Welcome to Carers of West Dunbartonshire Carers’ Centres. Within this booklet we have tried to provide you with information about the services that can be offered by Carers of West Dunbartonshire and some information about your rights as a Carer.

West Dunbartonshire has two Carers’ Centres, one in Dumbarton and one in Clydebank. The service provides a much-needed resource for Carers and we would encourage you to make as much use of it as you can to assist you with your caring role.

The Centres house the offices of the Centre Manager and the Carer Support Workers who are there to help you with enquiries, provide a listening ear and offer support both practical and emotional. It is also the base for the Co-ordinator of the Short Breaks for Carers’ Service. You should feel free to tap into their knowledge and expertise as the need arises.

The Dumbarton Centre is open for drop-in from 11 a.m.–2.00 p.m. Wednesday and Thursday and the Clydebank Centre is open for drop-in from 11 a.m.–2.00 p.m. Monday and Friday.

If you register with the Carers’ Centre, your name will be added to our database of Carers which means that you will receive mailings from time to time about events and activities that are taking place within the Centres, together with other information relevant to your circumstances. You will also receive our quarterly Newsletter which we hope you will find interesting and informative.

The Centres are also used for a variety of activities and these are detailed in the enclosed booklet. If you would like further information about our services, please don’t hesitate to contact us.
CARER’S SUPPORT PLAN

A BRIEF GUIDE

Carers have a legal right to an assessment of their needs. It is an opportunity to discuss what help you may need to cope with a caring role. In West Dunbartonshire a very high value is placed on the services that are delivered to Carers and this assessment process is known as a CARER’S SUPPORT PLAN.

Who qualifies for a Carer’s Support Plan?
The law states you have a right to an assessment if you look after a friend or relative who could not manage without your help. You are entitled to an assessment even if the person you care for does not wish to receive help from support services.

You also have a right to an assessment if you intend to look after someone, for example a relative or friend due to be discharged from hospital, or a disabled child. You do not have to be the parent of the child, but you must have parental responsibility for them.

What is the purpose of a Carer’s Support Plan?
The purpose of the assessment is to allow you the opportunity to think about and discuss what help you may need with caring, including maintaining your own health and balancing work and family commitments. Support services will use this information to decide what help they may be able to offer. However, the person carrying out the assessment shouldn't assume you want to provide care for someone. They should ask if you are happy and willing to carry out the tasks involved. It may be that due to increasing physical or emotional demands, you feel unable to provide care.

How do I get a Support Plan completed?
You can request a Support Plan from your local Social Work Department, a Health Care Professional such as a District Nurse and the Carers’ Centre. You can also complete one by yourself.
If the person you currently look after or intend to look after is in hospital, ask the nursing staff to put you in touch with the Social Worker.
If you would like more information about Carers’ Support Plans, you can contact the Carers’ Centre.
Carer’s Allowance is the main state benefit for Carers. At present the Allowance is worth £53.10 per week. You may also qualify for the Carer Premium, which can be worth up to £29.50 per week.

To qualify, you must meet the criteria, which in brief means:-

- You must be over 16 years of age
- You must look after someone for at least 35 hours per week
- The cared for person must be in receipt of a qualifying disability benefit (i.e. Disability Living Allowance, Attendance Allowance)
- If you are employed, you must not earn more than £95.00 per week (net)
- You must not be in receipt of a list of other benefits
- You must not be a full time student.

You must not get one of a list of other benefits:-

If you receive one of the following benefits, you will not be able to claim Carer’s Allowance:-

- Incapacity Benefit
- State Retirement Pension
- Widows and Bereavement Benefits
- Maternity Allowance
- Disablement Allowance
- Contribution based Job Seekers Allowance

However, you may still qualify for the Carer Premium.
## Therapeutic Activities at the Carers’ Centres

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<th>RED CROSS THERAPY SESSIONS</th>
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<th>SWEDISH BODY MASSAGE</th>
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<td><strong>FRIDAYS IN CLYDEBANK CARERS’ CENTRE</strong></td>
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<td>FREE OF CHARGE</td>
<td>£5.00 CHARGE FOR ONE HOUR SESSION</td>
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Calming Therapy Room in Dumbarton Carers’ Centre also available Tuesdays and Thursdays for Carers’ own use. Try the massage chair, listen to music, read or just chill out!

TO BOOK ANY OF THE ABOVE PLEASE CALL THE CARERS’ CENTRES
There is no doubt about it, walking is good for you. It’s good for your heart, it’s good for your lungs and it’s good for your feeling of well-being. If you want to feel great, you could do nothing better than to walk.

Carers are often so busy with their caring responsibility that they neglect their own health needs. Look after yourself by joining other carers in a healthy, invigorating walk, when you can share in the pleasures of the great outdoors.

Locally, we are fortunate to be surrounded by spectacular scenery and many areas of outstanding beauty and while we cannot guarantee the weather will always be fair, we can promise a warm welcome.

The group meets every second Monday and the walks last only a few hours. The walks are suitable for all fitness levels—You don’t have to be fit—just willing!

Why not join the Walking Group? —You will be made very welcome.
CARERS’ TRAINING INFORMATION

As Carers, it is vital that you have access to the knowledge and skills that will enable you to carry out your caring role in the best way that you can. We hope that by providing training on specific issues, we will help you look after your own health and well-being as well as that of your loved one. The Carers’ Centre offers training on a variety of subjects which is flexible and responsive to carers’ needs. Carers can pick and choose from the various topics listed below. We will endeavour to arrange times and dates to suit carers’ needs.

Complementary Therapy Workshops
Carers often neglect their own health. What better way to look after yourself than by learning how to use Aromatherapy. The course covers the safe use of essential oils, how to use aromatherapy to help you and relaxation techniques. The training is delivered by a qualified Clinical Aromatherapist.

2 hours per week for 6 weeks.

Stress Management
Stress can be a major factor affecting the health of many carers as a result of the physical, emotional and financial demands placed on them. This workshop is enjoyable and interactive and will be of benefit to all carers experiencing stress. You will learn practical techniques for use on a daily basis and will also be provided with a CD for home use. The training is delivered by a qualified practitioner.

10.30-3.30pm

Moving and Assisting Training
Carers often find that moving the person that they care for, helping them dress and move around puts a strain on their own back. Knowing how to look after your back and joints is a vital part of taking care of you. The course covers how to use aids and equipment properly, how to position the person safely and how to move and assist without injuring yourself. The training is delivered by Tell Training.

9.30-4.30pm
**First Aid Awareness**
All of us from time to time wonder how we would cope in an emergency. This is no truer than for carers who are looking after someone with a disability or illness. Having the confidence and knowledge to act in such a situation can be crucial. The course covers burns, bleeding, bandaging etc as well as confidence building.
*Duration Approx 3 hours*

**Continence Training**
Dealing with incontinence can be very stressful. It is a delicate subject which people often find hard to talk about. This can result in them trying to deal with difficulties and issues by themselves. This training will cover reducing the risks of skin breakdown, how to use products correctly and managing continence. The training will be delivered a Registered nurse with expertise and knowledge of continence issues.
*Duration approx 3 hours*

**Visual Impairment Awareness in those with a Learning Disability**
Practice and research shows that those with a learning disability are far more likely to have a visual impairment but less likely to have an eye test. Often behaviours and other difficulties may be attributed to an undiagnosed problem with vision. This workshop is for those caring for an adult or a child with a learning disability, which includes Autism. The workshop is delivered by the RNIB.
*Duration approx 3 hours*

**Looking after your money.**
Managing your money well is now more important than ever, not least for carers, who are very often living in difficult financial situations and who have to cope with the additional costs of caring for someone. This course covers understanding your finances, budgeting, managing loans, credit cards etc and organising your paperwork. The workshop, which is delivered by Routes to Learning is interactive and includes games and quizzes.
*Duration approx 4 hours*

All training is free to carers. If you would like to take part in any of the training sessions, you can express your interest by contacting the Carers Centres at
CONFIDENTIALITY POLICY

In supporting Carers, it is necessary for the Carers’ Centre to hold confidential information about the people that we support. This Policy will outline:-

- **The information kept**
- **How it is kept confidential**
- **How it is used and with whom it is shared**
- **Your rights**

**The information kept**
The information that we have includes your name, address, date of birth and also some details about the person that you are caring for. It also includes details about the support that you are receiving from us.

**How it is kept confidential**
Your personal information is kept in a paper file and on our computer database. The paper copies are stored in a secure metal filing cabinet within the Carers’ Centre. The database information is secured by password. The information is only available to Centre Staff who are required to adhere to the organisation’s Confidentiality Policy.

**How it is used and with whom it is shared**
The Carers’ Centre staff use your information to give you the support that you need. Information about you would only be given to another agency with your permission. Even then, only relevant information would be shared, i.e. “on a need to know basis.” Information will not be passed to third parties for commercial use. With regard to its role in raising awareness and promoting good practice, Carers of West Dunbartonshire may draw statistical information from its database. In doing so it will ensure that specific individuals cannot be identified.

Carers of West Dunbartonshire will disclose relevant information to the appropriate authorities (even if it has been passed to them confidentially) only in the following circumstances:-

- If it is related to the detection/prevention of crime
- Where there is any possible abuse of children or vulnerable adults
- On matters which may endanger Public Health or Safety

**Staff can therefore never give an absolute guarantee of confidentiality**

**Your Rights**
- You have a right to know how your information is used. A member of staff at the Carers’ Centre can help you.
- You have a right to see the information that we have about you.
- You have a right to complain if you are unhappy about how your information is protected.
- In the first instance you should talk to the Centre Manager about this.