

Young Carers offer

We will -

- Ensure consent is given, either by a person with parental responsibility or the Young Carer is competent to give Gillick consent.
- Ensure that we call to book in a visit to see the Young Carer within 7 days of receiving the referral.
- Ensure all Young Carers receive a full assessment within 14 days, either at school, college or at home.
- Assess their caring role and needs, ensuring a care plan is created to support them
- Ensure their voice is heard and is our priority.
- Look at a range of support options including access to universal groups/clubs, opportunity to attend our groups, access to counselling, possible application to our personal wellbeing budget, crisis planning or extra support in school.

We won't -

- Share the information or details that the Young Carer gives us (unless there is a safeguarding concern).
- Force them to attend anything they don't want to.

If you are a Carer or think you might know someone in a caring role, please refer them to the Carers Hub so we can offer support.

Tel: 0330 123 1937

E: info@thecarershub.co.uk

W: www.thecarershub.co.uk



@thecarershub



Look after someone?

Carers

Hub



Then...who looks after you?

The Carers Hub is a commissioned service by Staffordshire County Council and Stoke-on-Trent City Council.

We work across the region providing a free of charge support service to Adult and Young Carers (5-18 years olds).

You may be wondering what we can offer you as a Carer?

Adult Carers offer

We will -

- Listen. Our trained, triage team and staff members are available Mon, Tue, Thurs, Fri -9-5pm, Wed 9-8pm and Sat 9-12.30pm and are here to listen and support you in your caring role.
- Call you within 7 days of Registering.
- Provide information, advice and guidance and sign post you to relevant services.
- Send you a welcome pack of information.
- Provide a full assessment of need (if required), within 14 days.
- Assess if an application for our Personal Wellbeing Budget is needed to support your caring role.
- Invite you to our groups and courses.

We won't -

- Cold call you or ask you to sign up to anything you don't want to be involved with.
- Share your details with other agencies (unless there is a safeguarding concern).

Tel: 0330 123 1937