



**CARERS
TRUST**

Heart of England

CARERS INFORMATION PACK

**Your guide to everything
you need to support you
in your caring role.**



SCAN QR CODE

About Us

Carers Trust Heart of England is a charity that supports and improves the lives of children and adult carers across Coventry and Warwickshire. We provide a range of services that help ensure unpaid carers feel valued, respected and supported in their caring role. We also provide home care services to support loved ones to live independently at home.

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WELCOME



Hello! My name is Claire Dale, and I am the Chief Executive Officer of Carers Trust Heart of England - a charity which provides services to support unpaid carers of all ages in Coventry and Warwickshire, helping them to live their lives well, alongside their caring responsibilities.



We have a range of services to support you in your caring journey, from offering up-to-date information about local services and how to access them, to services supporting carers and those they care for in their own home.

This booklet contains the key information that you need should you require some extra support with your caring responsibilities. If there is anything we can do to help, please contact our specialist team.

Thank you for your ongoing dedication in supporting someone that you care about and welcome to Carers Trust Heart of England.

Claire Dale

CEO, Carers Trust Heart of England



Wellbeing Service

Our Wellbeing service provides emotional and practical support to guide you in your caring role. We provide this service on behalf of, and funded by Coventry City Council.

Our specialist Wellbeing Advisors can be a listening ear when you need it, providing up to date information about local services and how to access them. These include:

- Emotional support
- Signposting for financial guidance and grant application
- Employment advice
- Emergency planning
- Training to help you in your role
- Connecting you to others in a similar situation
- Offering activities to keep you active and the opportunity to learn new skills
- Carers voice - highlighting and voicing the lived experience of caring to make change happen

We provide a range of activities and groups to support your wellbeing. To find out more, please scan the QR code.



Carer's Assessments

If you're over 18 and provide regular unpaid care for someone over the age of 18, you're entitled to a carer's assessment.

It doesn't matter how much or what sort of care you provide.



Getting a carer's assessment could be the first step to gaining vital support. It's your chance to discuss the help you need as a carer.

Our expert Advisors will discuss how caring affects your life, including your physical, mental and emotional needs. They will assess:

- your role as a carer
- how you feel about caring
- whether you're able or willing to carry on as a carer
- your health
- your work
- other caring responsibilities
- what you enjoy doing in your free time
- planning for emergencies

If your circumstances change you can ask for your assessment to be done again. This is particularly important if you can no longer provide the same level of care you have done in the past or if the needs of the person you care for change.

Training and Activities

Our Training and Wellbeing Program offers regular monthly sessions, new initiatives launching throughout the year, and a wide range of opportunities to suit different interests, experiences, and schedules.

Each month, we deliver over 30 sessions, including drop-ins, group support, and training opportunities—with even more available during key periods such as Carers Week in June. These sessions are held across Coventry in accessible community locations such as libraries, GP practices, hospitals, and community centres, alongside online options for added flexibility.

Support Groups

You can join regular, professionally supported sessions, including:

- Grief, Loss & Change
- Mental Health Care & Share groups
- Working Carers Support Group
- Care Home Support sessions
- Groups for carers of adults with learning disabilities
- Cultural-specific groups

Training & Awareness Sessions

We provide a variety of training and awareness opportunities to help you build knowledge and confidence, including:

- Mental Health First Aid (MHFA) training
- Themed workshops aligned with national awareness campaigns
- Practical sessions, such as manual handling guidance and energy advice
- Talks from expert guest speakers
- Online training sessions for various topics

Wellbeing & Social Activities

Your wellbeing matters. That's why we offer activities designed to support relaxation, creativity, and connection:

- Walk & Talk and walking groups
- Creative arts sessions
- Book clubs and social groups
- Carers Cuppa & Chat sessions
- Seasonal trips and events

Special Events & Celebrations

We celebrate carers throughout the year with a range of events and awareness activities, including Carers Week, cultural celebrations, and large community events.



WORKING CARERS

Juggling work and caring responsibilities can be challenging. It is estimated there are 6.5 million working carers in the UK, that's around 1 in 8 people with many considering giving up their job because of the challenges associated with caring whilst working.

We're here to offer you free advice and support to help you manage your caring role alongside your job. We can support you with:

- Talking to your employer about your caring role
- Advise you on your rights at work
- Help you look after your health and wellbeing
- Signposting you to the support that is available to you

Our Carer Friendly Employer Programme advises companies how to support carers in the workplace. Get in touch with our team to see how we can support you.

For any enquiries, please refer to the contact details on the last page or scan the QR code.



Carers Peer Support Group Funding



Coventry City Council is offering a small pot of funding to set up and run peer support groups for unpaid carers living in Coventry. Application for the funding is through Carers Trust Heart of England.

Who is the funding for?

The funding is available to carers or community groups who would like to run peer-led support groups for:

- Carers of people with Dementia
- Carers of people with Learning Disabilities
- Carers of people with Mental Health needs
- General carers supporting family members or friends with caring responsibilities

What can the funding be used for?

The small grant can help cover practical costs needed to run a group, such as:

- Venue hire
- Refreshments
- Activities and resources
- Guest speakers or facilitators
- Accessible transport or materials

How do I apply?

Groups must be based in Coventry and support carers who live in the city. If you are a carer—or work with carers—and would like to set up or run a peer support group, this funding can help turn your idea into reality.

For any enquiries, please refer to the contact details on the last page.

Young Adult Carers and Children



Young carers are children and young people under the age of 25, who help look after someone in their family who has a disability, a long-term illness, or is affected by mental ill health or substance misuse. Some of the help they provide may be:

- Helping with shopping and chores around the house
- Helping get washed and dressed
- Helping to look after brothers and sisters
- Helping with medication and organising appointments
- Talking and listening when they feel sad
- Paying bills and managing money

**BECAUSE WE KNOW EVERYONE'S LIFE IS DIFFERENT,
WE'RE HERE FOR YOU WHEN YOU NEED US MOST**

If you are a young carer or young adult carer, we're here for you.

We can help by:

- Carrying out an assessment to understand what life is like for you and how we can support you in it
- Help you manage your feelings and worries
- Offering you a place to come to have some 'you' time
- Help you meet friends who understand your situation
- Provide fun activities and the chance to try new things
- Teach new skills to help you live your best life

For any enquiries, please refer to the contact details on the last page or scan the QR code.



Stepping Forward

Helping Young Carers Prepare for Adulthood



Stepping Forward is our transition support for young carers and young adult carers aged 14–25.

Growing up brings lots of changes and that can feel even bigger when you have caring responsibilities at home. You might be thinking about college, university, training, work, friendships, money, travel or just how to feel more confident and independent. Stepping Forward gives you space to talk through those changes and plan at your own pace.

Support can include:

- one-to-one support to talk through your plans and ideas
- help thinking about education, training, employment, or volunteering
- support with confidence, wellbeing, and independence
- practical advice around travel, budgeting, and daily routines
- group sessions, activities, and peer support
- help to understand what support may be available after you turn 18
- links to other services if extra help is needed

You do not need to have everything worked out before reaching out. Stepping Forward is here to help you take small, realistic steps at a pace that works for you.



For any enquiries, please refer to the contact details on the last page.



As part of our service, we run a successful Saturday Club called STARS for Children and Young People (CYP) with severe and often multiple disabilities.

Mainstream play and leisure opportunities are, too often, not accessible to CYP with severe disabilities, meaning that they are not able to participate in the activities that their non-disabled peers enjoy. Our STARS project addresses this by providing a range of different activities and stimulation that enable CYP with very high levels of need to interact with others and develop/improve general life skills, under the supervision of qualified Play Assistants.

Our approach at STARS is to focus on what children and young people can do, rather than what they cannot, and tailored support is provided. Essential to enabling us to achieve these differences is our high staff to CYP ratios which allow us to provide a high level of individual attention to each beneficiary.

Sessions run every Saturday, all year round for two hours .

The types of activities we provide include:

- Arts and Crafts - to stimulate creativity and improve dexterity.
- Parachute Games - fun, healthy activities that teach teamwork and co-operation, and increase strength, agility, coordination, and endurance.
- Life Skills Development - cooking, healthy eating, social skills and personal hygiene.
- Other physical activities - dance, fitness and soft play area exercise.

To find out more about costs or to book a space, please refer to the contact details on the last page.



Care Support Services

We help people live safely, comfortably, and independently in their own homes – while giving unpaid carers valuable time to rest and recharge.

As a local charity, every service we provide is delivered with dignity, respect, and kindness – and every penny goes back into supporting carers and families in our community.

We always help you access free support first and give clear, honest advice.

HOME SUPPORT SERVICES:

- PERSONAL CARE
- DAYTIME CARE
- OVERNIGHT CARE
- RESPITE CARE
- COMPANIONSHIP
- HOME HELP AND HOUSEKEEPING
- PERSONAL ASSISTANT (PA) SUPPORT

WANT TO KNOW MORE?

For any enquiries, please refer to the contact details on the last page.



Day Break provides a warm, supportive, and bespoke service for people with care and support needs, while giving unpaid carers the opportunity to take a meaningful break with peace of mind. Carers can leave the person they care for with us, safe in the knowledge that they will be well looked after.

Our experienced team creates a safe and welcoming environment where individuals can enjoy companionship, activities, and social connection, tailored to their needs and preferences. At the same time, carers can take time for themselves, knowing their loved one is being well supported.

GET IN TOUCH

To find out more about costs or to book a space, please refer to the contact details on the last page or scan the QR code.



Carers Energy Support Service



The Carers Energy Support Service is designed to support carers across Coventry.

We can offer guidance and support on controlling household energy usage, monitoring costs through meter readings, switching suppliers and tariffs, accessing eligible discounts, and keeping homes safe and warm.

We can arrange 1-2-1 appointments by phone or in person to assess individual needs.

The type of support we can offer:

1. Energy tariff comparison
2. Switching energy supplier and tariffs
3. Controlling your household energy use
4. Energy saving tips to help reduce energy bills
5. Assist with meter reading to monitor costs
6. Advise on ways to keep homes warmer and safe
7. Increase awareness of Carbon Monoxide

For any enquiries, please refer to the contact details on the last page or scan the QR code.





Carer Counselling Support Service

The Carer Counselling Support Service is dedicated to providing mental health and wellbeing support to carers. This service offers free, confidential counselling and emotional support tailored to the unique challenges faced by carers.

Whether you're feeling overwhelmed, isolated, or simply in need of someone to talk to, our counsellors are here to help. We offer 6-8 free sessions. Our service includes one-on-one counselling sessions, group support, and a range of resources designed to support your mental and emotional wellbeing.

We understand the vital role that carers play and are committed to ensuring you receive the support you need. If you or someone you know is caring for someone and could benefit from our services, please reach out today.

Your wellbeing matters to us, and we are here to support you every step of the way.

For more information or to book a session, either speak to your Wellbeing Advisor or refer to the contact details on the last page.



Breaks For Carers (CRESS)

We understand that there are times when you may need to take a brief break away from caring for someone important to you, whether it's for a one-off event, due to illness, or facing a crisis. Our **Carers' Response Emergency Support Service (CRESS)** is here to provide support in these situations.

The CRESS Team is here to listen, help you work through challenges, provide practical support and reassurance. We can also step in to care for the person you care for while you attend GP and hospital appointments ensuring you have peace of mind knowing they are well cared for and safe in your absence.

By registering for this service, we can help you plan for one off events, appointments, or emergencies before they become a crisis. Speak to our **CRESS Team** to find out how we can help support you.

To find out how to book the CRESS service, please refer to the contact details on the last page or scan the QR code.





Planning For An Emergency

Many carers worry what will happen to their loved one if they fall ill or are unable to care for their loved one. Planning for an emergency is also an opportunity to think about who is in your circle of care that you could bring together to support you and your loved one in times of an emergency. Here are four steps to help you create your plan:

- Have someone with you when you write it. We know this can be a daunting task and having someone go through the process with you and discussing your options helps make it clearer.
- Consider who can help and what their availability is. Include details of trusted friends and family who know your situation and are able to step in to help.
- Write a list of everything they need to be aware of. This could be medication information, meal planning and wellbeing notes.
- Include important information. This could be a key safe code, medicine cabinet code or where the utility meters are. Make a note of everything that will help someone in an emergency situation in your home.

Share your plan with your trusted friends and family so they understand how you would like them to manage an emergency situation.

Caring For Someone With Mental Health Issues

Caring for someone with mental ill-health can be emotionally and physically demanding. It can impact your own mental health and those around you. It's really important to look after yourself and we're here to help you do that.

We provide a range of specialist services including a listening ear, face to face and online group support which are confidential and free. We can also signpost you to other professional services who are specialised in providing support and help you with coping strategies and tools.

Caring For Someone With Learning Disabilities

We know that family carers provide much of the care for people with learning disabilities in order to help them live independently. In many cases, carers support their loved one for the rest of their life.

Providing care for someone with a learning disability can be very demanding and it is important to ensure that you make time to look after your own health and emotional needs. Carers may have to deal with anything from toileting issues to challenging behaviour, so it is helpful to understand what help is available to you.

Speaking to people who are facing similar challenges to you can help you make sense of things. Having a network of people who you can turn to for advice and support can be very helpful. We provide a range of specialist services including a listening ear, face to face and online group support which are confidential and free. We can also signpost you to other professional services who are specialised in providing the support that you need.



Caring For Someone With Dementia

Looking after a friend or relative who has dementia can be very challenging; it can place a lot of physical and emotional demands on you.

But it's just as important to look after yourself too.

As the person's dementia progresses, you're likely to go through a range of emotions. This could be because you feel overwhelmed or don't know which way to turn. You may find it hard to accept that the future will be different to the one you'd both planned. You might also feel isolated because you aren't able to go out and spend as much time with friends.

Or it may be because of changes in the person's behaviour.

Speaking to carers who understand what you are going through can be a great source of support, especially as the caring role changes.

We provide a range of specialist services to support you at every step, including helping with equipment. We provide practical information and advice, signposting to organisations that can help and support with how you're feeling and coping.

"Thank you so much for calling me back. I seem to phone Carers Trust with every problem I have but you are always there to answer them for me".



Carers Emergency Card

The Carer's Emergency Card identifies you as a carer if you have an accident or are taken ill. It is the size of a credit card, which you carry with you, and in an emergency, will immediately let your identified contacts know your situation.

Anyone over 18 who cares for someone in Coventry and Warwickshire can apply for a card.

For further information, please refer to the contact details provided on the last page.

CARERSMART

CarerSmart is a Carers Trust club open to carers, people with care needs, and staff and volunteers across the Carers Trust network.

Joining is simple and free. And once you're a member, you'll be able to benefit from a wide range of offers, including:

- Cashback on shopping from numerous high street retailers
- Best rates from energy suppliers
- Reductions on insurance renewals
- Discounts on holidays and travel arrangements
- Reduced price lifestyle activities
- Free legal advice services



Register: www.carersmart.org

Scan QR Code:



Mytime

Mytime provides essential support for unpaid carers. Through Mytime, carers will have the opportunity to take much-needed breaks, thanks to the generosity of local businesses and organisations.

Mytime connects unpaid carers with complimentary leisure, cultural, and educational activities. From theatre tickets and museum passes to hotel stays and restaurant dining, these experiences offer carers the chance to recharge and focus on their own well-being.

Carers are matched with suitable activities based on their interests, providing them with experiences that they may otherwise not have the opportunity to enjoy. These breaks are designed to be accessible and enjoyable, giving carers a chance to relax and rejuvenate.

Register by emailing:
mytimecoventry@localsolutions.org.uk



Bridgit Care

Bridgit Care is a self-help tool which provides information on various areas of carers' support with access to local links and information.

The tool can be used to build your own self-help plan, connect with local support, and make a quick referral to our local carers support services. Information is available in various formats, such as videos and WhatsApp chats, and can be translated into different languages.

Website: <https://bridgit.care/support/cv?t=ccc>

Scan QR Code:



CARERS VOICE

Carers Voice is an opportunity for carers to share their views and help influence future services across Coventry and Warwickshire. Because of your lived experience of caring, your voice is important in helping us to improve support and services for people in your situation.

There are many ways your voice can make positive change:

- Carers Forums
- Carers Panel
- Readers Panel
- Surveys
- Share your experiences with network partners



GET IN TOUCH

carers.voice@carerstrusthofe.org.uk

COMMENTS, COMPLIMENTS AND COMPLAINTS



We want to provide you with the best support possible, whether you are an unpaid carer or someone who is cared for.

If you have any compliments, comments or complaints, we'd love to hear from you.

A close-up photograph of a hand placing a white puzzle piece into a larger white puzzle. The puzzle piece being placed has the word "FEEDBACK" written on it in bold, red, uppercase letters.

FEEDBACK

GET IN TOUCH

EMAIL: yourviews@carerstrusthofe.org.uk

TELEPHONE: 02476 101040

Get Involved

FUNDRAISE

Without the generosity of people like you, our work would not be possible. There are many ways you can get involved and help us support unpaid carers of all ages.

Whether it's organising a fundraising event, volunteering your time, leaving a gift in your will, taking on a cycling, running, or walking challenge, or choosing us as your charity partner - every action you take transforms lives. Join us in making a difference for unpaid carers today - get in touch at **fundraising@carerstrusthofe.org.uk**

You can donate by scanning the QR code



VOLUNTEER

Change lives, meet new people, and develop your skills. Volunteer with us and make a real difference to unpaid carers. Some of the ways you can get involved are:

- Becoming a community engagement volunteer
- Volunteer to raise awareness of unpaid carers
- Becoming a fundraising volunteer

Contact: **volunteer@carerstrusthofe.org.uk** to find out more.

WORK FOR US

We pride ourselves on the quality of our staff, their commitment to the people they support, and the pride they hold in their work.

We offer competitive rates of pay, flexible working hours, funded training programmes, and career development opportunities.

Please visit our website to find current vacancies.

Scan the QR code.



Contact Us

@carerstrusthofe



Adult Wellbeing Services, Care Support Services, Carers Emergency Card & Carers Energy Support Service :



02476 632972



contactus@carerstrusthofe.org.uk

Young Carers and Stepping Forward



02476 632972



Insta/youngcarerscoventry



youngcarers@carerstrusthofe.org.uk

STARS Saturday Club



02476 101040



Kelly.Urquhart@carerstrusthofe.org.uk

Day Break



02476 101040



contactus@carerstrusthofe.org.uk

Carer Counselling Service



02476 632972



Counselling@carerstrusthofe.org.uk

Breaks for Carers - CRESS



02476 101040 or CRESS Out of Hours 07979 503133



referral@carerstrusthofe.org.uk

Social Media



www.carerstrusthofe.org.uk



Carers Trust Heart of England



CarersTrustHeartofEngland

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CV4 8HS**

**CARERS
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INVESTORS
IN PEOPLE

Gold



COMMUNITY
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Warwickshire
County Council



Coventry City Council



Registered with
FUNDRAISING
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Regulated by
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Commission