Community Care Services

Carer Friendly Communities are places where Carers feel supported to look after their family or friends and recognised as individuals with needs of their own.

VSA Carers Resource Service
38 Castle Street
Aberdeen AB11 5YU

Tel # 01224 212021
Email: Carers.Info@vsa.org.uk
Care Services

Without reliable and high quality care and support services, Carers are not able to have a life of their own outside caring.

Most of the people supported by care service providers have a Carer somewhere in the background. Families want great quality care services which support the Carer as well as the cared for person, making them feel part of the care.

To recognise and celebrate the vital role that Carers play in looking after loved ones, from holding a special event to launching a new policy, there are all kinds of ways for care services to involve and consult Carers about the care of the person they look after and recognise that Carers might need support too.
Using the following checklist as a guide, how do you as a service:

- Support Carers to access a carers assessment of the impact of caring on their lives from the Local Authority.

- Provide information about what support is available to help Carers care safely/well and to live a life outside their caring role.

- Treat Carers with respect and value their expertise on the needs and preferences of the person they care for.

- Encourage Carer feedback and input about the care received.
Commissioners and local authorities

Commissioners have new duties to support Carers under the forthcoming Carers (Scotland) Act due for implementation next year in 2017.

There are many simple actions that you can take to become more Carer friendly.

Do you:

- Actively seek Carers views and opinions through consultation events when developing new strategies or policies which support Carers
As an employer, there are many simple things you can do that will improve the health and wellbeing of colleagues, as well as improving retention of staff. Just talking about caring makes a difference, as does promoting flexible working.

- Connect with community organisations in order to reach out and help Carers access different preventative services
- Raise awareness of caring throughout your organisation
- Look after people in your workforce who are Carers as well as employees
Care and Support Providers

Care and support services must be reliable and trustworthy to give Carers the peace of mind they need to take breaks from caring or develop their own personal, social, professional lives.

Care and support services must help to foster family relationships by ensuring Carers have time to spend with their partners, or with friends and relatives. These services should also ensure that Carers and those being cared for are supported to have breaks together or separately depending on their wishes.

Do you:

- Actively welcome feedback and input from family members
As an employer, there are many simple things you can do that will improve the health and wellbeing of colleagues, as well as improving retention of staff. Just talking about caring makes a difference, as does promoting flexible working.

- Involve them in decisions about the care package and support provided to the person needing care
- Promote a Carer’s assessment to anyone with an unpaid caring role/responsibility, for the person you support
- Signpost advice, information and support services to Carers
- Recognise that some of your staff will have unpaid caring responsibilities of their own

As an employer, there are many simple things you can do that will improve the health and wellbeing of colleagues, as well as improving retention of staff. Just talking about caring makes a difference, as does promoting flexible working.
VSA Carers Resource Service
can be contacted at the following locations:

Adult Carers Service
VSA Head Office
38 Castle Street, Aberdeen, AB11 5YU
01224 212021 | Carers.Info@vsa.org.uk

Royal Cornhill Hospital
Clerkseat Building, Royal Cornhill Hospital
Aberdeen AB25 2ZH
01224 557868 | Carers.Info@vsa.org.uk

www.vsa.org.uk