How to Contact Us
Sutton Carers Centre
1st Floor Benhill House,
12-14 Benhill Avenue,
Sutton, Surrey, SM1 4DA

Telephone: 020 8296 5611
Website:  www.carers.org/sutton

Email:
enquiries@suttoncarerscentre.org
youngcarers@suttoncarerscentre.org

We are open Monday to Friday 9am – 5pm apart from Tuesdays, when we remain open until 8pm and the 2nd Saturday of every month 11am – 1pm.

If you are walking: There are two parts of Benhill Avenue: we are located directly off the lower end of Sutton High Street - The Grapes Pub is on one corner and KFC on the other. We are on the same side as the Grapes Pub next to its beer garden.

If you are coming by bus or train: The 154 stops outside our building. Buses also stop on Throwley Way and St Nicholas Way which are both nearby. Sutton Railway Station is an easy 10 minute walk away.

If you are driving: Come round the one-way system and turn right across Throwley Way into Benhill Avenue - there are disabled spaces right outside or alternatively Times Square car park is in walking distance.

A guide to the support we offer Carers
Further Places for Support

Many people find support using on-line specialist Carers forums. We would recommend the Carers Trust website, which features a live chat room, weekly structured discussions, and a Carers blog. [http://www.carers.org/carers-space](http://www.carers.org/carers-space).

Alternatively Carers Direct, offer a telephone helpline on: **0300 123 1053**. The helpline is open from 9am to 8pm Monday to Friday, and from 11am to 4pm, at weekends. The helpline is closed on bank holidays. Calls are free from landlines and mobiles within the UK.

Useful Numbers

AGE UK Sutton 0208 770 4089
CAB (Citizens Advice Bureau) 020 8405 3552
CAMHS 020 3513 3800
Childline 0800 1111
Children & Families Service 020 8770 4534
Contact a Family 020 8640 5525
JUMP START 020 8251 0251
Manic Depression Fellowship 0208 643 1031
MAPS (Mentoring, Advocacy & Peer Support) 020 8661 5900
Mental Health Crisis Line 0800 028 8000
NHS Direct 111
SCILL 020 8770 4058
Sutton Alzheimer's Society 0208 770 1875
Sutton Children Information Centre 020 8409 7251
Sutton Council 0208 770 5000
Sutton Mental Health Foundation 020 8770 0172
Sutton Parent Partnership Service 0208 640 4541
Our Work with Others

We recognise that an important aspect of what we do is working with other organisations to help them give the best support possible to Carers. We work with various health and social care organisations both nationally and locally, including employers, GPs and hospitals to improve recognition of Carers’ rights and needs and to enable them to continue caring whilst having a life of their own.

If you know of an organisation which would benefit from our expertise, or one who has gone above and beyond in terms of Carer support do let us know.

Comments, Compliments and Complaints

Sutton Carers Centre aims to provide a high standard of service and we care about getting things right. Your views are important to us so please let us know when something has been particularly helpful or, on the other hand, not so useful, or if there are further services you think might be beneficial to you.

If you have an issue with any aspect of our service we would first try to resolve this on an informal basis, so please contact a staff member. Should you wish to make a formal complaint, then we do have a complaints procedure and a document to explain the process further.
Welcome To Sutton Carers Centre

If you are providing, without payment, support to a relative, child, neighbour, or friend due to disability, illness or substance misuse, who could not manage without you, we are here to support you in your caring role. We provide a friendly, professional service regardless of age, race, gender, disability, marriage or civil partnership status, faith, sexual orientation or caring role.

Anyone can be a Carer. Carers come from all walks of life and from all cultures and can be any age. For example, you could be caring for a parent who has dementia, your partner who has depression or your child who has a learning disability.

Caring for someone is often rewarding, but Carers can also be at risk of experiencing poverty, isolation and stress. We understand the physical and emotional challenges of caring on perhaps a daily basis and sometimes for many years whilst juggling other responsibilities. The services we provide aim to enable you to continue caring whilst reducing these potential negative consequences for yourself. We work with other organisations to ensure that you are recognised and respected as an expert care partner and that your views are heard.

Our staff and volunteers are trained and experienced to provide support, advice and information using a whole family approach, so that you are able to have the best chance of living a healthy and fulfilling life.

Getting Involved
Volunteering Opportunities

Sutton Carers Centre is a registered charity. Our team of over 30 volunteers support many of the services we offer. Most of our volunteers are Carers or former Carers. If you are interested in volunteering at the Centre then do get in touch with us.

Volunteering can be a rewarding way of meeting other people, getting a break from your caring responsibilities and acquiring skills which might be valuable in the world of paid work. Are you:

Sociable and creative?
You could help organising events and activities for Adult or Young Carers.

Friendly, open and a good listener?
You might like to join our team of receptionists or information and advice volunteers.

A good organiser?
There are plenty of opportunities to help with administration, filing or dealing with the post.

A qualified Complementary Therapist?
We are always looking for new ways of helping Carers relax.

A good planner with human resources, marketing, web-design, budgeting or other business skills?
You could consider becoming a Trustee.

There are many different roles available so please ask staff at the Centre for further details.
Getting Involved

Carer Representation and Involvement

As Carers you have experience, expertise and opinions about what works for you, as well as the person you care for. There are a variety of opportunities for Carers to become involved and get their voices heard. This can be formally representing other Carers or simply contributing your own opinions. For example:

- The Carers Forum, which 4 times a year and aims to drive health and social care service development and improvements.
- The Carers Forum steering group also meets 4 times a year.
- The Young Carers Forum takes place at least 4 times a year. The Forum aims to direct and influence services for Young Carers aged 8 to 25.
- Other various boards, forums and steering groups in particular areas; for instance mental health.

Relevant training, support, expenses and covering care can be arranged. Speak to a member of staff at the Carers Centre if you would like to get involved.

Information, Advice and Support

Advice Service

Our advice service is free, confidential and available to all Carers. Our aim is to be as responsive and as flexible as possible to Carers and their family’s needs. We are open for face-to-face, telephone or e-mail contact from 9.00am until 5.00pm during weekdays, apart from Tuesdays when we are remain open until 8.00pm. We also run advice sessions in other parts of the London Borough of Sutton and surrounding areas.

We provide a wide range of information on a variety of topics, including:

- Benefits.
- Mobility support.
- Carers assessments.
- Aids and adaptations.
- Local support groups.
- Breaks for Carers.
- Employment and training advice and support.

We can also provide:

- Informal advocacy.
- Emotional support, face-to-face or on the telephone.
- Referrals and signposting to other organisations.

so please do ask and we will do our best to assist. You are also welcome to drop in and browse through our leaflets or, if you have a query, speak to a member of our team.
Carers Assessments

If you provide a regular and substantial amount of care for someone aged 16 or over, you are entitled to a Carers Assessment which is also sometimes known as a Carers Needs Assessment.

The assessment is carried out by the Social Services Department of the Local Authority in the area where the person you care for lives. Social Services will look at your situation and see if you are entitled to any services that could make caring easier for you.

The assessment is an opportunity for you to tell the social worker what impact caring has on you. It may be a good idea to make a list, or keep a diary, of everything you do to look after the person you care for.

The assessment can be carried out at a place convenient to you. For example, at your home, the home of the person you care for, or the Carers Centre. The assessment is about you, the person you care for does not need to be present. You can ask a friend or relative to be with you during the assessment, if you wish. In Sutton, you also have the option of completing the form yourself or with our support, then sending it on to Social Services.

If there is more than one Carer providing regular care in your household, you are each entitled to an assessment.

Young Carers AYCES Service

Action for Young Carers: Education and Support

The AYCES Young Carers Service is a specialist service for children and young people aged 10 to 25 who have caring responsibilities for a member of the family with mental ill health or who are misusing substances. This element of the service is funded by the Big Lottery Fund and in partnership with Carers Support Merton, Riverside Community Association, St Mark’s Family Centre and South West London & St George’s Mental Health NHS Trust.

The service provides:

- Access to all services provided by the Young Carers team on page 14.
- Street dance and martial arts sessions at the Riverside Centre.
- Young Carers peer support groups.
- Mental health support groups for parents.
- One-to-one emotional support.
- Information on the condition of the person cared for.
- Training for professionals.
- Whole-family support.
Specialist Services

Young Carers Service

This a specialist service for children and young people aged 8 to 18 who have caring responsibilities. They might be caring for a relative such as a parent, sibling, or grandparent who is ill, physically disabled, or has a learning disability.

The service provides:

- Information and advice.
- Individual flexible support tailored to the Young Carers’ needs.
- Opportunities for time off from their caring role through short breaks and different social, educational and therapeutic activities.
- A chance to meet other Young Carers and make friends with young people in a similar situation.
- School and homework support.
- Someone to speak on their behalf.
- A regular Young Carers newsletter.
- Practical support for the whole family including advice on housing, benefits and health issues.

Information, Advice and Support

Maximising Your Income

Are you receiving all of the benefits and concessions that you are entitled to? We have a specialist member of staff to assist you in maximising your income.

Services offered include:

- A free and comprehensive benefits check by a welfare benefits specialist from the London Borough of Sutton Citizens Advice Bureau. This service is available by appointment at the Centre weekly or at the Citizen Advice Bureau in Wallington.
- Help with completing benefit application forms such as Disability Living Allowance (DLA), Attendance Allowance (AA) or Personal Independence Payment (PIP).
- If you are unable to come to the Centre we may be able to make alternative arrangements such as a home visit.
- Assistance with grant applications and applying for concessions such as Dial-a-Ride, Blue Disability Parking Badges, Taxi-cards and cinema cards.
Information, Advice and Support

Telephone Support Service

Our team of information and advice volunteers are available to give support, advice and information on a variety of subjects, and emotional support to all Carers. This service is therefore accessible to Carers who may not be able to visit the Centre.

Please let us know if you feel you might benefit from this service.

Information

We have a variety of leaflets, web links, newsletters, informative books, catalogues, and booklets on a wide range of topics. If you are interested in a particular subject we can post or email information to you. You can also come in to the Centre and pick up information in person or use the telephone support services detailed above.

Free Fire Safety Checks

The London Fire Service are offering the following free services to all Carers:

- Free fire safety checks.
- Free supply and installation of smoke alarms.
- Free professional fire safety advice.

Specialist Services

Mental Health Carers Service

If you are the friend or family member of an adult who is experiencing mental health difficulties then we may be able to offer help and support.

You could be providing emotional support, helping with tasks such as organising the home or paying bills, managing medication and monitoring side effects or helping to manage mood and symptoms.

In addition to the other services provided to Carers, this specialist service can provide:

- Information about diagnosis and treatment.
- Help with transport costs to visit inpatients at Springfield Hospital.
- Support to access information and navigate the mental health system.
- Access to specific activities and opportunities to meet other Carers of people with mental health problems.

Our aim is to support Carers to build resilience and the capacity to manage their caring role. We promote this through a whole-family approach, encouraging all members of the family to develop the skills to live their lives as fully, independently and healthily as possible.
Looking after your Health and Wellbeing

Counselling and Wellbeing Service

Sometimes people can feel low in mood or anxious in response to their life experiences or as a result of their caring responsibilities. We offer a free counselling service or, alternatively, access to psychological therapies through our Wellbeing Service.

The Wellbeing Service is for Carers who are experiencing common problems such as anxiety and depression. It is a partnership between the NHS and Sutton Carers Centre. It can offer:

- Group or individual support for depression and anxiety as well as couple or whole family work.
- Support with self-help materials and books.
- Computer-based therapies.
- Information on other useful therapies.

Some appointments or groups are available in the evenings or at weekends. Referral to either the counselling or Wellbeing service is easy - just speak to a member of staff at the Centre.

Information, Advice and Support

Carers Support Groups

These groups provide mutual support, information sharing and an opportunity to meet with people who may have similar experiences.

Some examples of support groups currently available include:

- Parents and Carers of children or adults who are on the autistic spectrum.
- Carers of people with mental health issues.
- Carers of people with learning disabilities.
- Moving on group for former Carers.
- Lone Carers.
- Male Carers.

Please contact the Carers Centre for further information on times and venues for these groups. We also hold information on a variety of other support groups available across Sutton; for example, for Carers of people with dementia, or particular mental health diagnoses, and for parent Carers. So please get in touch for the latest up-to-date information.
Taking a Break from Caring

Social Activities

We organise a number of outings and social activities throughout the year. These are coordinated by Centre staff, by Carers and by other volunteers. This can be a great way to meet with other Carers whilst taking a break from your caring responsibilities.

Meditation and Relaxation

Held every Monday except Bank holidays, 10.30am — 12.30pm. De-stress to a variety of guided meditation Cd’s and have a chat with other Carers. Facilitated by our welcoming Volunteer Carers. Cost: 50p donation towards cost of CD’s.

Coffee Morning

Held every Wednesday 10.00am-12.00pm at the Carers Centre. Just drop in; you don’t have to stay for the full two hours. You can pick up information, have a break with a coffee or tea, meet new friends, and share experiences. Staff are on hand to answer any questions you may have. All Carers welcome. Cost: 50p suggested donation towards refreshments.

Self-Guided Yoga Class

Held every Thursday 10.30am - 12.00pm at the Carers Centre. A gentle class to relax mind and body. If you have any health issues please contact the Centre before attending the class. Cost: donations welcomed.

Looking after your Health and Wellbeing

Complementary Therapies

We have a range of complementary therapies available at reduced rates. There is a suggested donation of £10 per session to cover costs - in cases of financial difficulty please discuss with Centre staff. Therapies we offer or have offered in the past include:

- Indian Head Massage.
- Holistic Massage.
- Reflexology.
- Aromatherapy.
- Clinical Hypnotherapy.

Contact the Centre to find out which therapies are available and to make an appointment. The therapies on offer might change as our therapists are volunteers. There may also be a waiting list for some therapies.

Training Courses

Various training courses are held throughout the year. Topics covered in the past include:

- Manual handling for Carers.
- Computer training.
- Assertiveness skills and confidence building.

For latest details of events and courses visit our website: www.carers.org/sutton or follow us on our twitter page: www.twitter.com/SuttonCarers