

# How We Can Help

## Information from Carers Bucks

If you are looking after someone on a regular basis who is not able to manage without you, then you are a carer and entitled to information and support for yourself. No matter how old you are or who you are caring for, Carers Bucks is here to support you.

### We support carers by providing:

- \* Information and advice
- \* In Case of Emergency (ICE) scheme
- \* Supporting you to get your voice heard
- \* Emotional support
- \* Online support via our website
- \* Training to help you in your caring role
- \* Support groups
- \* Access to our bursary fund and other charitable grants
- \* Services to the BAME community
- \* Young Carers' project

### \* Information and Advice

Our experienced staff provide information and impartial advice on a range of issues relevant to carers. We hold information on useful organisations and services throughout the county and if we don't know the answer to your query we will do our best to find it out. Information is also available via our website at [www.carersbucks.org](http://www.carersbucks.org)

Carers Bucks is an independent charity supporting family carers in Buckinghamshire. We work with a range of agencies and organisations to provide the best possible service to carers. Our funders include Bucks County Council. We work closely with our sister charity Carers Milton Keynes.

## Contact Us

Our offices are open from 9am – 5pm Monday – Thursdays;  
9am – 4.30pm Fridays

### Aylesbury Office

Ardenham Court  
Oxford Road  
Aylesbury  
HP19 8HT

Tel: 0300 777 2722

Email: [mail@carersbucks.org](mailto:mail@carersbucks.org)

Web site: [www.carersbucks.org](http://www.carersbucks.org)

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Carers Bucks is a company limited by guarantee: company number 4941481; registered charity number 1106745.*

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### \* **In Case of Emergency (ICE)**

Our In Case of Emergency scheme is available to all our carers and provides a backup service if you cannot provide care because of an emergency. The service is run as part of our contract with Bucks County Council. *See separate information sheet for further details.*

### \* **Getting Your Voice Heard**

Finding your way through the health and social care system can be difficult. Our Carer Support Workers can contact organisations on your behalf to help you access the services you need, especially if you are having difficulty making your voice heard.

### \* **Emotional Support**

Carers can contact our Carer Support Workers for individual support either over the phone or by visiting our offices. The support available is free, confidential and non-judgemental.

In the south of the county we have a group of ex-carers, with professional training in listening skills, who keep regular contact with carers either over the phone or via home visits.

*More details available from our Wycombe office.*

### \* **Online Support**

Carers registered with us can access support online via our carers' forum at [www.carersbucks.org/forum](http://www.carersbucks.org/forum). The Forum is open for chat and comment 24 hours a day, 7 days a week.

### \* **Training**

Our training programme, which is free to carers, covers practical issues such as back care and first aid as well as training to help carers look after their own wellbeing. We also include some fun sessions such as relaxation and laughter therapy.

### \* **Support Groups**

Carers Bucks runs support groups throughout the county. They provide a place for carers to relax, share experiences, gain useful information and make new friends. *To find your nearest group see our Groups information sheet.*

### \* **Bursary and Grants**

Carers Bucks has a bursary fund which can be used to help pay for a short break or a piece of equipment which would help you in your caring role. It can also be used for counselling or relaxation therapies eg massage or reflexology. The grant is not means tested but is awarded on a needs basis. Please contact our Carer Support Workers for further information.

We can also help to find other sources of grants to help carers if appropriate.

### \* **BAME Services**

We have support workers who are able to assist carers from the Black, Asian and Minority Ethnic community. They run regular groups, events and trips and are able to speak Urdu and Punjabi.

### \* **Young Carers' Project**

The Young Carers' project works with children and young people aged from 6 to 18 years old who provide regular and significant care to a family member living in the same household. The person they care for may have a mental or physical illness, disability or substance dependency. The support provided by the service is tailored to the individual needs of the young carer and may include one to one work, group work, clubs, activities or targeted support from one of our specialist Connexions advisors.