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## Fact sheet 2 -

### Our services: Information and advice

Information and advice for carers is our core business and is a service that is often critical to how carers manage their caring roles. We know that the advent of caring is rarely planned and can happen at any time. It can take years before someone self-identifies as a carer and this can mean essential advice and support doesn't reach you or reaches you too late.

Information and advice is needed to address different aspects of caring at different times and we make every effort to tailor our support to your individual needs. We believe it is important that you have time to think through your options and make informed decisions about your life alongside your caring role. Our service offers:

- ✚ A drop-in Advice Centre on Uxbridge High Street, which has a wide range of information about support available to carers across Hillingdon
- ✚ A borough-wide outreach programme in GP surgeries, Community Centres, Hillingdon Hospital and various public events and information fairs
- ✚ Carer Assessments (see Fact Sheet no. 12)
- ✚ Regular Carer newsletters to update you about support services, new opportunities and changes to the law affecting carers
- ✚ Regular updates on our website, Facebook, Twitter and LinkedIn
- ✚ An annual Carer Conference, Carers Forum and Carers' Fair
- ✚ Our developing range of Fact Sheets
- ✚ Advice for non-English speakers in Urdu, Gujarati, Punjabi and Hindi





Our friendly Advice team has successfully claimed close to £2 million in benefit entitlements over the past two years. You can always get help from our skilled Advisors for:

- ✚ Expert Welfare Benefit advice
- ✚ Help with form-filling
- ✚ Assistance in accessing care and support
- ✚ Advocacy
- ✚ Signposting and referral to other services
- ✚ Representation to appeal benefits decisions and attendance at tribunal
- ✚ Access to other grants and trusts for funding to help in difficult situations

Hillingdon Carers holds an Advice Quality Standards (AQS) quality mark level 2 in Casework, Advice and Guidance.

**For more information about our services, or to book an appointment with a member of the Carer Advice team, please contact us on:**

**Telephone:** 01895 811206

**Email:** [office@hillingdoncarers.org.uk](mailto:office@hillingdoncarers.org.uk)

**Website:** [www.hillingdoncarers.org.uk](http://www.hillingdoncarers.org.uk)

