

Sitting Service – supporting adult carers in Blackpool: May 2011

Are you a carer?

A carer is someone who supports a relative, partner or friend who cannot manage on their own. You do not have to live with the person nor do you have to be the only person who does the caring. This service is aimed at carers who are aged 18+.

Do you need a break?

The Sitting Service recognises that carers need time for themselves to:

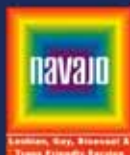
- visit friends
- follow an interest
- do some shopping
- go to the hairdressers
- catch up on sleep or housework

Introducing Blackpool Sitting Service

The Sitting Service is a free and confidential service. We provide support to carers of older people and/or adults with a physical disability or chronic illness.

Service availability

The service is available for up to 3 hours between 9am and 10pm. You can choose a regular day and time each week to take a break with the support of the Sitting Service. We can also help on an “as and when” basis.



What support do we give?

Our approved volunteers spend time with people who would be at risk if left on their own. This enables their carers to have time for themselves.

As part of their role as a “sitter”, volunteers may offer friendship and the opportunity to participate in activities. Volunteers are also able to make drinks or light snacks.

In some cases, where appropriate, volunteers may also be able to take out the person they sit with, for example for a short walk.

How are our volunteers approved?

All volunteers are interviewed, references are taken up and they have a Criminal Records Check. They are assessed and matched to the roles to which they are best suited.

How can I access the Sitting Service?

We offer the service to you if you have had a Carer Assessment and it has been identified that the sitting service will support you. Details of the assessment can be found in our Factsheet “guide to an adult carer assessment”.

You can request an assessment through the social worker of the person you care for or by contacting Social Services Direct.

Write to: Social Services Direct, Children, Adult and Family Services, Progress House, Clifton Road, Blackpool, FY4 4US

Office hours: 9am – 5pm (Monday to Thursday)
9am – 4.30pm (Friday)

Tel: 01253 477592

Fax: 01253 477827

E-mail: social.servicesdirect@blackpool.gov.uk

What happens next?

Once the Carer Assessment is completed you may be referred to the Sitting Service. The service will contact you and discuss the

support you need. This helps us to match you to the right volunteer.

When we have matched you with a volunteer we will arrange for you to meet. At this meeting we will confirm the arrangements you require.

What if my situation changes?

The arrangements will be reviewed regularly to make sure that they meet your requirements. However, if your circumstances change please contact us to discuss what changes are required.

Further information

For more information about the Sitting Service or if you are interested in volunteering with us contact:

The Sitting Service
Voluntary Services Team
Blackpool Centre for Independent Living
259 Whitegate Drive
Blackpool, FY3 9JL

Tel: 01253 476884

E-mail: volunteers@blackpool.gov.uk

Comments, compliments and complaints

Blackpool Adult Services aims to provide a high quality service. To support us in delivering this aim we would like you to tell us what you think of our services. We are always interested in your comments and happy to receive compliments, but if you are unhappy with the services you receive you have the right to complain.

Most complaints can be sorted out by the staff you know, but if you are uncomfortable about talking to them or they are unable to help, please contact the Customer Relations Manager, Progress House, Clifton Road, Blackpool FY4 4US. Tel: 477700, or e-mail social.services@blackpool.gov.uk.

To ensure our services are accessible to all, documents prepared by Blackpool Council are available in large print, Braille, on audio cassette or on computer disc upon request. We can also provide help for British Sign Language users and provide information in other languages. Please ask for details or telephone 477117