

# Helping you manage your wellbeing if you care for someone during the COVID-19 outbreak

If you provide help for someone, such as family, friends or neighbours, who couldn't cope without you it is important to look after your own health and wellbeing.

This leaflet offers advice and information about the services available to support you during this difficult time.

## Warwickshire Carer Wellbeing Service (Carers Trust Heart of England)

- This Service provides emotional and practical support to help people care for someone and maintain their health and wellbeing.
- A wellbeing check can be done for carers to identify any needs they may have and also provide signposting to other agencies to help support the person they care for.
- A community-focused service helps the person with a caring responsibility have access to local agencies who can help with shopping, collecting prescriptions and other practical help.
- If there is an emergency and you must leave your loved one the CRESS service may be able to help.

The helpline can provide a listening ear to talk through problems and provide reassurance.

**Helpline: 02476 632972 (opt 2)**

**Opening times:** Monday to Friday 9am to 8pm and Saturday 9am to 1pm.

**Email:** [carerssupport@carerstrusthofe.org.uk](mailto:carerssupport@carerstrusthofe.org.uk)

**Website:**

[www.carerstrusthofe.org.uk/warwickshire-carer-wellbeing-service/](http://www.carerstrusthofe.org.uk/warwickshire-carer-wellbeing-service/)

## Have a 'virtual cuppa'

Mobilise provides information and support on COVID-19 to carers. There is currently a 'virtual cuppa' for carers at 4pm each day – where carers are invited to link up with each other via laptops, tablets and smartphones to share ideas, news and have a laugh, which is proving very popular visit the website to sign up.

**Website:** [www.mobiliseonline.co.uk/cuppa](http://www.mobiliseonline.co.uk/cuppa)

## Warwickshire Safe Haven

Provides support for people (18+) who are feeling distressed and overwhelmed. The helpline is available (6-11pm Thursday to Sunday).

**Telephone: 02477 714 554 Text: 07970 042270**

**Email: [safehaven@cwmind.org.uk](mailto:safehaven@cwmind.org.uk)**

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## Mental health helpline and webchat

Confidential service, available 24/7. Access to a trained team of experienced support workers. Available on **0800 616 171** or via the Time Online webchat

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## Care Companion

A free online resource, developed by carers for carers. Its confidential with reliable resources and information tailored to the care needs of their loved ones.

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

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## Family Information Service

A free information and signposting service for families with children and young people aged 0-25. The service also helps professionals working with families in Warwickshire.

**Website: [www.warwickshire.gov.uk/childrenandfamilies](http://www.warwickshire.gov.uk/childrenandfamilies)**

## Warwickshire Parent Carer Forum

The forum is for parents, carers and families who have children or young people with Special Educational Needs or disabilities (SEND) to get useful information and advice.

**Website: [www.warwickshireparentcarerforum.co.uk/About/](http://www.warwickshireparentcarerforum.co.uk/About/)**

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## Warwickshire Young Carers

This service aims to help make a difference to the lives of young carers from the age of 8 years of age upwards. Remote support is currently available such as one to one calls and virtual groups to young carers. Please check the website and social media for latest information and activities.

**Website: [www.warwickshireyoungcarers.org.uk](http://www.warwickshireyoungcarers.org.uk) or**

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

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## For general information on Carer Support

**Website: [www.warwickshire.gov.uk/carers](http://www.warwickshire.gov.uk/carers)**

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# Other support at home

## Community Meals

This service delivers hot or frozen meals to vulnerable people over the age of 50.

**Telephone: 01926 889511** or

**Website: [www.warwickshire.gov.uk/mealservice](http://www.warwickshire.gov.uk/mealservice)**

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## HEART (Home Environment Assessment and Response Team)

This team provides support to Warwickshire residents who need to improve, repair or adapt their homes to meet their own health, safety and wellbeing needs.

**Telephone (North): 024 7637 6294 (South): 024 7637 6299**

**Website:** [www.nuneatonandbedworth.gov.uk/heart](http://www.nuneatonandbedworth.gov.uk/heart)

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## Assistive Technology

AskSARA is an online self-help guide providing information on products and equipment for older and disabled adults and children.

**Website:** <https://asksara.dlf.org.uk/>

For more general information on local services and support visit:

**Website:** [www.warwickshire.gov.uk/coronavirus](http://www.warwickshire.gov.uk/coronavirus)

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## Dementia CONNECT (Formerly known as Dementia Navigators)

Provides support for those with Dementia and their carers.

**Telephone: 0333 150 3456**

**Opening times:** Monday to Wednesday: 9:00am to 8:00pm Thursday and Friday: 9:00am to 5:00pm Saturday and Sunday: 10:00am to 4:00pm (*Calls charged at standard local rate*)

**Email:** [dementia.connect@alzheimers.org.uk](mailto:dementia.connect@alzheimers.org.uk)

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

For more information about caring for someone with dementia during the COVID-19 outbreak please click here check dementia resource.

## Bereavement support

Dealing with bereavement is hard whatever the situation, however, during the COVID-19 outbreak, this can be particularly difficult. For general counselling and bereavement information please visit our website

**Website:** [www.warwickshire.gov.uk/counselling](http://www.warwickshire.gov.uk/counselling)

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## Cruse

This organisation offers information and support to all those affected by bereavement.

**Helpline: 0808 808 1677**

**Opening times:** Monday to Friday: 9.30am to 5pm (excluding bank holidays) Extended hours on Tuesday, Wednesday and Thursday evenings, open until 8pm.

**Website:** [www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief](http://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief)

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## Supporting people who are terminally ill

Carers of those who have a terminal illness can talk to the specialist service team at Marie Curie for advice on coronavirus.

**Telephone free: 0800 090 2309 7** days a week including bank holidays.

**Opening times:** Monday to Friday 8am to 6pm, Saturday to Sunday 11am to 5pm, and 10am-4pm on bank holidays.

**Website:** [www.mariecurie.org.uk/help/support/coronavirus](http://www.mariecurie.org.uk/help/support/coronavirus)

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