



Carers Matter Norfolk



Supporting unpaid carers

Helping you get the support you need

Are you caring for someone?

Are you looking after a friend or family member who needs your help because of illness, disability, poor mental health or addiction?

If so, you are one of more than 80,000 unpaid carers in Norfolk. Carers Matter Norfolk is here to support you.

Advice Line

The Carers Matter Norfolk Advice Line can give you free, independent and confidential support and information you need. Our highly skilled team of Carer Advisors have been trained to help you get the advice and support you need, and many have personal experience of caring.

It is free to call our Advice Line from both landline and mobile telephones, you can chat online to an Advisor on our website or get in touch by email. You can also use a form on our website to tell us about yourself and your situation so that we can help you get the support that you need.



“ I am new to being a carer and the help and information I received was so good and helpful thank you so much. ”

The Advice Line can provide information and advice on a wide range of caring-related topics and issues affecting you, the people you care for and your wider family.

If we identify you will benefit from additional support such as a carer's assessment, counselling, access to the health and wellbeing fund, a break from your caring role or education and training, we can help with this.

Our support for you

We are able to give you advice and information on a range of topics including:

- Essential information for carers.
- Support with your current caring role.
- Planning ahead and for the future.
- Support with your finances.
- Your own health and wellbeing.
- Having time for yourself, including getting a break from your caring role.
- Managing caring if you are also in employment.



Whether online, by phone or face-to-face we can help you find the services and support that will make a difference to you.

“ Very professional, supportive service. The adviser was very friendly and knowledgeable she also signposted me to other organisations who could support my family. Thank you so much for helping me at a time when I really needed advice. ”

Carer Friendly Tick Award

If you feel your GP surgery, employer or community group could be more carer-friendly, we can help. We can deliver carer awareness-raising sessions to them. Or organisations can apply for the Carer Friendly Tick Award so the good work they are already doing can be recognised and celebrated.

Being a carer puts you in a great position to be able to assess carer friendly tick award applications from such organisations. If this sounds of interest, please do get in contact with us.

“ I was a bit nervous about calling to discuss my carer’s assessment in more detail, but Hayley was kind and friendly and helped me pinpoint things that would help me in my caring role and also support me as a person. I feel much more confident that I will be able to carry on caring knowing that I can call again for advice and support if I need to. Thank you. ”

Advice Line 0800 083 1148
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Registered office: 38 Seymour Street, London, England, W1H 7BP.

Carers Matter Norfolk is the umbrella brand for commissioned services delivered to adult unpaid carers in Norfolk.

All information correct at time of printing but subject to change at any time.