



### Helpline 08456 434435

- Open Monday to Friday 8am to 6pm; Saturday 9am to 1pm.
- Call the helpline to contact a Carer Support Worker.
- Information on all our services, signposting and advice.
- All application forms from this number.
- Refer by phone or email to [carersplus@westbankfriends.org](mailto:carersplus@westbankfriends.org) (with carer consent)



### Newsletter

- The newsletter is issued quarterly and is a good source of information.
- Newsletters can also be viewed and downloaded from [www.devoncarers.org.uk](http://www.devoncarers.org.uk)



### Website

- Access to lots of information online about Devon Carers and the services provided.
- Links to other organisations that may be of help.
- Book a Carer Health and Wellbeing Check.
- [www.devoncarers.org.uk](http://www.devoncarers.org.uk)



### Hospital Discharge

- Access to one to one support following discharge from hospital.
- Support, Advice, problem solving & signposting from a support worker.
- Refer by phone via the helpline or email to [carersplus@westbankfriends.org](mailto:carersplus@westbankfriends.org) (with carer consent)



### Carer Support Workers

- Support & advice in the home, over the phone or in a neutral place.
- Call Devon Carers to be put through to a Carer Support Worker.
- Talk to the Carer Support Worker over the phone or book an appointment to meet with them.



### Carers Support Groups

- Support groups and clinics with a Carer Support Worker in or around local GP Surgeries.
- Dates and venues for groups can be found at [www.devoncarers.org.uk](http://www.devoncarers.org.uk)



### Alert Cards

- A card for the carer to carry to ensure the person they care for gets help if something unexpected happens, 24 hours a day, 7 days a week.
- Phone Devon Carers for an application form.



### Health & Wellbeing Checks

- Free appointment to check on health, stress levels & mental health.
- Discuss opportunities for support in the caring role.
- Costs for up to 2 hours care can be claimed back to enable attendance.
- Call Devon Carers to find out where checks are available.



### Training

- Free training for personal development or to aid in the caring role.
- Call Devon Carers or speak to a Carer Support Worker to find out about upcoming courses.
- A training advisor is available to discuss the courses on offer and make bookings.



### TAB (Take a Break)

- A sitting service to give carers time off from caring.
- 39 Vouchers per quarter (approximately 3 hours a week).
- Phone Devon Carers to register.
- Devon Carers will send vouchers and a list of care providers in the area.



### Flexible Breaks Grant

- For help towards a holiday, or for hobbies or leisure activities.
- Phone Devon Carers for an application form.
- The application will be processed within 10 working days.
- One application can be made in any 12 month period.



### Young Carers

- Respite activities & support for young carers aged between 4 and 18.
- Call Devon Carers to speak to a member of the Young Carers Team.
- A Young Carers Lead Practitioner will come and visit the child in their own home to tell them about the services.
- They will receive a newsletter and information about activities.
- Drop-in sessions and school clubs.



### Bright Futures

- Support for young adults between 18 and 24.
- New sources of information and advice.
- Newsletters.
- One to one support with a transitions worker.
- Signposting to other agencies.
- New peer support groups.
- Access to specialist activities/training to build confidence, develop key life skills and have fun.



### Devon Carers Voice

- Be part of Devon Carers Voice and have a say about local services for carers
- Involvement can be as little as completing questionnaires or as much as attending meetings.
- Regular carer Forums, a good way to meet other carers and have a say.
- To register your details call Devon Carers, email [carersplus@westbankfriends.org](mailto:carersplus@westbankfriends.org) or talk to a Carer Support Worker.