

Information Booklet

Your local charity supporting Carers
in County Durham and Darlington

Do you look after someone?



County Durham & Darlington
Carers Support

If you provide unpaid care and support to a family member, friend, partner, or neighbour who has a disability, an illness, is frail, has mental health problems, alcohol, or drug related problems, then this information is for you.

Who is a Carer?

Are you, or is someone you know, providing much-needed care to a family member or friend?

A Carer is someone, who, without payment provides care and support to a family member, partner, disabled child, neighbour or friend who could not manage without your help. They may need support because they are ill, frail, disabled, have mental ill health or substance misuse problem.

The support provided could be:

- help with medication
- washing, dressing and personal care
- food preparation and shopping
- providing transport to appointments
- emotional support or managing difficult behaviour
- keeping an eye on someone to ensure they are safe and coping

You are still a Carer if you:

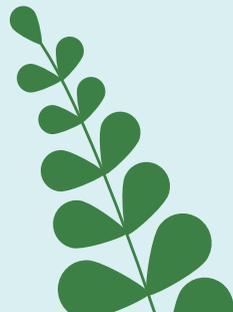
- do not live with the person you care for, or they live in a care home
- are caring for more than one person
- are not the only person providing care for someone
- have a full or part-time job

Compliments

If you would like to compliment a member of staff, the work we do or our service please contact us via the head office details on the back page.

Complaints

Please inform a member of our team if you are dissatisfied and we will aim to resolve the matter quickly and satisfactorily. If you would like a copy of our complaints procedure, please contact us via the head office details on the back page.

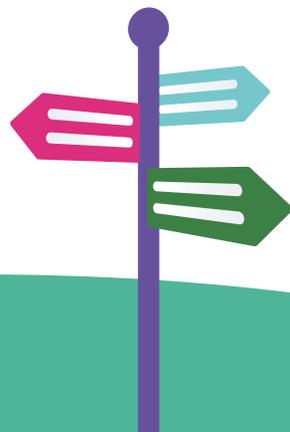


How can we support you?

We are a voluntary organisation, working in partnership and funded by Durham County Council, Darlington Borough Council and the NHS which provides free high-quality services and support to unpaid Carers over the age of 18, who support someone living in County Durham & Darlington.

We offer:

- Specialist advice and information from a dedicated support worker
- A listening ear
- Practical help with completing forms, gaining benefits, access to grants and other funding
- 1 to 1 support including home visits
- Signposting to other services who can also support
- Opportunity to meet other Carers via support groups and events
- Help to take a break from your caring role
- Training on a range of topics
- Counselling sessions
- Carers Discount Card and Carers Emergency Card
- Newsletter 3 times per year
- Plus, much more



Sign up for support

If you would like to register to receive the support listed above, visit our [website](#) or scan the QR code to complete your details or alternatively, call 0300 005 1213 to register over the telephone.



Financial Help

A hugely important part of the support we offer is around maximising your income. Our staff have a wealth of knowledge and experience to help with:

- Benefits advice and helping complete forms, i.e. Attendance Allowance, Carers Allowance, Blue Badge forms, PIP and DLA.
- Access to grants and bursaries from other charities
- Support from our Carer Wellbeing Fund
- Foodbanks, fuel support and help with debt issues

Head to our benefits and grants page to try out the Turn2us benefits calculator or for further advice, please call us on 0300 005 1213 (Durham) or 0300 030 1215 (Darlington) or email admin@dccarers.org



Carer Friendly Discount Card

Upon registration, you will receive our Carer Friendly Discount Card in the post. The aim of this scheme is to promote the health and wellbeing of Carers whilst alleviating some of the financial strain that is often placed upon them by their role.



We have negotiated a range of discounts and special offers on products and services across a range of businesses in County Durham and Darlington. Our scheme members and the discounts they offer are listed in the directory on our [website](#) or scan the QR code to find out more.



Carer Support in an Emergency

An emergency situation could be an unexpected childcare issue, a period of illness, travel disruption, or even a stay in hospital.



Carers Emergency Card

Emergency Support is available if you are unable to provide care due to unforeseen circumstances (for those caring for someone over the age of 18, living in County Durham or Darlington).

The Carers Emergency Card is available for you upon registration to carry around. You can complete the details on the card with name of the person you are caring for and contact details of up to 2 people who know the person you are caring for.

How does this work?

The number on the card is for Social Care Direct. The duty worker will ask you for information about the person you care for and check if there are any family or friends who can assist. If not, they may be able to arrange for support to be provided. Please note, the person you care for may be required to contribute to the cost of the care provided, in line with the Council's charging policy.

For more information, please call us.

Carers Emergency Plan

As well as having the Emergency Card its worth taking the time to create an Emergency Plan which will give you confidence that, no matter what life throws at you, you've already planned for the best. Keep your plan somewhere safe and visible in your own home and give copies to the people who are most likely to need it in an emergency.

Download your free Emergency Plan on our [website](#) or scan the QR code.



Funding to take a break



North East and North Cumbria

Carers need opportunities to take a break, to take time for themselves. We have funding from the NHS Carer Break Fund to enable Carers to take a breather and recharge their batteries.

Examples of breaks include:

- Complementary Therapy/Spa Days
- Cinema or Theatre Vouchers
- Gym Membership
- Annual passes for entry to National Trust or other attractions
- Gardening Equipment or Craft materials
- Football Tickets

You may also be eligible to apply for a short break in the UK, apply for driving lessons or training courses. Ask your Carer Support Coordinator for more details.

Support Groups

We have a number of Carer Support Groups across County Durham and Darlington to meet and chat with other Carers in the community in a safe and supportive environment. Groups meet monthly in Bishop Auckland, Chester le Street, Consett, Darlington, Shotton Colliery, Stanley and Teesdale.

Carer Training and Events

There is a rolling calendar of training and events for Carers on a wide range of topics offering online and face to face sessions.

Examples include:

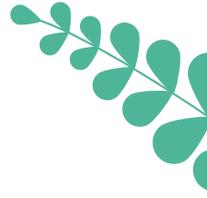
- Power of Attorney, Wills and Trusts
- Emotional Resilience
- Pilates (Online)
- First Aid Training
- Moving and Handling
- Theatre trips, arts and crafts, nature days

For more information contact your Carer Support Coordinator, visit our [website](#) or scan the QR code to visit the support groups, events and training page on our [website](#).





Counselling for Carers



Counselling is a talking therapy that involves being listened to, it can help you plan strategies and identify and deal with a variety of situations in your caring role. It's a chance to be heard in a non-judgemental environment.

Our counsellors provide coping skills and demonstrate techniques to help you gain confidence. Counselling sessions can be carried out over the telephone, face to face or online.

If you think counselling would help support you in your caring role, please call us on 0300 005 1213 (Durham), 0300 030 1215 (Darlington) or text "Counselling" to 07800 005 830.

This is a FREE service funded by our 50:50 Club Lottery so if you haven't already please sign up to keep this valuable service going.

Parent Carer support

If you care for a child with additional needs in an unpaid capacity, then we are here to offer you support and have a team of Specialist Parent Carer Workers waiting to talk to you.

We can offer Parent Carer support to help care for children with additional needs in a number of ways including help with completing Disability Living Allowance (DLA) forms, carrying out a Parent Carer Needs Assessment (PCNA), support with Team Around the Family (TAF) meetings and signposting to other services for support.

Support for Working Carers

If you are juggling work and caring for someone, we can support you too. We can help with

- After-hours appointments
- Your rights at work
- Taking time off when needed or requesting flexible working
- Thinking of leaving or returning to work
- Boosting your skills
- Supporting Employers to be Carer friendly

Support with Technology or Getting Online



We can help you with your basic computer/ phone needs and support you with anything you struggle with, just let us know what you need. We also have access to lots of different courses that you may like to attend too.

If you know a Carer who is struggling with a device, wants help to access online services and doesn't know where to turn then contact us for support.

Carers UK Free Digital Resources

Carers UK and NHS England have teamed up to provide unpaid carers in England with information, support, and advice. The Carers UK's Digital Resource platform is packed with e-learning, factsheets, guides and tools to help carers manage their caring responsibilities. It covers areas such as health and wellbeing, practical support for carers, help with finances, and information on carers' rights - including rights at work.

Visit [Carersuk.org](https://carersuk.org) or scan the QR code to sign up.



Carers Trust CarerSmart

CarerSmart is a partner of Carers Trust and it's a club that is open to Carers, people with care needs and staff and volunteers from across the Carers Trust network.

Joining is simple and free. And once you're a member, you'll be able to benefit from a wide range of offers, including:

- Cash back on shopping from numerous high street retailers
- Reductions on insurance renewals
- Discounts on holidays and travel arrangements
- Free and discounted legal advice services



To find out more, visit [Carers.org](https://carers.org) or scan the QR code.



GP Carers Register

GP Surgeries keep a register of all patients that are caring for someone who is either unwell or disabled. This can enable health professionals to better understand the condition of the person you care for and to look out for warning signs of illness that are common amongst Carers. When registered your GP surgery might be able to offer flexible appointments, extra support, possible home visits, flu vaccinations and help with prescriptions.

The Carers register can be accessed by 111, ambulance service and hospitals which enables them to identify you as the person that knows their patient the best.

Scan the QR code below to complete your details and the person you care for, to request a paper copy of this form, please call us on 0300 005 1213 or email admin@dccarers.org



The NHS App

The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the Google play or App store. You can also access the same services in a web browser by logging in through the NHS website.

With full access you can:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- book and manage appointments
- view your GP health record
- register your organ donation decision
- view your NHS number
- plus, much more

50:50 Club Lottery

50% of the proceeds support our fund, and 50% is awarded as cash prizes. Members pay £12 per year for monthly draws, with prizes as follows:



1st prize: £120

2nd prize: £80

3rd prize: £40 (averages, not guaranteed).

Key Details:

- Each entry costs £1/month; you can buy multiple entries to increase your chances.
- Draws occur on the first Thursday of each month. Winners receive their prize via letter and are announced in our newsletter and on our [website](#).

How to Join

Complete your details below, enter via our [website](#), or scan the QR code. Return forms and cheques to:

Freepost RUGZ-GUYX-BZYA, Durham County Carers Support, The Old Methodist Church, Durham Street, Spennymoor, DL16 7AT.



Durham County Carers Support 50:50 Lottery Club Application

I would like to purchase ___ number(s) and enclose a cheque made payable to Durham County Carers Support for ___ (£12 per year/per number) or to pay by bank transfer call Jacqui Coulson on 01833 600575.

Name: _____

Address: _____

_____ Postcode: _____

Mobile/Telephone: _____

Email Address: _____

Signed: _____ Date: _____

How can you support us?



Become a Volunteer

Volunteers are vital to supporting Carers. We provide induction, training, and ongoing support, valuing every contribution, no matter how much time you can offer.

We offer various roles in the office, in the community and from home.

We proudly hold the Volunteering Kitemark from Durham Community Action since 2015, reflecting our dedication to this service and have also achieved the Kings Award for Voluntary Service in November 2024

Volunteering is perfect for upskilling, building your CV and giving back to the community. If you're interested, email admin@dccarers.org or scan the QR code. We'd love to hear from you!



Support our Carer Wellbeing Fund

Our Carer Wellbeing Fund helps Carers by supporting counselling, workshops, trips, transport, and crisis assistance.

Ways to Support:

- Make a regular donation (contact us for details).
- Join our 50:50 Club lottery (see page 10).
- Shop via Easy Fundraising and select "Durham County Carers Support" to generate donations.
- Organise a fundraising event (e.g. coffee morning, quiz night, or sporting challenge).
- Leave a gift in your will to ensure ongoing support for local unpaid Carers.

For more information, contact Jacqui Coulson on 0300 005 1213.



County Durham & Darlington Carers Support



Head Office

The Old Methodist Church, Durham Street,
Spennymoor, County Durham, DL16 7AT

Tel: 0300 005 1213

Text: 07800 005830

Email: admin@dccarers.org

Darlington Office

St Teresa's Hospice, 91 Woodland Road, Darlington, DL3 7UA

Tel: 0300 030 1215

Email: admin@darlingtoncarers.org



Please ask us if you would like this information in another language or format.
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