

North Staffs Carers is delighted to announce that we have been successful in securing the Stoke-on-Trent All Age Carer Support Service contract and will be working in partnership with Stoke-on-Trent City Council and Stoke-on-Trent Clinical Commissioning Group (CCG) to provide the service to carers throughout our City.

From the 1<sup>st</sup> April 2021 we will be delivering a high quality service in Stoke-on-Trent, offering information, advice, support, intervention and guidance to help carers of all ages in their caring role.

The All Age Carers Support Service will provide a one point of call for all carers. We will be working alongside a number of local partner organisations, Young Carers Assessment Team and Adult Social Care to maximise support and bring together services to form a clear pathway, ensuring carers receive seamless individualised support throughout their caring journey.

All our support workers have extensive knowledge of carers, with some having specialised experience around long term conditions, drug and alcohol misuse, learning disability, mental health, parent carers amongst all other caring roles. Carers will also receive support from our telephone befriending service to help reduce loneliness and isolation.

Outreach groups and drop in sessions will be located in various settings throughout Stoke-on-Trent offering localised and flexible support preventing carers having to travel large distances to access support. Groups within the local communities will give carers the chance to partake in activities offering an opportunity to take a respite break, learn new skills, develop existing ones, and improve self-esteem and confidence. Encouraging carers to be connected and feel part of their local communities, they will also be aware of local services and how to access them.

Our long-standing presence in the community has allowed us to develop broad knowledge and local understanding, to ensure that carers are aware of the choices available to them.

For more information on the All Age Carers Support Service or to make a referral

Telephone – 01782 793100

Online - <https://www.carersfirst.com/s-o-t-all-age-carers-service>

Email – attached referral form to [nscreferrals@carersfirst.com](mailto:nscreferrals@carersfirst.com)

*Putting Carers First*