

Newsletter

2017 – 2018

Lanarkshire
Carers Centre



Lanarkshire Carers Centre has had another busy year full of challenges and opportunities. The focus of all our work is always to make a positive difference to carers in Lanarkshire. We do this by providing integrated and valued information, advice and support services. Working with and for carers, Lanarkshire Carers Centre has a highly skilled and experienced team including Directors, volunteers, staff and service delivery partners who all contribute to the work of the organisation.

This newsletter highlights just some of the many things we do to support carers and the difference we make.

Supporting Carers Every Step of the Way

Find out how the services we offer make a difference to the people we support:



"It was great to do something I enjoyed. It's a great feeling of wellbeing, it's a physical exercise that also lifts your mood and makes you feel good about yourself."



"This was the first time a number of these carers had been on a bicycle."

Read more on pages 4-5

IN THIS EDITION

Carer Registration Card

Information on our Carer Registration Card scheme, the offers available to carers and how to apply (Page 2).

Short Breaks

Information about our Short Break Carers Information Service and the opportunities available for carers to access a short break (Pages 6-7).

Volunteering

Find out how volunteers contribute to Lanarkshire Carers Centre and how these opportunities can help make a difference (Pages 14-15).

Carer Registration Card

Our Carer Registration Card scheme enables carers to access a wide range of offers and discounts from a variety of local retailers, suppliers and services.

The card is required to access a number of independent services offered through Lanarkshire Carers Centre including Pampering, Carers Foot Clinic, Legal Clinic and Respite.

To apply for a Carer Registration Card, you must:

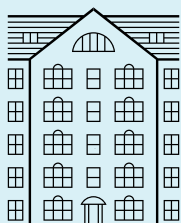
- be over 16 years of age
- provide unpaid care for a family member or friend
- reside in North or South Lanarkshire
- be registered as a carer with Lanarkshire Carers Centre

You can apply online, in person at one of our centres or by post. Keep an eye on our website and social media channels for details of any new offers and discounts, or contact us for more information. Terms and Conditions apply.



Carer Registration Card offers include:

- **South Lanarkshire Leisure and Culture**
50% discount on fitness membership at South Lanarkshire Leisure facilities.
- **Culture NL Theatre & Catering Outlets**
Carers can enjoy 2 for 1 tickets at selected shows at Motherwell Concert Hall or Airdrie Town Hall.
- **Glasgow Science Centre**
Free admission for card holders and discounted admission for cared for person(s) to Glasgow Science Centre.
- **New Lanark Mill Hotel**
Various discounts available for carers at New Lanark Mill Hotel, located in the heart of New Lanark World Heritage Site.
- **Vue Cinemas Hamilton**
Free tea or coffee at Vue Cinemas Hamilton with Carer Registration Card.



NEW LANARK
Mill Hotel



More information on how to access these offers, as well as offers from other providers can be found on our website: www.lanarkshirecarerscentre.org.uk/crc

Carer Training Opportunities

Lanarkshire Carers Centre's carer training programme covers a range of topics to help carers feel confident in their caring role and look after their own health and wellbeing. Examples of training courses we deliver include:

- **Steps of Caring programme for carers who are new to the caring role**
- **Condition specific training such as autism, dementia and mental health awareness**
- **Confidence building workshops**
- **Relaxation and Stress Management**
- **Sleep workshops**
- **Moving and handling training**
- **First aid training**
- **Moving Forward from Caring programme, tailored for carers when their caring role changes or ends**

There are a number of ways you can find out what training is available:

- **By phone on 01698 428090 / 01236 755550**
- **In person at our Hamilton Centre or Airdrie Base**
- **On our website**
www.lanarkshirecarerscentre.org.uk/training
- **By signing up to our e-Newsletter via our website**

We are always interested in suggestions for new topics that will support carers so please let us know if you have any ideas. We understand that it can sometimes be difficult for carers to attend training courses. Please let us know of any support you may need at the time of booking.



Carers from our Polish carer support group taking part in relaxation training.

Black and Minority Ethnic Carer Support

Our Black and Minority Ethnic (BME) Carer Support Worker's role is to identify and engage with BME Carers and support them to access available services. This includes:

- **Providing information about new initiatives, policies and legislation**
- **Supporting carers individually and in groups**
- **Providing written/oral translation in Urdu, Punjabi and English**
- **Help with negotiation and mediation, form filling and access to suitable benefits/grants**

We have a dedicated phone line to support carers who speak Urdu/Punjabi: 07780 926595. We provide information on centre services in other languages including Polish and Arabic.

ہمارے بلیک اور مائنارٹی ایسٹھنک کیررسپورٹ ورکر کا کام لینارکشائر میں بسنے والی اقلیتی قوموں سے تعلق رکھنے والے کیررز کی نشاندہی، ان سے رابطہ پیدا کرنا اور ان کو موجودہ مندرجہ ذیل سروسز تک رسائی میں مدد کرنا ہے:

نئے منصوبوں، پالیسیوں اور قوانین کے بارے میں معلومات

کیررز کی انفرادی اور اجتماعی مدد

انگریزی، اردو اور پنجابی زبانوں میں زبانی اور تحریری ترجمہ مہیا کرنا

ثالثی اور منڈا کرات میں مدد، فارمز کی بھرائی میں مدد اور مناسب بینیفٹس اور گرانٹس تک رسائی

اردو/ پنجابی بولنے والے کیررز کے لئے مختص فون لائن : 07780926595

Supporting Carers Every Step of the Way

We help carers in a number of different ways to manage and continue with their caring role as best as they can, whilst looking after their own health and wellbeing. The stories in this newsletter provide examples of the different ways we can support carers and the difference this makes to their lives:

John's Story



John lives with and cares for his dad Hugh, aged 91 who has mixed dementia. John provides the majority of the support required for his dad including preparing meals, shopping, housework, laundry and any other required tasks.

Like most people caring for someone with additional support needs, John does not necessarily see himself as a carer; "It's my dad, I would do anything for him".

When asked why he got in touch with us, John told us "I had to do something. My dad's condition was deteriorating, his memory was getting worse and I was finding it a bit difficult to manage everything on my own. We had home care in place, but this was mainly for my Dad's personal care".

John contacted Lanarkshire Carers Centre in June 2016 after reading about us in his local newspaper; "I had read about your Steps of Caring Programme and how this could introduce me to support services locally. I thought this might be good for me to find out what help and support would be available for me and my dad"

John attended the Steps of Caring Programme in July 2016, which took place in Motherwell, where he was introduced to a range of support services available to him locally, including the services available through Lanarkshire Carers Centre.

"I got a lot of information from the Steps of Caring Programme and have used a number of these services. The support I have received through Lanarkshire Carers Centre has been great too. I was referred for a benefits check as I didn't really know if I was claiming everything I was entitled to. My benefits have since increased by £30 a week. I also attend the Carfin Carer Support Group every fortnight. I am able to meet with the support workers there, as well as other carers and keep up to date with

everything that is going on. Everyone is really friendly and helpful".

John has accessed a number of services available to him through Lanarkshire Carers Centre, including one to one support with a carer support worker to provide information on services relevant to him and his caring role; "All the carer

support workers I have spoken to are absolutely wonderful. They have helped me a lot. If I have any questions, they always have the answer".

Since engaging with Lanarkshire Carers Centre, John feels more confident in his ability to care for his dad; "I was told about the training opportunities available through Lanarkshire Carers Centre, particularly the dementia awareness training, which I attended last year. I found it very useful and it's helped me to understand my dad's condition a bit more".

John has also participated in opportunities to have a life outside of caring. He recently attended a Fundraising event organised by Lanarkshire Carers Centre. "I was a bit reluctant to go on my own, but decided to go along for a short while. When I got there I was introduced to some other carers. I really enjoyed their company, the entertainment and the food and ended up staying for the full evening. It was great!"

When asked if Lanarkshire Carers Centre has made a difference to him and his caring role, John replied "Absolutely. I feel more supported, more secure in my ability to look after my dad and know where to turn to for help".

If you are caring for someone and would like to know more about the services available through Lanarkshire Carers Centre, please call us on 01698 428090 / 01236 755550 or visit our website: www.lanarkshirecarerscentre.org.uk



Cycling Training

Carers from our International Women's Group, a support group for female carers from black and minority ethnic communities, took part in cycling training in April 2017 at Strathclyde Park.

Isbah Khan, Black and Minority Ethnic Carer Support Worker commented "This was the first time a number of these carers had been on a bicycle and was an ideal opportunity for them to learn a new skill, have a break from their caring role and improve their overall health and wellbeing".

The International Women's Group meet once a month. If you would like to know more about this group, please call Isbah Khan on 01698 428090.

Carers Choir

Lanarkshire Carers Centre delivered a number of singing workshops for carers in partnership with SoundRoutes Singers. Amongst those who attended these highly successful workshops were Judith Goodfellow & Diane Hogg;

"I really enjoyed attending the workshops as I have limited opportunities to get a break from my caring role" said Judith. "It was great to do something I enjoyed. It's a great feeling of wellbeing, it's a physical exercise that also lifts your mood and makes you feel good about yourself. Steff from SoundRoutes who leads the workshops is lovely and made us feel really welcome."

Diane has been amazed at how much the workshops have boosted her confidence. She told us "Prior to coming along to the workshops, I didn't access many

of the services provided by Lanarkshire Carers Centre. I have since attended the Foot Clinic and I have recently accepted a Respite Break to St Andrews, neither of which I would have had the confidence to do before going along to the workshops. I was nervous about attending at first but everyone is made to feel so welcome. It is something I would recommend to everyone to come along and try."

Further workshops are planned from September 2017 onwards. These workshops are free to attend and no singing experience is necessary. If you are interested in attending or would like more information please contact us on 01698 428090/01236 755550.

If you would like to know more about how Lanarkshire Carers Centre can help you in your caring role, please feel free to get in touch with us.



Carers from across Lanarkshire have been taking part in singing workshops to give them time away from their caring role and help improve their overall health and wellbeing.



Short Breaks and

Lanarkshire Carers Centre's Short Break Carers Information Service provides information on opportunities for carers to take a short break from their caring role, including grant funding and other useful resources. The short breaks service works with various partnership organisations to bring new and exciting short break opportunities to carers. Some of these opportunities are free and some are offered at a reduced rate.

A short break allows carers time to get away from the routine of caring. It can be for any length of time, at home or away from home, with the person the carer cares for or it can be taken alone. Lanarkshire Carers Centre can support carers to apply for appropriate funding to help fund a short break.

For more information on the Short Break Carers Information Service please visit our website: www.lanarkshirecarerscentre.org.uk/shortbreaks or call us on 01698 428090/01236 755550.

Short
breaks fund

CREATIVE
breaks

Rena's Story

Rena cares for her husband Derek who has multiple systems atrophy and dementia. Rena, with the help of professionals, provides every aspect of Derek's care needs. Rena's Carer Support Worker recognised that she was struggling with her caring role. She was exhausted, did not get much time to herself and was in need of a short break.

Rena applied for a Creative Break through Lanarkshire Carers Centre and was awarded funding to go to the Scottish Highlands with her sister. Respite care was arranged for her husband, giving Rena a chance to have some time away from her caring role, enjoy the company of others and to de-stress.

Rena told us "the continual support of the Carers Centre is invaluable, just knowing I have someone to turn to when I need support. My Carer Support Worker recognised that I was struggling and needed a break from my caring responsibilities. The time away was fantastic, I feel relaxed and de-stressed".

South Lanarkshire Short Breaks Information Event

In April 2017, our Short Break Carers Information Service facilitated an Information Event at Hamilton Park Racecourse. The aim of the Information Event was to inform carers of the short break opportunities available to them.

Stallholders from the voluntary sector provided attendees with information on opportunities for short breaks and funding for short breaks. Carers were able to discuss these opportunities with stallholders in detail, together with the opportunity to register/renew Carers Registration Cards, sign up for Respite, view the Respite DVD, take part in taster yoga/pampering sessions.

We received very positive feedback from the stallholder organisations and colleagues from the statutory sector who attended the event. Maria Reid, Assistant Health Promotion Manager, South Lanarkshire Health and Social Care Partnership said, "Thank you for inviting me to come along and open the event, it was a pleasure to be there. I was hugely impressed by the short breaks scheme and the respite offers. I was also touched by many of the conversations with carers I spoke to. Always good to hear the reality of the lives of others".

We facilitate at least two of these events per year across Lanarkshire. Make sure you have signed up to receive information from Lanarkshire Carers Centre and we will contact you when the next event is taking place in your area.

Respitality

Respitality

Respitality aims to make connections between hospitality providers who help support unpaid carers via Lanarkshire Carers Centre to offer free short breaks to carers. These breaks are for the carer plus a companion and can be a visit to the theatre, a meal and sometimes an overnight stay. Carers need to have a Carer Registration Card to access Respitality.

28 local providers have now signed up to offer respitality breaks to carers in Lanarkshire. We also have access to national providers through our partnership with Shared Care Scotland.

If you are interested in signing up for Respitality or would like to find out more, please visit our website www.lanarkshirecarerscentre.org.uk/respitality or contact us on 01698 428090/01236 755550.



Respitality Feature (Duchally Country Estate)

Duchally Country Estate offered Lanarkshire Carers Centre a number of one week breaks for 2017. The accommodation is one of their lodges, which sleeps up to six people. So far 2 carers (and their families/friends) have benefited from this opportunity, with a further 3 carers booked for later this year. The Estate provides excellent holiday accommodation in Scotland and is located just 5km from the world famous golf course at Gleneagles. With a combination of superb hotel rooms and fully equipped luxury lodges consisting of two and three bedrooms, this Scottish holiday resort is the perfect location to discover the beautiful scenery of Scotland.





Independent

Legal Clinics

Occasionally carers can experience legal issues relating to their caring role. We offer carers a free 20-minute session with a solicitor from NewLaw Scotland to discuss guardianship, power of attorney and will-writing. Carers can receive legal advice on what to do after a death, as well as guidance on your assets and the cost of long-term care, even if you would just like to find out more about any of these legal services and why they are important.

Please Note: Carers need to have a Carer Registration Card to access this service (see page 2).

We offer Legal Clinics at our Hamilton Centre and Airdrie Base, if you are unable to attend any of the scheduled legal clinics, we can arrange a telephone appointment for you with a solicitor. If you would like to make an appointment, please contact us on 01698 428090.

Disclaimer: Lanarkshire Carers Centre does not endorse individual or commercial interests or services and would encourage carers to do their own research to pick the solicitor they feel is best for them.



Keep Well Clinics

Looking after your own health and wellbeing is just as important as the health and wellbeing of the person you care for. In partnership with NHS Lanarkshire, Lanarkshire Carers Centre offer carers a free 30-minute health check with a Keep Well nurse.

What will happen at your health check?

- Checking your Cholesterol
- Measuring your Weight
- Taking your Blood Pressure
- Talking about keeping a Healthy Heart
- Talking about keeping a Healthy Lifestyle
- Talking about anything else that may be worrying you about your health

After the health check your results will be explained. You can also access support with your caring role, including signposting and referrals to other services

Please contact Lanarkshire Carers Centre to arrange an appointment.



Carer Foot Clinics

We provide a podiatry service in a number of venues across Lanarkshire. This service is offered at a subsidised rate and is open to all carers who have a Carer Registration Card and the person(s) they care for.

Please note, your first appointment will include a full assessment of your feet and will be charged at the higher rate. After this, the podiatrist will advise you on what treatment you'll need when you attend future appointments.

Prices:

£8 for a simple cut and file.

£14 for a cut and file and additional treatment such as hard skin removal, corns, verrucae etc.

(Prices correct at time of publication and may be subject to change)

Services



South Lanarkshire Venue:

- Lanarkshire Carers Centre, 60 Castle Street, Hamilton

Please call 01698 428090 to make an appointment at this venue.

North Lanarkshire Venues:

- Airdrie Locality Support Service, 92 Hallcraig Street, Airdrie
- Cragneuk Lifelong Learning Association, 641A Glasgow Road, Wishaw
- Motherwell Integrated Day Centre, 23 Draffen Court, Motherwell

Please call 01236 755550 to make an appointment at any of these venues.



Pampering

Pampering Services are provided in a number of venues throughout Lanarkshire. Therapists provide holistic and beauty treatments that can offer you time away from your caring role and a chance for you to relax. These services are provided at a subsidised rate and can be accessed by the person you care for in some venues.

A wide range of treatments are available. Please contact us for more information.

Prices: **£8** for 30 minutes and **£14** for an hour

(Prices correct at time of publication and may be subject to change)

North Lanarkshire Venues:

- Airdrie Locality Support Service, 92 Hallcraig Street, Airdrie
- Bellshill Locality Support Service, 95 Main Street, Bellshill
- Coatbridge Locality Support Service, 151 Buchanan Street, Coatbridge
- Cumbernauld Locality Support Service, 152 McGregor Road, Cumbernauld
- Cragneuk Lifelong Learning Association, 641A Glasgow Road, Wishaw

Please call 01236 755550 to book an appointment at any of these venues.

South Lanarkshire Venues:

- Lanarkshire Carers Centre, 60 Castle Street, Hamilton
- Fairhill Lifestyles, Neil Island Road, Hamilton
- Murray Owen Centre, 1 Liddell Grove, East Kilbride
- McClymont House, Gallowhill Road, Lanark
- Eastfield Lifestyles, 101 Glenside Drive, Rutherglen
- ARCH Hamilton, Reid Street, Burnbank (Note: This service is only available to carers caring for someone on the Autism Spectrum)

Please call 01698 428090 to book an appointment at any of these venues.



Ministerial Visit

Aileen Campbell MSP, The Minister for Public Health and Sport and South Lanarkshire Councillor Stephanie Callaghan visited Lanarkshire Carers Centre to meet with carers and staff regarding the services we provide across Lanarkshire. We had a good conversation about the impact of caring, the difference support from the organisation makes and some of the challenges faced.



VASLan Third Sector Award

We are absolutely delighted to have won the VASLan Third Sector Award for Advice, Support or Campaigning Organisation/Project, acknowledging the great work our staff and volunteers do at Lanarkshire Carers Centre to support carers and the people they care for across Lanarkshire.



Scottish Social Services Award

Lanarkshire Carers Centre was shortlisted for a Scottish Social Services Award 2017 in recognition of our Short Break Carers Information Service. We were delighted to be recognised as a finalist and were presented with our certificate at the awards ceremony in June 2017.



Carers Week™ 2017



Lanarkshire Carers Centre hosted a number of activities and events to support Carers Week, which took place between 12-16 June 2017.

The focus for Carers Week 2017 was the continuation of Building Carer Friendly Communities, where carers feel supported to look after their family or friends and are recognised as individuals with needs of their own. Carer's Week is a chance for Lanarkshire Carers Centre to further promote our services and continue to raise awareness of carers' issues on a wider scale.

Carer support groups in Clydesdale celebrated Carers Week with their annual Afternoon Tea party at McClymont House, Lanark. Dian McFadden, Carer Support Worker South Lanarkshire said "As always, the staff provided a warm welcome and a fabulous spread of sandwiches and home baking. Entertainment was provided by the very talented Orr family; George played the grand piano accompanied by his daughter Aileen on the trombone. Aileen then delighted the audience with a Highland

Fundraising

SoundRoutes Community Choir

We are thrilled to be SoundRoutes Community Choir's chosen charity for the year and have continued to work in partnership helping to raise awareness of carers and the support services available to them, as well as raising money for the organisation. Over £2,000 has been raised to date.

Lanarkshire Carers Centre continues to deliver singing workshops for carers from the donations received by SoundRoutes. Please contact us if you are interested in attending.



50/50 Club

The 50/50 Club is a fundraising initiative that enables its members to win a cash prize every month whilst contributing to Lanarkshire Carers Centre.

How does it work?

£1 is entered into a draw each month for each active member. Half of the draw fund is donated to Lanarkshire Carers Centre and the other half is paid to the prize winner. For example:

- Number of active members in month: 100
- Amount of money entered into monthly draw: £100
- Amount donated to centre: £50
- Prize winner receives: £50

The prize amount is dependent on the number of active members each month, so the more active members there are, the greater the prize amount!

How much does it cost?

It costs just £12 to join the 50/50 Club. This entitles each member to one entry a month over a 12 month period.

How do I join?

You can download a membership form from our website at www.lanarkshirecarerscentre.org.uk/fundraising or call us on 01698 428090 / 01236 755550 and request a form to be posted to you.



dancing display. We were also entertained by Ruby Fowler who sang 'I ate a peanut' and had everyone in stitches".

Lanarkshire Carers Centre would like to give special thanks to all the staff at McClymont House for their ongoing support.

Other activities that took place during the week included our annual Coffee Morning in St. Margaret's Church, Airdrie. A number of volunteers, carers, church members and staff helped out at the coffee morning and provided home baking.

Our fundraising night was a huge success, with live cabaret singing from renowned entertainer Kevin Gillon. A number of carers, their family members and friends attended and had a fantastic time. A carer who attended the night said "What a great night we had. Great entertainment and great food too, what else can you ask for. Can't wait for the next night. Thanks to all who arranged it and to Kevin for keeping us dancing all night".



Carer Support Groups

Local Carer Support Groups meet throughout Lanarkshire. These groups bring carers together to share information, talk openly about issues, meet other carers, relax and enjoy the company of others. There are area based groups as well as International Women's Group, Parent Carer Groups and a Male Carer Support Group. The area based groups take place in:

NORTH LANARKSHIRE VENUES:

Airdrie Locality Support Service, 92 Hallcraig Street, Airdrie

Bellshill Locality Support Service, 95 Main Street, Bellshill

St Patrick's Church, 1 St John Street, Coatbridge

Central Health Centre, North Carbrain Road, Cumbernauld

Cumbernauld Community Enterprise Centre, 1a South Muirhead Road, Cumbernauld

Kilsyth Burns Old Church, 11 Church Street, Kilsyth

Carfin Grotto, 100 Newarthill Road, Motherwell

Calvery Christian Fellowship Hall, 344 Muir Street, Motherwell

SOUTH LANARKSHIRE VENUES:

The Bankhall, Climpy Road, Forth

McClymont House, Gallowhill Road, Lanark

Nisbet Centre, 108 Raploch Street, Larkhall

Langvout Court, Langvout Gate, Biggar

Murray Owen Centre, 1 Liddell Grove, East Kilbride

Rutherglen Social Work Department, 380 King Street, Rutherglen

ARCH Hamilton, Reid Street, Burnbank

Please get in touch with us to discuss attending our support groups.

Young Adult Carer Social Group

Our young adult carer social group supports carers aged 18 to 25 years. The group meets fortnightly, providing an opportunity to meet other young adult carers in a relaxed, friendly environment and to access appropriate support.

The group takes part in regular activities and trips. Recently the group visited the Scottish Parliament and met with local MSP's and last summer it had the opportunity to spend time at Rowardennan in Loch Lomond on a weekend residential doing various team building and outdoor activities. This included raft building, kayaking, outdoor survival skills and orienteering to name but a few.

The group also have a dedicated facebook page, which allows them to interact with each other online in a safe and moderated environment. Carer support is available through this page if young adult carers wish to engage with us in this way. The page is only open to young adult carers registered with Lanarkshire Carers Centre.



Young adult carers on a residential weekend at Rowardennan, Loch Lomond

If you want to find out more about our support for Young Adult Carers, please contact Lanarkshire Carers Centre on 01698 428090/01236 755550. You can also text or WhatsApp our dedicated Young Adult Carer line on 07746 303612.

International Women's Group

Our International Women's Group is a support group and resource hub for female carers from Black and Minority Ethnic (BME) communities. The group meets once a month, where they can access a range of information, advice and support. The group also take part in numerous activities and events to help sustain their caring role and have a life outside of caring.

If you would like more information on this group, please contact Isbah Khan on 01698 428090. We also have a dedicated Urdu/Punjabi phone line to support carers who speak Urdu/Punjabi: 07780 926595.

Parent Carer Support Groups

We facilitate several Parent Carer Support Groups throughout Lanarkshire. A number of these groups take place during term time only. Please contact us to find out what support groups are available in your area and when these groups take place.

Polish Carer Support Group

Our Polish carer support group supports carers from a Polish background, providing mutual support, access to services, information, training opportunities, social activities and peer support. Translation in Polish/English is available at all group meetings.

The group meets every third Friday of the month at Netherton Methodist Church, 65 Netherton Road, Wishaw, ML2 ODD. If you are interested in attending this group, please contact Isbah Khan on 01698 428090.

Male Carer Support Group

This group is for male carers across Lanarkshire and takes place once a month. Times and venues alternate depending on the activities arranged. If you are interested in attending, please contact Lanarkshire Carers Centre on 01698 428090.

Eating Disorder Group

The Eating Disorder Support Group meets monthly, supporting parents and carers looking after someone with Anorexia Nervosa/Bulimia. If you are interested in attending this group please contact Jacqui Budris on 01236 755550.



Carers from the international women's group attending the SoundRoutes Summer Concert in Motherwell.

Volunteering



Volunteers are key partners in the success of our organisation. We have a number of volunteering opportunities to support all aspects of our work. Volunteers contribute their time, skills and experience in a much valued and needed way.

Volunteer Induction Training Day

An induction training day was held for new volunteers and existing volunteers in March 2017. The day was a huge success and allowed volunteers to offer suggestions as to additional items to be included in

our volunteer handbook. Existing volunteers have continued to work around the needs of Lanarkshire Carers Centre, making a significant contribution and have been flexible in both their hours and roles. Additional volunteers have recently been recruited and will support the organisation in a number of ways including reception duties, assisting with our Care Talk service, administrative support, supporting the distribution of carer review surveys and administration of Respite.

Marsh Award Winner

One of our volunteers Isabel McQueen won the Marsh Award, which is an award for volunteers who are carers or former carers to reward them for their outstanding contribution to volunteering. Isabel has volunteered for Lanarkshire Carers Centre for 5 years and throughout that time has offered invaluable support. Isabel has carried out various volunteering roles within the organisation and she is now a core member of our team. She has supported the carer support worker in various carer support groups, covering reception, helped with the evaluation of our carer reviews and attended information events.

Isabel is currently involved in our Short Break Carers Information Service and offers Respite breaks to carers in Lanarkshire. As well as offering the breaks, Isabel completes the necessary administrative tasks that go along with this. She volunteers two days per week but often offers to volunteer additional days during busy periods.



Care Talk

Our Care Talk service provides a regular, friendly call that can help carers feel less isolated and provides contact for further support when required.

One of our Volunteers, Liz McCann has been supporting the service for the last 2 years.

“I speak to around 20 carers on a weekly basis” says Liz. “I have built close relationships with many of these carers, but I have not met any of them face to face. It would be great to be able to put a face to a name, but I know how difficult it can be for them to get out and about due to their heavy caring roles.”

One carer, who has been using the service for many years stated “It really is a lifeline for me. It makes such a difference having someone like Liz to talk with on a regular basis. It’s my only link to the normal world”.

Care Talk calls can last anything from 5 minutes to 40 minutes, depending on the carer’s circumstances. If additional support is required, a follow up call can be arranged with a Carer Support Worker from Lanarkshire Carers Centre.

Karin Thomson, Carer Support Worker in North Lanarkshire added “Our volunteers do a fantastic job with the Care Talk Service. My role as a Carer Support Worker can be quite demanding and I don’t always get the opportunity to pick up with people on a regular basis. This service provides carers with that regular contact, particularly older people or people living in remote areas in Lanarkshire who can’t access services. The Care Talk volunteers link in with me if they think a carer requires more support”.

The Care Talk service is available in a range of languages including English, Urdu, Punjabi and Polish. If you would like to find out more about the Care Talk service or volunteering with Lanarkshire Carers Centre please get in touch with us.

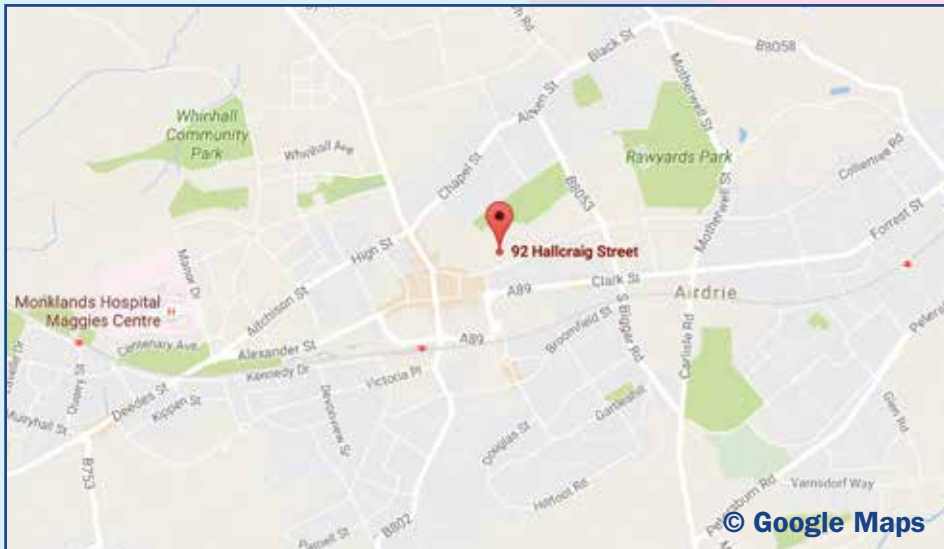


Where to find us



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Further information about Lanarkshire Carers Centre services and other topics can be found on our website:

www.lanarkshirecarerscentre.org.uk

Keep up to date with us on social media: Like us on Facebook - search for Lanarkshire Carers Centre. Follow us on Twitter @Lan_Carers

Please feel free to drop into one of our centres, call or email us and we will be happy to assist you further.

Email: info@lanarkshirecarerscentre.org.uk

Urdu/Punjabi Telephone: **07780 926595** اردو/پنجابی فون لائن

Young Adult Carer Line: **07746 303612**



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