



**Advice and
Information**

ADVICE AND INFORMATION

Carers Helpline

Our Carers Helpline is open Monday to Thursday 9.30am-8.00pm and Friday 9.30am-4.30pm. You can also write a letter or an email to the Centre which will be answered within two working days. Please see the previous page of this booklet for contact details. Carers are welcome to drop into the Centre for information and support, although we suggest that you phone in advance to ensure that someone will be available. An interpretation service can be arranged if carers are unable to communicate in English. The Centre also has numerous team members who speak a variety of community languages. The Helpline is often very busy and at times you may need to use our answer phone service; we will endeavour to return your call within 24 hours.

Home visits

All carers are welcome to ring our Carers Helpline on **0161 848 2400** but sometimes you may want someone to visit you to have a more in-depth chat about your circumstances. We have specific workers with expertise in different areas who can come out and visit you at your home, at the Carers Centre or at another mutually agreeable location.

ADVICE AND INFORMATION

Carers' Assessments and Action Plans

An assessment is not as scary as it sounds! It is a form used at the Carers Centre to make sure that we ask you all the questions we need to. The worker who visits you may use this form and will ask you about the care you give, the effect it has on your daily life and what you feel would make things easier for you. It may be useful for you to think about some of these things as well as how caring has affected your own health, social life and your other responsibilities.

By doing an assessment, the worker will be able to identify areas where you may need information, advice, advocacy and other services. As a carer you may also discover some changes that you would like to make in your life. The worker might visit you a number of times to give you support and encouragement to carry out the actions in your plan. The number of times a worker visits depends very much on your circumstances. If you need to contact a worker between visits, they will return your call within to working days. If you need support sooner, our Helpline team will be able to assist you.

Our team can also conduct a Health check with you, to support you in looking after your own health

ADVICE AND INFORMATION

Advocacy

Our home visiting team can also provide advocacy services at your request. Advocacy means that they could accompany you to meetings or that they will talk to other professionals on your behalf. The worker will not do any of this without your permission and they will discuss with you fully what your views and wishes are. They will not take any action without your guidance.

Supporting you

You do not have to have the worker we have allocated to you. If you would like a different worker you can contact the Centre and ask to speak to our Casework Coordinator who will arrange this for you. All workers will give you a copy of our Complaints & Compliments booklet.

After a worker has come out to see you and helped to improve your circumstances, they will need to move on to support someone else. Our work is time limited and not long term. You can still ring our Carers Helpline at any point if you would like a chat or advice. Someone will also contact you every six to 12 months to see if you are okay and whether anything has changed.

ADVICE AND INFORMATION

Making an appointment

All you need to do is ring our Carers Helpline on 0161 848 2400. They will take down some basic details and pass your information over to the appropriate specialist worker. They will contact you within three working days to arrange a suitable time to meet within the following two weeks. At certain times there may be a waiting list for our home visiting team, but we will let you know roughly how long it will be before a worker can contact you and we will keep you updated.

OTHER SERVICES

The Trafford Patients Advice and Liaison Service (PALS)

Tel: **0161 746 2019**

A service for those who have any concerns about the care that they or their loved ones are receiving from the NHS.

Citizens Advice Bureau

Information line: **0844 499 4103**

Lines are open Mondays and Wednesdays 10.00am-4.00pm. Helps people to resolve their money, housing, legal and benefit problems by providing information and advice.

OTHER SERVICES

The Advocacy Service at Trafford Council for Voluntary Services

Tel: **0161 976 2448**

This service can assist with any stage of a complaint or situation against Trafford Council where you may require an advocate. They provide trained volunteer advocates who will write letters and make telephone calls on your behalf.

Carers UK

Carers Line: **0808 808 7777**

Lines are open Wednesday and Thursday 10.00am-12.00pm and 2.00pm-4.00pm.

For advice about your situation as a carer.

Carers Direct

Helpline: **0808 802 0202**

Email: **CarersDirect@nhschoices.nhs.uk**

Free, confidential information and advice.

ADVERTISE WITH US

Displayed and distributed both in print and digital format, our E-books are used by carers and health and social care professionals across the borough of Trafford. Advertising with us is a fantastic, low cost way of reaching out to your audience, while also supporting the Carers Centre and carers in Trafford.

Six monthly contracts are available across our information E-books, covering a range of topics. If you would like to advertise your business or organisation with us, or would like more information, contact us:

Fundraising Team:

0161 848 2402

E-mail: fundraising@traffordcarerscentre.org.uk

ADVERTISE WITH US



Carers Helpline: 0161 848 2400

Fax: 0161 848 2408

E-mail: info@traffordcarerscentre.org.uk

www.traffordcarerscentre.org.uk



@TraffordCarers



[Facebook.com/TraffordCarers](https://www.facebook.com/TraffordCarers)

**Trafford Carers Centre
13 Warwick Road
Old Trafford
Manchester
M16 0QX**

Registered Charity No: 1102075
Company Limited by Guarantee: 4695523

