

How to contact us

If you are a carer who is registered with Carers FIRST or if you simply want to find out more about us and the services Carers FIRST can provide in the community then contact us directly:

 0300 303 1555  info@carersfirst.org.uk

 @Carers_FIRST  /CarersFIRSTLondon

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We also run "virtual" drop-in sessions on Wednesday evenings 6-8pm.
Visit our website and click on the "Chat to Us" button and a member of the team will be there to talk to you

 www.carersfirst.org.uk

If you are a professional you can refer a carer to us by completing a referral form. You can request a form by calling our Carers Hub, emailing referral@carersfirst.org.uk or visiting our website and completing an on-line referral form

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Carers FIRST is an independent charity providing services to carers in areas across London, the East of England and the South East. Carers FIRST is funded by Local Authorities, trusts, grants and private donations.

Registered Charity No 1085430 Company No 4144820

London Administration Office: Resource Hub, 1 Russell Road, Leyton E10 7ES
Central Office: Michael Gill Building, Tolgate Lane, Strood ME2 4TG



Carers FIRST
FIRST Choice for Carers

Supporting Carers in Hackney

Do you look after someone? Who looks after you?

Do you look after a relative or friend who due to ill health, physical or mental illness, disability, or addiction cannot manage without your support? If you do, then you are a carer and you may wish to talk to someone about your caring role

Carers FIRST offers a range of services including:



Specialist
Support



Information &
Advice



Groups
& Activities

You can talk to us about your caring role at:

 0300 303 1555  hello@carersfirst.org.uk



— Why contact us?

There are **6.5 million unpaid carers** in the UK with three in five of us becoming a carer at some point in our lives.

For many, caring is a rewarding and positive experience, but for others, without the right help and support caring can feel overwhelming. For some, caring can trigger feelings of loneliness and frustration and many often find their physical and emotional health, work or finances affected. You don't have to wait until you are struggling or there is a crisis to ask for support.

If you are aged 18+ and support a relative or friend with tasks such as washing and dressing, paying bills, transport, emotional support, health appointments, medication and domestic tasks then **we can help you** with your caring responsibilities.



In Hackney there are around **19,300 people** providing care for a relative or friend, that's 7% of the the population of the borough¹. The contribution to the UK economy is worth a staggering £390million² each year..

Our team are not office based, meaning Carers FIRST can provide emotional and practical support for you in your community to help you with your caring role, so you feel less alone and more in control.

1. LB Hackney Policy and Insight Team

2. Carers UK - Valuing Carers 2015

— How can we help you?

You can contact us to talk to someone about your caring situation and we will listen and provide you with support to help you with your caring role whilst maintaining your own health and wellbeing.

We can help with:

- ✓ tailored information, advice and guidance
- ✓ the opportunity to talk in detail about your caring role and co-produce a plan to support you, linking into ours and other local services
- ✓ help you access and prepare for a carer's assessment
- ✓ support with conversations with people and services including GPs, social care and hospitals
- ✓ practical training to help you with your caring role
- ✓ support you to maximise your household income by providing information about welfare benefits and financial support
- ✓ opportunities to access groups, activities and our Carers on-line forum so you can meet and chat to others in a similar situation to yourself
- ✓ regular contact by telephone, Carers FIRST website and on-line chat, monthly e-bulletins and regular "What's On" guides containing details of groups supported by Carers FIRST and other organisations
- ✓ support you to plan for now, the future and emergencies