

The logo for HELP Employee Assistance, featuring the word 'HELP' in a bold, sans-serif font. The 'H' and 'P' are blue, while the 'E' is orange and has three horizontal bars.

HELP Employee Assistance

The logo for Southwark Council, featuring the word 'Southwark' in a large, cursive font, with 'Council' and 'southwark.gov.uk' in a smaller, sans-serif font below it.The logo for Southwark Carers, featuring a stylized icon of two people (one orange, one blue) and the text 'southwark CARERS' in a bold, sans-serif font. Below it is the tagline 'Enabling, Empowering and Enriching the Lives of Carers'.The logo for IMAGO, featuring the word 'IMAGO' in a bold, sans-serif font. Above the 'O' are five colored dots (yellow, pink, blue, green, purple).

THE SOUTHWARK WELLBEING LINE FOR UNPAID CARERS FOR ADULTS, AND FOSTER CARERS FOR CHILDREN AND YOUNG PEOPLE

For confidential, independent and unbiased information and guidance from a team of trained wellbeing and counselling practitioners

contact us on 0800 0116 610

Confidential support

24 hours a day, 7 days a week

HOW CAN WE HELP YOU?

The Southwark Wellbeing Line for unpaid carers for adults, and foster carers for children and young people is able to assist by providing a listening ear, professional support and guidance. Caring for someone is known to be very demanding, in terms of time and health both physical and mental health. This means Carers are at greater risk of emotional, health and social problems. These additional problems can add to the pressure of the caring, and lead to great personal distress. Carers are often very isolated (often solo carers), with little or no opportunity to talk with someone outside their situation. This can mean that the Carer feels like their needs do not count

CONFIDENTIALITY

Carers can trust that the Southwark Wellbeing Line for unpaid carers for adults, and foster carers for children and young people treats all information confidentially whether obtained directly or indirectly.** The Southwark Wellbeing Line for unpaid carers for adults, and foster carers is provided by an external company and is bound by the professional codes of ethics of the British Association for Counselling & Psychotherapy and the Employee Assistance Professionals Association.

WHEN SHOULD I CALL?

You can call at any time. This may be when you are feeling things are at crisis point, or any stage before that. Sometimes it may be to check a simple question about benefits, sometimes asking about self-care, sometimes about sources of additional support, or any other issue, big or small, that is adding to your pressure today.

**Confidentiality may be compromised in exceptional circumstances only. For example, where the carer is assessed as being a harm to themselves or to others, or is allegedly involved in a serious crime or where the law requires a disclosure. Should any of these situations occur, we will always strive to discuss it first with the carer.

THE SOUTHWARK WELLBEING LINE FOR UNPAID CARERS FOR ADULTS, AND FOSTER CARERS FOR CHILDREN AND YOUNG PEOPLE

If you are an unpaid carer for adults, or a foster carer for children and young people experiencing issues with managing your carer role and/or its impact on your wellbeing, the Southwark Wellbeing Line for unpaid carers for adults, or foster carers for children and young people is on hand to provide you with expert guidance. Our team of wellbeing and counselling practitioners offer confidential, independent and un-biased information and guidance. We provide this in a range of ways – by telephone, on line and through face - to - face appointments. We are available at any time of the night or day, 365 days of the year.

You can contact the Southwark Wellbeing Line for unpaid carers for adults, or foster carers for children and young people by calling 0800 0116 610 or visiting the HELP website.

The Southwark Wellbeing Line for Unpaid Carers for Adults, and Foster Carers for Children and Young People offers support and information on:

HEALTH & WELLBEING

- Mental health
- Physical health
- Bereavement
- Alcohol & drug misuse
- Trauma

MONEY WORRIES

- Debt
- Gambling
- Financial Wellbeing

CARERS

- Time for Self-care
- Dealing with anger and guilt
- Financial challenges
- Social isolation
- Sources of support
- Respite care
- Keeping healthy

CONSUMER & LEGAL

- Family
- Neighbours
- Crime

FAMILY & HOME

- Relationships
- Children
- Social

WORK / LIFE

- Bullying & harassment
- Career / job stress
- Management support
- Sickness absence
- Work / life balance
- Personal effectiveness