

# Useful contacts for carers

## Information Leaflet



# Services within Cumbria, 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.

## Pharmacy Medicines Information Helpline

Tel: 0191 245 6604, Monday-Friday, 9am-5pm

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

## Patient and Carer Involvement Service

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

Tel: 01670 501 816

Email: [involvement@cntw.nhs.uk](mailto:involvement@cntw.nhs.uk)

The service engages with service users and carers in positively influencing service improvement as well as facilitating meaningful and lasting patient and carer involvement.

## Patient Information Centre

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

Tel: 0191 246 7288

Email: [pic@cntw.nhs.uk](mailto:pic@cntw.nhs.uk)

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

Provides access to a wide range of health and wellbeing resources.

## National support

### Carers Trust

Website: [carers.org](http://carers.org)

Work to transform the lives of unpaid carers through collaboration, influence, evidence and innovation.

### Carers UK

Advice line: 0808 808 7777, Monday-Friday 9am-6pm

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

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

Provides information on your rights and how to get help.

### The Children's Society

Tel: 01962 711 511, Monday-Friday 9am-5pm

Email: [include@childrenssociety.org.uk](mailto:include@childrenssociety.org.uk)

Website: [www.childrenssociety.org.uk/information/young-people/young-carers](http://www.childrenssociety.org.uk/information/young-people/young-carers)

Offering advice and support for young carers.

### Citizens Advice

Advice Line: Tel: 0344 245 1288, Monday-Friday 10am-4pm

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

Provides free, independent and confidential advice. Addresses and phone numbers of your nearest office are available on their website.

### The NHS website - [www.nhs.uk](http://www.nhs.uk)

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

### Young Carers Alliance

Email: [youngcarersalliance@carers.org](mailto:youngcarersalliance@carers.org)

Website: [carers.org/young-carers-alliance/young-carers-alliance](http://carers.org/young-carers-alliance/young-carers-alliance)

The Young Carers Alliance provides opportunities for collaboration, sharing best practice and a strong, collective voice for young carers.

## Locality carer support

**Carer support services are available based on where you live rather than where the person you care for lives.**

### Cumbria

#### Allerdale Council Benefits Support

Tel: 0303 123 1702

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

Opening times: Monday-Thursday, 8.45am-5pm; Friday 8.45am-4.30pm

#### Carers Support West Cumbria

Suite 7F, Lakeland Business Park, Lamplugh Road, Cockermouth Cumbria, CA13 0QT

Tel: 01900 821 976

Email: [general@westcumbriacarers.co.uk](mailto:general@westcumbriacarers.co.uk)

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

Provides services to carers in Allerdale and Copeland, including carers assessments, benefits advice, social events and activities.

#### Carer Support Carlisle and Eden

Penrith Office:

The Office, Mardale Road, Penrith, CA11 9EH

Tel: 01768 890 280

Carlisle Office:

Moorhouse Courtyard, Warwick-on-Eden, CA4 8PA

Tel: 01228 580 214

Website: [www.carlisle-eden-carers.org.uk/](http://www.carlisle-eden-carers.org.uk/)

Provides information and advice, carers assessments and support plans. Also deliver activities, trips and other support for young, adult and parent carers.

## **Carlisle City Council Benefits and Support**

Tel: 01228 817 200

Website: [www.carlisle.gov.uk/Residents/Benefits-and-support](http://www.carlisle.gov.uk/Residents/Benefits-and-support)

Opening times: Monday-Thursday, 9am-5pm; Friday, 9am-4pm

## **Copeland Council Benefits Support**

Tel: 01946 598 300

Email: [info@copeland.gov.uk](mailto:info@copeland.gov.uk)

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

## **Eden District Council Support**

Tel: 01768 817 817

Email: [customer.services@eden.gov.uk](mailto:customer.services@eden.gov.uk)

Website: [www.eden.gov.uk/council-tax-and-housing-benefit/](http://www.eden.gov.uk/council-tax-and-housing-benefit/)

Opening hours: Monday-Thursday 8.45am- 5.15pm; Friday 8.45am-4.45pm

## **Living Well in Cumbria**

'Living Well in Cumbria' helps you to connect to support, helps you plan for future care and support and aims to help you to live well in your community.

<https://livingwell.cumbria.gov.uk/web/portal/pages/home>

## **North Cumbria Recovery College**

Tel: 0808 196 1773

Email: [hello@ncrecoverycollege.org](mailto:hello@ncrecoverycollege.org)

Website: [ncrecoverycollege.org/](http://ncrecoverycollege.org/)

# North (Northumberland and North Tyneside)

## 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: Monday-Friday, 9am-5pm but send a message any time and they will pick it up as soon as they can.

Provides advice on services, including opportunities for breaks from caring responsibilities (carers can apply for a small grant from the carer support fund), meeting other carers, skills development, emotional and listening support and emergency planning. Support for carers interested in looking, and getting back into work. Support for young carers aged 5-18 (whole family, 1:1, access to carers breaks, access to Active Northumberland pass).

## Escape Family Support

Susan Kennedy Centre, 63 South View, Ashington, Northumberland NE63 0SF

Head office: 01670 544 055

Helpline: 07702 833 944

Email: [admin@escapefamilysupport.org.uk](mailto:admin@escapefamilysupport.org.uk)

Website: [escapefamilysupport.org.uk/](http://escapefamilysupport.org.uk/)

Offers a range of services, courses and activities for those affected by a loved ones drugs and alcohol use.

## Living Well North Tyneside

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

Connecting communities with trusted information on services, activities, events and people to support us all to live well locally.

## North Tyneside Benefits Line

Tel: 0345 2000 104

Website: [my.northtyneside.gov.uk/](http://my.northtyneside.gov.uk/)

Opening times: Monday-Thursday, 8.30am-5pm; Friday, 8.30am-4.30pm

### **North Tyneside Carers Centre**

Suite 9, Saville Exchange, Howard Street, North Shields, NE30 1SE

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: Monday-Wednesday and Friday, 10am-4pm; Thursday, 1pm-4pm. Open until 7pm the fourth Thursday of each month. Provides emotional and practical support for both young and adult carers living in North Tyneside, plus social activities, training and support.

### **Northumberland Council Benefits Helpline**

Tel: 0345 600 6400

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

Opening times: Monday-Thursday, 8.30am-5pm; Friday, 8.30am-4.30pm

### **Northumberland Recovery College**

Tel: 07866 053 717

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

Website: [northumberlandrecoverycollege.co.uk/](http://northumberlandrecoverycollege.co.uk/)

The college is open to any adult living in Northumberland who wants to improve their own wellbeing and/or the health and wellbeing of someone they care for or support.

## **NT Life**

North Tyneside Recovery College

The Flat, Meadow Well Connected, Waterville Road, North Shields  
NE29 6BA

Tel: 0191 643 2626

Email: [ali.donkin@voda.org.uk](mailto:ali.donkin@voda.org.uk)

Website: [voda.org.uk/ntlife/](http://voda.org.uk/ntlife/)

Delivered in a safe and friendly community setting, courses and workshops are co-produced and designed by individuals who have lived experience of challenges with their own mental health, and who want to pass on their LIFE learning, skills and knowledge to help others.

## **PROPS**

The Linskill Centre, Linskill Terrace, North Shields, Tyne and Wear,  
NE30 2AY

Tel: 0191 226 3440 (helpline available daily, 9am-9pm)

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

PROPS is a specialist service for people whose lives are affected by someone else's alcohol or drug use. We understand how difficult it can be supporting someone who uses alcohol or drugs. We understand how stressful, worrying, upsetting, and isolating it can be. We offer practical help and emotional support to make life easier for you and your family. Offering a range of one to one support, group support and training and education. We listen, help you to problem solve and develop new skills.



## Central (Newcastle and Gateshead)

### Carers Trust Tyne and Wear

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

Tel: 01207 549 780

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

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

Charity supporting young carers and adult carers for friends or family members with an illness, disability or addiction in Gateshead.

### Gateshead Benefits Support and 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: Monday-Thursday, 8.45am-4.30pm; Friday, 8.45am-4pm

### Gateshead Carers Association

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

Tel: 0191 490 0121

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

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

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

Offers one to one confidential carer wellbeing support and weekly wellbeing groups. Work with a wide range of communities, providing a bespoke service for all unpaid, adult carers in Gateshead, many for whom English is not their first language. Online support groups and a telephone interpreting service is also available. Small grants available through Carer Wellbeing Fund to give carers a break and support, as well as short breaks at their holiday home in Cumbria.

## **InformationNow**

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

InformationNOW is the information website for people living and working in Newcastle. Helping you stay informed, make choices, plan ahead, be independent and have an excellent quality of life. You can find information, search for local organisations, events and activities near you.

## **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) SMS 07874 100 043

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

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

## **Newcastle Welfare Rights Service**

Advice line: 0191 277 2627 Monday-Friday, 9.30am-12 noon,

Email: [welfare.rights@newcastle.gov.uk](mailto:welfare.rights@newcastle.gov.uk)

Website: [www.newcastle.gov.uk/services/welfare-benefits/welfare-rights](http://www.newcastle.gov.uk/services/welfare-benefits/welfare-rights)

## **Our Gateshead**

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

Discover what's on your doorstep.

## **PROPS**

Fenham Library and Community Hub, Fenham Hall Drive,  
Newcastle upon Tyne, NE4 9XD

Tel: 0191 226 3440 (helpline available daily, 9am-9pm)

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

PROPS is a specialist service for people whose lives are affected by someone else's alcohol or drug use. We understand how difficult it can be supporting someone who uses alcohol or drugs. We understand how stressful, worrying, upsetting, and isolating it can be. We offer practical help and emotional support to make life easier for you and your family. Offering a range of one to one support, group support and training and education. We listen, help you to problem solve and develop new skills.

## **ReCoCo - Recovery College Collective**

1 Carloli Square, Newcastle upon Tyne, NE1 6UF

Tel: 0191 261 0948

Email: [info@recoverycoco.com](mailto:info@recoverycoco.com)

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

The college is a place where service users are able to make connections and develop their knowledge and skills in relation to recovery.

## **South (South Tyneside and Sunderland)**

### **Blissability**

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

Tel: 0191 427 1666 (minicom)

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

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

Opening times: Monday-Friday 9am-3.30pm

An inclusive, user-led disability organisation offering activities and services to adults and young people living in South Tyneside. Provides Care Act Advocacy Service.

### **Connected Caring South Tyneside**

Age Concern Tyneside South (ACTS), 29 Beach Road, South Shields, NE33 2QU

Tel: 0800 304 7724

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

Website: [connectedcaring.org.uk](http://connectedcaring.org.uk)

Provide a range of services for carers including information and advice, benefits information, support groups, breaks and social activities, training and support you with access assessments and care plans.

### **Kind Mind Community**

South Tyneside Recovery College

Tel: 0191 217 2935

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

Website: [kindmindcommunity.org/](http://kindmindcommunity.org/)

Support to help you to focus on your own wellbeing and mental health. Activities take place in hubs around South Tyneside and on Zoom.

## **Mental Health Carer Support Service South Tyneside**

Perth Green Community Association, Inverness Rd, Jarrow  
NE32 4AQ

Tel: 0191 217 2934

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

Website: [kindmindcommunity.org/](http://kindmindcommunity.org/)

Opening times: Monday-Friday 9am-4.30pm

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.

## **South Tyneside Young Carers Project**

Eco Centra, Windmill Way, Hebburn, NE31 1SR

Tel: 0191 427 2795

Email: [levi@styoungcarers.org.uk](mailto:levi@styoungcarers.org.uk)

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

Provides support and respite to young carers between the ages of 5-24 years. Staff work closely with local partners and schools to support young carers through a range of services including one to one support, family support and emotional support. We also provide recreational and respite activities including residential short breaks, after school clubs during term time and activities during school holidays.

## **Sunderland Carers Centre**

Thompson Park, Thompson Road, Sunderland, SR5 1SF

Tel: 0191 549 3768

Fax: 0191 549 5095

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

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

Opening times: Monday-Friday, 9am-5pm (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).

### **Sunderland Recovery College**

Fulwell Community Resource Centre, Fulwell Rd, Fulwell  
Sunderland, SR6 9QW

Tel: 0191 561 2276

Email: [sunderlandrecovery@gmail.com](mailto:sunderlandrecovery@gmail.com)

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

A range of free recovery focused educational courses for people with lived mental health experience, their friends and family.

### **Sunderland Welfare Rights Service**

Tel: 0191 520 5551

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

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

Opening times: Monday-Friday, 8.30am-5pm

### **Wellbeinginfo**

[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 Sunderland and South Tyneside.

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

You can talk to a staff member directly or you can contact one of the organisations listed below.

Additional ways to feedback are available at [www.cntw.nhs.uk/yourfeedback](http://www.cntw.nhs.uk/yourfeedback) or scan the QR code



### Your Voice

[yourvoice@cntw.nhs.uk](mailto:yourvoice@cntw.nhs.uk)

This is a way of sharing your thoughts on care you received from a service or ward. This could be any type of experience good or bad. You can ask us to let you know what happened with your feedback.

### Comments and complaints

**Complaints Department, Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust, St Nicholas Hospital, Gosforth, Newcastle upon Tyne, NE3 3XT**  
[complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk) Tel: 0191 245 6672

When you believe something went wrong, let us know. This will give us the opportunity to make sure you or someone else doesn't have the same experience.

### Patient Advice and Liaison Service

**PALS**

[pals@nhct.nhs.uk](mailto:pals@nhct.nhs.uk)

**0800 032 0202**

**South of Tyne**

[pals@cntw.nhs.uk](mailto:pals@cntw.nhs.uk)

**0800 328 4897**

Provide confidential advice and support to service users, relatives and carers when you have a concern or query about care.



Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust has received a two star award for Triangle of Care. The award recognises the Trust's 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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