

## **Everything you need to know about Carer Cafés**

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Explore our frequently asked questions to find out about Carer Cafés and what to expect. If you have a question that you can't find the answer to, please don't hesitate to get in touch with our friendly team. Call us on 0800 0388 885 (Mon – Fri, 9am – 1pm) or email [info@banescarerscentre.org.uk](mailto:info@banescarerscentre.org.uk).

### **What are Carer Cafés?**

They are a safe and supportive space for those with experience of looking after someone, and an opportunity to come together with people in a similar situation. Conversations vary at each session and are guided by members. They are informal and relaxed, perfect with a cuppa and some biscuits!

### **What happens at a Carer Café?**

If this is your first time joining us, you will receive a welcome call or email from a member of the team, they will discuss what to expect. Although every session is different, we have provided a brief outline.

1. Welcome and introductions.
2. The café host will start the session and help the conversation flow.
3. After chatting away and listening to others, we're sure you'll miss the time so the host will let you know when the café is nearing the end!

### **Why should I attend a Carer Café?**

There are lots of benefits to joining us, [hear from our members](#). The cafés provide dedicated time for you, away from your caring responsibilities. You can share your experiences, gain knowledge from others and meet wonderful people, including those currently caring aswell as former carers.

### **Is there support available to help me attend?**

Yes! Our friendly team are on hand to help you access a Carer Café. We can discuss any barriers you may have to joining a session like transport issues or care cover for your loved one.

### **How do I join?**

To request a place, visit our [Activities pages](#), find the session you are interested in and register your interest. Alternatively, you can contact us on the details above. Due to our limited availability, you will join a waiting list in the first instance. We will respond to your request by email or phone.

## What if I feel anxious about joining and not knowing anyone?



We understand that it can feel daunting to join a new group. We want to reassure you that these sessions are a supportive and respectful space for you to be as involved as you like.

A host will be on hand to support you and you can ask questions at any time. We're a friendly bunch and you will get to know people in no time! If you feel particularly anxious about attending and would like some extra support, please let us know.

## What if I don't want to speak?

Our sessions are very relaxed. Everyone has the opportunity to contribute without interruption, but there is no pressure to speak during a session. If you'd prefer to sit back, listen and enjoy the company, you are more than welcome to do so.

## What if I am running late to a session?

Don't worry! We know this can happen from time to time. We just ask that you let us know you are running late by calling 0800 0388 885.

## What if I can't make all the dates?

We understand that sometimes life is unpredictable. If you are unable to attend, that's OK, all we ask is that you let us know in advance.

## Do I have to stay for the whole session, or can I just pop in at any point?

Not at all, we welcome you to pop in when you can and if you need to leave early, please do. We'd love you to join us for some of the session than none at all.

You also don't need to worry about attending every event, just come when you can, but do let us know if you aren't going to be there so we can be sure not to worry about you!

## Can I bring my dog to the café?

Unfortunately, dogs are unable to join our groups and activities. This is necessary to respect venue terms and conditions, and to ensure all members feel safe and comfortable. **Please do not bring your dog along to a group as this may result you being unable to participate in the session.** If this creates a challenge for you, please give us a call to chat this through.