

INFORM

THOSE WHO CARE

**SUPPORT
FOR CARERS
LEICESTERSHIRE**

SPRING EDITION 2014



Welcome to the spring issue of our newsletter. We thought you'd like to know that Support for Carers is coming up to its third year of providing information and support and as the number of carers we're supporting has grown, so has our team. We're now a team of six, based in Market Harborough, ready to help you with any issues around your caring role.

Remember, you can call us for support and advice on 0845 689 9510 during office hours. Research has shown that without support and the right information carers are more likely to suffer from ill health themselves, as a result of caring, which is why it's so important you ask for help.

On a brighter note and with a touch of spring in the air, why not come along to one of our Carers' Support Groups for a great way to take a break and take care of your wellbeing? We run them around the county and you'll be able to meet new people, pick up useful tips from the experts who attend and of course, from other carers.

Don't forget to look out for details of our upcoming Carers' Fest inside!

Call : 0845 689 9510 Email : maureen@supportforcarers.org Visit : www.supportforcarers.org

Please note : calls are charged at local rates, although calls from mobiles may be higher.

Voluntary Action South Leicestershire, The Settling Rooms, St Mary's Place, Springfield Street,
Market Harborough, Leicestershire, LE16 7DR. Registered charity number 1141274



Carers Spring Fest

Come along and join us at our Carers Fest, where you will have the opportunity to meet representatives from a variety of organisations, enjoy a **free lunch**, meet other carers and the Support for Carers Team.



**Bassett Centre
Bassett Street South
Wigston
LE18 4PE**



**Free Lunch
and
Refreshments**

**Friday
25th April 2014
10.30am till 1.30pm**

**Information
Stands**

Our Guest Speakers are:

Amanda Gilhespie, Specialist Discharge Nurse

**Carole Lomas, Leicestershire County Council
(Assistive Technology Coordinator)**

**To book your place, please call us
on 0845 689 9510 or email**

maureen@supportforcarers.org

by Friday 18th April

We look forward to seeing you there



HELP TO 'CHOOSE BETTER'

It's not a 999
emergency
But you need
medical help fast.

There's now



number to call.



when it's less
urgent than 999

The three Clinical Commissioning Groups (CCGs) covering Leicester City, West Leicestershire and East Leicestershire and Rutland have launched a campaign encouraging the public to 'Choose Better' services for their needs.

The campaign aims to help you choose the right service at the right time when you're unwell, making use of pharmacies, GP practices, NHS 111, urgent care centres, minor injury units and walk-in centres.

It also aims to help all these services work together, to improve health and social care services as a whole.

You can find out more about the campaign and the local services available at:

www.choosebetter.org.uk

You can also use the website to 'Find your nearest service', simply by typing in your postcode.

It's 2am and she has a temperature.
What do I choose?
Call 111 for fast, reliable medical help and advice

Think I have a chest infection
What do I choose?
GP Practices provide a range of health services. Call them out of hours too

Day two with an upset tummy
What do I choose?
Pharmacists can provide confidential health advice and treatment. There are 8 or more pharmacies within a mile of this postcode.

You can choose better

www.choosebetter.org.uk

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YOUR GP'S CLOSED? IS A&E YOUR ONLY OPTION?

There are better services available

Grazed knee, sore throat, cough?

Self care: stock up your medicine cabinet with painkillers, plasters and antiseptic creams.

Diarrhoea, runny nose, painful cough, headache?

Pharmacies (chemists) can provide confidential health advice and treatment. There is no need to make an appointment. To find your nearest one go to www.nhs.uk

Vomiting, ear pain, sore belly, backache?

If you are not yet registered with a local GP practice, you should do so as soon as possible. GP practices now offer out of hours help, just call your usual number.

Unwell, unsure, confused, need help?

Call 111 for fast, reliable medical help and advice on anything that isn't a life-threatening emergency.

Cuts, sprains, itchy rash, strains?

Urgent Care/Walk-in Centres/Minor Injury Units: offer access to a range of treatment for minor illnesses and injuries. You will be seen by an experienced nurse, without an appointment.

Heavy bleeding, broken bones, burns, chest pain, trouble breathing?

Emergency department/A&E: should only be used in an emergency for critical or life-threatening situations. If you can't get there yourself, you should call 999 for an ambulance.

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The Adults Advocacy Service

Leicestershire Community Projects Trust has been delivering the Adults Advocacy Service in Leicestershire since April 2012. The service helps vulnerable adults:

- Who need or want support to access Adult Social Care services
- Who want to speak up about the services they receive and be heard by the right professionals
- Who want to complain about the support they currently receive
- Who want to be assessed or reassessed to receive Adult Social Care services
- Who can't speak up for themselves about issues that affect their lives

The Adults Advocacy Service has supported over 500 vulnerable people and their carers in Leicestershire and Rutland to have better access to the services they need, enabling them to live better and more fulfilled lives. The service has supported people with issues relating to their social care package such as personal budgets, residential care placements, improving the quality of the care they receive, safeguarding, funding provision, accessing legal support, social care assessments, rights and entitlements and many other issues.

If you are 18 or over and live in Leicestershire or are funded by Leicestershire County Council Adult Social Care then we could help you access the social care services you need and are eligible for. We also advocate for carers who are caring for someone over the age of 18 in Leicestershire and Rutland. We know how important it is that carers have individual and independent support around their own needs. We could help with accessing respite, carers' rights, getting a carer's assessment, getting extra support in your caring role, making sure the person you care for has access to all the support they need and putting you as a carer and the person you care for at the centre of any decision making processes about both your lives.



An advocate will:

- Help you find information and make choices
- Help you to understand and access your rights.
- Talk things through to help you decide what you want to do
- Support you at meetings to get your views across
- Help you to talk to professionals
- Help you make a complaint or raise concerns

The Adults Advocacy Service provides a free, independent, issue based and responsive service to ensure people's needs are being met. Our aim is to empower people to take more control over their life choices.

Call Us - 0116 2229522 | Email Us - info@lcp-trust.org.uk

Write To Us - LCPT, 96 New Walk, Leicester LE1 7EA

Open from 9am to 5pm Monday to Thursday and from 9am to 4.30pm on a Friday.

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CARERS' TIPS

Here are just a few useful tips to help you in your caring role. Remember, we're here to help if you need advice or have a specific query. We hope you've found the tips below useful and please feel free to let us know if you've got any more you think other carers may find helpful.

Organise a Lasting Power of Attorney (LPA) to avoid any problems with finance and care in the future. An LPA will allow you to make decisions on behalf of the person you care for, if they've lost the capacity to make specific decisions for themselves. But, the person you care for must be able to make the decision to grant the LPA in the first place, or it's not an option.

There are two types of LPA, financial LPA and personal welfare LPA. You can find out more at www.carersuk.org under Help & Advice

Always have an escape plan in case of a fire. You can find out more and get help at www.leicestershire-fire.gov.uk under Communities and Safety

If the person you care for has trouble getting in and out of cars, try using a plastic carrier bag on the passenger seat, to help them twist in and out.

If the person you care for has memory problems, use a wipe-clean 'reminder board' for useful information and instructions, to help guide them through each day.

Make sure you've made a will and that it's up to date.

If the person you care for is your spouse or partner, and you own your home in their name, would it better if you owned 50% each?

If you're concerned about what would happen to the person you care for if something should happen to you, or you have an emergency, you can register with the Carers' Emergency Response Service, provided by Leicestershire County Council and Housing 21. You'll get a Carers' Emergency Response Card to carry with you and help to plan for an emergency. If something should happen, Housing 21 will organise the support you've asked for in your emergency plan or care for your loved one directly for up to 48 hours until alternative arrangements can be made. To find out more call 0303 123 0699.

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Telephone Befriending Update

“I really look forward to my befriender’s calls, I save things up to tell her.”

Carer on our Telephone Befriending Scheme

Our Telephone Befriending Scheme for carers continues to be very popular, particularly among carers who can’t leave the person they care for alone or get to our Carers’ Support Groups.

The scheme offers carers a way of having some outside contact with someone you can trust, for anything from a light-hearted chat to a real heart-to-heart and the chance to get things off your chest.

We now have nearly 90 carers benefiting from the scheme, and 10 lovely volunteers who make the calls from our base in Market Harborough. Many of our volunteers have been carers themselves, so they really understand the issues you face day to day. One of our volunteers, Bill has just decided to retire at the age of 91, after being with us for over two years. I know those he befriended regarded him as a true and very interesting gentleman and we thank him for his dedication.

If you’d like to know more about the scheme, either to receive calls or volunteer with us, please call Diane on 0845 689 9510 or email diane@supportforcarers.org



Do you care for someone with a Hiatus Hernia or an Anxiety Disorder?

We’ve been contacted by a carer who would like to email or talk to another carer who is looking after someone with a Hiatus Hernia or Anxiety Disorder.

If this is you and you’re happy to help please get in touch with us on 0845 689 9510.

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Carers' Support Groups

Charnwood District

Loughborough Time Out For Carers Group

meets at Gorse Govert Community Centre, Maxwell Drive, Loughborough, LE11 4RZ
on the 4th Monday of the month from 2.30pm to 4.00pm.

Call Gurjit from Support from Carers on 0845 689 9510.

Loughborough Well-Being Group

meets at John Storer House, Wards End, Loughborough, LE11 3HA
on the 1st Thursday of the month from 1.30pm to 3.30pm.

Call Joanne Clarke on 01509 631 782.

Shepshed Well-Being Group

meets at Charnwood Road Community Centre, 47a Charnwood Road, Shepshed, LE12 9QE
on the 3rd Tuesday of the month from 2.00pm to 4.00pm.

Call Joanne Clarke on 01509 631 782.

Sileby & District Group

meets at Soar Bridge Inn, 29 Bridge Street, Barrow upon Soar, LE12 8PN
on the last Thursday of the month from 12 noon to 2.30pm.

Call Joanne Clarke on 01509 631 782.

Oadby & Wigston District

Oadby & Wigston Time Out For Carers Group

meets at the Salvation Army, Ladysmith Road, off Saffron Road, South Wigston, LE18 4UZ
on the 2nd Thursday of the month from 1.30pm to 3.00pm.

Call Gurjit from Support for Carers on 0845 689 9510.

Blaby District

Caring Friends Group

meets at Palmers Garden Centre café, St John's, Enderby, LE19 2BS
on the 1st and 3rd Tuesday of the month from 10.30am to 12 noon.

Call Alan Hooton on 0116 284 1982.

Call : 0845 689 9510 Email : maureen@supportforcarers.org Visit : www.supportforcarers.org

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Blaby Time Out For Carers

meets the 2nd Tuesday of the month at Blaby & District Social Centre, Leicester Road Blaby LE8 4GQ from 10.30am to 12 noon.

Call Jackie Williamson from Support for Carers on 0845 689 9510

Harborough District

Carers' Break Group

meets on the 4th Thursday of the month from 1.30pm to 3.00pm at the Methodist Church (opposite the Market Hall), Northampton Road, Market Harborough, LE16 9HE.

Call Support for Carers on 0845 689 9510.

Knit & Natter Group

meets at Bower House, 32 Coventry Road, Market Harborough, LE16 9BZ on the 3rd Thursday of each month from 1.30pm to 3.00pm.

Call Support for Carers on 0845 689 9510.

Lutterworth & District Carers' Support Group

meets at Hazeland Court Residential Lounge, Guthlaxton Avenue, Lutterworth on the 4th Wednesday of each month from 7.00pm to 9.00pm.

Call Val on 01455 283387.

Hinckley & Bosworth District

Hinckley & Bosworth Carers' Group

meets at the Community House, Peggs Close (off Candle Lane), Earl Shilton, LE9 7BP on the 3rd Wednesday on the month from 10.30am to 12 noon.

Call Jackie Williamson from Support for Carers on 0845 689 9510.

Time Out For Carers Group

meets at Hinckley Library (meeting room), Lancaster Road, Hinckley, LE10 0AT on the 3rd Tuesday of each month from 10.30am to 12 noon.

Call Jacqui from Support for Carers on 0845 689 9510.

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Melton District

Melton Carers' Support Group

meets on the second Thursday of each month at 11am at the Carnegie Museum Thorpe End, Melton Mowbray, LE13 1RB.

Call Diane from Support for Carers on 0845 689 9510.

Bottesford Time Out For Carers Group

meets on the 4th Tuesday of the month at The Rutland Arms, 2 High Street Bottesford, NN13 0AA (in the restaurant) from 10.30am - 12 noon.

Call Diane from Support for Carers on 0845 689 9510.

North West Leicestershire District

Coalville Carers' Support Group

meets at the Marlene Reid Centre, 85 Belvoir Road, Coalville, LE67 3PH on the 1st Thursday of the month from 10.30am to 12 noon.

Call Gurjit from Support for Carers on 0845 689 9510.

To find out more about any of the Carers' Support Groups above, or if you would like to set up a group near you, please feel free to get in touch with us on 0845 689 9510. We can give new groups help, support and advice to set up free of charge.

You're also welcome to come along to our drop-in session for carers at Ashby de la Zouch Library, North Street Ashby de la Zouch, LE65 1HU on Monday 12th May from 10.00am to 11.30am.

Please call Gurjit from Support for Carers on 0845 689 510.

Pop in and have a chat with us and say hello to other carers who may live near you.

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Can't Sing, Won't Sing?

Do birds fall out of trees and cats scatter when you open your mouth to sing? Do neighbours complain when you warble along to your favourite CD? You may think you're tone deaf but don't let that stop you joining a group of like-minded carers who just want to get together to sing for fun!

In our last issue we told you about our brand new Leicestershire Carers' Choirs project, funded by the Big Lottery. We'll be starting sessions in Hinckley on 1st April with our second choir starting in South Wigston on 8th April.

The choirs are aimed at all carers across the county, regardless of musical ability or experience. You won't be expected to sing on your own and you don't have to read music, you just need to be willing to give singing in a supportive, relaxed group a go!

When you think of the word 'choir,' perhaps you conjure up images of your school days or of formal classical choirs. The Leicestershire Carers' Choirs project takes a very different, modern, light-hearted approach. We won't be singing choral music, just uplifting songs you may already know.

Our experienced and enthusiastic musical leader will guide you through the basics and have even the most reluctant beginners singing contemporary, popular songs as a group in no time. We also have a great team of volunteers and accompanists who will help to show you the ropes.

Carers' Choir Musical Leader, Alex Reffell, says: "The main focus is on singing for pleasure and reaping the wonderful benefits that singing with a group can bring. Did you know that singing in a choir has been shown to improve your mood and even lower blood pressure? It's also a fantastic opportunity to meet other carers, socialise and take a bit of time out for yourself."

So, whether you're strictly a shower singer or a wannabe Frank Sinatra or Katherine Jenkins, we want you! Both choirs are mixed so don't be shy ladies AND gentlemen!

Our Hinckley and South Wigston choirs will both run fortnightly on a Tuesday afternoon. Sessions are completely free and refreshments will be available at both venues. Carers across the county are eagerly signing up to join their nearest choir, so why not take the plunge and join them?

**To register your interest please contact Alex Reffell
on 0845 689 9510 or email alex@supportforcarers.org**

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Carer's Support Grant

Carer's Support Grant is a one-off grant intended to supplement the support for carers of adults (aged 18 years and over) by enabling the carer to take 'real time off' from caring, to reduce the impact of caring on health and well-being and support the carer to continue in their caring role.

How can the money be used?

- Short breaks
- Complementary therapies
- Alternative therapies
- Sitting/respite service
- Physical work around the home
e.g. gardening/decorating/cleaning
- Gym membership, driving lessons,
transport to hospital appointments

Who is eligible?

A carer must be providing 28 hours a week of care to someone aged 18 and over.

The cared for person must have either:

- Terminal/long term degenerative illness,
e.g. cancer, dementia, Multiple Sclerosis.
- Physical/sensory/learning disability and be in receipt of Attendance Allowance or the middle or higher rate of the care component of Disability Living Allowance.
- Mental illness, and be in contact with/receiving support from the secondary mental health service (e.g. the Community Mental Health Teams). If you already have a care package provided by Social Services you should apply through them.



If you are not receiving any support through social services you can apply through Support for Carers Leicestershire.

Parent carers of disabled children who do not receive a service through Social Services can still apply for a grant. This grant is called "Take a Break" and can be accessed by calling Jane at the Parent Carer Council on 07870 688973.

For further information, please call:

**Support for Carers
on 0845 689 9510**

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LEICESTERSHIRE LEARNING DISABILITIES PARTNERSHIP BOARD FAMILY CARERS SUB GROUP

Who are we?

Family carers of learning disabled adults

Where do we meet?

County Hall, Glenfield

When do we meet?

First Monday of each month

What time?

10am-12noon

What do we offer?

Support, information and encouragement for family carers of adults with learning disabilities.

What do we do?

- give peer support to family carers of adults with learning disabilities
- have close links with Leicestershire County Council
- provide expertise and guidance to Leicestershire County Council and other agencies/organisations
- help shape better services in Leicestershire for adults with learning disabilities and their family carers
- usually have a speaker on a topic of interest e.g. Benefits, Respite, Legal

Our issues of concern include:

- Premature closure of social work files
- The need for 'familiar and trusted' faces
- Bus pass problems
- Fairer Charging issues
- Withdrawal of Legal Aid
- Availability of learning disability support at Accident and Emergency

All family carers of learning disabled adults are welcome at our meetings (There's no charge and tea/coffee is provided, we bring biscuits to share round)

To find out more

**Visit betterlives.org.uk or email the Partnership Board Administrator
Maureen.heneghan@leics.gov.uk**

Call : 0845 689 9510 Email : maureen@supportforcarers.org Visit : www.supportforcarers.org

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UPDATE UPDATE UPDATE UPDATE BUDDYING SCHEME UPDATE UPDATE UPDATE UPDATE

"I've found the Buddying Scheme a joy. It's nice to communicate with someone else who is experiencing similar problems to myself. I look forward to my buddy's emails and hopefully, as time goes by and we get to know each other better, it will be the start of a long and lasting friendship."

Carer on our Buddying Scheme

Our Buddying Scheme has made a slow but steady start. The carers we've matched up have found it really useful to have someone with similar circumstances to talk to, as they really understand each other's situation. Some carers have met up for coffee or social outings, others keep it to emails or text messages.

Matches we've made include parents looking after adult children with Asperger's Syndrome, two gentlemen who care for elderly mothers and have a common interest in steam and model railways, two younger carers who look after husbands with diabetes and two carers who are caring for their mothers.

A carer on the scheme who emails their buddy says:

"It's a great idea putting people in similar situations together, because I've found that my role as a sole carer has replaced my old life, which has been on hold for a long time now, and this means caring is all encompassing. It's good to have someone else to communicate with who might understand what you're going through."

If Carers' Support Groups aren't for you and you'd like to meet other carers on a more one-to-one basis, please let us know by calling Diane or Gurjit on 0845 689 9510 or email diane@supportforcarers.org or gurjit@supportforcarers.org

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READING

FOR HEALTH & WELLBEING

Research shows that reading improves mental wellbeing and reduces stress levels by 67% **Mindlab International, 2009**

The National Institute for Health and Clinical Excellence (NICE) recommends cognitive behavioural therapy (CBT) based self-help books as a first step to treating a variety of conditions including depression, anxiety, phobias and some eating disorders.

The Reading Well Books on Prescription scheme provides self-help reading for adults free of charge through public libraries. If you're not sure where to start, your GP or other health professional can recommend which book/s to read and you can take this recommendation to your library. Alternatively, you can take a look at the reading list yourself by visiting www.readingagency.org.uk

All the books on the list are recommended by experts and have been tried and tested and found to be helpful by others. The scheme also offers a range of Reading Well Mood-boosting Books for you to try, including uplifting novels, non-fiction and poetry chosen by other readers, and Reading Groups for Everyone, so you can enjoy reading with others.

To find out more visit www.readingagency.org.uk

To find a reading group near you visit www.readinggroups.org

If you don't have access to a computer, please give us a call on 0845 689 9510 and we can send you a leaflet.

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KEEP UPDATED



Like us on 

Find new friends online and keeping up to date.

Follow us on 

@support4carers follow all our latest news.

 **JS:**

pat.sfc
diane.sfc

gurjit.sfc
jacqui.sfc

Useful numbers for carers

Leicestershire County Council - Adult Social Care

0116 305 0004

Leicestershire County Council - Adult Social Care Emergency Team

0116 255 1606

NHS Carers Direct

(Calls are free from UK landlines & mobiles or you can request a free call back)

0808 802 0202

NHS Direct (Health advice & reassurance 24 hours a day, 365 days a year)

0845 4647

Age Concern

0800 169 6565

Call : 0845 689 9510 Email : maureen@supportforcarers.org Visit : www.supportforcarers.org

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