

# Do you look after someone?

## Support and services for **Carers** in Newcastle

If you provide unpaid care and support to a family member, friend, partner or neighbour who has a disability, an illness, is frail, has mental health problems, alcohol or drug related problems, then this information is for **you**.



# Local information, help and support

**Newcastle Carers** are a local, independent charity who work with us to support adults, children and young people caring for someone living in Newcastle upon Tyne.

Their free, confidential and impartial service provides dedicated support and information to carers of all ages.

They offer a range of services to suit adult carers needs including one to one information and support, groups and training and, for young carers, individual and group support and advice for their families.

More information about their services can be found on their website [www.newcastlecarers.org.uk](http://www.newcastlecarers.org.uk)

Their Carers Information Line is open Monday to Friday, 9am to 5pm

Telephone: **0191 275 5060**

SMS: **0787 410 0043**

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

Website: [www.newcastlecarers.org.uk](http://www.newcastlecarers.org.uk)

You can drop in to see a worker Monday to Friday between 1pm and 5pm at their office 135-139 Shields Road, Byker, Newcastle upon Tyne NE6 1DN. No appointment is needed.

Newcastle Carers work in other locations across the city.

Out of hours appointments are available on request.

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## Planning for emergencies

We work in partnership with the British Red Cross to provide the **Carers Emergency Contact Scheme**. This offers free emergency support to an adult whose carer suddenly becomes unable to offer them care in the usual way.

The scheme supports carers to draw up an emergency contact plan and provides a rapid response service 24 hours a day, 7 days a week including Bank Holidays.

The scheme also offers additional planned support to allow carers to attend personal appointments by accessing other Red Cross support at home activities including services or equipment.

For more information or to register for a card,

Tel: **0191 273 7961**

Email: **Carerscard\_Northeast@redcross.org.uk**

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## **Carers Assessment**

We will always offer information and advice to support you in your caring role but recognise that this is not always enough to meet your needs. In this case, a carers assessment from the council may help.

A Carers Assessment offers you the opportunity to explain what your caring role is, what impact caring for someone is having on you and whether you are willing and able to carry on caring. It focuses on your needs and covers a number of areas such as your own health and wellbeing, looking after others, having time to yourself and the things you want to achieve on a day to day basis.

A Carers Assessment is usually carried out by a social worker.

Most carer's needs are assessed jointly with the adult they provide care and support to because that helps us to understand the whole situation and identify ways in which we can support both of you. However, you can ask for a separate assessment, even if the person you provide care to does not want or has not had an assessment from us.

**For more information contact  
Community Health and Social Care  
Direct on 0191 278 8377**



# Useful Information

## Newcastle City Council Services

### Care and support for adults

Community Health and Social Care Direct (CHSCD) staff can talk to you and answer any questions you may have about adult social care in Newcastle. They can give you information and advice, advise you on local services, or may refer you for further assessment.

**Opening times:** Monday to Friday 8am to 5pm

**Email:** [scd@newcastle.gov.uk](mailto:scd@newcastle.gov.uk)

**Phone:** 0191 278 83 77

**Textphone:** 0191 278 83 59

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### Children

Initial Response Service (IRS) are the first point of contact for anyone worried about a child's safety or welfare. They work with families to identify support needed and who can help. They have a legal duty to safeguard children and will be the first to respond to any concerns.

**Opening times:** Monday to Friday 8am to 5pm

**Email:** [IRSADMIN@newcastle.gov.uk](mailto:IRSADMIN@newcastle.gov.uk)

**Telephone:** 0191 277 2500

For adult or children's social work emergencies outside office hours, you should phone the Emergency Duty Team on **0191 278 78 78**

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### Benefits

The Welfare Rights service support carers in Newcastle with their benefits.

**Opening times:** Monday to Friday 9:30am to 12pm

**Telephone:** 0191 277 2627

## Debt

Money Matters offer debt and budgeting advice to people who live in Newcastle.

**Opening times:** Monday to Friday between 8.30am and 4.30pm

**Telephone:** 0191 277 1050

**Website:** <https://www.newcastle.gov.uk/benefits-and-council-tax/welfarerightsand-money-advice/debt-and-money-advice>

## Your Equipment Newcastle

If you or the person you're caring for are having problems carrying out day to day activities, Your Equipment Newcastle can help you to find and buy equipment to make daily living easier.

**Visit:** [www.YourEquipmentNewcastle.org.uk](http://www.YourEquipmentNewcastle.org.uk)

## InformationNOW

Newcastle's information website where you can find local services, support and events.

**Visit:** [www.informationnow.org.uk](http://www.informationnow.org.uk)

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## Support for carers of people with drug and alcohol problems

PROPS North East supports families and friends affected by a loved one's drug or alcohol misuse across Newcastle and North Tyneside.

PROPS offer:

- one to one support
- peer support groups
- training around substance misuse and family training
- respite breaks
- an emergency out of hours telephone helpline.

**Telephone:** 0191 226 3440

**Email:** [office@newcastleprops.org.uk](mailto:office@newcastleprops.org.uk)

## Telephone helplines

**Carers UK** is a national charity who give advice, information and support to carers. They connect carers so no-one has to care alone and campaign for and on behalf of carers.

**Opening times:** Monday and Tuesday, 10am to 4pm

**Telephone helpline:** 0808 808 777

**Website:** [www.carersuk.org](http://www.carersuk.org)

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**Carers Direct (NHS)** can give information and advice on your caring role. You can talk to them about what options are available to you.

**Opening times:** Helpline and webchat open Monday to Friday, 9am to 8pm and weekends, 11am to 4pm.

**Telephone:** 0300 123 1053

**Website:** <https://www.nhs.uk/conditions/social-care-and-supportguide/help-from-social-services-and-charities/helplines-andforums/>

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## GOV.UK

The best place to find government services and information, including lots of useful information for carers.

<https://www.gov.uk/browse/disabilities/carers>

As far as we know, the information in this booklet is accurate at the time of going to press. First edition, published February 2019.

Newcastle  
City Council 