

Doncaster Partnership for Carers (DPFC) likes to hear from the carers they support.

If you would like to say something nice about us or have any helpful suggestions please do. It is important to our team to know we have given a good service.

It is also important to know if you have any concerns or complaints about our service so that we can do something about it. We are equally interested if you have any helpful suggestions.

You can let us know your views by contacting Ms S Hudspeth our Information Service Manager at our main office.

Useful contacts

Doncaster Partnership for Carers (DPFC)

Tel: 01302 531333

Fax 01302536645

Email: dpfc@doncastercarers.org.uk

www.doncastercarers.org.uk

DMBC Social Care Adult Contact Team:

01302 737391.

Out of office hours: 01302 796000

Email: adultcontactteam@doncaster.gov.uk

DMBC Adult and Children's Social Care Reception

Tel: 01302 737777

Out of Hours: 01302 796000

Comments and Complaints about Doncaster Council care services can be made through their 'Happy or Not' leaflet. You can access this by:

Tel: 01302 737788 Fax: 01302737510

Email: comments&complaints@doncaster.gov.uk

NHS Direct: 0845 46 47

NHS Dearne Valley Dental Helpline: 0845 155 0845

8am - 8pm Health Centre

Tel: 01302 645544



Contact us at:

Doncaster Partnership for Carers (DPFC)
St. Wilfrid's, 74 Church Lane, Bessacarr,
Doncaster, DN4 6QD

Tel: **01302 531333** Fax: 01302 536645

Email: dpfc@doncastercarers.org.uk

Web: www.doncastercarers.org.uk

Operating times:

| | | |
|--|-----------|-----------|
| Telephone support | Mon - Fri | 9am - 5pm |
| There is an answer machine outside of these hours and at Weekends & Bank Holidays. | | |

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| Home visits: | Mon - Fri | 9am - 6.30pm |
| | Sat | 9.30am - 12.30pm |

Registered Charity No: 1075455

Doncaster Partnership for Carers is a Company Limited by Guarantee. Registered in England & Wales. No: 369859



Which one is the carer?



... they **all** are!



Anyone can become a carer; carers come from all walks of life, all cultures and can be of any age.

A carer is someone, who, without payment, (except for Carers Allowance) provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability.

Doncaster Partnership for Carers (DPFC) registered in 1993 is a local independent charity supporting 'carers' living in the Doncaster Metropolitan Borough.

We aim to empower and encourage carers in all aspects of their caring role, and to maintain their effectiveness in that role by offering emotional and practical support

Our Mission Statement

Doncaster Partnership for Carers aims to provide a comprehensive service, which supports and enables Carers to have a choice in their caring role.

To provide emotional and practical support and information to Carers in areas of education, finance, social care, health, leisure and training.

Enabling carers to have a voice and raise awareness of carers' issues in order to influence change.

By providing this service we hope to raise awareness of carers issues and create a situation where carers can become empowered to have a greater choice and to be able to access the same life opportunities as everyone else.

Why do carers need support?

Taking on a caring role often means facing a life of poverty, isolation, frustration, ill health and depression. Many carers give up an income and future employment prospects to become a carer. Some carers are also trying to juggle jobs with their caring responsibilities.

The majority of carers struggle on alone and do not know there is help and advice available.

How we can help you

If you are a carer living in the Doncaster Borough we will support you to access:

- Information
- Training /education/employment
- Leisure and social activities
- Social care services
- A Carers assessment
- A friendly listening ear and emotional support
- Other carers and carer support groups.
- Language support

We can support you

- When you have a concern about service provision
- To ensure you are consulted about service provision
- When dealing with people working in health or social care
- To prepare for and attend meetings
- To have a 'voice' in the planning, development and delivery of health and social care service provision.

Our service is free, confidential, impartial and non judgemental.

If you feel we can support you or would like further information you can contact us by telephone, email or write to us at the address given on the back of this leaflet.

We have four **Outreach Support Workers** covering Doncaster:

South - Bawtry, Cantley, Tickhill etc

West - Mexborough, Edlington, Balby etc

East - Thorne, Dunscroft, Edenthorpe etc

North - Askern, Woodlands, Town Moor etc

Urban - Town centre, Wheatley, Intake etc

Please contact our main office to find out who is the Outreach Support Worker for your area.

DPFC have a number of **volunteering opportunities** within the organisation e.g. reception & office duties, helping out at coffee mornings, staffing the Carers Helpline etc.. Please contact our main office for more information.

We have a **FREE** quarterly newsletter that is emailed or posted out to all our members. If you would like to become a member or if you are a member but your details have changed please contact our main office.

DPFC also facilitates the **Doncaster Carers Forum** who campaign for better support and services for carers at a local and national level. The forum meets bi-monthly. For more information contact our main office.