

Service Aims

The Carers Support Service will work with carers and former carers to achieve its 6 aims:-

- To provide information
- To provide a listening ear and emotional support
- To enable carers to express their views
- To enable carers to be involved in service planning and provision
- To promote the development of services that meet carers needs
- To work with others to ensure that carers are acknowledged, recognised and better informed and receive co-ordinated support

Core Values

- The Carers Support Service will offer a confidential service to carers and former carers from all sections of society
- We will strive to provide a service that treats carers with respect, sensitivity, courtesy and honesty
- We will not discriminate on any grounds. Carers will be responded to on an individual basis according to their circumstances
- We will aim to provide a quality service by ensuring that staff and volunteers are appropriately supported and trained
- Carers will have an effective voice in the delivery and monitoring of the service through its relationship with its Advisory and Review group
- The Carers Support Service will encourage carers to comment on the service and will respond to feedback
- We are committed to working in partnership with carers and local voluntary and statutory agencies

Quality Standards

The Carers Support Service works to a set of Quality Standards, adapted from the Kings Fund standards which have been approved by the Department of Health.

A summary of our Standards is given here. For full details of the Quality Standards, how we strive to comply with them, and how we monitor our performance against the Standards, please contact us on 01903 536378.

STANDARD 1 - INFORMATION

The service provides information which is comprehensive, accurate and appropriate, accessible and responsive to individual needs

STANDARD 2 – TAKING A BREAK

The service provides information to carers about taking a break

STANDARD 3 - EMOTIONAL SUPPORT

The service offers emotional support, either on a one-to-one basis or in a group, and is sensitive to individual needs, offers continuity and is accessible to all carers

STANDARD 4 – SUPPORT TO CARE AND MAINTAIN CARER’S OWN HEALTH

The service supports carers to care and maintain their own health

STANDARD 5 – HAVING A VOICE

The service supports carers to have a voice as an individual and/or collectively, is accessible to all carers and is effective in bringing about change

December 2009

The Carers Support Service, Worthing & District covers an area from Fishersgate along the coast to Littlehampton, and north to Henfield, Storrington and surrounding villages. You can telephone us Monday to Friday, 9am—5pm and if we are not available please leave a message at reception.

Carers Support Service staff

Hari Chhokar, Service Manager

Kim Cooper, Office Manager

Sally Male & Cheryl Francis,
Relatives Support Project Officers

Kimberley Roper,
Carers Support Worker

Sarah Hancock,
Development Worker Primary and Community Care

Sandra Bignell,
Senior Mental Health Carers Support Worker

Suzanne Lindfield, Maggie Headley, Liz Henry,
Mental Health Carers Support Workers

Martina Osei-Bobie,
Learning Difficulties Carer Support Worker

Jane Rosenberg,
Development Worker, Chanctonbury

Lynn Harber,
Team Administrator & Carers Information Worker

Gill Ersser and Ian Stuart,
Emotional Support for Carers

Ian Stuart,
Carers Information Worker



Carers Support Service
Worthing & District

AIMS

VALUES

QUALITY STANDARDS

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West Sussex Carers Support Services
Working Together for Carers in West Sussex



The Princess Royal Trust
for Carers