



Useful contacts for family and friend carers

Do you support a family member, friend or someone else who couldn't manage without your help?

If the answer is yes, this may apply to you.



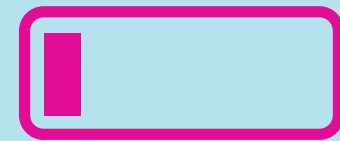
A carer is anyone who provides unpaid care for a friend or family member who due to illness, disability, a mental health problem, dementia, learning disability or an addiction cannot cope without their support. Anyone could be a carer - you may be a parent, partner, sister, brother,

child, friend, other family member or neighbour. This applies even if they don't live with you.

Being a carer can be a positive experience but, there may be times when you need support to help you in your caring role.

Health & wellbeing

As a carer you spend a lot of your time focusing on someone else and you may feel you have no time for yourself. But looking after your own wellbeing is important for you and for the person you care for.



Things you can do to look after yourself include:

- Talk about how you feel
- Ask for help if you need it
- Take a break and make time for yourself
- Get enough sleep
- Learn a relaxation technique
- Look after your physical health
- Join a carers' support group (contact your local carer organisation)

Help and support

Sussex Mental Healthline

The Sussex Mental Healthline is a 24-hour telephone service offering support and information to anyone concerned about their own mental health or that of a relative or friend.

📞 0800 0309 500

Patient Advice and Liaison Service (PALS)

PALS can help if you need advice, have concerns, want to tell us what you think about our services, or don't know where to turn.

PALS can:

- Provide information about the service we provide and about the NHS
- Signpost you to other support organisations who can help
- Listen to your concerns, suggestions or queries
- Help sort out problems quickly on your behalf.

✉ pals@sussexpartnership.nhs.uk

📞 0300 304 2198

Support for you in your caring role

You are entitled to a carer's assessment to support you in your caring role.

For further details contact your local carer support organisation whose details you can find overleaf.

Your assessment should cover:

- Your caring role and how it affects your life and wellbeing
- Your health – physical, mental and emotional issues
- Your feelings and choices about caring
- Work, study, training, leisure
- Relationships, social activities and your goals
- Housing
- Planning for emergencies (such as Carer Emergency Scheme)



Missing people

If the person you're caring for goes missing, inform the Police (telephone 101, or 999 if they could be in immediate danger) and tell a member of the team that is looking after the person you care for. For your support needs at this difficult time, contact Missing People.

A charity that works on investigations with the Police, and which provides support to missing people and their families, 24-hours a day, 365 days, a year, through free and confidential support by phone, text or email.

📞 116 000

✉ 116000@missingpeople.org.uk
🌐 missingpeople.org.uk

Help in crisis

What to do if your loved one is in crisis and needs emergency help.

Emergency 999

Call an ambulance if there is danger of harm to themselves or others.



Stay Alive

A free mobile app for those who are at risk of suicide and for people who are worried about someone else. Download the Stay Alive app from the App Store or Google Play - search #StayAlive



Samaritans

The Samaritans is a 24-hour confidential listening service that provides emotional support to anyone in crisis. Calls are free and do not appear on phone bills.

📞 116 123

✉ jo@samaritans.org

Further support and information

Carer organisations offer information, advice and support on a range of matters, and act as the first point of contact for all carer services, including young carers.

It is important that family and friend carers are in touch with the care team looking after the person they care for. The Trust is signed up to the national Triangle of Care Membership Scheme and is committed to offering support and listening to carers views to improve the service we provide.

It is also important that family and friend carers identify themselves with their GP at the earliest opportunity.

See sussexpartnership.nhs.uk/carers for more details about what is available locally and nationally, and to find out further information on all the subjects covered in this leaflet.



Want to know more?

Scan here to see our advice and support webpage.



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Produced by the Communications Team on behalf of the Family and Friend Carers Team

This document is available in alternative formats upon request, such as large print, electronically or another language.

Please call **0300 304 0664**

Carer Support Organisations:



Carershub
(Brighton & Hove)
01273 977000
www.carershub.co.uk



Care for the Carers East Sussex
01323 738390 or text **07860 077300**
www.cftc.org.uk



Carers Support West Sussex
0300 028 8888
www.carerssupport.org.uk



Carer Support and Dementia Advice Service for Hampshire
01264 332297
www.andovermind.org.uk



The Princess Royal Trust for Carers in Hampshire Carers Emergency Planning Service (for adult carers)
01264 835246
www.carercentre.com



Carers Portsmouth
023 9285 1864
www.portsmouth.gov.uk/ext/health-and-care/carers/carers



Carers in Southampton
023 8058 2387
www.carersinsouthampton.co.uk



Carers Isle of Wight
01983 533173
www.carersiwiw.org.uk



Carers UK
020 7378 4999
www.carersuk.org



Carers Trust
0300 772 9600
www.carers.org

Please turn over for more information ▶