

## About this guide

Do you provide unpaid care for a family member, friend or neighbour? Do you provide

- Practical Support
- Help with Medication
- Physical Health
- Emotional Support
- Support with Mental Health
- Support with Addiction
- Personal Care
- Help with Finances

Is the care you give unpaid?

Do you need some information and support to help you in your role as a carer?

If this applies to you then there is support available.

If there is anything in this guidance that you do not understand, please use the contact details provided at the end of the guide.

Redcar & Cleveland Borough Council  
Adult Social Care

Public Guidance

This is your guide to Support for Carers

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## 1. Am I an unpaid Carer?

A carer is a person of any age who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid.

## 2. How do I get support as a Carer?

If you provide unpaid care for a family member or friend, you might need support to help you look after your own health and wellbeing.

The Council's Adult Social Care Department can arrange for an initial assessment of your needs to help you continue in your role as carer, even if the person you care for does not receive care and support from us. You can request your free assessment by contacting the Council's Adults Access Team on 01642 771500.

Alternatively, if you would prefer you can contact one of the local providers that we (the Council) commission to provide our South Tees All Age Carers Support Service (contact details are provided in Table 1 below).

## 3. Do I have to live in Redcar and Cleveland to get support?

No, as a carer you do not have to live in the borough as long as the person needing care and support lives in Redcar & Cleveland.

## 4. What happens after my initial assessment?

Following an initial assessment, if it is agreed that you need further support from the Council, your details will be passed to an Adult Social Care Practitioner to carry out a full carer's assessment. The assessment looks at the impact the caring role has on your wellbeing and the type of support you may need. A plan will then be developed to help with your needs.

If your assessment indicates that your needs can be met in the community, you will be referred to one of the organisations we commission to support services to carers of all ages (as detailed in Table 1 below).

**Table 1: All Age Carer Support Services – contact information**

Organisation	Website	Tel.	Email
<b>We Care You Care</b>	<a href="#">We Care You Care - Help and support for all carers living across the South Tees area   We Care You Care</a>		Hello@wecareyoucare.info
<b>Carers Together</b>	<a href="#">Contact – Carers Together</a>	01642 488977	info@carerstogether-rc.org.uk
<b>Teesside Mind</b>	<a href="#">Carer Support</a>	01642 257020	info@teessidemind.org.uk
<b>The Junction Foundation</b>	<a href="#">About - The Junction Foundation</a>	01642 756000	info@thejunctionfoundation.com

<b>Mobilise</b>	<a href="#"><u>Support for unpaid carers in Redcar and Cleveland</u></a>		info@mobiliseonline.co.uk
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## 5. What support is available within my Community?

Whether or not you receive support from the Council, you are able to access community support to meet your needs. The table below (Table 2) outlines what you can expect from each service. The services in the table complement one another to ensure that you have easy access to the support you need when you need it.

All the Adult Carers Information and Support Service providers hold a directory of support groups and activities that may be of interest to you; to access this information you can contact them directly or access their websites.

**Table 2: All Age Carer Support Services- overview of support**

Organisation	Overview of Support available	Young Carer	Young Adult Carer	Adult Carer
<a href="#"><u>We Care You Care</u></a>	Local online platform for information, local signposting, events and campaigns. Information including (but not limited to) wellbeing, financial support, training and employment and rights as a carer.	✓	✓	✓
<a href="#"><u>Carers Together</u></a>	A suite of support including (but not limited to) information and local signposting, legal support, access to a carers emergency card, counselling and psychotherapy, hospital based support, one-to-one and group activities, grief and loss, training for carers, support with transitions into adult services in collaboration with the Junction Foundation.		✓	✓
<a href="#"><u>Teesside Mind</u></a>	Wellbeing support for young adult and adult carers who are caring for someone with mental health needs or are struggling with their own mental health. Support is offered via one-to-one and peer support group sessions.		✓	✓
<a href="#"><u>The Junction Foundation</u></a>	Support to young carers who provide support/ help to their parents or siblings. Support includes 1-1 and family sessions as well as skills and social groups. Support is given to young carers in schools	✓	✓	

	to ensure that their needs are met consistently. Young carers are supported throughout their transition into adulthood in collaboration with Carers Together.			
<b><u>Mobilise</u></b>	National online platform for information (including but not limited to) local signposting, financial support, emergency planning, carers rights, young and young adult carers and setting boundaries.  An online moderated peer support platform is offered and an app for easy access to information.	✓	✓	✓

**Carers Emergency Card** is obtained via Carers Together. The service is delivered by Beyond Housing - The card offers contingency measures for the cared for person in the event of an emergency involving the unpaid Carer which results in a breakdown of the caring role. [Click here](#) to apply or call Carers Together on 01642 488977.

## 6. What if I would like to find information and services myself?

The three links below can be used to keep you up to date with what is happening in the local community for unpaid carers.

**Table 3: All Age Carer Support Services – information directories**

Who	Where	What
We Care You Care	<a href="#">Find Local Help   We Care You Care</a>	Local support/ activities specific to unpaid carers
Redcar & Cleveland Information Directory	<a href="#">Redcar and Cleveland Information Directory   Redcar &amp; Cleveland: Information Directory</a>	Local support for unpaid carers and other social care needs
AskSara	<a href="#">Redcar and Cleveland - AskSARA</a>	Signposts to local support for carers and support for other needs

## Contact Details Adult Social Care

Directorate of Adults & Communities  
Adult Social Care  
Redcar and Cleveland Borough Council  
Seafield House  
Kirkleatham Street  
Redcar  
Yorkshire  
TS10 1SP

Telephone: 01642 771500

Email: [contactus@redcar-cleveland.gov.uk](mailto:contactus@redcar-cleveland.gov.uk)

Website: [www.redcar-cleveland.gov.uk](http://www.redcar-cleveland.gov.uk)

Relay UK (for deaf, hard-of-hearing, and speech impaired people)

Office hours: Monday to Thursday: 8.30 am - 5.00 pm and Friday: 8.30 am - 4.30 pm.

If you need help in emergency when our offices are closed, you can contact the Emergency Duty Team: 01642 524552.

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