SERVICES AND SUPPORTS

• The National Freephone Careline
• Our Home Care Services
• Counselling and Advocacy
• Information
• Membership
• Carers Resource Centres
• Carer Groups
• Personal Alarms
• Legal Advice
• Young Carers
• Volunteering
• Commercial Respite Service
• Training
Family Carers Ireland offers a confidential, friendly and supportive Careline. Just Freephone 1800 24 07 24 to talk to our experienced and trained staff. We will listen to your concerns and offer practical advice on a range of topics, including supports and services available from your Local Authority, the HSE, or offered by Family Carers Ireland in your area.

We can give you information on:
- Carer’s Allowance
- Carer’s Benefit
- Carer’s Support Grant
- Family Carers Ireland services including Respite and Training
- Family Carers Ireland Carers’ Groups
- Membership of Family Carers Ireland
- Supports available from your Local Authority
- The Health Service Executive
- Department of Social Protection

Our lines are open:
Monday to Friday: 9am – 8.00pm
Saturday: 9am – 12 noon

Samaritans 24/7 Service

The Samaritans provide 24/7 service countrywide, staffed by trained volunteers, and they have kindly offered to take calls from Carers who wish to speak to someone during the hours we are not presently covering. If, for example, a Carer rings our Careline they will be given the option to stay on the line and be diverted to a Volunteer from the Samaritans. There is no charge to the caller.

Family Carers Ireland offers an internationally recognised ISO 9001 quality standard of home care services. We can support Family Carers and their loved one through a range of services, from companionship service to services that support ‘self-care’ such as help with ADL (Activities of Daily Living), bathing, dressing, personal hygiene, etc., and IADL (Instrumental Activities of Daily Living), e.g., housework, preparing, meals, shopping etc. Our services also cover high-level care needs such as stoma care, peg feeding, diabetes care, hoists, etc., as well as palliative care services.

All of our home care workers have received a full QQI Level 5 Award in Healthcare Support. These modules cover all aspects of care and support required to assist Family Carers with their caring role. Patient Moving and Handling is a requirement for all home care workers and our staff are trained and refreshed on this course regularly. See our training section on www.familycarers.ie

Family Carers Ireland’s staff are also trained to assist Family Carers to access up-to-date information on Rights and Entitlements. Family Carers Ireland is fully insured, and all staff are Garda vetted prior to commencing work with us. Our staff members are well equipped to deal with any situation that may arise in a sensitive and competent manner.

We pride ourselves on being able to offer high quality service with dependable, professional and caring staff. Our services are continuously monitored, and staff training regularly updated.

Family Carers Ireland’s home care services are integrated with our family carer supports and services, and can offer a unique suite of services to recipients of care and to their families. Our goal is to ensure that all Family Carers have peace of mind and are fully confident in the services we provide to their loved ones.
SERVICES & SUPPORTS

Family Carers Ireland is a HSE preferred provider of home care packages. We also offer private and other funded home care services. For more information contact your local Family Carers Ireland centre.

COUNSELLING AND ADVOCACY

Counselling

Family Carers Ireland offers free, one-to-one counselling to family carers by appointment. A trained counsellor will be available to listen and to help if you feel the stresses of caring or related issues are impacting negatively on your life or on your physical or psychological wellbeing. If you feel you would benefit from this service, please contact Marian Mahon at mmahon@familycarers.ie. All enquiries will be treated in strictest confidence.

Please note that this service is subject to funding limitations, and its availability currently may vary by area, depending on the availability of qualified counsellors. We will do our utmost to support carers wherever we can.

Personal Advocacy

It can be difficult to negotiate the system of health and social services in Ireland; often, individuals feel uninformed, inexperienced or otherwise unequipped for engagement with it. It is not uncommon for them to feel intimidated in dealing with that system, and unwilling or unable to challenge or question its representatives. Family Carers Ireland offers a free personal advocacy service to family carers.

A member of our organisation can accompany you and assist you in dealing with enquiries, appeals and other appointments with health or social service professionals.

If you feel you would benefit from this service, or any other related issues please contact Clare Duffy our Policy and Public Affairs Manager at cduffy@familycarers.ie or Marian Mahon, our Carers Support and Advocacy Manager at mmahon@familycarers.ie.
SERVICES & SUPPORTS

INFORMATION

Family Carers Ireland:

- Publishes Take Care Newsletter and Ezine
- Operates the National Freephone Careline - 1800 24 07 24
- Carers Companion Handbook
- Rights and Entitlements booklet
- Family Carers Website www.familycarers.ie
- Young Carers website: www.youngCarers.ie
- Facebook: Family Carers Ireland
- Twitter: www.twitter.com/CarersIreland
- Through the resource centres and outreach services advises Carers on their Rights and Entitlements.

MEMBERSHIP

Family Carers Ireland is the representative body for family carers throughout Ireland. You can become a member and add your voice to that of other family carers.

Membership Provides:

- A strong representative voice that informs and influences Government policy relating to home-based family care
- A network at local and national level which can assist members who encounter problems or who need advice
- Information from your closest carers’ resource centre about services, carer group meetings and activities
- Subscription to our ‘Take Care’ newsletter with updates on the latest news, upcoming events and training opportunities
- Supports for all family carers
- A wide range of other supports

Membership benefits:

- All material circulated by FCI to its Members including newsletters
- Notice of all events including the annual weekend respite break (reduced rate for discount card holders), Carers Week, Carer of the Year & Long Service Caring Awards.
- The benefits of all services provided by FCI, subject to any conditions or eligibility criteria imposed by the funders of particular services
- Attend all Carer Group meetings
- Attend their Regional Forum and events in their local area
- Be nominated as a group delegate to attend the National Convention & FCI AGM
- Be nominated for appointment as a Board Member of FCI
- Cover under Family Carers Ireland Public Liability Insurance Policy

Subscribe online or talk to our Membership officer Megan on 057 93 70221 or membership@familycarers.ie

CARERS RESOURCE CENTRES

The Carers Resource Centre is an important service provided by Family Carers Ireland. Carers Resource Centres are located in key towns and cities throughout Ireland. You can ‘drop in’ for a cup of tea or a chat, find out about your rights and entitlements or enrol in one of our training courses.

Each Centre also deals with telephone enquiries and personal callers on a variety of welfare, social care, health care, personal awareness and advocacy issues.
CARER GROUPS

Family Carers Ireland is owned and controlled by Groups. These groups meet regularly, usually once a month. The carers that attend set the agenda. Carers often use the time to share coping strategies and local information in addition to offering emotional support. Guest speakers such as Public Health Nurses, HSE and Social Welfare experts are invited to meetings to address carers on issues of interest to them. Groups provide a valuable opportunity to meet others with similar caring experiences. Indeed this is how many enduring friendships began.

Groups are also integral to the operation of Family Carers Ireland. We operate on the basis of group membership because it believes that local networks best promote inclusion and support at local, regional and national levels. Groups play a vital role in promoting recognition of the identity, contribution and needs of family carers, in articulating existing and emerging need and in representing family carers' issues both to policymakers and to the general community.

The organisation recognises three categories of group as eligible for membership in this capacity: local groups, regional forums and virtual groups.

Five or more members coming together with the same goals and meeting on a regular basis may form a group affiliated with Family Carers Ireland. Members of FCI groups will be united by a common bond, which could simply be a shared geographical area, or caring for family members with a condition in common, e.g. parents of children with Autism / ADHD.

Carer groups allow carers to:

- Share their experiences, feelings, ideas, concerns, information and problems
- Access information on their rights and entitlements
- Act together to highlight carers issues with decision makers
- Have a sense of connection with other family carers in similar circumstances
- Have a break from the caring situation
- Relax, socialise and learn from other carers
- Cope from day to day

Contact your nearest resource centre to find a group in your area.
SERVICES & SUPPORTS

PERSONAL ALARMS

Under the Seniors Alert Scheme, Personal alarms are available to older people for personal reassurance and security in the home. To qualify for the Grant, you must be over 65, living alone or with another eligible person. The grant covers the cost of purchasing and installing the monitored personal alarm and additional pendant (annual monitoring fee is paid by the grant recipient). Family Carers Ireland is one of the community groups registered to operate the scheme and do so in most counties.

Further information on the Seniors Alert Scheme and eligibility criteria for the grant is available through the link below or your local Family Carers Ireland centre.

VOLUNTEERING

Family Carers Ireland is always looking for energetic volunteers. Some of our volunteers are former family carers and others just want to support the invaluable work carers do.

Is this something you could be interested in? Whether you have a general desire to volunteer with us or have a specific set of useful skills, our aim is to give you an opportunity to be a part of what we do. We are often in need of volunteers who can respond to a specific need such as fundraising, peer to peer support, befriending, careline volunteers, once-off events, media interviews or short-term project assistance. Additional information, induction, training, resources and ongoing support will be available to ensure your time with Family Carers Ireland is as productive and enjoyable as possible.

Volunteering opportunities

Family Carers Ireland provides a confidential, friendly and supportive free-phone Care Line, which is operated by staff and a group of volunteers. We are always looking for new volunteers to keep this valued service running so do get in touch if you think this is something that would match your interests and skills.

Befriending Programme

Befriending is a one-to-one, non-judgmental relationship where you can volunteer your time to support and encourage someone.

Many people benefit from the support of a befriender at a time of change in their life or when they are socially isolated due to illness or old age. Visits usually involve a simple cup of tea and a chat. This simple gift of time makes a huge difference to people experiencing loneliness and isolation.

LEGAL ADVICE

Family Carers Ireland is partnered with Community Law and Mediation centre, and can offer legal advice to family carers on issues affecting carers at a national level.

For referral purposes please contact Clare Duffy, Policy and Public Affairs Manager, Family Carers Ireland at cduffy@familycarers.ie
SERVICES & SUPPORTS

Mentoring Programme

Our new mentoring programme will provide support for Family Carers through a team of trained volunteers which have been through a similar experience. The service is telephone-based, so you can be connected anywhere in the county.

If you are new or a long term Family Carer and would like to be matched to an existing or former Family Carer who can provide a listening ear, companionship, support, advice and guidance then this programme is for you!

Fundraise or help out at fundraising events

Fundraising is vital for the operation of many of the supports and services we offer family carers. We are always appreciative of any help to run regional fundraising events such as our fundraising races, carers’ cafes or supermarket bag-packs. Do get in touch if this interests you or if you would like to fundraise directly for us by, for example, running the Dublin marathon on our behalf.

Why not submit a volunteering query so we can find a volunteering opportunity that matches your interests and skills.

For more information see our website: www.familycarers.ie

COMMERCIAL RESPITE SERVICE

All our services can be tailored to suit the needs of your family. Family Carers Ireland recognises that Family Carers need a flexible, blended approach when accessing Home Care Services. We would be delighted to discuss your needs with you and develop a service that is individualised for your family. Required services will vary according to the level of a client’s dependency. Our range of offered services includes:

Level 1: BASIC COMPANIONSHIP SERVICE
Drop in to home and ensure loved one is ok.
Companionship
Prepare Light Lunch/Dinner
Provide Light Housekeeping
Reminders for appointments
Play Games, Cards and Activities
Reminiscence Therapies

Level 2: PERSONAL CARE/HOME SUPPORT
Assist with Dressing/Toileting/Hoisting
Bathing
Prompting of Medication
General Housekeeping
Prepare meals
Assist with Walking/Exercise
Assist with Personal Hygiene

Level 3: ENHANCED AND COMPLEX HOME CARE SUPPORT
Palliative Care
Specialised Care, e.g. Dementia Care, Early Alzheimer Care, Parkinson’s Disease
Home Care Packages
High-Level Care, e.g., stoma care, peg feeding
Overnights
Holiday cover
24/7 Care
Emergency Respite

For more information contact your local Family Carers Ireland centre.
SERVICES & SUPPORTS

TRAINING

Whether you are a family carer, home care worker or health care assistant, Family Carers Ireland provides a range of training courses to equip you with all the practical skills and knowledge required to deliver high quality care both in the home and in other care related environments.

We take great pride in offering training that is of a consistently high quality. We create a learning environment where every learner is welcomed and supported to achieve their full potential. Every tutor is carefully selected based on their qualifications, experience and expertise in the subject matter to ensure that every learner has a rewarding and positive learning experience.

Learn about our full range of courses here and find out which courses will be delivered in the coming months. You can also fill out an enquiry form listing your training needs so we can gauge and respond to demand for specific courses.

Contact Pauline or Megan in The Training Team on 057 932 2920 or email: training@familycarers.ie
Family Carers Ireland’s Registered Office is based in Unit 1, Hibernia Building, Heuston South Quarter, Dublin 8. DO8 AO28

The organization has - Resource Centres and - Service projects who provide a range of information and supports for family carers.

Find contact details for all centres in the Directory towards the back of this handbook.