



# Useful contacts for carers

Information leaflet



The Information Standard

Certified Member



Caring | Discovering | Growing | **Together**

## What is a carer?

A carer is someone who, without payment, provides help and support to a friend, neighbour or relative who could not manage otherwise because of frailty, illness or disability. This may include helping with personal care, medication, cooking, shopping, housework and giving emotional support.

Northumberland, Tyne and Wear NHS Foundation Trust greatly value the very important work of family and friends caring for people who use our services. We recognise that as a carer you also need support, information and help to get services organised for the person you are caring for.

We have compiled the following list of organisations which we hope you will find useful.



## Carers contacts

### Blissability

34-36 New Green Street, South Shields, NE33 5DL

Tel: 0191 427 1666

Email: [enquiries@blissability.co.uk](mailto:enquiries@blissability.co.uk)

Website: [www.blissability.co.uk](http://www.blissability.co.uk)

Opening times: 9am-3.30pm, Monday-Friday

Provides a carers advocacy service for adults in South Tyneside.

Home visits can be arranged.

### Carers Northumberland

107 and 109 Station Road, Ashington, NE63 8RS

Tel: 01670 320 025

Email: [info@carersnorthumberland.org.uk](mailto:info@carersnorthumberland.org.uk)

Website: [www.carersnorthumberland.org.uk](http://www.carersnorthumberland.org.uk)

Opening times: 9am-5pm, Monday-Thursday and 9am-4.30pm, Friday

Information Line – 9am-5pm Monday-Thursday 9am-4.30 pm Friday

Provides advice on services, including opportunities for breaks from caring, meeting other carers, skills development, emotional and listening support and emergency planning. Can also tell you what else is available in your area.

### Carers Trust Tyne and Wear Crossroads Carers Service

The Old School, Smailes Lane, Highfield, Rowlands Gill, NE39 2DB

Tel: 01207 549 780 Fax: 01207 549 794

Email: [info@carerstrusttw.org.uk](mailto:info@carerstrusttw.org.uk)

Website: [www.carerstrusttw.org.uk](http://www.carerstrusttw.org.uk)

Opening times: 9am-5pm, Monday-Friday

Offers support to carers and the people they care for. Provide a wide range of services offering practical help to carers in their own homes, information, advice and support. Also offer support for young carers.

## Carers contacts

### **Gateshead Carers Association**

John Haswell House, 8-9 Gladstone Terrace, Gateshead, NE8 4DY

Tel: 0191 490 0121 Fax: 0191 490 0128

Email: [enquiries@gatesheadcarers.com](mailto:enquiries@gatesheadcarers.com)

Website: [www.gatesheadcarers.com](http://www.gatesheadcarers.com)

Opening times 9am-4.30pm, Monday-Friday

Offers help to carers to access services and provide information.

Carers can be visited at home or elsewhere to discuss their needs.

Also provides a variety of social and recreational activities which provide a break for carers. Offers free training to carers.

### **Mental Health Carers Support Service**

Unit 12, Cookson House, South Shields, NE33 1TL

Tel: 0191 493 6917

Email: [mhcss@mentalhealthconcern.org](mailto:mhcss@mentalhealthconcern.org)

Website: [www.mentalhealthconcern.org](http://www.mentalhealthconcern.org)

Opening times 9am-4.30pm Monday-Friday

The Carer Support Service provides emotional and practical support to carers which includes: one to one working, training opportunities, signposting, information and group activities, giving people the chance to gain peer support through regular coffee mornings and social activities, including a men's group, craft sessions, meals and coach trips.

### **Newcastle Carers**

135-139 Shields Road, Newcastle upon Tyne, NE6 1DN

Tel: 0191 275 5060

Email: [info@newcastlecarers.org.uk](mailto:info@newcastlecarers.org.uk)

Website: [www.newcastlecarers.org.uk](http://www.newcastlecarers.org.uk)

Opening times: 10am-4pm, Monday-Friday (out of hours appointments are also available)

Provides information, one-to-one support, opportunities to join carers groups or take part in events and activities, as well as sessions with counsellors and complementary therapists. Also offers training for carers and professionals.

## Carers contacts

### North Tyneside Carers Centre

3rd Floor, YMCA Building, Church Way, North Shields, NE29 0AB

Tel: 0191 643 2298 Fax: 0191 643 2299

Email: [enquiries@ntcarers.co.uk](mailto:enquiries@ntcarers.co.uk)

Website: [www.northtynesidecarers.org.uk](http://www.northtynesidecarers.org.uk)

Opening times: 9am-5pm, Monday-Thursday, 9am-4.30pm

Friday

5pm-8pm, 2nd Tuesday and the 4th Thursday of each month

(drop in or by appointment)

Provides emotional and practical support for carers living in North Tyneside, plus social activities, training and support.

### PALS - Patient Advice and Liaison Service

[www.pals.nhs.uk](http://www.pals.nhs.uk)

Provides information and advice about local NHS services and support organisations and helps sort out any problems with NHS services.

### North of Tyne

FREEPOST PALS

Tel: 0800 032 0202

Textphone: 01670 511 098

Fax: 01670 511 260

Email: [northoftynepals@nhct.nhs.uk](mailto:northoftynepals@nhct.nhs.uk)

Opening times: 9am-4.30pm, Monday-Friday

### Sunderland, Gateshead and South Tyneside

Garden Lodge, Hopewood Park, Ryhope, Sunderland, SR2 0NB

Tel: 0800 328 4397

Email: [pals@ntw.nhs.uk](mailto:pals@ntw.nhs.uk)

Opening times: 9am-5.00pm, Monday-Friday

## Carers contacts

### South Tyneside Adult Carers Service

Salvation Army Building, Wawn Street, South Shields, NE33 4EB

Tel: 0191 406 1531

Email: [STACS@cgl.org.uk](mailto:STACS@cgl.org.uk)

Support services for carers including social activities, support groups, befriending service, male carers groups and more. Employment, education and training advisor also available.

### Sunderland Carers Centre

Thompson Park, Thompson Road, Sunderland, SR5 1SF

Tel: 0191 549 3768

Fax: 0191 549 5095

Email: [info@sunderlandcarers.co.uk](mailto:info@sunderlandcarers.co.uk)

Website: [www.sunderlandcarers.co.uk](http://www.sunderlandcarers.co.uk)

Opening times 9am-5pm, Monday-Friday (out of hours appointments are also available)

Offers confidential advice, information and support service to carers throughout the City of Sunderland (including Houghton-le-Spring, Hetton-le-Hole, Easington Lane and Washington).

### Young Carers Project - South Tyneside

9/10 Waverly Business Park, Market Dock, South Shields, NE33 1LE

Tel: 0191 427 2795

Email: [karen@southtynesideten.com](mailto:karen@southtynesideten.com)

This service provides support and respite to Young Carers between the ages of 5-24 years old who are caring for a family member due to illness, disability, mental health condition, or addiction problem. Provide recreational activities including residential short breaks to improve the quality of young carers' lives and reduce isolation.

## Carers contacts for welfare rights

### Newcastle Welfare Rights Service

Tel: 0191 277 2633

Website: [www.newcastle.gov.uk/welfarerights](http://www.newcastle.gov.uk/welfarerights)

Opening times 9am-5pm, Mon-Fri

Advice Line Tel: 0191 277 2627  
9.30am-12 noon, Mon-Fri

### North Tyneside Benefits Line

Tel: 0345 200 104

Website: [www.norhtynesidecouncil.gov.uk](http://www.norhtynesidecouncil.gov.uk)

Opening times: Mon-Thurs  
8.30am-5pm, Fri 8.30-4.30pm

### Northumberland

Northumberland Council Benefits Helpline

Tel: 0345 600 6400

Website: [www.northumberland.gov.uk](http://www.northumberland.gov.uk)

Opening times: 8.30am-5pm,  
Mon-Thurs, 8.30am-4.30pm, Fri

### Sunderland Welfare Rights Service

Email: [homeandmoney@sunderland.gov.uk](mailto:homeandmoney@sunderland.gov.uk)

Website: [www.sunderland.gov.uk/advice](http://www.sunderland.gov.uk/advice)

Opening times 8.30am-5pm,  
Mon-Fri

### South Tyneside Welfare Support

Tel: 0191 424 6040

Email: [welfaresupport@southtynesidehomes.org.uk](mailto:welfaresupport@southtynesidehomes.org.uk)

Website:

[www.southtynesidehomes.org.uk](http://www.southtynesidehomes.org.uk)

Opening times 8.30am-5pm,  
Mon-Thurs, 8.30am-4.30pm, Fri

### Gateshead benefits support advice

Tel: 0191 433 4646

Email: [benefitenquiries@gateshead.gov.uk](mailto:benefitenquiries@gateshead.gov.uk)

Website: [www.gateshead.gov.uk/benefits](http://www.gateshead.gov.uk/benefits)

Opening times: 8.45am-5pm,  
Mon-Thurs, 8.45am-4.35 pm, Fri

### Citizens Advice Bureaux

Provides free, independent and confidential advice.

Addresses and phone numbers of your nearest office are available on their website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### Tyneside Advice Line

(part of Citizens Advice telephone service)

Tel: 0344 245 1288

Opening times: 10am-4pm,  
Mon- Fri

# Services within Northumberland, Tyne and Wear NHS Foundation Trust

## Chaplaincy Team

If you would like to speak to a Trust Chaplain or are in need of chaplaincy services, please contact the Chaplaincy Centre on 0191 246 7282. Out of hours, the hospital switchboard 0191 246 6800 can contact the on call chaplain.

## Medicines Information Helpline

Tel: 0191 245 6604

Patients of the Trust and their carers can call with any medication related enquiry. The service is confidential, run by specialist pharmacists and is available Monday-Friday, 9am-4pm.

## Patient and Carer Engagement Team

St Georges Hospital, St George's Park, Morpeth,  
Northumberland, NE61 2NU

Tel: 01670 501 818

Fax: 01670 501 872

The team engages with service users and carers in positively influencing service improvement as well as facilitating meaningful and lasting patient and carer involvement. For further information the team can be contacted directly Tel: 01670 501 816

## Patient Information Centre

St Nicholas Hospital, Jubilee Road, Gosforth, Newcastle,  
NE3 3XT

Tel: 0191 246 7288

Website: [www.ntw.nhs.uk](http://www.ntw.nhs.uk)

Opening times 9.30am-4.30pm, Monday-Friday

The centre provides access to a wide range of health and wellbeing resources.



## National support

### **Alzheimer's Society**

National Dementia Helpline: 0300 222 1122

9am-5pm, Monday-Friday, 5pm-5pm Mon-Wednesday

10am-4pm weekends

Email: [enquires@alzheimers.org.uk](mailto:enquires@alzheimers.org.uk)

Website: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

The Alzheimer's Society is a care and research organisation for people with dementia and their carers. They have local offices throughout the country and offer practical and emotional support and advice.

### **Carers Direct**

Tel: 0300 123 1053, 9am-8pm, Monday-Friday, 11am-4pm weekends.

Website: [www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)

Email: [carersdirect@nhschoices.nhs.uk](mailto:carersdirect@nhschoices.nhs.uk)

Carers support and information online. Advice on respite breaks, carers allowance, carers' assessments, community care assessments and practical support.

### **Carers UK**

Advice line: 0808 808 7777, 10am-4pm Monday-Friday

Email: [advice@carersuk.org](mailto:advice@carersuk.org)

Website: [www.carersuk.org](http://www.carersuk.org)

Carers UK provides information on your rights and how to get help.

## Health and wellbeing

### [www.wellbeinginfo.org](http://www.wellbeinginfo.org)

An online guide which provides advice and information about how to keep your mind and body healthy. It also contains a list of local services in Gateshead, Sunderland and South Tyneside.

### **NHS Choices – Your health, your choices**

[www.nhs.uk](http://www.nhs.uk)

Information about conditions, treatments, local services and healthy lives.

## What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website [www.ntw.nhs.uk](http://www.ntw.nhs.uk) (click on the 'Contact us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- email [complaints@ntw.nhs.uk](mailto:complaints@ntw.nhs.uk) Please note that information sent to the Trust via email is sent at your own risk
- We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.
  - **Points of You** - available on wards or from staff. Some areas of the Trust have electronic feedback touch screens, staff can help you to use these.
  - **Friends and Family Test** - available from staff or online at [www.ntw.nhs.uk/fft](http://www.ntw.nhs.uk/fft)

## Useful resources

The following booklets are available from staff.

- Working together to support the person you care for
- A checklist for carers
- Carers' Charter
- Commonsense confidentiality
- Getting to know you
- Mummy is poorly
- Resources for carers - additional information resources

The above booklets and other useful publications are also available to view/download at [www.ntw.nhs.uk](http://www.ntw.nhs.uk) click on 'Resources Search' and type in the title of the leaflet.





Northumberland, Tyne and Wear NHS Foundation Trust has been awarded a Triangle of Care Gold Star Award. The award recognises the Trusts commitment to ensuring all staff adopt good practice when working with carers and families.

Further information about the content, reference sources or production of this booklet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, BSL, easy read or other languages). Please contact the Patient Information Centre  
Tel: 0191 246 7288

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