporting a friend or family member at home, our Moving and Handling training may be able to help. This one-to-one training provides support with moving and handling of a person (adult or child) or inanimate object; lifting; repetitive tasks and awkward postures. This can be offered at your own home with your own equipment and is aimed at supporting you as a carer to look after your own wellbeing whilst caring for someone.

The programme is based on the need and demand from carers, with courses identified and sourced through carers' needs identified during conversations and feedback from taster sessions. Our courses are delivered in various locations across Lanarkshire, we also offer online sessions to ensure accessibility for all carers.

On-Demand Wellbeing Library

Lanarkshire Carers has developed an On-Demand Wellbeing Library, available on our website, which includes short self-help videos and online courses on subjects including mindfulness, back care, yoga and self-massage. Carers have busy lives and we want everyone to have the opportunity to practise self-care whenever they can. Taking time for self-care can also give you a break away from your caring role and help you care with confidence.

Carer Counselling and Wellbeing Service

In partnership with an independent provider, Lanarkshire Carers offer counselling and wellbeing services to help carers manage and improve their overall health and wellbeing. Counselling services cover a range of topics that focus on your health and lifestyle, home life, work life and legal information. A range of useful self-help wellbeing resources are also available. In addition to this service, we work in partnership with a range of local services who offer similar support and can signpost or refer carers to these services if they are more suited to their needs.

Keep Well Health Check

In partnership with NHS Lanarkshire, we offer carers a keep well health check with a dedicated Keep Well Nurse. This health check includes checking your blood pressure, cholesterol levels, blood sugar levels and is an opportunity to discuss health related problems or worries you may have.

Lanarkshire Carers Call

This service is available in a range of different languages and is delivered by our dedicated volunteer team who provide a regular call to carers, helping them feel less isolated and providing contact for further support when required.

Lanarkshire Carers Membership

We value carers' experience and knowledge and aim to support their involvement in our governance and in the design, development, and shaping of the services we provide. We also support carer voice, influence, participation, and representation locally and nationally. There are two membership options to choose from; affiliate member and full member. Both are free and provide full access to all our services. Carers can also change between the two membership options at any time.

Carer Involvement

Lanarkshire Carers aim to encourage and empower carers and increase their confidence to use their voices and influence in our organisation and wider activities. We ensure all carers known to us can contribute to helping shape and protect services for carers now and in the future by enabling them to engage with local strategic bodies and participate in consultation activities, surveys, and events. We facilitate Carers Connected, a consultative group forum in South Lanarkshire as part of this work.



Contacting Lanarkshire Carers

You can engage with Lanarkshire Carers in a variety of ways. This can be via telephone, an online referral through our website, visiting either of our centres in person, or by arranging an appointment through our virtual drop in service.

You can follow and stay up to date with us via Facebook, Twitter and Instagram (search for Lanarkshire Carers on the relevant social media platform). Additionally, you can also sign up to our email mailing list through our website to receive regular updates on our latest news and information.

Centres

Lanarkshire Carers Centre: Hamilton

Ground Floor Left, Princes Gate
60 Castle Street
Hamilton
ML3 6BU

Lanarkshire Carers Centre: Airdrie

Airdrie Locality Support Service
92 Hallcraig Street
Airdrie
ML6 6AW

 **South Lanarkshire:** 01698 428090

 **North Lanarkshire:** 01236 755550

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