



# Useful contacts for carers

Information leaflet



Caring | Discovering | Growing | **Together**

## What is a carer?

A carer is someone who, without payment, provides help and support to a friend, neighbour or relative who could not manage otherwise because of frailty, illness or disability. This may include helping with personal care, medication, cooking, shopping, housework and giving emotional support.

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust greatly value the very important work of family and friends caring for people who use our services. We recognise that as a carer you also need support, information and help to get services organised for the person you are caring for.

We have compiled the following list of organisations which we hope you will find useful.



## Carers contacts

### Blissability

34-36 New Green Street, South Shields, NE33 5DL

Tel: 0191 427 1666 (minicom)

Email: [enquiries@blissability.co.uk](mailto:enquiries@blissability.co.uk)

Website: [www.blissability.co.uk](http://www.blissability.co.uk)

Opening times: 9am-3.30pm, Monday-Friday

An inclusive, user-led disability organisation offering activities and services to adults and young people living in South Tyneside.

Provides Care Act Advocacy Service.

### Carers Northumberland

107 and 109 Station Road, Ashington, NE63 8RS

Tel: 01670 320 025

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

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

Opening times: 9am-5pm, Monday-Friday, but send a message any time and they will pick it up as soon as they can. Provides advice on services, including opportunities for breaks from caring responsibilities (carers can apply for a small grant from the carer support fund), meeting other carers, skills development, emotional and listening support and emergency planning. Support for carers interested in looking, and getting back into work. Support for young carers aged 5-18 (whole family, 1:1, access to carers breaks, access to Active Northumberland pass).

### Carers Trust Tyne and Wear Crossroads Carer Service

The Old School, Smailes Lane, Highfield, Rowlands Gill, NE39 2DB

Tel: 01207 549 780

Fax: 01207 549 794

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

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

Opening times: 9am-5pm, Monday-Friday

Offers support to carers and the people they care for. Provide a wide range of services offering practical help to carers in their own homes, information, advice and support. Also offer support for young carers.

## Carers contacts

### Carlisle Carers

Carers Resource Centre, 1st Floor Fusehill Medical Centre  
Fusehill Street, Carlisle, Cumbria, CA1 2HE

Tel: 01228 542 156

Email: [admin@carlislecarers.co.uk](mailto:admin@carlislecarers.co.uk)

Website: [www.carlislecarers.com](http://www.carlislecarers.com)

Provides a range of services to support and enhance the lives of unpaid carers of all ages throughout the city and the north east of Cumbria.

### Eden Carers

The Office, Mardale Road, Penrith, CA11 9EH

Tel: 01768 890 280

Website: [www.edencarers.co.uk](http://www.edencarers.co.uk)

Provides information and advice, carers assessments and support plans. Also deliver activities, trips and other support for young, adult and parent carers.

### Gateshead Carers Association

John Haswell House, 8-9 Gladstone Terrace, Gateshead, NE8 4DY

Tel: 0191 490 0121 Fax: 0191 490 0128

Email: [enquiries@gatesheadcarers.com](mailto:enquiries@gatesheadcarers.com)

Website: [www.gatesheadcarers.com](http://www.gatesheadcarers.com)

Opening times 9am-4.30pm, Monday-Friday

Offers 1-2-1 confidential carer wellbeing support, working with a wide range of communities across Gateshead providing a bespoke service for all unpaid adult carers in Gateshead, many for whom English is not their first language. Online support groups and a telephone interpreting service is also available. Offers weekly wellbeing sessions in small groups through their CALM Wellbeing Programme, as well as a variety of other support groups, volunteering opportunities including befriending, carer cafes and on their allotment, information sessions, events and activities. Small grants can be applied for through the Carer Wellbeing Fund to give carers a break and support in their caring role as well as short breaks at their Caldew House Holiday Home in Cumbria.

## Carers contacts

### **Mental Health Carer Support Service South Tyneside**

Unit 12, Cookson House, South Shields, NE33 1TL

Tel: 0191 493 6917

Email: [mhcss@mentalhealthconcern.org](mailto:mhcss@mentalhealthconcern.org)

Website: [www.mentalhealthconcern.org](http://www.mentalhealthconcern.org)

Opening times 9am-4.30pm, Monday-Friday

The Carer Support Service provides emotional and practical support to carers which includes: one to one working, training opportunities, signposting, information and group activities, giving people the chance to gain peer support through regular coffee mornings and social activities, including a men's group, craft sessions, meals and coach trips.

### **Newcastle Carers**

135-139 Shields Road, Newcastle upon Tyne, NE6 1DN

Tel: 0191 275 5060

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

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

Opening times: 9am-5pm, Monday-Friday (out of hours appointments are also available)

Provides information, one-to-one support, opportunities to join carers groups or take part in events and activities, as well as sessions with counsellors and complementary therapists. Also offers training for carers and professionals.

### **North Tyneside Carers Centre**

Suite 9, Saville Exchange, Howard Street, North Shields, NE30 1SE

Tel: 0191 643 2298 Fax: 0191 643 2299

Email: [enquiries@ntcarers.co.uk](mailto:enquiries@ntcarers.co.uk)

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

Opening times: 10am-4pm, Monday-Wednesday and Friday;  
1pm-4pm, Thursday

Open until 7pm the 4th Thursday of each month

Provides emotional and practical support for both young and adult carers living in North Tyneside, plus social activities, training and support.

## Carers contacts

### **PALS - Patient Advice and Liaison Service**

Provides information and advice about local NHS services and support organisations and helps sort out any problems with NHS services.

#### **North of Tyne**

FREEPOST PALS

Tel: 0800 032 0202

Textphone: 01670 511 098

Fax: 01670 511 260

Email: [northoftynepals@nhct.nhs.uk](mailto:northoftynepals@nhct.nhs.uk)

Opening times: 9am-4.30pm, Monday-Friday

#### **Sunderland, Gateshead and South Tyneside**

Garden Lodge, Hopewood Park, Ryhope, Sunderland, SR2 0NB

Tel: 0800 328 4397

Email: [pals@cntw.nhs.uk](mailto:pals@cntw.nhs.uk)

Opening times: 9am-5pm, Monday-Friday

### **South Tyneside Adult Carers Service**

Salvation Army Building, Wawn Street, South Shields, NE33 4EB

Tel: 0191 406 1531

Email: [STACS@cgl.org.uk](mailto:STACS@cgl.org.uk)

Website: [www.changegrowlive.org/content/south-tyneside-adult-carers-service-stacs](http://www.changegrowlive.org/content/south-tyneside-adult-carers-service-stacs)

Support services for carers including advocacy services, listening ear, social activities, support groups, befriending service, male carers groups and more. Employment, education and training advisor also available.

## Carers contacts

### **Sunderland Carers Centre**

Thompson Park, Thompson Road, Sunderland, SR5 1SF

Tel: 0191 549 3768

Fax: 0191 549 5095

Email: [contactus@sunderlandcarers.co.uk](mailto:contactus@sunderlandcarers.co.uk)

Website: [www.sunderlandcarers.co.uk](http://www.sunderlandcarers.co.uk)

Opening times 9am-5pm, Monday-Friday (out of hours appointments are also available)

Offers confidential advice, information and support service to carers throughout the City of Sunderland (including Houghton-le-Spring, Hetton-le-Hole, Easington Lane and Washington).

### **South Tyneside Young Carers Project**

Marsden Road Health and Wellbeing Centre, Marsden Road

South Shields, Tyne and Wear., NE34 6RE

Tel: 0191 427 2795

Email: [levi@styoungcarers.org.uk](mailto:levi@styoungcarers.org.uk)

Website: [www.southtynesideyoungcarers.org/](http://www.southtynesideyoungcarers.org/)

Provides support and respite to young carers between the ages of 5-24 years. Staff work closely with local partners and schools to support young carers through a range of services including one to one support, family support and emotional support. We also provide recreational and respite activities including residential short breaks, after school clubs during term time and activities during school holidays.

### **West Cumbria Carers** (Allerdale and Copeland)

Suite 7F, Lakeland Business Park, Lamplugh Road, Cockermouth

Cumbria, CA13 0QT

Tel: 01900 821 976

Email: [general@westcumbriacarers.co.uk](mailto:general@westcumbriacarers.co.uk)

Website: [www.westcumbriacarers.co.uk](http://www.westcumbriacarers.co.uk)

Provides services to carers in Allerdale and Copeland, including carers assessments, benefits advice, social events and activities.



## Carers contacts for welfare rights

### **Newcastle Welfare Rights Service**

Advice line: 0191 277 2627 9.30am-12 noon, Mon-Fri

Email: [welfare.rights@newcastle.gov.uk](mailto:welfare.rights@newcastle.gov.uk)

Website: [www.newcastle.gov.uk/welfarerights](http://www.newcastle.gov.uk/welfarerights)

### **North Tyneside Benefits Line**

Tel: 0345 2000 104

Website: [my.northtyneside.gov.uk](http://my.northtyneside.gov.uk)

Opening times: 8.30am-5pm, Mon-Thurs; 8.30am-4.30pm, Fri

### **Northumberland Council Benefits Helpline**

Tel: 0345 600 6400

Website: [www.northumberland.gov.uk](http://www.northumberland.gov.uk)

Opening times: 8.30am-5pm, Mon-Thurs; 8.30am-4.30pm, Fri

### **Sunderland Welfare Rights Service**

Tel: 0191 520 5551

Email: [homeandmoney@sunderland.gov.uk](mailto:homeandmoney@sunderland.gov.uk)

Website: [www.sunderland.gov.uk/advice](http://www.sunderland.gov.uk/advice)

Opening times: 8.30am-5pm, Mon-Fri

### **South Tyneside Welfare Support**

Tel: 0191 424 6040

Website: [www.southtyneside.gov.uk/](http://www.southtyneside.gov.uk/)

Opening times: 8.30am-5pm, Mon-Thurs; 8.30am-4.30pm, Fri

### **Gateshead benefits support advice**

Tel: 0191 433 4646

Email: [benefitenquiries@gateshead.gov.uk](mailto:benefitenquiries@gateshead.gov.uk)

Website: [www.gateshead.gov.uk/benefits](http://www.gateshead.gov.uk/benefits)

Opening times: 8.45am-4.30pm, Mon-Thurs; 8.45am-4pm, Fri

### **Carlisle City Council Benefits and Support**

Tel: 01228 817 200

Website: [www.carlisle.gov.uk/Residents/Benefits-and-support](http://www.carlisle.gov.uk/Residents/Benefits-and-support)

Opening times: 9am-5pm, Mon-Thurs; 9am-4pm, Fri



## Carers contacts for welfare rights

### Allerdale Council Benefits Support

Tel: 0303 123 1702

Website: [www.allerdale.gov.uk/en/benefits/](http://www.allerdale.gov.uk/en/benefits/)

Opening times: 8:45am-5pm, Mon-Thurs; 8:45am-4.30pm, Fri

### Copeland Council Benefits Support

Tel: 01946 598 300

Email: [info@copeland.gov.uk](mailto:info@copeland.gov.uk)

Website: [www.copeland.gov.uk/benefits](http://www.copeland.gov.uk/benefits)

### Eden District Council Benefits Advice

Tel: 01768 817 817

Email: [customer.services@eden.gov.uk](mailto:customer.services@eden.gov.uk)

Opening hours: 8.45am- 5.15pm, Mon-Thurs; 8.45am-4.45pm, Fri

Website: [www.eden.gov.uk/council-tax-and-housing-benefit/](http://www.eden.gov.uk/council-tax-and-housing-benefit/)

### Citizens Advice Bureaux

Provides free, independent and confidential advice. Addresses and phone numbers of your nearest office are available on their website:

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### Tyneside Advice Line (part of Citizens Advice telephone service)

Tel: 0344 245 1288, 10am-4pm, Mon-Fri

## Health and wellbeing

### [www.wellbeinginfo.org](http://www.wellbeinginfo.org)

An online guide which provides advice and information about how to keep your mind and body healthy. It also contains a list of local services in Gateshead, Sunderland and South Tyneside.

### The NHS website

[www.nhs.uk](http://www.nhs.uk)

Information about conditions, treatments, local services and healthy lives.

# Services within Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust

## Chaplaincy Team

If you would like to speak to a Trust Chaplain or are in need of chaplaincy services, please contact the Chaplaincy Centre on 0191 246 7282. Out of hours, the hospital switchboard 0191 246 6800 can contact the on call chaplain.

## Medicines Information Helpline – Tel: 0191 245 6604

Patients of the Trust and their carers can call with any medication related enquiry. The service is confidential, run by specialist pharmacists and is available Monday-Friday, 9am-5pm.

## Patient and Carer Involvement Team

St George's Park, Morpeth, Northumberland, NE61 2NU  
Tel: 01670 501 816; Fax: 01670 501 872

The team engages with service users and carers in positively influencing service improvement as well as facilitating meaningful and lasting patient and carer involvement.

## Patient Information Centre

St Nicholas Hospital, Jubilee Road, Gosforth, Newcastle, NE3 3XT  
Tel: 0191 246 7288; Email: [pic@cntw.nhs.uk](mailto:pic@cntw.nhs.uk)  
Provides access to a wide range of health and wellbeing resources.

## National support

### Alzheimer's Society

Dementia Connect Support line: 0333 150 3456  
9am-8pm, Mon-Wed; 9pm-5pm, Thurs-Fri; 10am-4pm, Sat-Sun  
Website: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)  
Offers practical and emotional support and advice.

### Carers Direct – NHS

Helpline: 0300 123 1053, 9am-8pm, Mon-Fri; 11am-4pm, Sat-Sun

### Carers UK

Advice line: 0808 808 7777, 9am-6pm, Mon-Fri  
Email: [advice@carersuk.org](mailto:advice@carersuk.org); Website: [www.carersuk.org](http://www.carersuk.org)  
Provides information on your rights and how to get help.

## What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website [www.cntw.nhs.uk](http://www.cntw.nhs.uk) (click on the 'Contact us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk) Please note that information sent to the Trust via email is sent at your own risk
- We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.  
You can provide feedback in the following ways:
  - the quickest way for you to do this is to complete our short online survey at [www.cntw.nhs.uk/poy](http://www.cntw.nhs.uk/poy)
  - complete a Points of You survey, available on wards, reception areas or from staff.

## Useful resources

The following booklets are available from staff.

- Working together to support the person you care for
- A checklist for carers
- Carers' Charter
- Commonsense confidentiality
- Getting to know you
- Mummy is poorly
- Resources for carers - additional information resources

The above booklets and other useful publications are also available to view/download at [www.cntw.nhs.uk](http://www.cntw.nhs.uk) click on 'Resources Search' and type in the title of the leaflet.



Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust has been awarded a Triangle of Care Gold Star Award. The award recognises the Trusts commitment to ensuring all staff adopt good practice when working with carers and families.

Further information about the content, reference sources or production of this booklet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, BSL, easy read or other languages). Please contact the Patient Information Centre  
Tel: 0191 246 7288

Published by the Patient Information Centre 2021

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Ref, PIC/381/0921 September 2021 V13

[www.cntw.nhs.uk](http://www.cntw.nhs.uk)

Tel: 0191 246 7288

Review date 2024



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