



**Do you look after someone who couldn't manage without your help?**

## **Getting help and support as a carer**

### **Our services**

We offer a range of services, information and advice for carers. We can help you with navigating health and social care systems, benefits, breaks, respite and support services, accessing a carers assessment, aids and adaptations. We can get you to the services and support that can help you as a carer that is tailored to your personal circumstances.

Our team of staff and volunteers provide free practical and emotional advice – face-to-face, by telephone or online. We can put you in touch with other carers, and help you access the range of services available locally and get you to the support that you need as a carer.

We run carer information and wellbeing groups, events for carers that offer respite and carer awareness training for health and social care professionals and volunteers.

### **Information, advice and support for carers**

Our Carers Hub is the 'one-stop shop' for all unpaid carers in East Sussex. We can offer you help and advice on the range of support that is available and give you the support and information that you need for your own individual circumstances, throughout your caring journey.

Our specialist Carers Hub staff will listen to you, provide support, advice and information, and talk through the options available, including the services offered by Care for the Carers and those provided by the partners we work with.

We can arrange for a support worker to meet with you, book places on our groups and activities, refer you to our counselling service, and refer you to other services that can help.

If you need an interpreter, we can arrange a telephone interpreter for your initial contact, and a face-to-face interpreter for a support and advice appointment.

Call our Carers Hub on 01323 738390 10am-5pm Monday to Friday.  
Email [info@cftc.org.uk](mailto:info@cftc.org.uk) or text us on 07860 077300.

If we are unable to respond to your enquiry immediately, the Carers Hub team will respond within 5 working days at the latest. If your enquiry is urgent, please let us know when you contact us and we will try to respond within one working day.

Our Carers Resources on our website has information and downloads for carers. [www.cftc.org.uk](http://www.cftc.org.uk).

## **Carers Groups**

We run a range of carers groups in locations across East Sussex that give a supportive and relaxed environment and a space to chat and have a tea or coffee with other carers in your local area. They take place on a set day every month and you can just come along to them or contact us if you would like further information.

**Carers Information and Advice Groups** - provide advice and information and speakers on a range of relevant topics, as well as a relaxed space to meet other carers.

**Carers Wellbeing Groups** – carer-led groups which provide a relaxed and informal environment to meet other carers local to you.

**Making Memories Groups** – a safe environment for people with dementia and their carers to socialise and relax in friendly company. Includes a range of dementia-friendly activities.

**Mental Health Carers Support Group** - a regular group for carers of people with mental health issues.

**Young Adult Carers Group** - an evening group for young adult carers aged 17-25 years and a closed Facebook group support.

## **Carers Card**

As a carer you can apply to the East Sussex Carers Card. The card:

- Identifies you as a carer in an emergency
- Enables you to set up a Carers Respite Emergency Support Service (CRESS) plan
- Provides special offers and discounts for carers with participating local businesses.

## **Counselling**

We offer free one-to-one counselling with our Time to Talk accredited counselling service for adult carers, or our Teen Talk counselling service for 12-18 year old carers. Carers are offered 12 individual weekly counselling sessions that take place weekly at various locations in East Sussex.

## **Carer breaks**

We can advise on and help you to access respite options for carers. We also arrange free relaxing and fun activities and events throughout the year to give carers a break and an opportunity to socialise and make new friends.

## **Help for carers through East Sussex County Council**

The Care Act means that your local council must provide carers with information, advice and support. In East Sussex, the county council pays Care for the Carers and other organisations to provide this service to carers.

## **Carer's Assessment**

All carers are entitled to a Carer's Assessment to look at your caring role and how it affects your life and wellbeing. You can request a re-assessment after a year, or sooner if your circumstances have changed. You can complete a Carers Self-Assessment online or ask Adult Social Care to complete one with you by contacting East Sussex County Council's Health and Social Care Connect on 0345 608 0191. Further information and an online Carer Assessment is available on their website here: [www.eastsussex.gov.uk/socialcare/carers/assessment](http://www.eastsussex.gov.uk/socialcare/carers/assessment). For further information, call our Carers Hub and we can help.

## Care for the Carers

Care for the Carers is an independent charity and the Carers Centre for East Sussex. We have been supporting and representing unpaid carers in East Sussex since 1989.

## What do we do?

Our team of staff and volunteers can provide free practical and emotional advice and support – face-to-face, by telephone, or online. We can put you in touch with other carers, and help you navigate the range of services available locally. We also run support groups and events for carers in East Sussex and training for health and social care professionals and volunteers working with carers.

Care for the Carers represents carers and raises awareness of caring, working with a variety of local communities, organisations and service providers to build a carer friendly East Sussex.

All our work is developed with carers, and in response to their expressed needs reflecting local and national strategy, legislation, research and best practice. We work with carers so that they are empowered and can have a say in the policies and services that affect them.

## How to contact us

During the Coronavirus pandemic, we are here to support all carers and offering our services by phone or online.

Call our Carers Hub on 01323 738390, Monday to Friday, 10am to 5pm to speak with one of our team of dedicated support workers.

Email us: [info@cftc.org.uk](mailto:info@cftc.org.uk)

Text us: 07860 077300

Request a call back using the contact details above.

More information and carer resources at: [www.cftc.org.uk](http://www.cftc.org.uk).

**No one left to care alone**

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