



'with Carers at the heart of everything we do'

Date: February 2019

Dear Parish Council,

Would you be so kind as to read this letter out at your next Parish Council meeting to the respective Councillors and Residents in attendance, as well as recording in the minutes and any such communications in the local Parish news.

We're really keen to make everyone aware of CarersMatterNorfolk. It is a service to support unpaid carers across Norfolk, commissioned by Norfolk County Council and the five NHS Clinical Commissioning Groups.

The support is for young carers, young adult carers and adult carers, working in partnership with many organisations and community groups. Including those which have been established for many years, as well as new ones that have formed.

In your Parish we have local Carer Connectors providing face-to-face support, within a carers own home or a place of their choice. This could be helping to

navigate and understand local services, benefits, housing and adaptations or providing emotional support and assisting them to attend local activities.

Our Carer Connectors can assess their needs and those of their cared-for and help them access the support which will benefit them most.

CarersMatterNorfolk provide a full breadth of support through:

- 7 days a week Freephone Advice Line
- Emotional Wellbeing support in the caring role (counselling)
- Education and Training through events and sessions for peer support groups
- An online e-learning portal (designed by carers for carers)
- Online community in The Pod, where carers can engage in peer support and speak to other carers
- Live Chat support on our website with our Advice Line
- Grants for local peer support groups
- Membership of Carers Voice – carers can have their voice on services and decisions which affect them and the person they care for.

Whatever the question or need of support the Advice Line Team are available:

8am – 8pm Monday to Friday

4pm – 8pm Saturday

8am – 12noon Sunday

Just call **0800 083 1148** or visit the website www.CarersMatterNorfolk.org.uk to find out more and access support.

Many carers are hidden, often not aware that they're in a caring role or don't know where or how to access support. Accessing support at an early stage, rather than being discovered or reaching out at crisis, makes a transformational difference in the outcomes for families and our communities.

A Parish Council can play a critical role in identifying and helping carers to access the right support at the right time. We value and appreciate your help in raising awareness of CarersMatterNorfolk.

Thank You,

Kevin Vaughan

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CarersMatterNorfolk



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