



Dundee Carers Centre

Because We Care

DO YOU

LOOK AFTER A FAMILY MEMBER OR A FRIEND?

Information & support
for carers and
disabled people



About Us

Caring can be a rewarding experience but it can also have a huge impact on your life. Dundee Carers Centre works with carers of all ages and disabled people. The support and information we provide varies based on the individual. Perhaps regular one-to-one support with a worker would work for you, or just coming along to a group in the Centre or your local community suits you better. However we support you, we'll work with you to ensure that you're getting the best support you can.

Our Values

- We believe that everyone deserves to be treated with fairness and dignity and is supported to make a positive difference in their life.
- As an organisation that embraces challenge, we need to demonstrate a culture of kindness, compassion and creativity.
- Working together, we keep the needs of carers and disabled people at the centre of every thing we do...because we care

Am I a carer?

A 'carer' is an individual who provides or intends to provide unpaid care for another individual. A carer could be caring for someone of any age, with a physical or learning disability, elderly, mental illness, drug or alcohol dependency or who is living with cancer or any other critical or chronic illness.

What we do

Support & Information for carers

We provide support to young and adult carers (age 8 upwards) with the aim of:

- Giving carers more opportunities to enjoy life outside of their caring role
- Feeling better supported and improved confidence
- Increasing carers ability to cope in their caring role
- Reducing social isolation and improving health and wellbeing

It can offer:

- Practical and emotional support
- Access to a variety of support groups, alternative therapies and social events
- Accreditation, courses and learning, both in person and online
- Continuation of support in bereavement
- Support for carers from Minority Ethnic communities, with workers fluent in Urdu, Punjabi, Mandarin and Cantonese.
- Outings and residential breaks
- Help to access other sources of support in your local community
- Help and support to access further and higher education, or get back into work

"It's completely changed my life. I feel so much better about everything. I feel positive about the future and how in control of things I am. Thank you."

(Young Adult Carer)



Help to access short breaks

Caring means something different for everyone, but one thing that carers tell us all the time is that they cannot keep going without a break. Caring for someone can be a full time job so breaks are vital to wellbeing and quality of life.

Our staff can work with you to identify suitable break options.

A short break does not necessarily have to be a break away from the home. Carers can choose the break which suits them best. Some examples of short breaks we have provided include sporting equipment, treatments and vouchers for carers to enjoy hobbies.

Counselling

Counselling is not a magic solution but it can help you to gain a deeper understanding of what you are going through and hopefully make a positive difference to your life and to the lives of those around you. The main benefit of counselling is that it gives you a safe space set apart from everyday life to talk things through with someone who is removed from the issues.

We offer up to 12 sessions for carers. Working with your counsellor on a regular basis, you can talk about things that are affecting you and your caring role. This can help you explore other ways in which you may be able to deal with any issues or situations. Sessions can be in person, online or over the phone.

Group Work programme

Whether you are new to caring or have been caring for some time, often the best support is speaking with other carers, listening to their experiences, sharing your own, and learning from each other in a safe and friendly environment. A Groupwork Programme is a space where carers decide what

they want to talk about and each session is an opportunity for carers to learn with and from each other.

What can I gain from a groupwork programme?

- The opportunity to meet with other carers and talk about what matters to you
- Increase in your knowledge and understanding on a variety of issues including carers rights, money-saving tips, planning for the future, and keep up to date with what is available for carers and their families in Dundee
- Share your experience and learn from carers who you can talk to about any help with current challenges
- Access to guest speakers who can answer your questions on a variety of topics

Carers Money Matters

Are you worried about making ends meet for you or the people you are caring for?

The Carer Money Matters Team understands that it can be hard balancing caring responsibilities and finances.

We are here to help with income maximisation and other money matters making sure that you can get everything you and the people you are caring for are entitled to.

Carer Money Matters advisers can support you to navigate the complex welfare benefit system and advise on how to access local, national and emergency assistance funds so that money doesn't have to be such a big worry.



Hospital Discharge

Dundee Carers Centre has a dedicated carer support worker working alongside the discharge team who will support you with your caring role.

They will support you to give the person you care for the best possible chance of a successful discharge from hospital.

How we can help

- Make sure hospital procedures are clear to you
- Make sure you are informed and involved in the plans for the person you care for moving on from hospital
- We will provide you with emotional support and signpost you to other services to assist with benefits, financial review or practical assistance.
- Help you to be confident that you know what will be involved in your caring role after discharge, that you feel ready for it, and that appropriate support is in place to help you both.

Most importantly, they will give you the chance to talk one to one with someone who understands. You can talk openly and honestly about how you feel and you'll be supported without judgement.

Moving on from hospital

Once the person you care for is ready to come home or to an alternative homely setting we can explore continuing support options for you with your caring role.

For more information, you can contact our Hospital Carer Support Worker on 07469 680877 or email: Gillian.McFarlane@dundeecarerscentre.org.uk

Self-directed Support Service



Self-directed Support (SDS) enables people, carers and families to make informed choices about what their social care support is and how it is delivered. People who are eligible for support for their health and social care can direct their own support through a choice of 4 options including a Direct Payment. Our Self-directed Support Service can help you decide which option is best for you. The team supports both carers and disabled people across Dundee and Angus.

Payroll Service

We also provide a payroll service to support people who receive funding to employ personal assistants. Our payroll service can process your payroll, calculate statutory deductions, including pension obligations, annual leave and deal with HMRC and other agencies on your behalf. For those who require additional support, our Third Party Money Management service can operate the bank account for you and complete your monitoring returns for the funder (Fees payable).

Visit www.directpayments.org for more information.

Get Involved

One of our values involves keeping carers and disabled people at the centre of every thing we do and that's why it's important for you to have opportunities to get involved. This could be as a volunteer, helping out at events, groups or sharing your skills, or by helping to shape carer policies and legislation. If you'd like to find out more about involvement opportunities within the centre just get in touch with us. You can also get involved in planning support and activities for carers in your local area.

Courses, learning & accreditation

We offer a range of learning opportunities for carers including regular training courses and a variety of online learning resources. This enables carers to gain practical skills and knowledge about their caring role or learn something new for their own development. Visit www.carersofdundee.org

We also support carers to gain accreditation and recognised qualifications for learning they have undertaken in a variety of places. This can be based on your experience as a carer, projects you've worked on, or any education, volunteering or professional experience you may have.

Volunteering

Our volunteers support the work of the Centre on an ongoing basis and they add enormous value to the work we do. They help with fundraising, groups, peer mentoring, driving the minibus for our walking group and young peoples' activities, along with helping in the office with admin. Contact us to find out more about volunteering opportunities both citywide and in your local area.

Contact Us

Dundee Carers Centre

Seagate House, 132 - 134 Seagate
Dundee, DD1 2HB

Tel: 01382 200422 Email: centre@dundeecarerscentre.org.uk

www.dundeecarerscentre.org.uk

www.carersofdundee.org

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