

Local information and support



Find out more about accessing a carers assessment, and support available locally:

- If you are based in Stoke-on-Trent

nsc.

North Staffordshire Carers Association

Call 01782 793100

Open Monday to Friday 9am to 5pm

Website: carersfirst.com

- If you are based in Newcastle-under-Lyme or Staffordshire Moorlands.



Staffordshire Together for Carers

Call 0300 303 0621

Visit the website n-compass.org.uk and search 'Staffordshire Together for carers'

Helpful contact information



North Staffordshire Combined Healthcare NHS Trust

Talk to the team the person you care for is supported by. Call Harplands Reception on 0300 123 1535 to be transferred to the relevant team.



If you have a hearing impairment and are unable to use the telephone, you can text Harplands Reception on 07834 148926 and the team will respond as soon as possible.

National organisations:



Carers Trust

Call 0300 772 9600

Open Monday to Friday, 9am to 5pm

Website: carers.org



Rethink Mental Illness

Call 0808 801 0525

Open Monday to Friday, 9am to 4pm

Website: rethink.org



MIND

Call 0300 123 3393

Open Monday to Friday, 9am to 6pm

Website: mind.org.uk

Support and advice for carers

Are you a carer?

Being a carer looks different for everyone. If you support someone who struggles with everyday tasks due to illness, frailty, or mental health challenges, you might be a carer - even if you see yourself as just a partner, friend, or relative.

Ask yourself:

- Do you regularly help someone eat, wash, shop, or manage daily life?
- Is this support unpaid?
- Does it take up a significant part of your time - whether a few hours a day or more?

If so, you may be a carer.

Carers come in all ages and do not need to live with the person they support. Recognising your role is the first step to getting the help and support you deserve.

Feeling valued and the importance of collaboration



Carers play a vital role, yet they can sometimes feel overlooked or unheard, which may lead to feelings of isolation. When carers feel undervalued, it can result in:

- Being left out of important conversations, such as risk assessments and care planning.
- Feeling excluded during key moments in the care journey.
- Their unique knowledge and experience not being recognised.
- Their own needs being missed or forgotten.

Valuing carer's input helps to ensure they feel **respected, supported, and included**.

Collaboration is about working together: staff, carers and patients, to ensure **the best outcomes** for all involved.

The confidentiality principle



Carers may feel frustrated when the person they care for withholds or withdraws consent to share the details of their condition. Carers can always **share confidential information** with services, and access carer's support.

Carers can **access non-confidential** information, such as diagnosis and medication information from clinical teams, NHS website, the Mental Health Act, and support services.

Open discussions between the patient and their carer **about consent** can clarify what information healthcare staff can share, **reducing frustration and misunderstandings**.

Carers assessment



You may be asked if you would like us to make a referral on your behalf for a carer's assessment, which is processed by your local council.

A carers assessment identifies support options to **assist you** in your caring role. Its purpose is to determine if you qualify for council support.

The assessment evaluates the **impact of caring on your life**, including your ability and willingness to continue.

The council should give you an estimated timeframe for completing the assessment.

Any unpaid carer can request an assessment, regardless of income or care type and duration.

You can also find out more information about carers assessment through your local carers support organisations - contact details on the last page of this leaflet.



Scan this QR code to watch a helpful video explaining the carers assessment process.

Alternatively, visit carersuk.org and search: 'carers assessment'.

Young carers



A young carer is someone **aged 5 to 18** who regularly provides care, assistance, or emotional support to a family member who has physical or mental health challenges, or is affected by substance misuse. This can include tasks like cooking, housework, personal care, and offering emotional support - often alongside the pressures of school life. While caring can be rewarding, it can also impact a young person's health, wellbeing, and education. Support is available in both Stoke-on-Trent and Staffordshire, including assessments, advice, and practical help to ensure caring responsibilities do not negatively affect the young carer's life.

For support in **Stoke-on-Trent** contact: ChAD.referrals@stoke.gov.uk

For support in **Newcastle-under-Lyme** and **Staffordshire Moorlands** contact: firstcontactcarers@staffordshire.gov.uk

You can also access a **UK-wide**, free and confidential text helpline made specifically for young carers to use when things feel tough. Provided by Sidekick, by Action for Children. Text: [07888 868 059](tel:07888868059)