



Carers Matter Norfolk

What Matters to You?

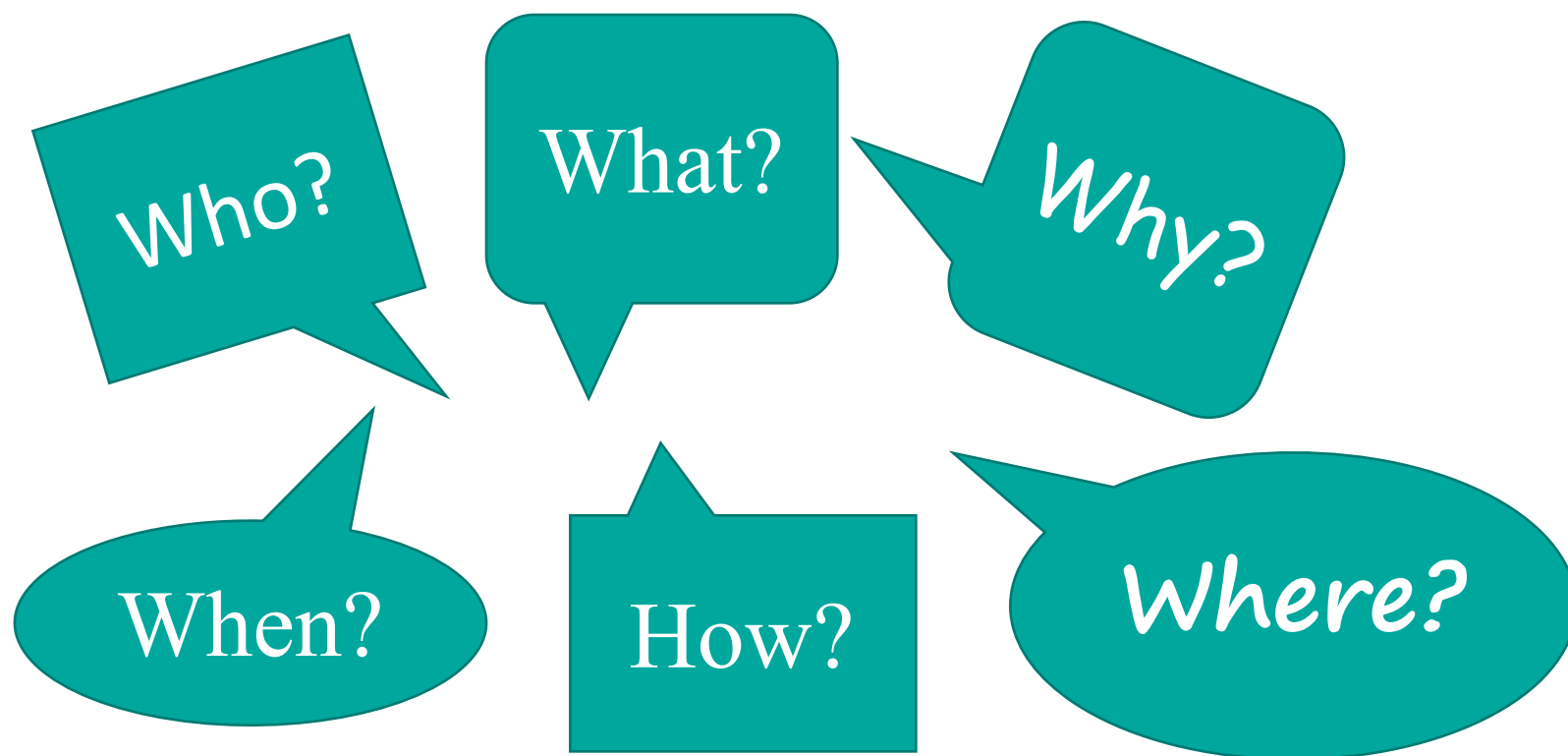
Karen Sheen

10th March 2018



Carers Matter Norfolk

Carers Matter Norfolk?





Carers Matter Norfolk

What is Carers Matter Norfolk?

Carers Matter Norfolk is a new and innovative county-wide service to support unpaid carers aged 16+ caring for someone aged 18+

‘Nothing About Us Without Us’ is the guiding principle of the service, Carer-led in design, delivery and evaluation from grassroots to strategic governance

Carers are the heart of everything we do at Carers Matter Norfolk; the service has been developed and will continue to evolve in response to what matters to Carers

“It’s flexible support around carers’ lives and what matters to them”



Carers Matter Norfolk

Who are Carers Matter Norfolk?

**VOLUNTARY
NORFOLK**

Supporting volunteers and voluntary organisations



Norfolk & Suffolk
Care Support Ltd



Carers Council
for Norfolk



Family Carers Net

Carers Matter Advice Line

0800 0831 148 (Freephone)



Carers Matter Norfolk



What matters to you?

www.carersmatternorfolk.org



Carers Matter Norfolk



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Are you looking after a friend or family member living in Norfolk, who, due to illness, disability, mental ill health or an addiction cannot cope without your support?

If so, you are one of the 100,000 unpaid carers living in Norfolk. You might also be caring at a distance but still looking after someone who lives in Norfolk.

Carers Matter Norfolk is here to support you.

[Find Out More](#)

[Refer a Carer](#)



Carers Matter Norfolk Live Chat

Welcome to our LiveChat! Please fill in the form below before starting the chat.

Name:

E-mail:

[Start the chat](#)

The Pod

A living online community for carers living in Norfolk and beyond.

By Phone

Free, independent and confidential support

In The Community

Support, education, training, involvement and events in your local area

[Chat now](#)



What matters to you?



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The POD

Online Community for Carers

Access peer support, information and advice 24 hours a day

- Register and create a profile
- Live support from Family Carer Advisors (opening hours)
- Peer-to-peer chat groups and message boards
- Access to chat with GP and health professionals at specific times





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Community Support



What matters to you?



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Education & Training

Carers are 'Experts by Experience'

Training topics could include harm-free care, self-advocacy skills, meditation....

- E-Learning Portal for Carers (self-access resource)
- Bespoke training for Carers' Peer Support Groups
- Training events across Norfolk for individual Carers to attend





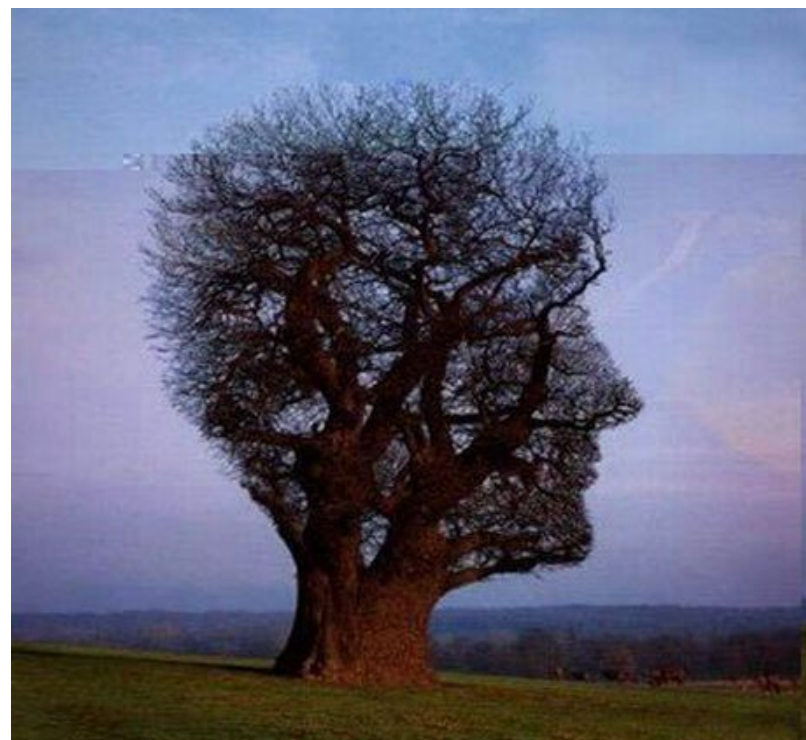
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Counselling

Caring-related emotional issues

Telephone or online sessions with a BACP (or working towards) accredited Counsellor:

- Number of sessions and duration agreed with Counselling Team based on need
- Available by Skype, Facetime or Social media (e.g. Facebook & Twitter)
- Access via Advice Line or Carer Connector





Carers Matter Norfolk

Carers Voice & Membership

Get Involved Get Connected

Carers can have their say on Carers Matter Norfolk or other services

- Free Membership of Carers Council for Norfolk; receive information and news on what's happening in their area and with local services
- Carers Involvement Register, take part in research, media interviews, service improvement meetings...



Grants and support for Carers Peer Support Groups



Carers Matter Norfolk

Grow & Sustain the Carer Peer Support Group Network

£30k annual Carer Group Grant
(divided by five localities with
quarterly application rounds)

- Grants based on need and actual cost - applications decided by Locality Carer Panels
- Capacity-building support to groups: with marketing and communications, recruiting volunteers, connecting to local community and raising finance





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What's missing?



What matters to you?



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Want to get involved?

"When you do nothing you feel overwhelmed and powerless, but when you get involved you feel the sense of hope and accomplishment that comes from knowing that you are working to make things better."

Maya Angelou

If you are over 16 and care for someone 18+ talk to me!

How to contact Carers Matter Norfolk



Carers Matter Norfolk

Opening Hours:

Monday-Friday 8am to 8pm

Saturday 4pm – 8pm

Sunday 8am – 12pm



0800 0831 148 (Freephone)



07537 417850 (text only)



Info@carersmatternorfolk.org.uk



CarersMatterNorfolk



@CarersMatterNorfolk



carersmatternorfolk



Referral Form

Website (secure through CRM
Charitylog)



01284 433297

Direct line for NCC, NCH&C,
NSFT and internal service staff



Carers Matter Norfolk

Thank You

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What matters to you?