



Carers Matter Norfolk

Putting you at the heart of the Carer-led Service

Kevin Vaughan

Carers Matter Norfolk Service Manager

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Carers Matter Norfolk

1.

A New Beginning



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 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

Promotes, supports, and develops volunteering and the work of voluntary organisations and their contribution to achievement of individual wellbeing



Carers Council
for Norfolk

User-led organisation providing the independent voice of carers, ensuring that they are valued, recognised and supported with equal access to a good quality of life



Carers Matter Norfolk

Who are Carers Matter Norfolk?



Created by carers, for carers. Support for carers with their mental and emotional health through counselling, advice, and short-breaks



Supports the quality of training and service provision in the adult social care sector in Norfolk



Carers Matter Norfolk

2.

Different services

What does Carer Matter Norfolk offer?



Carers Matter Norfolk

- Carers Matter Advice Line
- Community Support
- Carers Voice & Membership
- The POD
- Education and Training
- Counselling
- Grants for Carer Peer Support Groups



Carers Matter Advice Line

Service Gateway (front door)

Information, Advice, Guidance and listening support

- Preventative Assessments (non-complex) and support planning
- Carers Emergency Plans
- Access to counselling, education & training, community and peer support





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





Community Support

Countywide Carer Connector Team

Carer Connectors and Carer Support Volunteers will offer face-to-face support and will work out of Early Help Hubs. Connectors will:

- **Work with a Carer to understand what matters to them** and how we empower them to achieve this
- **Complete Preventative Assessments (Carers Star) & jointly develop a support plan** with the carer that identifies their goals and outcomes and how these will be achieved and by whom and when
- **Undertake reviews** to see that what matters to a carer is being achieved



Community Support

Carers Support Volunteers

Carers Support Volunteers could help a carer to achieve their goals by:

- Providing some ongoing listening or emotional support
- Befriending to support a carer to develop resilience and reduce social isolation
- Supporting a carer to attend a Carer's Group or an activity in their local community and to become better connected to local networks and sources of support



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



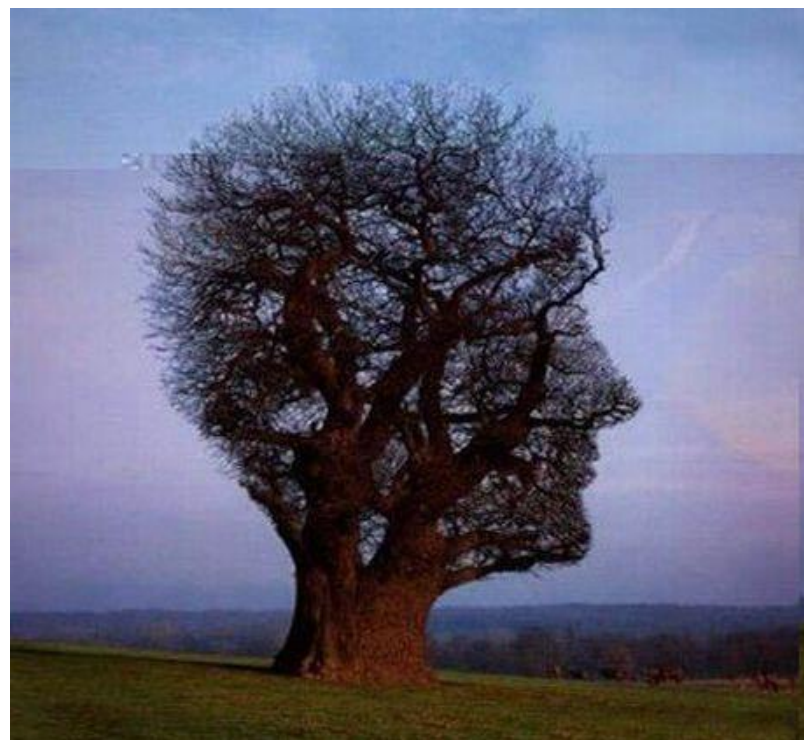


Counselling

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 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





Carers Matter Norfolk

3.

Access channels

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



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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

Kevin Vaughan

01603 883812

kevin.vaughan@carersmatternorfolk.org

www.carersmatternorfolk.org.uk