

If you care,  
we care.

## Information and support service

CarersLine is our confidential phone and email information and support service for carers.

If you are new to caring, you may be feeling overwhelmed and unsure where to start. We can help guide you through the maze of what support is out there.

Or it could be that the person you care for is starting to need more care. As things change you may find you have new questions or just need someone to share your feelings with.

What we can help you with:

- Benefits and other financial matters affecting carers, including debt
- Breaks from caring and other ways of looking after yourself
- Juggling work and care
- Where to start in getting help at home
- Support for carers in health settings
- Aids and adaptations
- Transport and travel issues
- Guidance with form filling and where to go for further help
- Managing other people's affairs

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Carers Support Centre  
Bristol & South Gloucestershire

**CarersLine:** 0117 965 2200

CarersOnline:  
carersline@carerssupportcentre.org.uk

**CarersLine opening times:**

Mon - Thurs 10am - 1pm and 2pm - 4pm

Fri 10am - 1pm

An answerphone operates outside these hours.

**Admin enquiries:** 0117 939 2562

Fax: 0117 965 5847

Email: info@carerssupportcentre.org.uk

Carers Support Centre  
The Vassall Centre, Gill Avenue, Fishponds,  
Bristol BS16 2QQ

[www.carerssupportcentre.org.uk](http://www.carerssupportcentre.org.uk)



You can also follow us on Twitter and Facebook.  
See our website for links.

This leaflet is available in Easy Read.

Carers Support Centre is a local charity and we need to raise funds to provide our services to everyone who contacts us. All our services are free. If you are able to support us in any way, this would enable us to help more carers.



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# Do you look after someone?

Help you can get from  
Carers Support Centre



**If you provide support to someone who could not manage without your help, you are a carer. This could be caring for a relative, partner, child or friend who is ill, frail, disabled or is affected by mental ill-health or substance misuse.**

Carers Support Centre is a registered charity providing a range of practical services. We work strategically with many partners to improve the support and services that carers receive. This includes employers, schools, GP practices, hospitals and health and social care practitioners.

### Our services

#### Carers Emergency Card

If a carer has an accident or is taken seriously ill, carrying this card will ensure the person they care for continues to receive the support they need.

#### Carers Assessments

Help with getting and completing an assessment. This allows carers to get help and support for themselves and the person they care for. Carers can contact CarersLine or ask for an assessment through their GP practice.



#### One-to-one support

Advice and information. Help with filling in forms and applying for benefits such as Carers Allowance. Help with communicating with health and social care practitioners. We offer appointments in your home or at your GP surgery.

#### Learning disabilities carer support

Specialist information, workshops and one-to-one support for carers who support an adult with a learning difficulty.

#### Parent Carers

Supporting parent carers in Bristol with a child under 18 who has disabilities/additional needs.

#### Training and workshops

Courses to help carers manage on a day to day basis. We also give advice and training on making organisations more 'carer aware'.

#### Breaks for Carers (South Gloucestershire)

A regular volunteer sitter keeps the looked-after person company, so that the carer can take a break.

#### Carers support groups

A safe, confidential space to meet with other carers to share information and provide peer support to each other.

#### Activity groups

Social activity groups; eg craft and activity clubs.

#### Hospital support

Information and support for carers in a hospital setting, and help with discharge planning.

#### Employment support

Support for carers to get back into work and for those currently working, to stay in employment.

#### Carer engagement and involvement

Support for carers to get their voices heard, so they can influence health and social care provision and our own services too.

#### Young Carers

Supporting children under 18 years old, including individual and family support, activities, groups and outings.

#### Young Adult Carers

Supporting young adults aged 18 -25, including peer support, training and activities.

All our services are free to carers. To access any of our services please contact CarersLine. We will ask you to register with us. We will then keep you up to date with our Carers News magazine and e bulletins.

