

## Universal Services for Carers in Derby City



We are excited to announce that Citizens Advice Mid Mercia have been awarded the contract to deliver Universal Services for Carers in Derby city. This is a **free, confidential** and **impartial** service dedicated solely to the holistic support of informal carers in Derby City.

We will be located in the heart of Derby city centre and our goal is to support the informal carer community with a wide-array of services designed to ensure that informal carers feel **emotionally and physically well, empowered, knowledgeable, skilled** and **supported**.

The service will support adults, **aged 18+**, identifying as **informal carers of individuals residing within the Local Authority of Derby City**.

The service has been developed to meet the many needs an informal carer may have and consists of the following features:

- An **information and advice help-line** for carers and professionals to access help and support. The help-line is operational Mon-Fri, 09:00-17:00, excluding public holidays. There will be an answerphone for out-of-hours and when the line is busy;
- Bookable in-depth **Carers Conversations**, should an enquiry require more hands-on support than can be offered over the help-line;
- A full calendar of **free well-being activities\*** designed to keep informal carers feeling physically and mentally well, as well as providing an opportunity for respite and socialisation with others living similar lives;
- A wide-array of **free training opportunities\*** to enable carers to deliver the best and safest care they possibly can, for example, first aid and manual handling;
- Support and advice for **setting up and maintaining peer support groups**, including help creating social media platforms, arranging events, becoming self-sufficient, and raising money. We will also support in the formation of unique support groups, tailored to specific needs;
- GP clinics and **Talking Points drop-in sessions\*** across Derby City to provide face-to-face support;
- An engaging **monthly newsletter**, filled with important information, dates for your diary, local services and useful contacts. You can sign up to our newsletter by registering on our [website](#).

\* COVID-19 restrictions apply and as a result have limited some of the services' activities. Please contact us for more information.

### Contact details:

Help-line: 01332 228777 (09:00-17:00, Mon-Fri, excluding public holidays)

Email: [carers@citizensadvicemidmercia.org.uk](mailto:carers@citizensadvicemidmercia.org.uk)

Website: <http://www.citizensadvicemidmercia.org.uk/carers/>