



## **WORKING TOGETHER – CARERS AND CARERS OF EAST LOTHIAN**

### **What you can expect from us**

We are here to support you and help you feel more confident about your caring role.

We will send you an information pack when you register with us. This will give you information about how we can help you, and what support/services are available for you and the person you care for.

We will support you to reflect on your situation and understand what your options are.

We will give you encouragement and emotional support.

We will take your concerns seriously and value your expertise on your own situation.

We will be polite, courteous, and professional, treating you with dignity and respect. We will not discuss anything you say with the person you are caring for, so you know you have a safe space to talk.

We will treat your information as confidential. It will only be shared with other people with your consent. However, if we think you or someone else is at serious risk of harm we may have to talk to other agencies to keep everyone safe.

Our office line 0131 665 0135 is open 10-4 Monday to Friday. If no one answers the phone, please leave a message or send us an email to [centre@coel.org.uk](mailto:centre@coel.org.uk), and someone will get back to you as soon as possible.

### **What we can offer**

You may be offered one-to-one support by a carer support worker or a trained volunteer or be invited to groups or events to meet other carers.

We can help you to get clear on what your needs are and explore who can help you meet these needs and how. We can give you information about other services who may be able to help you.

We can help you understand your rights as a carer and support you to prepare for, or attend, meetings in relation to your caring role.

We can help you with benefits and other forms that you need to fill in.

We can also assist you to apply for funding that can help you take a break from caring although there may be a limit to the amount of times you can apply for funding.

### **Our Commitment to you**

We will always try our best to be punctual and get back to you when we say we will. If we are held up, or if someone is off sick, we will let you know as soon as possible.

We will direct you to the person who is most able to help you. This may be one of our workers or volunteers. If we can't help you, we will give you information about other services who may be able to help you instead. We

understand that you might be dealing with many difficult issues, but we can only help you with issues directly related to your caring situation.

We will explain how we can help you and what the next steps are. We will also tell you if we think that it is time to bring support to an end.

We will be clear about our contact with you but we know mistakes and misunderstandings can happen. If you expected a worker or a volunteer to contact you but have not heard anything, please call us on 0131 665 0135 or email [centre@coel.org.uk](mailto:centre@coel.org.uk).

If we receive no response after three attempts to contact you, we will assume you no longer want support from us. However, you can always get back in touch with us on 0131 665 0135 or [centre@coel.org.uk](mailto:centre@coel.org.uk) if you need our support again in the future.

## **What we expect from you**

### **Respect**

We would ask that you are respectful when speaking to us.

We will share professional contact details with you, but not personal contact details. We can't make contact with you through our personal social media accounts. You can follow the Carers of East Lothian (COEL) on Facebook here: <https://www.facebook.com/coel92>.

If you need to cancel an appointment, group, or event that you signed up for, please let us know as soon as possible so we can offer the slot to another carer. You can call, text, or email your named worker if you have one or call 0131 665 0135 or email [centre@coel.org.uk](mailto:centre@coel.org.uk).

### **Our Limits**

Sorry, we can't give you or the person you care for a lift to meetings/ groups/ events etc.

We are unable to collect any medication either prescribed or bought over the counter for you or the person you care for.

We do not provide home care or respite care services and we are not a care brokerage service.

We are not a crisis service and many of our staff work part-time. We will try our best to respond to messages within 48 hours on weekdays. We are closed at weekends and on bank holidays.

### **If you are unhappy with our service**

You have the right to complain about our services if you are not happy about how you have been treated. The welcome pack explains how you can make a complaint. <https://coel.org.uk/wp-content/uploads/2023/11/Comments-Suggestions-Complaints.pdf>.