



## Carers Matter Advice Line

Freephone 0800 083 1148

The Advice Line provides free, independent and confidential information, advice and guidance on a wide range of issues.

Our Carer Advisors are trained to provide listening and emotional support and many have personal experience of caring.

It is free to call our Advice Line from both landline and mobile telephones or you can chat online to an Advisor on our website.

[www.CarersMatterNorfolk.org.uk](http://www.CarersMatterNorfolk.org.uk)

Are you looking after a friend or family member, who due to illness, disability, mental ill health or an addiction cannot manage without your support?

If so, you are one of 100,000 unpaid carers in Norfolk. Carers Matter Norfolk is here to support you.

You might also be caring at a distance, but still looking after someone who lives in Norfolk.

Carers Matter Norfolk offers free and flexible support that is personalised to meet what matters to you.

Carers are involved in designing and shaping the service. We put you firmly at the heart of everything we do.

## Volunteer



You can help us in a variety of volunteer roles: assisting at events, supporting carers 1:1, at groups and raising awareness in your community.

[volunteer@carersmatternorfolk.org](mailto:volunteer@carersmatternorfolk.org)



## Carers Matter Norfolk

*'with carers at the heart of everything we do'*

Free, independent & confidential support

0800 083 1148

[www.CarersMatterNorfolk.org.uk](http://www.CarersMatterNorfolk.org.uk)

LiveChat

☎ 07537 417 850 (text only)

🐦 @CarersMatterNfk

📘 Facebook.com/CarersMatterNorfolk

✉ [Info@CarersMatterNorfolk.org.uk](mailto:Info@CarersMatterNorfolk.org.uk)

### You can contact us:

Monday to Friday 8am - 8pm

Saturday 4pm - 8pm

Sunday 8am - 12 noon

## Community Support

You can access free one-to-one support in your home, the community or a place of your choice from local Carer Connectors and volunteers. We will personalise support around what matters to you.

### Our team can:

- Help you understand and navigate your way through local services
- Support you to access entitlements, assessments or grants
- Help you with benefits, housing & adaptations
- Assist you to speak up for yourself or provide advocacy and representation if needed, for example, NHS Continuing Healthcare, benefit appeals and social care support
- Provide emotional support, befriending and support to attend local activities

## Counselling

You can access free telephone counselling to support you with emotional issues around caring; this can include managing stress or coping with loneliness. Counselling can be accessed via telephone, Skype, Facetime, Twitter and Facebook.



## Young Carers & Families

We work to a whole family approach; young carers and their families can access specific information, advice & guidance online and in the community. For full details contact the Advice Line or go to our website.

## Carers Voice

Carers Voice Norfolk is the independent voice of carers, giving you an opportunity to have a say in the way that services are planned and developed.

Join for free today & receive information and news on what's happening in your local area. Sign up to the Involvement Register to get involved and make a difference.

Carers Voice Norfolk also provides grants to Carers Groups. Further information, application forms and details of local support groups can be found at [www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk) or contact the Advice Line.



## Education & Training

We can support you to care with confidence through education & training. You could attend one of our day or half day events, for example, around your own health & wellbeing, managing care for people with dementia or bereavement and loss.

We've brought together a range of online resources in our **Carers Matter E-Learning Portal** that can help you develop skills and knowledge around caring. Topics include:

- Mental Health
- Dementia
- Nutrition and Hydration
- Managing Behaviour

Online E-Learning is available for young carers and parent carers. Local support groups can access face-to-face education and training sessions.

### The Pod

The Pod is an online community for carers living in Norfolk and beyond. You can chat to other carers, share experiences and ask questions any time, day or night or chat with professional advisors during opening hours.

Register at  
[www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk)

CarersMatterNorfolk is funded by Norfolk County Council and Norfolk's five NHS Clinical Commissioning Groups.