Contact Details

Carers Information Line
(North Lanarkshire)
Freephone 0800 0280287

Carers Information Line
(South Lanarkshire)
Freephone 0800 0853945

www.carers.org/lanarkshire

This information is available in Urdu, Mandarin and Polish. Please contact the Centre on 01698 428090 or the Urdu/Punjabi direct line on 07780926595

Informacje te dostępne są w języku urdu, mandaryńskim oraz polskim. Prosimy o kontakt z Centrum pod numerem telefonu 01698 428090 lub też pod numerem bezpośrednim, pod którym rozmawiać można w języku urdu/pendżabskim.

 translateY(100)

Translate Y to 100
Princess Royal Trust Lanarkshire Carers Centre provides support to carers who, without payment, give help and support to a friend, neighbour or relative who could not manage without their help because of frailty, illness, disability, mental health issues or substance misuse.

The Centre is an independent voluntary sector organisation managed by a Board of Directors comprising mainly of carers and former carers.

**Opening times**

**Hamilton Centre**  
Monday - Friday: 9.00am - 4.30pm  
Saturday: 9.30am - 12 noon

**Airdrie base**  
Monday - Friday: 9.00am - 4.30pm

**Where to find us**

46 Campbell Street  
92 Hallcraig Street  
Hamilton  
Airdrie  
ML3 6AS  
ML6 6AW  
T: 01698 428090  
T: 01236 755550  
E: pauline.pollock@prtltcc.org.uk  
E: eleanor.digan@prtltcc.org.uk  
Website: www.carers.org/lanarkshire

**Why contact the Centre?**

By contacting the Centre carers will access direct support that can make a real difference by giving them-
- The means to cope, manage, and carry on with the caring role
- Relief from isolation
- Greater control over their caring situation
- Assistance to take care of their own health & wellbeing
- A voice in planning and developing Centre services

Hamilton Centre and the Airdrie base provide a warm welcome whenever carers want to pop in

**Carer Support Workers**

The Centre provides individual and group support to carers through local Carer Support Workers based within Social Work Area Teams in

- Airdrie
- Bellshill
- Coatbridge
- Cumbernauld
- Cambuslang/Rutherglen
- Clydesdale/Larkhall
- East Kilbride
- Motherwell

**Identifying Carers**

The Centre strives to find those who carry out their caring role unrecognised and unsupported. They may describe themselves as wives, parents or friends but, without their hard work, their friend or family member just wouldn't manage.

The Centre can arrange for a representative of the Centre to speak about our work with carers to community groups, health & social care agencies.

**What Carers' Say:**

"The Carers Centre has been a highly valued lifeline to help me carry on with my caring role"

"All the services help me carry on"

"I know the centre is there and I'm glad"

"My Carer Support Worker helps at difficult times"
In addition to the drop in services in Hamilton and Airdrie carers can expect their local Carer Support Worker to work alongside them to identify and access ways to manage and cope with their caring role. Contact the Centre for a responsive and flexible service including:-
- Information
- Assistance to access available services
- Keep them abreast of current legislation and policy
- Listening ear
- Access to available grants
- Form filling
- Letter writing
- Accompany them to meetings and reviews
- Represent their issues and take forward to relevant groups or agencies
- Signpost to relevant agencies for specialist 'condition related' information.
- Simply contact the Centre to access any service.

The Centre's Newsletter keeps carers informed on opportunities to get together with other carers in groups and social settings. Sometimes, carers benefit most from a break in routine to enjoy a relaxed chat or simply to have some fun.

Carer Support Workers facilitate local Support Groups bringing carers together to share information, relieve isolation and get a break from the caring role. Support Groups provide a safe place for carers to meet with others in a similar situation to discuss problems and explore the impact of their caring role. However, Groups are never just about the caring role and meetings will often be lively and fun providing a worthwhile and refreshing break.

The International Women's Group for Carers is a monthly Support Group that meets to provide mutual support, access to services, information, training, social activities, relieve isolation and build friendships for female Carers from Black & Minority Ethnic communities.

Speakers will provide a range of information in the morning, followed by a Halal/vegetarian lunch and afterwards an opportunity to catch up with friends old and new. Translation in Urdu/Punjabi is available at all meetings and transport is available on request. Further information can be obtained from our Airdrie office by contacting Lesley or Isbah on 01236 755550 or the Urdu/Punjabi line on 07780926595.

Training timetables are tailored to suit carers' lifestyles by
- Never starting before 10.30am and never ending after 2.30pm
- Using local venues
- Providing lunch when necessary
- Covering reasonable transport, respite and child care costs
- Carers who work can access courses at the weekend
- Carers can also be funded to attend national seminars to learn more about the situation they deal with.

Carers on the Centre's mailing list will automatically receive Training programmes and we're always keen to take requests for new training topics from carers and from other organisations who work with carers.
Accurate and up to date information is vital to carers. Lanarkshire Carers Centre strives to provide a one stop service by holding information on a wide range of topics. Up to date information will be downloaded from the web in response to individual enquiries.

If we don't have the required information we'll find out and get back to you. All enquiries are dealt with in strictest confidence.

**Freephone Information Lines**
In a bid to simplify carers’ access to information, the Centre services 2 Freephone Information Lines developed in partnership with North & South Lanarkshire Carers Strategy Groups. Carers can call these numbers free of charge during Centre opening hours.

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<tr>
<th>Area</th>
<th>Number</th>
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<tbody>
<tr>
<td>North Lanarkshire</td>
<td>0800 028 0287</td>
</tr>
<tr>
<td>South Lanarkshire</td>
<td>0800 085 3945</td>
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**Signposting**
The Centre gives contact details for specialist agencies that provide information and support to meet individual needs. Carers are put in touch with local and national campaigning organisations that can represent their issues and campaign for change.

**Carers Collection**
A collection of specially selected books, children's books, videos and DVDs specific to the caring role is available to carers from Bellshill Cultural Centre. If you want to find out more about this service contact the Airdrie base on 01236 755550 or your local library.

**Newsletter**
The regular production, distribution of the Centre Newsletter updates carers and organisations on current carer issues, centre activities and available opportunities.

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**Carers online**
As well as dealing with their very often intense caring roles carers have to deal with all the practical and logistical tasks involved in running a family home. This can leave little time for carers to pursue activities of interest to them. Even when carers do have time to socialise, relatives, friends or other carers might not be available.

The Centre offers a range of options to carers who, for any reason, cannot access the bases or their local Carer Support Worker.

**Caretalk**
Carers can feel quite isolated in their caring role and a friendly, regular phone call from the Centre provides a welcome break from routine. Just a simple chat can help.

"I relish the regular phone call from Caretalk"

**Caremail**
Caremail helps carers keep in touch by letter. We'll match you up with another carer, perhaps from another area, and you can look forward to sharing news and chat.

**Carers online**
A great resource to alleviate the isolation that carers often endure is the Discussion Boards and Live Chat Room on The Princess Royal Trust for Carers website www.carers.org

The Discussion Boards give carers the opportunity to post comments regarding topics they have opinions on, and reply to comments or questions other carers have posted.

The topics covered are as diverse and varied as the carers own caring roles, so you will probably find something of interest to you.

The Live Chat Room is an opportunity for carers to "chat" to other carers in real time. The topics discussed are varied and often very topical. There's also Hosted Chats where representatives of relevant organisations will answer carers' questions.

The website in general has very informative articles on carer issues and provides links to other websites relevant to carers.

"Well worth a visit."