

Achievement of PQASSO Level 2

Carers can be confident in our Quality

In January 2018, Lanarkshire Carers Centre became one of only a few carer organisations in Scotland to be awarded the prestigious Level 2 accreditation in the Practical Quality Assurance System for Small Organisations (PQASSO).

PQASSO is a quality assurance system for all voluntary organisations and social enterprises. It offers organisations, both within and outside the voluntary sector, an externally-verified seal of approval, publicly demonstrating a commitment to quality assurance and continuous improvement.

Lanarkshire Carers Centre previously held the PQASSO Level 1 accreditation for several years. Accreditation is awarded following a rigorous assessment process. Part of this process involved an external assessor making a three day site visit to our organisation, where they interviewed members of our board, staff and volunteers. One of our volunteers, Sadaf, who was interviewed by the external assessor said *"It's great to volunteer for an organisation that cares about carers and the quality of the services it provides to them. The environment and the centre staff are really friendly, it's been great to volunteer doing CareTalk, which was something that I had never done before and I am happy to be here as a volunteer."*

Barbara McAuley, Centre Manager at Lanarkshire Carers Centre commented:

"Achievement of PQASSO at Level 2 is a significant milestone for our organisation. I am delighted that the hard work and commitment of our dedicated board, staff and volunteers has been recognised in this way. It reinforces our ability to continue delivering and developing services that make a positive difference to the lives of carers across Lanarkshire. This external confirmation of our organisation's ability is warmly welcomed. I look forward to continuing the great work we do, together with the Health and Social Care Partnerships in Lanarkshire and our partners, to contribute to the delivery of high quality information, advice and support services for carers."



Lanarkshire Carers Centre chooses PQASSO to support our quality assurance systems as it provides a framework to:

- more effective and efficient organisational systems and procedures
- better quality of service for carers
- better communication and increased motivation among staff, board members and volunteers
- greater credibility and legitimacy with our funders
- new perspectives and ways of working
- organisational learning
- continuous improvement

in this edition

- **Carers (Scotland) Act** page 3
A major step in enhancing the rights of Scotland's unpaid carers
- **NewLaw Scotland** page 12
Are you living together in Scotland?
- **Carers Choir** page 14
Every Breath I Take

Further Organisational Awards

Lanarkshire Carers Centre are proud to have been recognised by different awarding bodies for our continued good practice and dedication to all of our carers, staff and volunteers.



In addition to our achievement of PQASSO Level 2 accreditation this year, we have also been successful in being awarded the Carer Positive Award at the Established Level, which is an increase on our current award of Engaged. This award is presented to employers in Scotland who have a working environment where carers are valued and supported and recognises that Lanarkshire Carers Centre is leading the way in supporting employees with a caring role.

The support for carers in the organisation is very well embedded and communicated to all staff, and they benefit from the core values and ethos of Lanarkshire Carers Centre, as reflected in the policies and procedures, operational activities and range of support available. This culture of support is present from the recruitment stage and in the daily working environment.

"We are absolutely delighted to have Lanarkshire Carers Centre recognised as a positive working environment for our employees" said Colin Smith, Depute Manager.



We have also been re-awarded our Volunteer Friendly Award.

Our Volunteer Friendly Award recognises the importance of involving volunteers. Lanarkshire Carers Centre believes that our services are enhanced by the varied skills and experience that they bring, and that we give volunteers an opportunity to build their confidence, skills and contribution to their community through helping others.



Renewal achieved of Bronze Healthy Working Lives award.

The Staff Welfare Action Team, which is made up of Board Members, a range of staff and volunteers continue to promote healthy working lives through planned campaigns and activities for staff.

A future focus for our commitment to Healthy Working Lives will be the National Work Life campaign, promoting a healthy work life balance and building on our flexible working culture for individuals with families and caring responsibilities. We will also be committing to Quit Your Way and the signing of the Tobacco Charter to help support a 'smoke free generation in Scotland'.

We also intend to start the process of moving towards signing up for the See Me Scotland pledge.

Carers (Scotland) Act 2016

A major step in enhancing the rights of Scotland's unpaid carers

The Carers (Scotland) Act 2016 took effect on 1 April 2018, extending and enhancing the rights of carers to help improve their health and wellbeing so that they can continue to care, if they so wish and have a life alongside caring.

What does this mean for me as a carer?

In summary:

Adult carers have a right to an 'adult carer support plan'

The local authority must offer an adult carer support plan to anyone they identify as an adult carer. They must prepare an adult carer support plan for anyone who accepts this offer. They must also prepare an adult carer support plan for anyone who meets the definition of an adult carer if that person requests one.

Young carers have a right to a 'young carer statement'

The local authority must offer a young carer statement to anyone they identify as a young carer. They must prepare a young carer statement for anyone who accepts this offer. They must also prepare a young carer statement for anyone who meets the definition of young carer if the young carer requests one.

Carers have a right to support to meet any 'eligible needs'

The local authority must provide support to any carer who has identified needs (which meet local eligibility criteria) that cannot be met through support provided to the person they care for, or through general local services. If you have eligible needs, the local authority must consider whether breaks from caring should be part of the support you receive.

If your support needs do not meet the local authority's eligibility criteria

then the local authority may still provide support to meet the needs identified in your adult carer support plan or young carer statement. This support might include access to information and advice and/or support available in the local community.

Carers have a right to be involved in services

The local authority and health board must involve carers in the planning and evaluation of carer services they provide.

Carers have a right to be involved in the hospital discharge process of the person they are or are going to be caring for

The health board must ensure that, before a cared-for person is discharged from hospital, it involves carers in the discharge of the cared-for person.



Where can I find out more?

The **Carers' Charter** is a good place to start. It was published to help Scottish carers understand their rights under the Carers (Scotland) Act 2016. You can download a copy of the charter from the Scottish Government's website.

Alternatively, get in touch with us and we can provide you with a copy. There are many sources of information for carers locally and nationally through websites, printed materials, organisations and staff who have a role to provide this for carers.

In Lanarkshire, both local authorities are working closely with Lanarkshire Carers Centre to further develop the good practice we have established over many years, including our role in delivering adult carer support plans. Establishing and maintaining good partnerships with third sector organisations will play an important part in delivering effective local, personalised support for carers to meet their personal outcomes and help them continue in their caring role.

If you have any questions about what the Carers (Scotland) Act 2016 means for you, please feel free to get in touch with us.

Supporting Carers to be Healthy and Connected

Carers Week is an annual campaign to raise awareness of caring, highlight the challenges carers face and recognise the contribution they make to families and communities throughout the UK.

Lanarkshire Carers Centres hosted several activities and events throughout Carers Week 2018, which took place June. Over 350 carers from across Lanarkshire participated. Each day had a different theme, highlighting some of the challenges carers face and introducing them to things they can do to help continue caring.

Mental Health MONDAY



Carers were introduced to laughter yoga, aimed at improving emotional health and wellbeing. Feedback from carers included:

"It's a really fun way to de-stress"

"I felt silly to begin with but once I got into the swing of it, I was laughing for days after"

Time Out TUESDAY

Helping carers to take time out for themselves and have a life outside of caring. Activities included:



Carers Coffee Morning at St Margaret's Church, Airdrie

- This annual event was well attended as usual with a surprise debut performance from Lanarkshire Carers Centre's Carers Choir, who sang a variety of songs including "Fly me to the Moon", "Can't Help Falling in Love" and "The Rose".



Outdoor Tai Chi Session hosted by the Health and Wellness Hub, in the beautiful surroundings of Kilsyth Colzium House. Feedback from carers included:

"The walled garden was the most perfect place with birds singing and our feet on the soft grass. It was a lovely experience. Calming, Relaxing, Balancing"

"This was my first experience of Tai Chi and I don't know why it has taken me so long. It was an amazing experience. I look forward to doing more of this in the future"

Carers Bingo Night in partnership with Mecca Bingo. Our affiliated Network partner, Carers Trust has been working in partnership with The Rank Group Plc, owners of Mecca Bingo and Grosvenor Casinos since February 2014 and funds the Rank Cares grants programme for carers across the UK.



These grants give carers access to desperately needed breaks, essential equipment to support caring responsibilities and skills and training courses. They can make the challenge of being a carer that little bit easier, help stop people from breaking down under the strain and help carers find ways to cope with caring. Three years into the partnership, the funds raised by the Rank Group have helped over 6,000 carers.

Wellness WEDNESDAY

Supporting carers to look after their own physical health and wellbeing with an introduction to Exercise and Healthy Eating.

Carers learned about nutritional facts, received healthy cooking demonstrations and had their weight and measurements recorded, followed by a gentle 45-minute physical activity session hosted by South Lanarkshire Leisure and Culture. In North Lanarkshire an Active Health activity session was arranged, which was followed by a Healthy Cooking/Eating demonstration.

Fun Time FRIDAY



Helping carers to reduce isolation, have fun, be happy and enjoy life.

The day started with a carers walk around Strathclyde Park. This enabled carers to meet and chat amongst others, including staff from Lanarkshire Carers Centre, followed by a light lunch.

We brought the Carers Week activities to a close with our Summer Dance with performances from Cabaret Singer Dave Lewis and the dance troupe, The Kennedy Cupcakes, who had carers rocking around the clock doing their cupcake stroll. Carers thoroughly enjoyed the evening, with one carer commenting:



"Great night, great atmosphere and was good to let my hair down and forget about my caring role"



Thinking THURSDAY

Continuing the focus on improving carers emotional health and wellbeing through Mindfulness hosted by Martin Stepek, one of Scotland's foremost Mindfulness teachers.

Feedback received:

"I felt more relaxed than I have felt for a long time after this session"

Other Carers Week Activities Included

Afternoon Tea Party in McClymont House. A fantastic afternoon was enjoyed by the group and helped to raise funds for Lanarkshire Carers Centre. We extend our thanks to the staff at McClymont House for hosting the event and those who provided entertainment on the day.



High Tea in Bellshill. Carers in Bellshill held an information afternoon, in partnership with Firpark Secondary School. Professionals attended from Health Promotion, Welfare Rights and Library Development. Carers enjoyed free time, lunch with a few engaging with us for the first time.



Cumbernauld Tea Party. Cumbernauld carers also held their own afternoon tea party with speakers from Alzheimer's Scotland, NHS 24 and Lanarkshire Links.



The activities and events we delivered received national recognition through the Carers Week Facebook page.

The impact of caring on a carer's health and wellbeing cannot be underestimated. Lanarkshire Carers Centre has a wealth of knowledge and experience, working in partnership with many organisations to provide a range of information, advice and support services to help carers continue caring. If you need support, or know of someone who does, please get in touch with us to see how we can help.

Making a Splash with our Carer Registration Card

Ann, a carer from Hamilton used her Carer Registration Card to access South Lanarkshire Leisure and Culture's fitness membership at a discounted rate. This enables Ann to access a short break on a regular basis which has made a vast difference to her overall health and wellbeing. Ann said

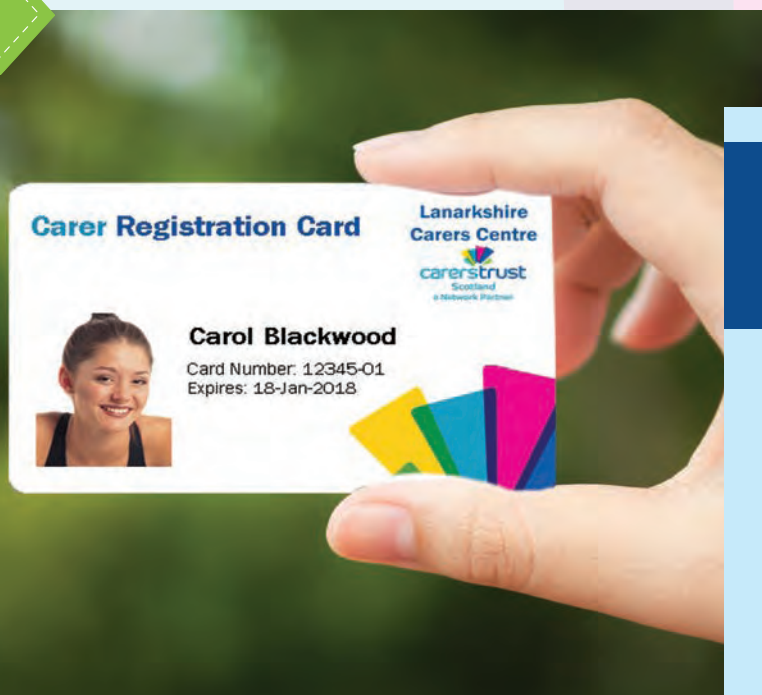
"This discount has opened the door for me and has allowed me to have time for myself"

When Ann signed up for her membership she set herself a goal of conquering her fear of the water; by learning to swim, which Ann has now completed and is even comfortable going into the deep end. *"Everyone is very welcoming and I have enjoyed meeting new people which has reduced my social isolation."*

She has now set a new goal of jumping into the water and is enjoying accessing various fitness classes including a dance class.



"I go to my dance class every week and also still swim regularly and have made new friends, one of whom I meet up with for a swim and a catch up. This came at the right time for me and I would never have been able to conquer my fear of the water without this discount or my Carer Registration Card."



Do you have a Carer Registration Card yet?

Lanarkshire Carers Centre's Carer Registration Card scheme enables carers to access a wide range of offers and discounts from a variety of local retailers, suppliers and services. **Any carer over the age of 18, who lives in Lanarkshire can register with Lanarkshire Carers Centre to receive their card.**

More Information on all the current discounts and offers available to carers can be found on our website: www.lanarkshirecarerscentre.org.uk/crc

Lanarkshire Carers Centre

Helping to challenge poverty and protect the vulnerable

Lanarkshire Carers Centre signed The Poverty Alliance's 'Stick Your Labels' Campaign pledge in October 2017 as part of Challenge Poverty Week. This was a great opportunity to get people thinking and talking about the realities of poverty in Scotland.

Challenge Poverty Week is an annual campaign aimed at highlighting the issues surrounding poverty and discussing the solutions. It also provides a platform to showcase some of the extremely positive work going on in communities throughout the country to tackle poverty and make a real change to people's lives.

The aims of Challenge Poverty Week are to:

- Increase awareness of the reality of poverty in Scotland
- Encourage engagement in positive debate and discussion about poverty
- Highlight what is currently being done to tackle poverty
- Identify solutions to poverty in Scotland

Evidence suggests that the stigmatisation of people in receipt of benefits has negative impacts on their health and well-being and may put people off claiming benefits they are entitled to. Stigma is directly contributing to high levels of poverty in the UK.

In order to tackle poverty effectively, it is important to get the message across that people in poverty are people just like anybody else.



Lanarkshire Carers Centre believes that poverty is not inevitable and that language matters. Our actions can change attitudes.

Ending Period Poverty



Removing the taboo around menstruation

The links between poverty and poor health are well known. Women and girls living in poverty in Scotland may not be able to afford sanitary products and often resort to using alternative products such as newspaper and socks.

There was recently a consultation on a proposal for a Member's Bill to address the issue of access to sanitary products in Scotland's schools and an anonymous, universal system to provide sanitary products for anyone who needs them.

Lanarkshire Carers Centre submitted a response to this consultation. Research has shown that sanitary products cost women around £13 every month and that access to sanitary products is a necessity as no-one chooses to menstruate. Those who are struggling financially should not be penalised when looking after their essential health.

Living Wage Employer Accreditation



In February 2018 we became a Living Wage accredited employer by the Living Wage Foundation. The real Living Wage is the only hourly pay rate based on the true cost of living. It's annually calculated independently based on living costs and accredited employers like ourselves choose to go further by paying all staff a real Living Wage. At the heart of the Living Wage movement is a simple idea that a hard day's work deserves a fair day's pay.

We are proud to pay all of our staff the real living wage and by paying the real Living Wage, we are voluntarily taking a stand to ensure our employees can earn a wage which is enough to live on. As well as it being the right thing to do, there is a growing body of evidence demonstrating the business benefits of becoming a Living Wage employer.

Hamilton and Blantyre Foodbank

Every day people in the UK go hungry for reasons ranging from redundancy to receiving an unexpected bill on a low income. A simple box of food can make a big difference. As part of our continued partnership with other third sector organisations in the community, we have become a referral agency for the Trussell Trust's Hamilton and Blantyre foodbank, located on Townhead Street in Hamilton.

For those who live in Hamilton and Blantyre and are in need of a food parcel, we can complete a voucher to be used at the foodbank. We hope to engage with other foodbanks throughout Lanarkshire to offer similar services to carers in their local areas.

SP Energy Networks Priority Services Register



The Priority Services Register ensures vulnerable people i.e. carers and the individuals they care for, are given priority and looked after during a power outage.

You can sign up for the Priority Services Register by filling out the form online at www.spenergynetworks.co.uk or by calling us on 0330 10 10 167.

Income Maximisation for Carers

If you are a carer based in North Lanarkshire and would like to speak to someone about maximising your income, we offer carers the opportunity to speak to a Welfare Rights Officer who can provide support and assistance to carers for information on available benefits and entitlements. If you would like an appointment to speak to someone please get in touch. A similar service is available to carers in South Lanarkshire through your local Money Matters Advice Service.

REACH Mental Health Training

Enabling carers from black and minority ethnic backgrounds to take a self-managed approach to mental health.



In partnership with REACH Community Health Project, Lanarkshire Carers Centre facilitated a four week programme with the International Women's Group, focusing on Mental Health self-management. The programme was designed specifically to help carers understand personal feelings, learn new ways to cope better, manage day-to-day activities, feel confident, increase self-esteem and work towards a full and happy life. The programme had a significant impact on the carers that attended with one participant saying:

"I was very keen to attend the self-management course as I am dealing with mental health issues due to my family situation. Things had deteriorated and I was taking anti-depressants, ending up on the maximum dosage to manage my depression. I had been accessing a counselling service elsewhere, but due to cultural sensitivities this was not meeting my needs."

"This training was my first experience of expressing myself openly in a group setting in my own language. The expertise of the trainers and the empathy of the group members encouraged me to discuss all the issues affecting my mental health and to explore ways to self-manage my situation."

"I was able to offload the burden I was carrying for years and was amazed at how relaxed and supported I felt at the end of the programme. I have made major life-changing decisions, something which I would not have been able to do without this training."



Carers Mental Health Event

Lanarkshire Carers Centre also organised a Mental Health Awareness Raising and Information Fun Day, for carers and their family members from black and minority ethnic backgrounds, to raise awareness of mental health and wellbeing. This event was also a celebration for members of the International Women's Group who completed the training course offered by Reach Community Health Service. They were awarded their certificates by Anas Sarwar; MSP for Glasgow who also opened the event. A range of information and support was made available on the day relating to mental health. Carers and their families also enjoyed a host of activities such as cultural music and performances, holistic therapies, workshops, family fun activities and flavours of food from across many cultures.

Carer Support Groups

Lanarkshire Carers Centre's carer support groups are led by carers, for carers, bringing them together to meet, share information, talk openly about issues, relax and enjoy the company of others.

Various support groups are available for carers throughout Lanarkshire, ranging from area-based carer support groups to specific groups for ethnic minority carers, male carers, parent carers, young adult carers and others.

Carers tell us that carer support groups provide:

- The chance to meet and talk openly with other carers in similar situations without feeling judged
- Access to information, advice and support when it's needed
- A warm and welcoming atmosphere helping to reduce the feeling of being alone
- A chance to have a much needed break from the caring role
- Opportunities to experience and learn new things and have a life outside of caring
- Empowerment – enables carers to manage and continue their caring roles

Shotts Carer Support Group

The responsibility for carer services in Wishaw and Shotts transferred fully to Lanarkshire Carers Centre last year. Development work has included the establishment of a carer support group for carers in the Shotts area. The group meet on the first Monday of each month in Shotts Golf Club, Benhar Road, Shotts ML7 5BJ between 10:30am and 12pm.

For more information on the support groups available to you in your area, please contact Lanarkshire Carers Centre on 01698 428090/01236 755550. Alternatively, please visit the support group page on our website at: www.lanarkshirecarerscentre.org.uk/supportgroups

Biggar Carer Support Group

Helping carers to reduce isolation in rural Clydesdale

A carer support group in Biggar was established in 2015 by carers in the local area with assistance from Lanarkshire Carers Centre and other organisations we work in partnership with.

Carers are often identified and referred to Lanarkshire Carers Centre for information, advice & support by their local GP practices. All new carers we engage with are invited to attend the Steps of Caring programme, providing useful information and helpful



contacts that carers should be aware of to help support them in their caring role. A programme was held locally in Biggar, which enabled carers from the area to form good relationships with others and to share their experiences. One particular outcome that a number of these carers wanted to achieve was to reduce the feeling of isolation, which many carers living in rural areas often experience. In response to this, Lanarkshire Carers Centre assisted these carers by establishing the Biggar Carer Support Group. The group meets monthly in Langvout Court Sheltered Housing Complex. It continues to be well attended and supported by the local community, including the local GP practice with the practice carer champion attending meetings when possible.

Carer support worker, Dian McFadden has facilitated this group since it was established; "Meetings are informal with a mix of information sharing, support and speakers" said Dian.

"Speakers who have attended the group in the past three years range from organisations including Scottish Fire & Rescue, Police Scotland and South Lanarkshire Health & Social Care Partnership, as well as a range of local voluntary organisations such as the Haven, Alzheimer's Scotland and Care & Repair".



International Women's Group Woodlands Foraging Session

The International Women's Group provides an opportunity for female carers from black and minority ethnic backgrounds to get together on a regular basis to access support, share information, learn new things and take part in social activities.



The group attended woodlands foraging sessions at Chatelherault Country Park, Auchenshuggle Woods and Pollok Country Park, organised by the Forestry Commission Scotland. The group learned about the medicinal properties of numerous weeds, herbs and berries and enjoyed cooking nettle soup and chapattis on an open fire. All of the sessions were very enjoyable for the group, as evident by the songs some members were heard singing through their walks.



Carer Foot Clinics

We provide a podiatry service in several venues across Lanarkshire. This service is offered at a subsidised rate and is open to all carers who have a Carer Registration Card and the person(s) they care for.



Please note, your first appointment will include a full assessment of your feet and will be charged at a higher rate. After this, the podiatrist will advise you on what treatment you will need.

Prices:

£8 for a simple cut and file
£14 for a cut and file and additional treatment such as hard skin removal, corns, verrucae etc

Independent and Integrated Services

Lanarkshire Carers Centre provide a range of independent and integrated services that help carers manage and sustain their caring roles as well as look after their own health and wellbeing.

Pampering

Qualified therapists provide holistic and beauty treatments that can offer carers time away from their caring role and a chance to relax. Available in several locations throughout Lanarkshire, these treatments are provided at a subsidised rate and can also be accessed by the person being cared for in most venues.

Treatments on offer include:

- Body Massages • Indian Head Massage
- Reflexology • Facial • Mini Facial
- Waxing • Eyebrow/Lash Tint/Shape
- Manicure • Pedicure • File and Polish
- Hot Stones • Reiki • Seated Acupressure
- Swedish Massage • Holistic Facial
- Hopi Ear Candles • Crystal Therapy
- Colour Therapy • Stress Management
- Talking Therapies • Beauty Facial
- Hands Free Massage

Treatments vary by location so please contact us to find out what is available in your area.

Prices:

£8 for 30 minutes • £14 for 1 hour



NewLaw
solicitors
Last Will and Testament

Legal Clinics

Occasionally carers can encounter legal issues that can seem very daunting. Lanarkshire Carers Centre offers carers a free 20-minute session with a solicitor from NewLaw Scotland to discuss guardianship, power of attorney and will-writing. Carers can also receive legal advice on what to do after a death, as well as guidance on your assets and the cost of long-term care, even if you would just like to find out more about any of these legal services and why they are important.

Keep Well Health Checks

In partnership with NHS Lanarkshire, Lanarkshire Carers Centre offer carers a free 30-minute health check with a Keep Well nurse.



NHS
Lanarkshire

A Keep Well Health Check helps address various areas of your health and wellbeing and provides you with support and advice to help you make healthier lifestyle choices.

Keep Well Health Check includes:

- General questions about your health and lifestyle
- An opportunity for you to ask about any other health related problems or worries you may have
- Finding out ways to make changes to your lifestyle that will help improve your overall health and wellbeing including physical activity, smoking, alcohol, healthy eating, stress and wellbeing



If you would like to make an appointment for any of our independent and integrated



Carer Advocacy Service

As a carer you might sometimes benefit from support in relation to expressing your views and opinions when communicating with education, health, social care and other professionals. You might feel that they may not fully understand your caring role and the importance of involving you in key decisions about the person you care for.

Lanarkshire Carers Centre has partnered with 2 advocacy projects in South Lanarkshire to offer independent advocacy services to carers:

- **Speak Out Advocacy** - For carers in South Lanarkshire who provide (or intend to provide) care for an adult with learning disabilities.
- **The Advocacy Project** - For carers in South Lanarkshire who provide (or intend to provide) care for an adult with a mental health condition.



SOUTH LANARKSHIRE
Leisure & Culture

Physical Activity Prescription



Lanarkshire Carers Centre is participating in the Physical Activity Prescription scheme through our partnership with South Lanarkshire Leisure and Culture. There is extensive evidence to show that being more active can help to:

- Improve your health
- Improve feelings of well being
- Improve confidence and reduce feelings of anxiety and depression
- Can assist in weight management
- Gives you more energy during the day while providing a better sleep at night

Open to carers who have a Lanarkshire Carers Centre Carer Registration Card, we can make a direct referral to the Physical Activity Prescription scheme. Carers can access various health intervention schemes (weigh to go, active health, well connected) and receive a 50% discount on a fitness membership. Terms and conditions apply.

Active Health Referrals



Lanarkshire Carers Centre can make referrals for carers to North Lanarkshire Leisure's Active Health Programme, which provides a range of supported programmes to help individuals realise the benefits of becoming more physically active whilst also assisting those who are recovering from minor or even more serious illnesses.

The programme is delivered in two main ways:

- A General Programme where individuals can access the mainstream health and fitness programmes running within NL Leisure venues.
- The Specialised Health Class Programme is available to individuals who require additional specialised support in taking part in physical activity.

services, please get in touch. Availability and costs may be subject to change. Please check when contacting us.



Are you living together in Scotland?

As one of our key partners supporting carers, NewLaw Solicitors have provided useful information that looks at some of the things you should be thinking about if you are currently living with a partner but are not married or in a civil partnership.



Over a decade ago, the Scottish Government updated the law on how Scottish families are treated. The change altered some of the rights couples might have had before. Because we are all creatures of habit, it's important to get to grips with the "new" law in Scotland.

Let's look at some of the more common misunderstandings:

"We've been living together for years – we're as good as married."

There's no such thing as common law marriage in Scotland. It doesn't matter if you've lived with your partner for a long time – Scottish law doesn't give you the same rights as married people or those in a registered civil partnership.

It's a bit formal and cold, but the Scottish legal system likes to refer to you as a co-habitant if you live with someone and you aren't married or in a civil partnership.

Simple solution: don't assume the law makes sense in every case.

"Everything will sort itself out – my other half will get everything if I go first"

Not necessarily. If you're a co-habitant and you die without making a Will, your partner won't be entitled to anything – even the right to keep living in the property, if you are the sole owner of it.

The only thing your partner could do in that circumstance would be to go to court within six months of your death to ask for a "financial provision" from your estate... and looking at the courts' past decisions reveals that most of these cases really don't go well for the surviving partner.

If you're married or in a civil partnership you also need to make a Will. If you die without making one, the law decides who-gets-what. You might think it'll all go to plan, but what happens if what happens if a child from a previous relationship stakes a claim on your estate? Put simply: you don't know.

Simple solution: make a Will now, or at least get a Separation Agreement written up. Both are very easily put in place.

"When I get old – or if I get ill – my other half will take care of me"

This may be true to a limited extent, but unless your other half has a legal document entitling them to make your decisions for you if you become ill, your partner won't be able to deal with your money, your house, your medical treatment, etc.

You might not think this affects you just now, but you need to get everything in place before you get any older. If you lose the ability to make your own decisions, it's going to be very expensive and time-consuming for your family to get the law to authorise them to act for you.

Simple solution: make a Power of Attorney right now. It's quick and entirely painless.

The law is always seen as an old fashioned and outdated system created by people who are out-of-touch with reality, but there's a clear and present danger if you assume everything will sort itself in the long run. Don't leave anything to chance while you can control it so easily.

Everyone should have a Power of Attorney in place, which can be easily done through our Legal Clinics. If you would like an appointment please get in touch.

An outcomes-based approach to carer support

As a carer, you or others may not have considered the full extent of your caring role or the effect it may be having on your life. Perhaps you are struggling to cope, concerned about the future or just need someone to understand your circumstances and what support you need. Lanarkshire Carers Centre can help you address this by giving you the opportunity to talk to us about the things that matter to you and what would help.

Amy's story

Amy is a young adult carer who cares for her elderly mum. Amy helps with her mum's personal care, administering her medication, shopping, cleaning, cooking and helping her mum to move around. Amy's mum rarely leaves the house but when she does, Amy needs to be there to support her.

Amy engaged with Lanarkshire Carers Centre as she was concerned about her future. She needed support to access opportunities to increase her confidence and skills for employment. Lanarkshire Carers Centre supported Amy to start thinking about what matters to her; what she needed in her life and how she could achieve this. Amy also needed reassurance that her mum would receive the appropriate care and support at the same time.

"By having a conversation and focusing on what matters to the carer, we are able to build a bigger picture of what support carers require" says Gail Fulton, Carer Support Worker at Lanarkshire Carers Centre. "Carers often focus on the here and now, rather than the future. They also tend to neglect their own wants and needs, instead focusing more on supporting the people they care for. We help carers address their own support needs through an outcomes-based approach. It's a useful way of engaging with carers, helping them to focus and understand what really matters to them. This provides a useful foundation to work from, where carers can look at ways to retain or improve their circumstances. Building meaningful relationships with carers and supporting them to move forward with their own goals is key to this approach."

After an initial conversation, Gail worked with Amy on developing an adult carer support plan. This recorded Amy's individual circumstances, her support needs, how she can go about addressing these support needs through personal outcomes and what things may impact Amy's ability to meet these outcomes.

"As a carer it is important to understand what your support needs are and how you can address them" added Gail. "By working on this together with a carer support worker and others, you can build your own individualised plan and understand what is important to you in your life. Your outcomes

are recorded and are personal to you. We look at how you can work towards achieving these outcomes and review these periodically to make sure you are still achieving them. This is also an opportunity to check if your circumstances or support needs have changed. An adult carer support plan can also be useful when engaging with others, particularly if they struggle to understand your caring role or your support needs".

The main outcome that Amy wanted to achieve was to improve her employment prospects for the future. *"I think knowing I am set for my own future would help. Going to university, college or having something to ensure I am going to be ok" Amy explained.*

Through a key partnership between Lanarkshire Carers Centre and the University of the West of Scotland (UWS) in Hamilton, an opportunity arose for young adult carers to access a short course as a stepping stone to future study and the chance to gain credits and a qualification.

Amy was supported by Lanarkshire Carers Centre to apply to the First Steps to Nursing course at UWS and was supported through the enrolment process as well as her first visit to the university. This course lasted 12 weeks and is mostly taught online, meaning Amy could be at home for her mum and still pursue her own interests and gain a qualification. This gave her a taster into studying alongside her caring role and increased her confidence for future study if she wished to do so.

Amy was also supported to apply for grant funding to purchase a laptop that would allow her to complete her course. Amy has since finished her course and hopes to go on to complete a Psychology degree through The Open University.

"It is a weight lifted knowing I have done something to benefit myself. Now I have the confidence to do more things for me and continue studying" Amy added.

Could you benefit from an Adult Carer Support Plan? Get in touch with us and find out how we can support you.



Carers Choir

Every Breath I Take

Roseann has been a member of the carers choir since it was established in March 2018 following a number of carer singing workshops. Being part of the choir has not only enabled Roseann to take a break from her caring role, it has also helped improve her overall health and wellbeing.

"I look forward to meeting up with the choir" says Roseann.

"I have made friends and feel less isolated. We start our session by catching up with how our week has been over tea and coffee, then we do vocal exercises before we sing. Sometimes the laughter is more energetic than the workout of the body and voice."

Singing has also helped Roseann improve her physical health and wellbeing:

"Being part of the Carers Choir has really helped me with my Chronic Obstructive Pulmonary Disease (COPD). I have learned how to breathe properly. We take it for granted, but singing makes you breathe from the diaphragm and makes you aware of your posture by getting you to keep your back straight and sitting up properly."

"I have found it very beneficial in my daily life as I don't panic as much if my lungs start to play up. I know how to concentrate on breathing in deeply and it helps to calm me down."



The carers choir meets regularly and is led by SoundRoutes Community Choir. It is open to carers from across Lanarkshire:

"You don't need to be able to sing" Roseann explains. "When everyone's voices meet you get a tune. I would encourage anyone to come along and try it out. I'm sure you would love it. It's one of the best things I have done with Lanarkshire Carers Centre, so come along and join us."



Rehearsing and working hard



Debut performance during Carers Week

Open to all carers from across Lanarkshire



Fundraising Activity



The monies raised through our various fundraising activities go towards helping Lanarkshire Carers Centre support unpaid carers across Lanarkshire in a range of different ways.

Some of what we do would not be possible without your help. As a charity, Lanarkshire Carers Centre relies on the kindness and generosity of the many individuals and organisations who help support us. Donations come in many ways; be it a collection, a specific fundraiser or an individual donation made directly to us. No matter how large or small the amount, we are always thankful for your support.

- Fundraising total raised in 2017/2018: £7,624
- Amount raised to date for 2018/2019: £5,617

Below is just a snapshot of some of the things that individuals and organisations have done and continue to do to help raise funds for Lanarkshire Carers Centre:

Sponsored Skydive

Isbah Khan, Black and Minority Ethnic Carer Support Worker, completed a tandem skydive raising funds for Lanarkshire Carers Centre.

Isbah said: "Doing a tandem skydive has always been a lifelong dream of mine, but it was also a sense of pride for me to help raise funds for such a fabulous organisation that makes a huge difference to the lives of thousands of carers across Lanarkshire. It also helped raise awareness of the services available to carers at Lanarkshire Carers Centre. It was a fantastic and exhilarating experience, something I would love to do again. Thank you to everyone who donated to the appeal."

The funds Isbah raised will be used to support carer activities, including language assistance and group cycling training.



Total raised: £885.25



Total raised: over £3,600

kiltwalk

Royal Bank of Scotland
Arnold Clark
JH THE FOUNDRY

GLASGOW • 29 APRIL 2018

Glasgow Kiltwalk 2018

Staff and Board Members of Lanarkshire Carers Centre took part in the Glasgow Kiltwalk 2018, helping to raise vital funds that support carers across Lanarkshire.

The Glasgow event, which took place on 29 April 2018, was the largest Kiltwalk to date with many individuals taking part to raise vital funds for their respective charities.

A huge thank you to everyone who supported us with your generous donations and words of encouragement along the way.



Total raised to date: over £3,000

SoundRoutes Community Choir

SoundRoutes Community Choir have continued to support Lanarkshire Carers Centre as their nominated charity, helping to raise awareness of carers and the support services available to them as well as raising money for the organisation.

The monies raised helps support the ongoing delivery of the Lanarkshire Carers Centre's Carers Choir, which is directed by SoundRoutes. Please get in touch if you are interested in attending.

Card Making Class

The Airdrie card-making class consists of current and former carers who make a selection of handcrafted cards for all occasions. Lanarkshire Carers Centre would like to thank them for their on-going donations and championing of the organisation.

If you are interested in joining this class, please call 01236 755550.

Donations to date: £460

50/50 CLUB

The 50/50 Club is a fundraising initiative that enables members to win a cash prize every month whilst contributing to the work of Lanarkshire Carers Centre.

How does it work?

£1 is entered into a draw each month for each active member. Half of the draw fund is donated to Lanarkshire Carers Centre and the other half is paid to the prize winner. It costs just £12 to join the 50/50 Club. This entitles each member to 1 entry a month over a 12 month period.

If interested

- Download a membership form www.lanarkshirecarerscentre.org.uk/fundraising
- Contact us and request a postal membership form
- Drop in to our Hamilton Centre or Airdrie Base to join

How to make a donation

You can make a donation to us in a number of ways:

- Online through www.localgiving.org/lanarkshirecarerscentre
- In person at one of our centres
- By post (Please make cheques or postal orders payable to Lanarkshire Carers Centre Ltd)

If you would like to discuss raising funds for us through a campaign or an event of your choice, or to get involved with any of our fundraising activities, please get in touch with us.



Short Break Carers Information Service

Lanarkshire Carers Centre's Short Break Carers Information Service provides information on opportunities for carers to take a short break from their caring role, including available grant funding and other useful resources to have a break from caring. The service is an integral part of our activities and works in partnership with various organisations to bring new and exciting short break opportunities to carers throughout Lanarkshire.

"Short breaks are vital for carers" says Helen McAllister, Short Break Carers Information Development Worker for Lanarkshire Carers Centre. "Taking time out from the routine of caring helps carers to recharge and sustain their caring roles."

Lanarkshire Carers Centre can support carers to consider short break opportunities and provide financial assistance through a range of available grant funding if appropriate.

"It can be an opportunity for carers to try new things" adds Helen. "Breaks might include leisure or fitness pursuits, cinema passes, pampering sessions, going out for a meal, classes, lessons or activities they enjoy doing. We encourage carers to be as creative and flexible as possible when considering short breaks".

Short breaks fund

Creative Breaks Time to Live

Various grant funding is available for carers through Lanarkshire Carers Centre including 'Creative Breaks Time to Live' funding, a short breaks fund operated by Shared Care Scotland on behalf of the Scottish Government. In 2017/2018 Lanarkshire Carers Centre successfully secured the largest Creative Break Time to Live fund in Scotland.

Carers can apply to Lanarkshire Carers Centre's Creative Breaks Time to Live fund for up to £250 towards the cost of a short break. Carers need to care for an adult aged 21 or over and meet the eligibility criteria for this fund which is overseen by a panel.

Other sources of support may be available for carers not eligible to apply for Creative Breaks Time to Live funding so it is always useful to get in touch if you need a break from your caring role.

Short Breaks have helped carers in many different ways:

"Going to the gym allows me to get out of the house and meet new people, as well as helping to improve my physical health"

"Makes it easier to cope and have some time to myself, to do the things I want to do"

"Gives me the opportunity to try something new"

"Gives me the opportunity to try something new"

"It's a bit of role reversal. I felt like I was the one being cared for"

"Helps me feel rested, refreshed, happy and content"

"We thoroughly enjoyed a couple of days in a different environment, with no chores to do and just relax in each other's company"

"A break from the stressful lifestyle we lead gave me a chance to recharge the batteries"

"Provided me with an opportunity to meet new people, build a life outside caring and become more independent and self-reliant"

Short Break Carer Information Events

Lanarkshire Carers Centre facilitates short break carer information events throughout the year across Lanarkshire. The aim of these events is to inform carers and professionals of the short break opportunities available and to raise awareness of other services available at Lanarkshire Carers Centre. A variety of stallholders from other organisations also provide information to attendees on various short break opportunities.

Sign up to our mailing list or visit our website to find out when the next information event is taking place near you.



Lanarkshire Carers Centre has been working in partnership with Shared Care Scotland to develop and promote Respitality opportunities throughout Lanarkshire and beyond.

Respitality aims to make connections between hospitality providers who help support unpaid carers by offering free short break opportunities. Various opportunities are available and have previously included theatre tickets, concert tickets, meals and overnight stays.

Respitality opportunities can be limited and usually offered on a priority needs basis. To find out more, please visit our website or get in touch with us.

How carers have benefitted from Respitality:

A snapshot from some of the many comments and thank you cards we regularly receive from carers tells us how Respitality has helped them:

"Being a carer is often a lonely existence. Lanarkshire Carers Centre do so much to help. Having this scheme is so heart-warming to me, that there are others out there wanting to help make a difference to carers"

"It was really good to get away from my caring role for a night, to have a bit of fun and a nice meal"

"I had a lovely evening playing Bingo with my sister, which gave me real breathing space"

"I felt refreshed afterwards. To just be able to do something normal makes such a difference. It made me realise things are not that bad. This service really makes a big difference to carers"

"Thank you for our lovely time out at Hollywood Bowl, we had such a great time"

"It was lovely just to have a break and have some fun. Thank you for supporting carers through Respitality at Lanarkshire Carers Centre, you do amazing work!"

"We had such a great time as a family. We don't get the opportunity to do this very often"

"Thank you for recognising that carers need some time away from our caring role"

"We both felt happier to just get a change of scenery. It really gave us a boost knowing people are out there helping people that no longer have much of a life"

"It is really good to know that carers are being recognised. Thank you so much for this"

"It was good to have a break from my caring role, it was very much appreciated and it makes a big difference to carers"



Respitality providers can also benefit too:

The Bentley Hotel in Motherwell has been a key Respitality partner since August 2016 and a huge supporter of the project. "Being part of the Respitality project is not just about recognition, it's also a fantastic opportunity to help" says Joy Ubaha, General Manager of the Bentley Hotel. "If I have a spare room, it costs me nothing to donate that room to a carer under Respitality and I would encourage other businesses to do the same".

Joy sees her staff as her biggest asset, and this is reflected in the feedback received from those who have enjoyed either a Respitality break or a meal at the hotel. "Carers frequently comment on the welcome they receive upon arriving at the hotel and the high-level of service they receive whilst here" Joy added. The Bentley Hotel also offer a discount of 10% on restaurant & bar meals (excluding drinks) to carers who have a valid Carer Registration Card.



Bentley Hotel Receptionist, Carole.

Get in touch with us for more information on Short Breaks or Respitality, or visit our website: www.lanarkshirecarerscentre.org.uk/shortbreaks

Carer Training Programme

Our Carer Resource and Training Officer, Francine O'Donnell co-ordinates our work with carers, staff and partners to deliver a wide ranging, informative and carer-led training programme throughout North and South Lanarkshire. This programme helps to support carers in their caring role and improve their health and well-being.

"I have worked at Lanarkshire Carers Centre for just over a year now says Francine.

It really has been eye-opening. I was astounded by the number of carers that Lanarkshire Carers Centre supports on a regular basis and the diverse range of people we support."

"It's an absolute privilege to work here and to provide such a comprehensive training programme that helps carers in many ways. Not only does it allow carers to develop new skills, they also get a short break from their caring roles and can socialise with others. At times it has been life-changing for carers."

Information is gathered from a number of sources to develop the training programme. "Carer input is vital" added Francine. "Our training needs analysis form is available for carers to complete either online or as a paper copy available from any member of staff. Since I started over 400 of these forms have been collected and analysed, which is a great way of developing a truly carer-led programme"



There are many training opportunities available to carers at Lanarkshire Carers Centre. The Steps of Caring course is extremely beneficial to carers at the start of their caring journey. This 3 day course provides useful information and helpful contacts carers should be aware of to help support them in the caring role.



Carers enjoying our Mindfulness with a Japanese Tea Ceremony



Carers participating in our outdoor Tai Chi session during Carers Week

When a caring role changes or ends, the Moving Forward course helps carers to deal with loss and change. This course supports carers to move on to services better placed to meet their needs and has been a lifeline for many. A caring role can take over someone's life completely so when it ends or changes, carers have to deal with a number of emotions. This course ensures that former carers are supported and helped throughout this difficult time.

All of our training opportunities are developed and facilitated by people who have knowledge and expertise in the training subject being delivered. Our partnership work with many organisations has really helped to ensure experts in each field facilitate our training sessions. One in particular is our Dementia - Carers Education courses facilitated by Alzheimer's Scotland, which are available throughout the year in North and South Lanarkshire.

One Carer stated

"Finding out about what support is out there to help and what to expect as the disease progresses has been extremely helpful. It was great being able to bring my husband along with me. Knowing he was having a great time with the staff next door, really put me at ease. The future doesn't seem quite so scary now."

Our Carer Training Programme is available on our website and in paper copy which is widely distributed. If you would like to discuss any aspect of our training or suggest future topics and venues, please contact us on **01698 428090 / 01236 755550**.



Carers exhibiting their art work for friends and family after completing our Therapeutic Art Workshop.



Volunteers are key partners in the success of Lanarkshire Carers Centre

We have a number of volunteers that support all aspects of our work. Volunteers contribute their time, skills and experience in a much valued and needed way.

Meet Jan, one of our volunteers:

Jan decided to volunteer with Lanarkshire Carers Centre as she recognised the contribution that carers make and the value of what they do. She was impressed at the level of support that the centre provides to carers. Jan said

“When I started volunteering I recognised that I myself, was in a caring role and like many others I didn’t identify as being a carer”

Since joining Lanarkshire Carers Centre, Jan has been developing her administrative and computer skills;

“I wanted to learn new skills and volunteering was a great opportunity to do so”.

Many will recognise Jan’s friendly face upon arrival at Lanarkshire Carers Centre, she is always keen to take the time to chat and get to know visitors to the centre. Volunteering with us has increased Jan’s confidence and she looks forward to embracing new opportunities and grow her experience and knowledge.



Volunteers Week

Volunteers Week is an annual celebration that takes place in June every year. At Lanarkshire Carers Centre it is a time where we get to say thank you to our amazing volunteers.

Some of our volunteers and Board members went to Afternoon Tea in the Alona Hotel in Strathclyde Park to celebrate Volunteers Week.



Helping volunteers to succeed

Congratulations to Emma who previously volunteered with us and was successful in her application for employment at Lanarkshire Carers Centre as our Short Break Carer Information Service - Administration Worker.





Care Talk Service

Providing a Lifeline and Listening to Carers

Our Care Talk service allows us to engage with carers who cannot access our services regularly for various reasons. This includes carers who are elderly and those in remote areas of Lanarkshire. Loneliness is an issue that goes beyond emotional experience. Research shows that loneliness and social isolation can be harmful to our health and that a relatively consistent proportion of older people experience chronic loneliness. Our Care Talk service provides a vital lifeline to carers, who without it would continue to experience isolation.

One elderly male carer who benefits from this service receives a weekly call from one of our volunteers, which has helped him feel less isolated. *"I know that if I need your help, you're only a phone call away. I know that someone cares about me and I enjoy talking to the person who calls me, no matter how I feel".*

Care Talk calls can last anything from 5 minutes to 40 minutes, depending on the carer's circumstances. If additional support is required, follow up input can be arranged with our carer support staff. This regular, friendly call is delivered by our dedicated team of volunteers who are supported by our staff. The service helps carers feel less isolated and provides contact for further support when required. The service is available in a range of languages including English, Urdu, Punjabi and Polish.

As our population has continued to age, the number of people experiencing loneliness has grown and with research highlighting the impact this can have on mental and physical health, we know that services like Care Talk can make a difference to carers, helping them to continue with their caring roles.

What carers tell us:

We asked carers who receive a regular call through our Care Talk service for some feedback, particularly around how it helps them in their caring roles. This is what they told us:

"I love having someone to talk to. It makes me feel less lonely"

"It gives me a chance to open up. Whether good or bad, you listen to what I have to say"

"It allows me to talk openly about how life is"

"It's the only time I can say how I feel and you don't judge me"

"It brightens up my day"

"I would feel at a loss without it. I enjoy and look forward to the calls"

"I can talk about anything and it relieves my stress"

"Just knowing someone is going to call. It's the only "outside" contact I have"

"I know that I can get help from you when I need it. It makes me feel better after you call because you always tell me I am doing a good job."

"It's good knowing that someone thinks about me"

If you are a carer feeling isolated and would benefit from our Care Talk service, or know of someone who would, please get in touch with us.



Fond Farewell to Bobby McBride

Bobby's last Carer Support Group in Cumbernauld

Carers, colleagues and friends gathered to say an emotional farewell to our esteemed colleague Bobby McBride at his retirement gathering in June 2018.

Bobby worked for Lanarkshire Carers Centre as a Carer Support Worker for 15 years, during which time he touched many people's lives, making a positive difference to individuals and families. We received many stories and experiences from carers about the impact Bobby made to their lives.

One carer described their experience with Bobby:

"Walking through the door into an unknown world of statutory services, benefits and stress was very daunting to me. Bobby was my guide, who walked me through everything and helped me make sense of it all."



Captain Carer Cake & Drawing

Bobby developed many great partnerships locally with social work in Cumbernauld, nationally with the office of public guardian and across Lanarkshire with the Department of Work and Pensions and was a well-respected ambassador for carers and Lanarkshire Carers Centre.

Lanarkshire Carers Centre

 a Network Partner

On behalf of all the staff, directors, volunteers and most importantly carers; we wish Bobby a wonderful retirement.



Getting to know

Craig Muir

Craig recently joined Lanarkshire Carers Centre as a Carer Support Worker based in South Lanarkshire. For the past four years, Craig worked as a support worker and domestic abuse advocate for male domestic abuse and homelessness support services. Craig has also previously worked as an autism practitioner and a care support provider.

What made you want to work for Lanarkshire Carers Centre?

Having worked in the past providing direct paid care to a variety of individuals from different backgrounds, I was fortunate enough to work alongside a lot of their family members and loved ones. Being away from care for the past four years, working in the field of domestic abuse and homelessness, I felt it was time to return to working closer to the field of caring.

When I saw the post at Lanarkshire Carers Centre for Carer Support Worker, it was an opportunity I had to take. Being able to put my experience of care and my background in different fields, plus my passion to support others to achieve their goals, it just seemed too good to be true.

What has been the highlight so far?

There have been many highlights, but the two that really stand out are getting to work alongside a staff team who have a whole wealth of knowledge and expertise and who have kindly assisted me to settle in quickly.

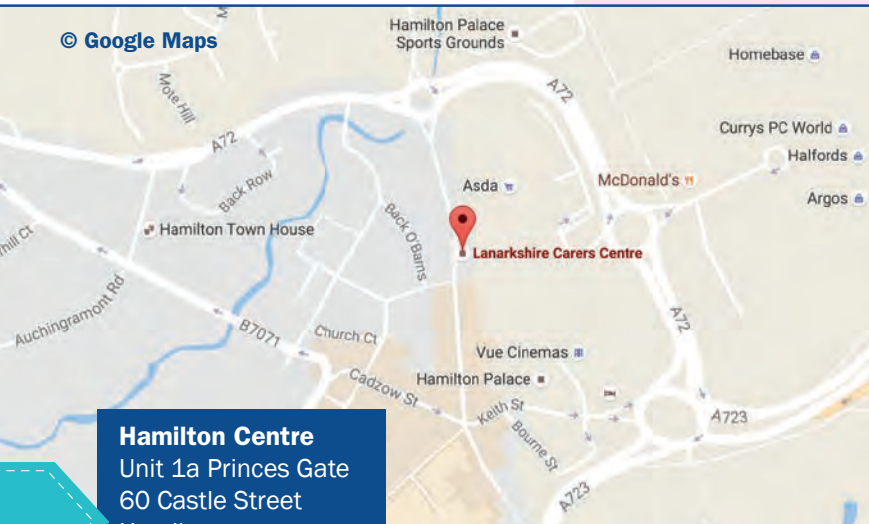
Getting to meet and talk with carers has obviously been a big highlight for me and one of the reasons I took this position. It has been amazing to hear their individual stories and be inspired by their ability to provide care for their loved ones.

Tell us something interesting about you?

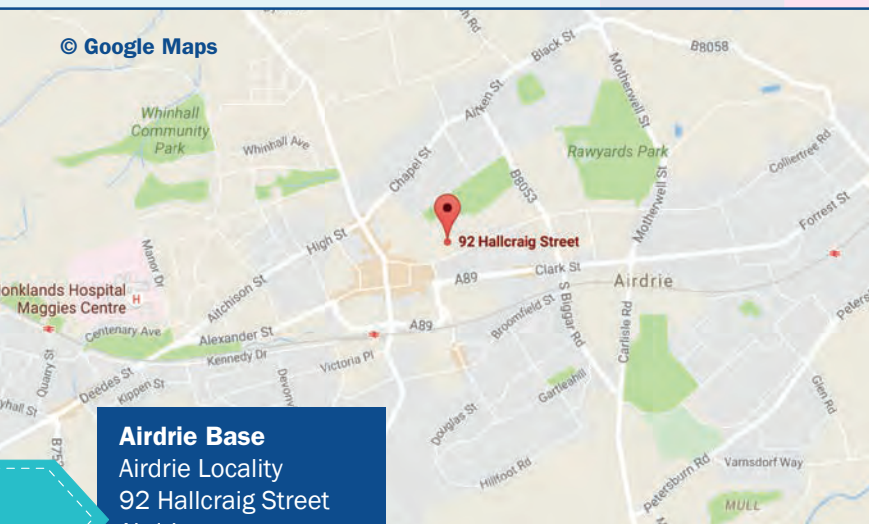
I have a black belt in Karate and do amateur landscape photography in my spare time.



How to find us:



Hamilton Centre
Unit 1a Princes Gate
60 Castle Street
Hamilton
ML3 6BU
Tel: 01698 428090



Airdrie Base
Airdrie Locality
92 Hallcraig Street
Airdrie
ML6 6AW
Tel: 01236 755550

Protecting your personal information

The personal information you provide is used by Lanarkshire Carers Centre for the sole purpose of supporting you as a carer in your caring role. We will always process the information you provide in a secure and sensitive manner, in line with relevant Data Protection legislation.

We will not disclose any personal information you provide to any other organisation without your consent. If you do give us your consent, you can withdraw this at any time by getting in touch with us. We may need to share personal information without your consent if an individual's safety and well-being is at risk or there is a legal requirement to do so.

We may share some of the data you provide anonymously with other organisations for reporting and monitoring purposes. These organisations can include North and South Lanarkshire Health and Social Care Partnerships and the Scottish Government. You can choose not to provide certain personal information, however this may restrict the level of support we can provide to you.

You have certain rights on how organisations like ourselves capture, process and share your personal information. Further details can be found within the privacy policy on our website at www.lanarkshirecarerscentre.org.uk/privacy

Do you have an email address?

Help us to reduce costs and be environmentally friendly by signing up to our mailing list online to receive our e-newsletter and newsflashes by email.

You can sign up via our website www.lanarkshirecarerscentre.org.uk or get in touch with us to update your contact details.

Further information about Lanarkshire Carers Centre services and other topics can be found on our website:

www.lanarkshirecarerscentre.org.uk

We are also on Facebook and twitter, where you can keep up to date with our latest news.

Please feel free to drop into one of our centres, call or email us and we will be happy to assist you further.

Email: info@lanarkshirecarerscentre

Urdu/Punjabi Telephone: **07780 926595** اردو/پنجابی فون لائن



Lanarkshire Carers Centre Ltd

Registered Office: Unit 1a, Princes Gate,
60 Castle Street, Hamilton ML3 6BU
Charity Number: SC029160
Company Number: SC209296

Published November 2018

Produced by 21 Colour, 21 Summerlee Street, Queenslie Industrial Estate, Glasgow G33 4DB • www.21colour.co.uk



Lanarkshire Carers Centre



@Lan_Carers

www.lanarkshirecarerscentre.org.uk