

Voice of Young Carers & Families

Carers Matter Norfolk works closely with Norfolk Young Carers Forum & Carers Voice to ensure that Young Carers & Families have a voice in shaping our services and on issues affecting them. Speak to one of our team to find out more.

About the Young Carers & Family Support service

The Young Carers & Families Support Service is funded by Norfolk County Council Children's Services and is delivered by Carers Matter Norfolk in partnership with local youth and young carers organisations.



The Benjamin Foundation



GYGYC

We're there because we care!



Get in touch

Carers Matter Norfolk Advice Line Freephone 0800 083 1148

Call our Advice Line for free, confidential and independent, advice and guidance about issues affecting young carers, their families and professionals who work with them.

Our Advisors are trained to provide listening and emotional support and many have personal experience of caring. They can connect you to local support from Carers Matter Norfolk partners or from other organisations.

It is free to call our Advice Line from both landline and mobile telephones or you can chat online to an advisor via our website.

The Advice Line is open

- Monday to Friday 8am-8pm
- Saturday 4pm-8pm
- Sunday 8am-12 noon

Register for support via our website and we will get in touch. You can choose how and when you would like us to contact you; by phone to your landline or mobile, through LiveChat, by email or maybe you simply want us to pop some information in the post.

info@carersmatternorfolk.org.uk

Text Only – 07537417850



www.carersmatternorfolk.org.uk

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and confidential
support for Young
Carers & their Families



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Young Carers & Family Support

Is there a child or young person looking after someone in your family who, because of illness, disability, mental ill health or an addiction, cannot manage without their support?

If so, Carers Matter Norfolk is here to help, offering tailored support for the whole family; addressing the practical and emotional needs of the young carer, the person they are caring for and other family members.

1:1 Support

Our friendly and knowledgeable team can visit your family in your home or a place of your choice to discuss your situation and offer personalised support with:

- Understanding and navigating your way through local services
- Understanding your family's rights
- Accessing entitlements, assessments or grants
- Arranging benefits, housing & adaptations
- Support for the young carer and their siblings around school or college
- Information about local activities & groups for the young carer and the person (or people) that they care for

Mentoring for Young Carers

Our experienced Young Carers Support Workers and Youth Workers can work with young carers at home, school or in a group setting, as part of a 3-6 month targeted support programme, to:

- Help build confidence & self-esteem
- Offer guidance, identifying and resolving issues
- Provide emotional and motivational support
- Connect with other young carers for peer support & positive activities

Within our support programme, young carers can access opportunities to get together with their peers through local monthly group sessions. There will be separate group sessions for primary (ages 5-11) and secondary (ages 11-18) age groups and will offer age appropriate focus on:

- Life Skills e.g. eating well, nutrition & cooking & managing money
- Social Development e.g. developing friendships, setting goals and planning for the future
- Fun & Play e.g. music, arts, crafts and games
- Wellbeing e.g. promoting self-care & building self-esteem and confidence

Our team can offer support with transition planning for older young carers (14+) and young adult carers and their families exploring education & training

opportunities and connecting them to specialist information, advice and guidance as required. We will help young carers & their families to access local youth activities and young carers support groups for ongoing support if required.

Practical skills and knowledge

Our Carers Self-Help Hub has a wealth of resources & information to help carers and their families care with confidence and look after their own wellbeing. From short YouTube clips and podcasts through to more advanced on-line courses, the easy-to-navigate Hub has a wide range of topics including:

- Caring Basics
- Mental & Emotional Wellbeing
- Nutrition & Diet
- Carers' Rights
- First Aid & Condition Specific Information (e.g. Autism)

Visit the Hub at
www.CarersSelfHelpHub.org.uk

Family members of young carers can also access our learning and training events held across the county. **For more information visit our website or email: educationandtraining@carersmatternorfolk.org**

All Young Carers (under 18) and Young Adult Carers (16+) have the right to an assessment of their help and support needs from Norfolk County Council. Young Carers approaching adulthood are entitled to a transition assessment. For further information, please contact the Carers Matter Norfolk Advice Line on 0800 083 1148 or visit our website carersmatternorfolk.org.uk

