

## Oldham Carers Centre

This fact sheet can be made available in other languages or formats on request by contacting 0161 770 6666. For further information please see our detailed fact sheet **Information for all.**

### What is a carer?

Carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid.

### How can Oldham Carers Centre support you?

The focus of the service is to be inclusive of all carers from all communities and to encourage carers to become actively involved in shaping services. If you are a carer over 18, Oldham Carers Centre may be able to offer you free and impartial support for example:

- Accessing practical and financial help
- Holding regular drop ins at the Link Centre and in the community
- Accessing information e.g. carers magazine, signposting to relevant agencies, carers information pack
- Providing training e.g. moving and handling, IT skills, building networks in the community
- Encouraging carers to support one another
- Access to social, leisure, employment and volunteering opportunities



- Support carers to voice their concerns and positive experiences
- Help carers to construct life stories with the person they care for
- Accessing the Talisman helpline scheme
- Accessing the grant scheme for carers
- Reiki exchanges
- One to one advocacy service

## Contacting us

For further information, please contact:

Oldham Carers Centre  
The Link Centre  
Union Street  
Oldham OL1 1DZ  
Tel: 0161 770 1188  
Fax: 0161 770 4789  
Email [carers.centre@oldham.gov.uk](mailto:carers.centre@oldham.gov.uk)

**Please note all enquiries to the centre are in confidence**

## Opening hours

Monday	9.30am – 1pm	2 – 4.30pm
Tuesday	9.30am – 1pm	2 – 4.30pm
Wednesday	9.30am – 12pm	Closed
Thursday	9.30am – 1pm	2 – 4.30pm
Friday	9.30am – 12pm	Closed

Carers can call into the office during these times.

Specific enquiries can be dealt with by appointment between the hours of 8.30am – 7.00pm Monday to Thursday.

### **Your right to a carer's assessment**

As a carer you have the right to ask Oldham Council to carry out a carer's assessment (this applies even if the person you care for is not receiving help from Oldham Council). Your carer's assessment is your chance to talk about your needs and is your opportunity to tell us about the things that could make caring easier for you.

There are a variety of services available to carers following an assessment including; advice & information, short breaks & respite, additional services to the person you care for, signposting to voluntary & health services, introduction to support groups.

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### **We value your comments and suggestions about social care**

We want to provide good quality services for people in Oldham and as we are a public service, you have a say in everything we do. We want you to be completely satisfied with our services, but to ensure this we need to know what you think. What do we do best? Where could we improve things? Do you have any ideas or suggestions?

Only by listening to you can we give you the service you deserve.  
We welcome everything you have to say.

### **For matters relating to adult social care**

The Quality Assurance Team can be contacted by writing to:

#### **FREEPOST OLDHAM ADULT & COMMUNITY SERVICES**

Please note you do not need to put a stamp on the envelope.

You can also contact the Quality Assurance Team by

Phoning: 0161 770 8172

Faxing: 0161 770 8193

Emailing: [socs.quality.assurance@oldham.gov.uk](mailto:socs.quality.assurance@oldham.gov.uk)

If English is not your first or preferred language we can arrange to visit you with an interpreter.

### **For matters relating to children's social care**

The Complaints and Representations Officer can be contacted by writing to:

Complaints & Representation Officer

Oldham Council

PO BOX 4

Civic Centre, Level 8

West Street, Oldham

You can also contact the Complaints and Representations Officer by

Phoning: 0161 770 1129

Faxing: 0161 770 3222

Emailing: [cypf.complaints@oldham.gov.uk](mailto:cypf.complaints@oldham.gov.uk)

If English is not your first or preferred language we can arrange to visit you with an interpreter.

**Contact**

You can access fact sheets in a number of ways:

**Download:** [www.oldham.gov.uk](http://www.oldham.gov.uk)

**Tel:** 0161 770 6666

**Email:** [contact@oldham.gov.uk](mailto:contact@oldham.gov.uk)

**Write to:** Contact Oldham, PO Box 196,  
Civic Centre, West Street, Oldham OL1 1QJ

**Call in:** to any council office and requesting them

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