

Falkirk & Clackmannanshire Carers Centre

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Principal Funders of Central Carers Association



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Carer Registration Pack



Register now
for information
and support

About the Carers Centre

What we do and who we support

The Carers Centre provides information and support to those who look after a family member or friend who needs help due to disability, illness, frailty or addiction. Our services for carers include individual support, group support activities and information sessions. Our leaflet 'Are You Caring for Someone?' provides further information about the Carers Centre and the support we offer.

Carer involvement

The Carers Centre works to ensure that carers voices are heard and offers regular opportunities for carers to make their views known, such as focus groups, questionnaires, surveys and a regular Carers Forum for local carers and professionals. If you would like to 'have your say' please tick the relevant box in the Carer Registration Form.

Personal information and privacy

When a carer contacts or is referred to our service, we may collect relevant personal information such as name and contact details and details of their caring role. This information will be treated as strictly confidential, kept securely, and not shared with other organisations without the carer's consent, unless under exceptional circumstances, which includes information relating to any risk of serious harm to the carer or another person or a criminal offence.

In some cases, it may be in the carer's interest for us to share their information with other agencies for the purpose of obtaining information, advice or services on their behalf. If the Carers Centre does this, it will be with the carer's knowledge and consent, the minimum information required will be shared, and only with those people who need to know.

As part of the Carers (Scotland) Act 2016, we are required to provide data to the Scottish Government for the **annual Carers Census**. This is for statistical and research purposes only and statisticians/researchers will not be able to identify individual carers from the data that they will use.

Further information is contained in our Privacy Notice for Carers which is available from the Carers Centre and on our website.

Former Carers Policy

The Carers Centre provides information and support to carers for up to two years after their caring role has ended.

Carers Card

Forth Valley Carers Cards are available for carers who are registered with the Carers Centre to make it easier for them to voice their views and ideas, participate in care planning discussions, and obtain caring information about the person they care for. If you would like to request a Carers Card, please tick the relevant box in the Carer Registration Form.

Adult Carer Support Plan

The Carers (Scotland) Act 2016 gives carers the right to an Adult Carer Support Plan to help them access the information and support they need for their caring role. Further information is available in the enclosed leaflet on Adult Carer Support Plans. If you would like an Adult Carer Support Plan, please tick the box to make an appointment to discuss your caring role, and any support needs, in the Carer Registration Form.

Equality and diversity

The Carers Centre is committed to equality, diversity and inclusion. We aim to ensure our services are accessible to everyone – completing the enclosed Equality Monitoring Form will help us to know if we are succeeding.

Quality statement

The Carers Centre is committed to running an organisation with high standards of organisation and operational practice.

Complaints Policy

As part of the Carers Centre's programme of continuous improvement, we would like to know if we have done something wrong, we have not done something we should have done, or if you have been unfairly treated. We will always seek to deal with any complaints verbally in the first instance; however, if you are still unhappy, a written complaint may be made either by letter, or by completing a Complaints Form, which is available from the Carers Centre, along with a copy of our Complaints Policy and Procedure.

