

Your Guide to Support for Carers

**For Carers of Adults
with Mental Health
Difficulties**

What We Offer

1:1 Support

Advice on navigating social care, respite and benefits

Signposting & referrals to local services

Carer Registration

Events, newsletters, wellbeing groups and drop-ins



admin@telfordcarers.org.uk



01952 240 209



telfordcarers.org.uk



Who to Call

What You Need	Who To Contact	Contact Info
General carer support and advice	Carers Centre	01952 240 209
Community mental health and wellbeing support	Telford Mind	07434 869 248
Benefits Advice (PIP, UC etc)	Citizens Advice	01952 567 193
Urgent Mental Health Support	NHS 111	111 (option 2)
Peer mental health support	Branches (TACT)	01952 899 205
Social Care Assessments, Respite, PAs	Family Connect / Emergency Duty Team (Out of Hours)	01952 385 385 (option 3) / 01952 676 500 (out of hours)
Emergency Support for your Cared For (see page 5 for deta	Family Connect / Emergency Duty Team (Out of Hours)	01952 385 385 (option 3) / 01952 676 500 (out of hours)

These are the most common starting points in Telford & Wrekin, if you're ever unsure - call the Carers Centre first

I feel lost, who do I speak to first?

You can start with the Carers Centre. We're here to listen, talk through your situation and figure out next steps.

What should I do in a mental health crisis?

Call NHS 111 and select Option 2, or 999 if someone is at immediate risk. You'll be connected to trained mental health professionals 24 hours a day.

How can I support someone who won't engage with services?

Contact Telford Mind or Samaritans (0330 094 5717) for guidance on how to encourage engagement and protect your own wellbeing.

How do I look after my own mental health as a carer?

You can attend wellbeing groups, access 1:1 support, or ask about counselling signposting through the Carers Centre.



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough



SCAN ME

FREE EMERGENCY RESPONSE SERVICE

Adult Social Care

The Emergency Response Service provides free immediate assistance when you are unable to help someone who is reliant on your support.

This is a responsive and reliable replacement care service, for carers who care for an adult over the age of 18 years.

The aim: peace of mind when a crisis occurs. The service offers free replacement home-based support for up to 72 hours, in an emergency or crisis situation.

To access the Emergency Response Service contact:

Weekdays (office hours)

Monday to Friday from 9am to 5pm contact Family Connect on **01952 385385**, please select option 2 and ask for the Emergency Response Service.

Weekends and out of office hours

Friday 5pm through to Monday 9am and public holidays contact Emergency Duty Team (EDT) on **01952 676500**, ask for the Emergency Response Service.

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Carers Assessments

What is a Carers Assessment

A Carers assessment is a time for you to have a conversation with someone from Adult Social Care about your caring role and how it affects you.

It is not a test of how well you are Caring but an opportunity to discuss how your caring role impacts your life and what support could be offered to help you. It is completely judgement free and focuses on your own personal experiences.



Why should I have a Carers Assessment

- **Identifying needs-** What help you may require to stay well both physically and emotionally
- **Improved wellbeing-** Feeling listened to, valued and supported
- **Increased Capacity to Care-** Helping you to feel more in control by offering both practical and emotional support
- **Eligibility for support-** Ensuring you are accessing all support out there for Carers
- **Potential for financial support-** One off payments to support with things such as accessing activities that support Carer wellbeing, respite opportunities, equipment to support caring role, training opportunities and courses.

All Unpaid Carers are entitled to a free Carers Assessment, to book yours contact us at the All Age Carers Centre on 01952 240209 and we can make the referral.



Wellbeing Tips

Manage stress: limit time on news and social media, and try to keep a gentle routine.

Make time for yourself: enjoy a hobby, practise mindfulness, or do some light exercise.

Prioritise rest: create habits to help you sleep better.

Stay connected: keep in touch with friends, family, or other carers for support.

Look after your health and safety: get fresh air when you can and reach out if you ever feel overwhelmed.

Your Rights

Carer's Assessment: you have the right to an assessment of your needs.

Workplace rights: including flexible working and emergency leave.

Equality protection: carers are protected under the Equality Act.

For a free Carer's Wellbeing Guide, or to learn more about your rights, please contact the Carers Centre.

**Telford & Wrekin CVS
All Age Carers Centre**

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