

# SUPPORT FOR CARERS LEICESTERSHIRE

## New service set up to support Leicestershire's 70,000 carers

A new countywide service has been set up to support Leicestershire's 70,000 carers covering Blaby, Charnwood, Harborough, Leicester, Hinckley and Bosworth, Melton, North West Leicestershire and Oadby and Wigston.

The new service is called "Support for Carers Leicestershire" and it's being run by the voluntary sector organisation, Voluntary Action South Leicestershire, which has a long and successful track record of supporting carers, with funding from Leicestershire County Council.

The service aims to bring local support services for carers together, under one roof, to make sure that all carers in the county can access the same consistent level of service as simply and quickly as possible.

The "Support for Carers Leicestershire" service includes a dedicated telephone advice line for carers, open Monday to Thursday from 9.00am to 5.00pm and on Fridays from 9.00am to 4.30pm (0845 689 9510).

In addition, the service includes a website ([www.supportforcarers.org](http://www.supportforcarers.org)) offering a directory of support services for carers across the county, which is searchable by area, together with local and national news for carers, useful information and details of local support groups, activities and events - both for carers and the cared for.

This directory is in the process of being put together and will grow over the coming weeks and months. It will be added to and updated on an ongoing basis making it easier for carers to find the latest information.

Carers without access to a computer or the internet are welcome to phone the "Support for Carers Leicestershire" advice line for information and to request a pack of printed information about the services available where they live.

The service also runs a Telephone Befriending Service for carers, giving people who can't get out and about to a social group for instance, someone to talk to on the end of the phone at least once a week.

**Voluntary Action South Leicestershire, The Settling Rooms, St Mary's Place,  
Springfield Street, Market Harborough, Leicestershire, LE16 7DR.**

**Telephone - 0845 689 9510 Email - [maureen@supportforcarers.org](mailto:maureen@supportforcarers.org)**

**Visit - [www.supportforcarers.org](http://www.supportforcarers.org)**

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## **Maureen O'Malley from Support for Carers explains:**

*"The new service aims to make it easier for carers to find information on the support that's available to them locally, as well as in other areas of the county."*

*It will provide carers with one central point of contact so that they can find out a wide range of different things by making one phone call or going to one website.*

*The service will also help those who provide support to carers, by giving them a place to promote their events and activities for instance."*

According to research carried out by the national charity Carers UK and the University of Leeds in 2011, Leicestershire's carers save Britain an incredible £1,140 million a year, whilst carers throughout the UK save the country an amazing 119 billion. That's more than the cost of the NHS, which stood at £98.8 billion in 2009/10.

To make the service as effective as possible, "Support for Carers Leicestershire" is calling on carers and those providing support services for carers to get in touch.

## **Maureen says:**

*"We're really keen to hear from carers and anyone supporting carers by running events and activities for example - so that we can continually improve and develop our service."*

*We'd love to know what's happening where you live, but also about any gaps in services that you've noticed.*

*For instance, if there isn't a carers support group where you live, we can help to set one up and put you in touch with other carers in your neighbourhood."*

"Support for Carers Leicestershire" is also keen to encourage all carers to use their service, including anyone who looks after a loved one, friend or neighbour without getting paid, whether full-time or for a few hours a week.

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## Maureen explains:

*“Carers don’t just look after people who are physically disabled, ill, elderly or frail. There are many people in Leicestershire caring for people with learning disabilities or mental health issues including addiction and they need and deserve help in just the same way.*

*People shouldn’t be put off using the service because they don’t see themselves as a ‘carer’ anyone who’s supporting someone who couldn’t manage otherwise, without getting paid, is a carer.*

*The “Support for Carers Leicestershire” service is here for everyone.”*

**To find out more please call Maureen O’Malley  
on 0845 689 9510 or email [momalley@vasl.org.uk](mailto:momalley@vasl.org.uk)**

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