

## Crossroads Together – CarerLinks Service

Supporting unpaid carers across Herefordshire

The Crossroads Together team would like to take this opportunity to clarify some changes and update you with some recent developments on how we are currently supporting carers.

The Herefordshire CarerLinks service is still delivering support during the COVID 19 pandemic.

Although our office at the Fred Bulmer Centre is closed our Carer Advisors are working remotely within the Government guidelines.

**Who are Crossroad Together**

Crossroads Together support unpaid carers of all ages by offering a number of services across Cheshire & Warrington, Greater Manchester, Merseyside, Shropshire and Herefordshire. These services include information and advice, social groups for carers, end of life care, support for parent carers and young carer services.

**How can CarerLinks service can help at this time:**

In Herefordshire, Crossroads Together provide an information and advice service called CarerLinks to support individuals, of any age, who are new to caring for someone or for existing carers who need additional support. Through their team of Carer Advisors, they work in the community to identify hidden carers or carers needing support.

**How CarerLinks can help:**

- By supporting Carers to think about their own needs and plan for the future.

Our Carer Advisors are still working with the assessments tool the Outcome Star. *This is currently being done by phone and email.*

- By listening and offering a range of services and support to help carers improve their health and wellbeing, including: 1:1 support, information, advice, advocacy and signposting.
- By working in partnership to link carers with all other sources of help and support
- Signposting carers for support with applications for attendance allowance, carers allowance and blue badges
- Operating an information and support line for carers 9am–5pm Monday to Friday.

<b>Support Line</b>	<p>The Carers Support Line 01432 663057 is open Monday – Friday 9.00am–5pm and is manned by a designated Carer Advisor who is available to speak with Carers and other organisations and partners to answer queries and offer advice and support.</p> <p>We are available to provide a listening ear and support when carers are feeling overwhelmed or finding it hard to cope. We understand the isolation and stress they may be experiencing.</p>
<b>Carer Newsletter</b>	<p>The Carers newsletter April – June 2020 edition will not be published in paper form but is available online at <a href="http://www.crossroadstogether.org.uk">www.crossroadstogether.org.uk</a></p>
<b>How to contact Crossroads Together</b>	<p>You can call during office hours (9am- 5pm Monday–Friday) on 0333 323 1990 (1) (7) or 0143 266 3057 or email <a href="mailto:Herefordshire@crossroadstogether.org.uk">Herefordshire@crossroadstogether.org.uk</a></p>
<b>Carer Survey</b>	<p>The CarerLinks team at Crossroads Together would like to learn more about how carers are coping during the COVID 19 outbreak. We would also like to support carers at this time, please let us know how we can help by visiting <a href="https://bit.ly/3aLY9YH">https://bit.ly/3aLY9YH</a> .</p>
<b>Facebook</b>	<p>We now have a local Facebook group, CarerLinks Herefordshire which is linked to Crossroads Together page. The Carer Advisors are up dating on a daily basis.</p> <p><a href="https://www.facebook.com/groups/CarerlinksHerefordshire">https://www.facebook.com/groups/CarerlinksHerefordshire</a></p>
<b>Referral Forms</b>	<p>We are accepting and welcoming new referrals. Referral forms can be downloaded from <a href="#">here</a> and emailed to: <a href="mailto:Herefordshire@crossroadstogether.org.uk">Herefordshire@crossroadstogether.org.uk</a></p>