

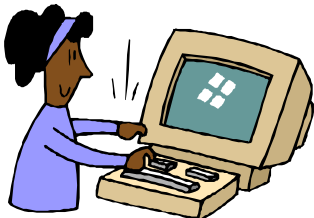
CARERShubLAMBETH

Better Services for Carers



**Carers'
Enquiry Line
020 7642
0038**

The Carers' Enquiry Line offers information and general advice on all types of carers' issues and will be able to refer callers to the other services available from the Carers' Hub and to those provided by other organisations. It can also help with 'Fix Yourself a Break' and other grants. The telephone service is available Monday – Friday, 9am – 5pm, with voicemail at other times. Enquiries can also be emailed carers.enquiries@disabilitylambeth.org.uk.



**Lambeth
Carers'
Register**

The Carers' Hub will maintain, update and develop the existing Carers' Register. The Register is a very important way to find out about local carers' needs to help plan services better and to keep carers in touch with information about services and news of interest. By being on the Carers' Register, you receive the quarterly newsletter, other information and invitations to Carers' Forums, events and activities. You can join or change your details on the Register via the Carers' Helpline or when you use other Carers' Hub services.



**Advice and
Information
for Carers**

The Carers' Hub will offer face to face information, advice and assistance with welfare benefits and will also be able to help with housing, community care and other issues. This will be available through a mixture of regular drop-in sessions at different community centres, appointments at The Accord Centre at 336 Brixton Road and other centres and home visits if needed. Carers will also be referred to other services for help with benefits, and other local advice agencies. Contact the service through the Carers' Enquiry Line.



**Carers' Hub
Website**

A new website is being developed which will be a comprehensive resource for carers and those who support them. It will provide a range of news, information, resources and links to other service and organisations. Carers will be able to register and have their own log-ins to a Lambeth carers' discussion forum on the website. We expect to launch this in early Spring 2010 but, in the meantime, we have set up some temporary webpages to keep you updated on the Carers' Hub at www.disabilitylambeth.org.uk/carers/



Carers' Hub Newsletter

There will be a new Carers' Hub newsletter published quarterly which will be available by post in standard and large print and audio tape formats and also via email and the website. It will go to all carers on the register and to a wide range of organisations including libraries, other Council outlets, GP and Health centres and community organisations. The first issue appeared in early February.



Carers' Forums

Working with other carers' services, the Carers' Hub will support and develop a number of Carers' Forums. These will be for specific carer groups with an overarching Forum to bring together all carers' issues, concerns and ideas. Forums will provide opportunities for carers to meet other carers and speakers to share views, experiences and information. They will help carers to identify their needs and advocate for these and ensure that carers are included in the planning, development and implementation of services. The

first general Carers' Forum meeting takes place in February 2010.



Carers' Advocacy Service

Crossroads Care – South Thames will be developing the Carers' Advocacy Service. This will build on the success of the peer support programme which it has developed in Merton, involving current and former carers.



Carers' Telephone Out Service

Carers are often isolated because of their caring responsibilities and may not easily be able to leave their home to access services. The Telephone Out Service will keep in regular contact with carers in this situation. It will also be provided through a volunteer programme offering peer support from current and former carers. The service will be made available Monday – Friday 9am to 5pm; however, we will also seek to extend this to cover an out of hours service at weekends and evenings.

Published by **CARERShubLAMBETH** February 2010

