

**Are you  
feeling lonely?**

**Information  
for carers and  
those who  
are alone.**



## Help if You Are Caring for a Family Member or Friend.

For many people a carer is someone who is paid to care for another person in their home or in a care home. However, if you look after a friend or family member who couldn't cope without your help, then you are a carer. It is important that you look after your wellbeing as well as the person you care for.

### Warwickshire Carer Wellbeing Service (Carers Trust Heart of England)

- This Service provides emotional and practical support to help people care for someone and maintain their health and wellbeing.
- A wellbeing check can be done for carers to identify any needs they may have and also provide signposting to other agencies to help support the person they care for.
- A community-focused service helps the person with a caring responsibility have access to local agencies who can help with shopping, collecting prescriptions and other practical help.
- If circumstances means you must leave your family member for a short period of time, the CRESS service may be able to help.

The helpline can provide a listening ear to talk through problems and provide reassurance.

Helpline: 02476 632972 (opt 2) Opening times: Monday to Friday 9am to 8pm and Saturday 9am to 1pm. Email: [carerssupport@carerstrusthofe.org.uk](mailto:carerssupport@carerstrusthofe.org.uk)

Website: [www.carerstrusthofe.org.uk/warwickshire-carer-wellbeing-service/](http://www.carerstrusthofe.org.uk/warwickshire-carer-wellbeing-service/)

**Mobilise** provides information and support on COVID-19 to carers. There is currently a 'virtual cuppa' for carers at 4pm each day – where carers are invited to link up with each other via laptops, tablets and smartphones to share ideas, news and have a laugh, which is proving very popular visit the website to sign up. Website: [www.mobiliseonline.co.uk/cuppa](http://www.mobiliseonline.co.uk/cuppa)



**Care Companion** is a free online resource, developed by carers for carers. It is confidential with reliable resources and information tailored to the care needs of their loved ones. Website: [www.carecompanion.org.uk](http://www.carecompanion.org.uk)

**Dementia Connect** in Warwickshire can support people with dementia and people caring for those with dementia. The service can help you understand how dementia can affect your loved one and how you can help and support them. For more information and support visit [www.alzheimers.org.uk/dementiaconnect](http://www.alzheimers.org.uk/dementiaconnect) or call 0333 150 3456

**NHS Mental Health Access Hub** - Available 24/7 if you need advice and / or support for an urgent issue such as if a person with dementia is at immediate risk or displaying behaviours that are hard to manage, please call 0300 200 0011

However, if the person with dementia is already receiving services from Coventry and Warwickshire Partnership Trust and it is between 9am and 5pm Monday to Friday, please call the NHS Dementia Service Duty Worker for the local area instead of the Mental Health Access Hub. For Stratford District call 01926 450660

**Mental Health Matters emotional and mental health** - The helpline is available 24/7 and can support you if you are a carer and your mental health is being affected by your caring responsibilities. If you are feeling low, anxious or stressed, socially isolated or finding it difficult to cope, support is available. Telephone: 0800 616 171 Free phone number for mobiles to call: 0300 330 5487 Online web chat: [www.mhm.org.uk/helpline-webchat](http://www.mhm.org.uk/helpline-webchat)

**Cruse** - Offers information and support to all those affected by bereavement. Helpline: 0808 808 1677

## **If you need someone to chat to...**

**The pandemic has resulted in lockdowns, social distancing and clinically vulnerable people staying at home for long periods. Many of the regular activities we did and social connections we had before the pandemic stopped suddenly which has caused an increase in many people spending more time on their own. The organisations listed below can help if you feel a bit lonely and would like to talk to someone.**

**Age UK Coventry & Warwickshire's Befriending Service** provides regular contact to over 70s, reducing loneliness and social isolation. If you or someone you know would benefit from a weekly or fortnightly telephone call 01926 458 113 or email [befriending@ageukcovwarks.org.uk](mailto:befriending@ageukcovwarks.org.uk)

If you feel you could do with more conversation in your life, **Independent Age** can connect you with a trained volunteer who's good company and wants to chat. If you'd like a regular call (weekly, fortnightly or monthly) contact Independent Age on 0800 319 6789.

**Reengage** supports older people who live alone and find it hard to get out in normal times. The call companion service offers older people who are feeling alone a regular friendly phone call throughout the coronavirus crisis and beyond. To request a call companion call 0800 716543 or fill in the online form <https://www.reengage.org.uk/join-a-group/>



**Timebanks** are a way for people to help others in their community and be rewarded for it – in time. For every hour you give helping someone, you receive one hour – a time credit - back. Everyone's time is valued equally so one hour of sharing skills or helping others is recognised by giving that person one hour as a time credit. Contact the local timebroker on 07419 373680 for more information.

## Going online

**Ability Net** can help you set up new equipment, fix technical issues, show you how to stay connected to family and use online services. Call 0800 048 7642 or visit <https://abilitynet.org.uk/>

You might be surprised at how much you're able to do on the internet. You can connect with friends and family, carry out tasks like shopping and banking, and access services such as the GP surgery and the local council. The internet can also be a great source of entertainment and education, with sites like the BBC Archive <https://www.bbc.co.uk/archive/>



## Getting out and about

The **UBUS service** is a dial a ride service operating in Stratford District for anyone who is stuck for transport to travel locally on Mondays to Fridays. The service is for you if you cannot access public transport because of mobility problems or you live in an area with limited public transport or no bus service at all. You can travel between 9:30am and 7:00pm. To register and pre-book your journey call 01789 264491.

**Mobile Library** - A reduced Mobile Library Service is currently in operation. Library staff can select up to 4 books per customer to be collected from over 150 designated locations around Warwickshire.

To arrange a collection of books, please contact the Mobile Library Team on 01926 851031 or [mobilelibraryservice@warwickshire.gov.uk](mailto:mobilelibraryservice@warwickshire.gov.uk)