

## Your feedback

We would like your feedback so we can keep improving the Volunteer for Carers scheme. We hope that you will tell us about your experience and share your ideas of how we can develop and improve.



## Get in touch

If you'd like support from Volunteers for Carers, or want to find out more:

Phone: Social Care Direct on **0131 200 2324**

Website: **[edinburgh.gov.uk/socialcarevolunteers](https://edinburgh.gov.uk/socialcarevolunteers)**

# Volunteers for Carers

Safe and flexible support from volunteers to give you time to yourself and companionship for the person you care for





Do you care for a partner, family member or friend? We connect carers with volunteers who can give personalised support.

## What is Volunteers for Carers?

The project gives carers flexible and direct support when they need it. Support comes from our fully checked, trained and supervised volunteers.

Volunteers for Carers is designed to give you choice and control. We have different types of support which we can arrange and deliver in a variety of ways to suit your needs.

You choose what support you need, how often you need it and who delivers it.

## What type of support you can ask for?

Volunteers for Carers can offer a range of support, including a volunteer to:

- spend time with the person you care for – this may involve an outing (for example going for a walk, coffee, to the cinema) or staying with the person in their home
- spend time with you to offer you companionship and reassurance
- spend time with you and the person you care for to give you extra company and support during an outing
- a volunteer to give support with gardening.

A volunteering role is very different from the role of a paid staff member. Our volunteers do not take on tasks usually carried out by paid staff (this includes personal care).

## How much it costs

Volunteers for Carers is free to access.

We pay volunteers' travel expenses to and from the place where they are volunteering, for example to your home.

You will be asked to cover the costs of activities you ask the volunteer to support you and the person you care for with. For example transport costs, refreshments and entry fees.

## How you can access Volunteers for Carers

If you and the person you care for are aged 18 or over, and you live in Edinburgh, you can ask for help from a volunteer. You can do that by contacting Social Care Direct on **0131 200 2324**.

## What happens next

Social Care Direct will pass your details to us. The project coordinator will get in touch with you to arrange a meeting with you and the person you care for.

They will listen to you and gather information about your situation. And they will ask about the needs of the person you care for to see if this is the right service for you.

They will tell you about the support we can offer and the different ways you could use this.

We will support you throughout your time with Volunteers for Carers.

