



CARERS INFORMATION PACK

Your guide to everything
you need to support you
in your caring role.



Welcome



Hello! My name is Claire Dale and I am the Chief Executive of Carers Trust Heart of England - a Charity which provides services to support unpaid carers of all ages in Coventry and Warwickshire, helping them to live their lives well, alongside their caring responsibilities.



We have a range of services to support you in your caring journey, from offering up-to-date information about local services and how to access them, to services supporting carers and those they care for in their own home.

This booklet contains the key information that you need should you require some extra support with your caring responsibilities. If there is anything we can do to help, please contact our specialist team!

Thank you for your ongoing dedication in supporting someone that you care about and welcome to Carers Trust Heart of England.

Claire

Claire Dale

CEO, Carers Trust Heart of England

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About Us

Carers Trust Heart of England is a charity that supports and improves the lives of children and adult carers across Coventry and Warwickshire.

We provide a range of services that help ensure unpaid carers feel valued, respected and supported in their caring role. We also provide home care services to support loved ones to live independently at home.

How we can help

ADULT CARERS

We offer a wide range of free services, information and advice to help you make informed choices, and connect you to others in a similar situation.

YOUNG ADULT CARERS AND CHILDREN

We offer a wide range of free services for children and young adults who help to look after someone in their family. We are here to help you manage your worries, give you a break from your caring responsibilities and help you reach your full potential.

HEALTH AND WELLBEING

Our wellbeing service provides emotional and practical support to ensure you live your life as a carer as well as possible, accessing the right service when you need it.

We know that your caring role changes, we're here for you when you need us most.

Carer Assessment

If you're over 18 and provide regular unpaid care for someone over the age of 18, you're entitled to a carer's assessment.

It doesn't matter how much or what sort of care you provide.



Getting a carer's assessment could be the first step to gaining vital support. It's your chance to discuss the help you need as a carer.

Our expert Advisors will discuss how caring affects your life, including your physical, mental and emotional needs. They will assess:

- your role as a carer
- how you feel about caring
- whether you're able or willing to carry on as a carer
- your health
- your work
- other caring responsibilities
- what you enjoy doing in your free time
- planning for emergencies.

If your circumstances change you can ask for your assessment to be done again. This is particularly important if you can no longer provide the same level of care you have done in the past or if the needs of the person you care for change.



Wellbeing Service

Our Wellbeing service provides emotional and practical support to guide you in your caring role. We provide this service on behalf of, and funded by Warwickshire County Council.

Our specialist Wellbeing Advisors can be a listening ear when you need it, providing up to date information about local services and how to access them. These include:

- Emotional support
- Signposting for financial guidance and grant application
- Employment advice
- Emergency planning
- Training to help you in your role
- Connecting you to others in a similar situation
- Offering activities to keep you active and the opportunity to learn new skills
- Carers voice - highlighting and voicing the lived experience of caring to make change happen

We provide a range of activities and groups to support your wellbeing. To find out more, visit our website.





Working Carers

Juggling work and caring responsibilities can be challenging. It is estimated there are 6.5 million working carers in the UK, that's around 1 in 8 people with many considering giving up their job because of the challenges associated with caring whilst working.

We're here to offer you free advice and support to help you manage your caring role alongside your job. We can support you with:

- Talking to your employer about your caring role
- Advise you on your rights at work
- Help you look after yourself well
- Signposting support that is available to you

Our Carer Friendly Employer Programme advises companies how to support carers in the workplace. Get in touch with our team to see how we can support you.



NEED ADVICE ?

0800 197 5544

Young Adult Carers and Children



Young carers are children and young people under the age of 25 who help look after someone in their family who has a disability, a long-term illness, or is affected by mental ill health or substance misuse.

Some of the help you provide may be:

- Helping with shopping and chores around the house
- Helping get washed and dressed
- Helping to look after brothers and sisters
- Helping with medication and organising appointments
- Talking and listening when they feel sad
- Paying bills and managing money

Because we know everyone's life is different, we're here for you when you need us most.

If you are a young carer or young adult carer, we're here for you. We can help by:

- Carrying out an assessment to understand what life is like for you and how we can support you in it
- Providing you with a support worker who will help you manage your feelings and worries
- Help you meet friends who understand your situation
- Provide fun activities and the chance to try new things
- Teach new skills to help you live your best life

GET IN TOUCH

✉ ycw@carerstrusthofe.org.uk

☎ 0800 197 55 44

🌐 www.caringtogetherwarwickshire.org.uk

📷 [Insta/ctycwarks](https://www.instagram.com/ctycwarks)



Caring for someone with Mental Health Issues

Caring for someone with mental ill-health can be emotionally and physically demanding. It can impact your own mental health and those around you. It's really important to look after yourself and we're here to help you do that.

We provide a range of specialist services including a listening ear, face to face and online group support which are confidential and free. We can also signpost you to other professional services who are specialised in providing support and help you with coping strategies and tools.

Caring for someone with Learning Disabilities

We know that family carers provide much of the care for people with learning disabilities in order to help them live independently. In many cases, carers support their loved one for the rest of their life.

Providing care for someone with a learning disability can be very demanding and it is important to ensure that you make time to look after your own health and emotional needs. Carers may have to deal with anything from toileting issues to challenging behaviour, so it is helpful to understand what help is available to you.

Speaking to people who are facing similar challenges to you can help you make sense of things. Having a network of people who you can turn to for advice and support can be very helpful. We provide a range of specialist services including a listening ear, face to face and online group support which are confidential and free. We can also signpost you to other professional services who are specialised in providing the support that you need.



LGBTQ+ Carers

If you, or the person you care for, is LGBTQ+, you may feel that you face additional issues and challenges in your caring role. You may be worried about accessing services and have concerns that they may not be welcoming or able to meet your needs.

We appreciate that for some, this may add to the impact that caring has on your life and that it could increase feelings of isolation.

Whatever your situation, please contact us - we will listen to what matters to you and give you information about the support available.

Carers from Global Ethnicity Majority Communities

If you are Black, Asian or from another ethnic community, we recognise you may experience additional challenges as a carer and often don't see yourself as one.

You might have difficulty speaking or understanding English, or experience difficulties with people and services understanding your culture and the support you, or the person you care for need.

Whatever your situation, we are here to support you and if you need an interpreter, we are happy to arrange one for you.



Caring for someone with Dementia

Looking after a friend or relative who has dementia can be very challenging, it can place a lot of physical and emotional demands on you.

But it's just as important to look after yourself too.

As the person's dementia progresses you're likely to go through a range of emotions. This could be because you feel overwhelmed or don't know which way to turn. You may find it hard to accept that the future will be different to the one you'd both planned. You might also feel isolated because you aren't able to go out and spend as much time with friends.

Or it may be because of changes in the person's behaviour.

Speaking to carers who understand what you are going through can be a great source of support, especially as the caring role changes.

We provide a range of specialist services to support you at every step, including helping with equipment. We provide practical information and advice, signposting to organisations that can help and support with how you're feeling and coping.

CRESS Service

Caring can mean lots of different things, and no two situations look the same. It can be deeply meaningful at times, and it can also be exhausting, unpredictable, and overwhelming. Many carers tell us they don't get the chance to pause until they're already running on empty, and CRESS is here to change that.

CRESS is designed to help you plan ahead, access free support hours, and feel more confident that help is available when your caring situation changes.

What the service offers:

CRESS provides carers with free, pre-bookable support hours that can be used to give you time away from your caring role. These hours can be planned in advance or used flexibly if circumstances change.

Carers may use up to 36 hours across the year to:

- Attend medical or personal appointments
- Take a planned break from caring
- Manage changes in the health or needs of the person you care for
- Prepare for increased care needs or additional services
- Reduce stress and prevent your situation from becoming overwhelming

Sometimes that time is for something practical, and sometimes it's simply space to breathe, rest, or reset.

CRESS also supports carers to think about both current needs and what might change in the future. This includes helping you recognise when a change in circumstances, health, or condition may impact your caring role, and supporting you to plan next steps.

CRESS also includes a supportive assessment and emergency planning, so you feel more prepared and less alone if things change unexpectedly.

GET IN TOUCH

✉ referral@carerstrusthofe.org.uk

☎ 0800 197 5544

CRESS OUT OF HOURS SERVICE

☎ 07979 503 133





Planning for an Emergency

Many carers worry what will happen to their loved one if they fall ill or are unable to care for their loved one. Planning for an emergency is also an opportunity to think about who is in your circle of care that you could bring together to support you and your loved one in times of an emergency. Here are four steps to help you create your plan:

- Have someone with you when you write it. We know this can be a daunting task and having someone go through the process with you and discussing your options helps make it clearer.
- Consider who can help and what their availability is. Include details of trusted friends and family who know your situation and are able to step in to help.
- Write a list of everything they need to be aware of. This could be medication information, meal planning and wellbeing notes.
- Include important information. This could be a key safe code, medicine cabinet code or where the utility metres are. Make a note of everything that will help someone in an emergency situation in your home.

Share your plan with your trusted friends and family so they understand how you would like them to manage an emergency situation.

Care at Home Service

Our Care at Home Service which is also referred to as **Regulated Care**, is for when you need extra support to help you and those you care for live independently at home. Our service is regulated by the Care Quality Commission certifying that the support we provide is safe, effective and compassionate, high-quality care.

The care plan is fully tailored to your loved one's individual needs, whether that's help around the house, personal care, medication or mobility support. We also provide companionship, reassurance and support you to attend GP and hospital appointments, visits to the dentist, optician, hairdressers or place of worship. We're here for that extra support, when you need it.

Currently available in Warwick, Leamington Spa and Kenilworth and will be rolled out across Warwickshire in 2025. Register your interest below.

GET IN TOUCH

To find out more about our tailored support, contact us on 02476 101040.



Carers Emergency Card

The carer's emergency card identifies you as a carer if you have an accident or are taken ill. It is the size of a credit card which you carry with you and in an emergency, will immediately let your identified contacts know your situation.

Anyone over 18 who cares for someone in Coventry and Warwickshire can apply for a card.

CarerSmart

CarerSmart is a Carers Trust club that is open to carers, people with care needs and staff and volunteers from across the Carers Trust network.

Joining is simple and free. And once you're a member, you'll be able to benefit from a wide range of offers, including:

- Cash back on shopping from numerous high street retailers
- Best rates from energy suppliers
- Reductions on insurance renewals
- Discounts on holidays and travel arrangements
- Reduced price lifestyle activities
- Free legal advice services

Register at
www.carersmart.org

Training

Our Carer Training Service is designed to provide you with the confidence and skills to help you in your caring role.

Our qualified staff will undertake an assessment to assess what equipment and support can help you and the person you care for.

GET IN TOUCH

EMAIL: referral@carerstrusthofe.org.uk

TELEPHONE: 02476 632972

Are you carer aware?
Take this short course
to find out more.



Carers Voice

Carers Voice is an opportunity for unpaid carers to share their views and help influence future services across Warwickshire. Because of your 'lived experience' of caring, your voice is important in helping us to improve support and services for people in your situation.

This user-led forum provides an independent voice for unpaid carers and shapes future services, policies and decisions so that everyone has equal access and feels valued, recognised and supported.



GET IN TOUCH

hello@caringtogetherwarwickshire.org.uk

Comments, Compliments and Complaints



We want to provide you with the best support possible, whether you are an unpaid carer or someone who is cared for.

If you have any compliments, comments or complaints, we'd love to hear from you.

GET IN TOUCH

Email:

yourviews@carerstrusthofe.org.uk

Telephone:

024 7610 1040

GET INVOLVED

Without the generosity of people like you, our work would not be possible. There are many ways you can get involved and help us support unpaid carers of all ages.

Whether it's organising a fundraising event, volunteering your time, leaving a gift in your will, taking on a cycling, running, or walking challenge, or choosing us as your charity partner—every action you take transforms lives. Join us in making a difference for unpaid carers today - get in touch at fundraising@carerstrusthofs.org.uk

VOLUNTEER

Change lives, meet new people, and develop your skills. Volunteer with us and make a real difference to unpaid carers. Some of the ways you can get involved are:

- Becoming a community engagement volunteer
- Volunteer to raise awareness of unpaid carers
- Becoming a fundraising volunteer

Contact: volunteer@carerstrusthofs.org.uk to find out more.

CONTACT US

 0800 197 5544

 hello@caringtogetherwarwickshire.org.uk

 www.caringtogetherwarwickshire.org.uk



INVESTORS
IN PEOPLE



COMMUNITY
FUND



Warwickshire
County Council



Coventry City Council



Registered with
FUNDRAISING
REGULATOR



Regulated by
Care Quality
Commission



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