Our Services

Carers Northumberland are here to support you in your caring role, provide you with information and advice, enable you to access services, know your rights and help you to take a break when you need one.

Information Service - Carers Northumberland's Information Line (01670 320025) offers a single point of contact for any enquiry linked to your caring responsibilities. Our Carer Information and Advice workers are available to answer your questions, provide information on local services, complete benefit checks and help to apply for grants, help with form filling for benefits and blue badges, support with financial matters and carer rights.
The Information Service provides carers with a regular newsletter to inform them of events, activities, training and other useful information. Our website www.carersnorthumberland.org.uk has lots of useful information and downloads. The Information Service can also support you at meetings with professionals.

Telephone support - Even if you don't have a specific enquiry, but would like to chat, then please feel free to contact us. We are always happy to talk to carers about what is going on for them and how they are feeling.

Carer Groups and events - Carers Northumberland offers a range of opportunities for carers to meet other carers, online, locally and countywide, helping you build networks of support and friendship. This includes regular support group meetings, meals, walks and one-off events.

Carer Workshops – Our carer workshops are sessions designed to explore different aspects of caring and are offered in various places in the county and online on a rolling programme. Sessions can be between one and three hours long and are open to any carers registered with Carers Northumberland. Workshops cover a range of topics including; guilt, stress, wellbeing, legal issues, carer rights, benefits and more. We also offer wellbeing sessions which may include complimentary therapies, gentle exercise or mindful crafts.

Emergency Care Planning- Carers Northumberland can support you to make an Emergency Care Plan to document important information about the person you care for.

By planning in advance for emergencies you can have peace of mind that the person you care for is looked after, you can ensure a speedy response if you're taken ill, you can have people on standby so they are not left alone and know that all of their important information is in one easily accessible document.

Carer Card – All carers will receive a Carers Northumberland Registration Card. If you do not receive a card after registering with us, or the one you have is lost or damaged contact the Information Service for a replacement.

Alnwick Garden / Lilidorei Passes - We have a limited number of passes that allow free access to Alnwick Garden / Lilidorei. Bookings can be made to access the Garden and Lilidorei for registered carers and additional guests. Passes include free car parking and 10% off food, beverages and gifts.

Carers Support Fund - Research has shown that regular access to short breaks can help carers continue to provide care for longer, offering time to themselves and the opportunity to recharge their batteries. The Fund is available to carers who have been registered with Carers Northumberland for two months or longer, who look after someone over 18 and offers small grants to enable carers to take short breaks from their caring responsibilities. The amount received depends upon individual carer circumstances, and must be spent on the carer, but can be used in whatever way offers the best break.

Carefree - Carefree offers hotel breaks for carers by partnering with hotels across the country to make use of unsold rooms.
Full-time (30+ hours per week) unpaid carers (18+) can access a 1 or 2 night break including breakfast. There is a £38 admin fee to be paid by the carer. The break is for the carer only - carers are welcome to take a companion but not the person they care for.

Social Media- We have an active Facebook page where we post regular updates, follow us here: www.facebook.com/CarersNland/. We also have a private Facebook Group where you can meet other carers, ask questions, share experiences and keep each other up to date. You can join our group here: www.facebook.com/groups/CarersNorthumberland/. You can also follow us on Instagram.

Activities, Trips and Events – Carers Northumberland arranges occasional trips and activities outside of our regular programme, normally available at an additional cost to those who choose to attend.
However, if something is advertised that you would like to attend, but the cost would be prohibitive, please contact us as there may be free or discounted places available. (subject to availability, assessed by individual need on each occasion a request is made)

Advance Planning – We are able to support carers and the people they look after to create Lasting Power of Attorneys, Advance Decisions (living wills) and Advance Statements. This is a free service, but registering the form may involve a fee.

Our trained advisors will support you to understand all aspects of making and registering an LPA, help with all form filling, explains fees and the processes involved to make advance plans for the future.

Carers assessments - If you care for someone you have a right to ask for a carer's assessment. The assessment will look at the impact that caring has on you and the support that you may need. The assessment is about you, not the person you care for. If you would like support to access a carers assessment please contact us.

Young Carers – We have a dedicated service for carers who are under 18. This service ensures that children and young people have the support they need to learn, develop and thrive, to enjoy positive childhoods and to achieve their full potential.

Young carers can access trips, activities, events, one to one sessions, support in schools, grants and help for their whole family.

For more information or to access any of our services please contact us on 01670 320025 or email info@carersnorthumberland.org.uk

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