



Carers organisations

A directory of this size cannot address all of the questions and concerns that you are likely to have as a carer. In this section, you will find details of organisations, both national and local, where you can obtain further information and support.

Carers Direct

Carers Direct National Helpline: **0808 802 0202** (08:00 to 21:00 Mon – Fri, 11:00 – 16:00 weekends and bank holidays)

Web: www.nhs/carersdirect

Who is the service for: **Unpaid carers.**

Service details: The Carers Direct national helpline can help unpaid carers by providing information, advice and support as well as practical guidance on how to access the services they need.

Carers Direct offers a range of information on work, education, financial and legal issues, help for young carers, and keeping healthy. We provide a guide to caring, and information on how carers can access services for the person they're caring for.

Our advisors can also signpost to specialist agencies for casework, advocacy, representation, and counseling in relation to legal, medical and financial matters.

To speak to one of our trained advisors call Carers Direct on Freephone 0808 802 0202.

The Carers Direct website www.nhs.uk/carersdirect has practical information as well as discussion forums, video and other interactive content.

Carers UK

**20 Great Dover Street
London
SW1 4LX**

Telephone: **020 7378 4999**

CarersLine: **0808 808 7777** (Weds / Thurs 10:00 – 12:00, 14:00 – 16:00)

Email: info@carersuk.org

Web: www.carersuk.org

Who is the service for: **Carers and professionals who work with carers.**

Service details: **Carers UK is the voice of carers. Carers UK fights to end the ill health, poverty and discrimination faced by carers as a direct consequence of caring.**

Carers UK provides high quality advice and information to carers and the professionals who support carers. This is available through our websites, booklets, factsheets and our helpline- CarersLine. CarersLine is staffed by experts and has years of experience of dealing with the problems carers face. We provide information and advice on benefits and tax credits, carers' employment rights, carer's assessments, the services available for carers and how to complain effectively and challenge decisions.

Carers UK also has a website forum where carers can get advice and opinions from other carers. You can join the discussion at www.careruk.org/Forums

Referral method: **Any.**

National Black Carers and Carers Workers Network (NBCCWN)

The Afiya Trust
27/29 Vauxhall Grove
London
SW8 1SY

Telephone: **020 7582 0400** (09:00 to 17:00)

Email: nita.devabhai@afiya-trust.org

Web: www.afiya-trust.org

Who is the service for: **Black carers workers and black carers and anyone who is interested in this issue.**

Service details: **The main aim of the NBCCWN is to develop and maintain an effective network of black carers and carers workers that can facilitate the voice of black carers. This voice is implemented in the continuing improvement of services, policies and practice both locally and nationally to meet the evolving needs of black carers.**

Charges / membership: **None.**

Referral method: **Self.**

The Princess Royal Trust for Carers

Telephone: **0844 800 4361**

Email: info@carers.org

Web: www.carers.org; www.youngcarers.net; www.carers.org/professionals

www.carers.org

This acts as a virtual carers centre, complementing the work undertaken by carers' centres, and provides 24 hour a day support to carers. It gives carers the tools, information and networks they need and is host to a thriving diverse online community with popular discussion boards, private chat rooms and online events for registered members. Carers supported in local Carers' Centres are also welcome to register and use the online forums. Registration is quick, easy and free.

There is a lively online community on Carers.org which is moderated by our Online Support team.

This site also provides a wealth of information to Carers' Centres and health and social care professionals.

www.youngcarers.net

YCNet is our dedicated website for young carers, which provides information, advice, email support and supervised message boards and chat sessions for young carers wherever they are across the UK. The site is staffed by the Online Support team.

www.carers.org/professionals

This is a website for professionals who work with adult and young carers, such as GPs/ health workers/teachers/social workers. New research and reports are published.

Service details: The Princess Royal Trust for Carers is the largest provider of comprehensive carers support services in the UK. Through its unique network of 144 independently managed Carers' Centres, 85 young carers' services and interactive websites (www.carers.org and www.youngcarers.net) The Trust currently provides quality information, advice and support services to around 354,000 carers, including 20,000 young carers.

Each Carers' Centre within the network is an independent charity in its own right, delivering a wide range of local support services to meet the needs of carers in their own communities. Each provides expertise specific to their particular area of the UK.

Carers' Centre' core services include:

- Finding hidden carers via outreach in GP surgeries, hospital wards and schools;**
- Finding the right information for every carer, whatever their circumstances;**
- Making sure carers' voices are listened to by local decision makers;**
- Supporting carers emotionally and practically throughout their caring journey;**
- Helping to make caring a positive experience by helping carers to share experiences and by ensuring access to breaks, education, training and employment.**

The Princess Royal Trust for Carers and the network of Carers Centres work together so that carers' voices are heard by regional and national decision making bodies.

The Trust employs research and data on carers held by the network to make the case for Carers' Centres and to instigate change. With considerable experience and knowledge of the network to pilot new more flexible ways of delivering services, the Trust actively demonstrates how these can be used in different parts of the UK.

Wigan & Leigh Carers Centre

**3-5 Frederick Street
Hindley
Wigan
WN2 3BD**

Wheelchair access Disabled toilets Parking Public transport

Telephone: **01942 705959** (09:30 to 16:30 Mon – Fri)

Who is the service for: **The new Wigan and Leigh Carers Centre is due to open in April 2010 and will be a resource for carers of all ages from across Wigan Borough.**

Service details: **To actively support and value carers of all ages in the Wigan Borough by the provision of information, training and support. In addition to this the Centre offers an activity programme responding to the needs of carers, including:**

- **Benefit advice;**
- **Carers information pack;**
- **Access to leisure activities, complementary therapies and short breaks;**
- **Access to health checks;**
- **Training;**
- **Assisting carers back into education and employment;**

Charges / membership fees: **None.**

Referral method: **Any.**

Outreach facilities

Wigan & Leigh Carers Helpline

**27 Charles Street
Leigh
WN7 1DB**

Wheelchair access Disabled toilets Parking

Telephone: **01942 606086**

Email: info@carershelpline.co.uk

Web: www.carershelpline.co.uk

Who is the service for: **Carers who look after a person who cannot manage without help because of age, illness or disability.**

Service description: **The helpline is open 9.30am to 8pm Mon – Fri.**

Referral method: **Any.**