



CARES  
The Carers' Centre  
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**Guidance, Employment & Learning Service** - Jill Aldridge

**Carer Support Project** - Pam Bowen, Val Vanes, Adrian Darby, Sheridan Jones

**Primary Care Development Work** - Kate Johnson

**Carer Consultation** Dawn Owen

Carers' Advice & Resource Establishment, Sandwell.  
Registered Charity No.: 519489



**cares**  
S A N D W E L L



# where carers come first

**A Carer is someone who, without payment, provides help and support to a partner, family member, friend or neighbour because they are ill, frail or have a disability**

**0121 558 7003**



## cares offers:

- **A comprehensive Information & Advice Service for unpaid family carers**
- **A Telephone Helpline for carers**
- **An Outreach Service for carers unable to get out and about**
- **Emergency Card Support Service**
- **Carer Support Groups to reduce isolation**
- **Carer Get Together and Away Days**
- **A Guidance, Employment & Learning Service**
- **A Carers' Consultation Network**
- **Culturally sensitive one-to-one support for African Caribbean carers**
- **Culturally sensitive one-to-one support for Asian carers**
- **Help to get the best support from your GP**
- **Continuing support after the care is over**



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### Carer Consultation Network

This Network gives carers the chance to 'have their say' about health and social care services in Sandwell. Regular consultations take place with the Network, by post, by telephone and through focus groups.

It is your chance to make a difference when changes are planned or new services introduced.



### Black & Minority Ethnic Carer Support

CARES recognises the culturally diverse nature of the Sandwell community and strives to offer culturally sensitive one-to-one support to Black and Ethnic Minority carers within the borough.

We help carers to identify their specific needs and the difficulties faced using existing services.

We help carers breakdown the barriers faced and help them continue to care.



## Guidance, Employment & Learning Service

For carers who want to expand their horizons or consider returning to work, CARES' Guidance, Employment and Learning Service is here to help.

We offer:-

- ❖ Educational courses
- ❖ The opportunity to learn new skills
- ❖ The chance to gain recognised qualifications
- ❖ Access to information and resources about education and employment



You can share your experiences with other carers in friendly pleasant surroundings and can take the opportunity to 'return to learn'.

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## Information & Advice Service

**CARES offers a free and confidential Information and Advice Service for carers and the people they care for within Sandwell**

CARES' helpline holds information on and provides assistance with:-

- ❖ Aids, Appliances and Adaptations
- ❖ Leisure Activities and Holidays
- ❖ Day Centres and Lunch Clubs
- ❖ Benefits and Finance
- ❖ Support Organisations for Carers and their Dependants
- ❖ Voluntary Organisations and their Work
- ❖ Statutory Services
- ❖ Health and Community Care
- ❖ Respite Care

We also offer a unique outreach and home visits service for carers and their dependants to help with benefit claims or to advocate and guide carers through difficult situations.

**CARES' Helpline is available Monday to Friday  
from 10.00am 4.00pm  
(24hr answerphone available)**

## Carer Support Project

**Carer Support Project** offers all family carers:

- ❖ Social support and the opportunity to meet with other carers for mutual support and friendship
- ❖ An extensive programme of activities which include craft, information and advice, relaxation, gentle exercise, outings, theatre visits, speakers
- ❖ Emotional support



**Carer Support Groups** meet:

- ❖ Each week in Smethwick, Blackheath and Tipton
- ❖ Each month at Hill Top and Great Barr

**Carer Get Together** offers carers who are not able to make a regular commitment the chance to take part as and when circumstances allow. When registered, they receive:

- ❖ A newsletter and bimonthly programme of activities and events
- ❖ Access to 'one off' sessions in a community venue in their area

**'Carer Away Days'** offer a one day break from caring for:

- ❖ rest, fun and relaxation
- ❖ good food and company in very restful surroundings

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## Primary Care Development Work

For many carers, the doctor's surgery is the first place to go for help and support and CARES' Primary Care Development Work helps carers get the most from their GP and the best possible healthcare.

Working with doctors and other Primary Care staff, CARES aims to raise the awareness of carers and carers' issues within Primary Care.



## Primary Care Carer Support



The service is a pilot project, operated by CARES, aiming to raise awareness of carers and carers' issues within GP practices. It provides emotional, social support and information

depending on carers' requirements for practices in Wednesbury and West Bromwich.

GP practices refer directly to our Carer Support Advisor who provides home, practice and group support.