


# Adult Social Care Support for Carers in Coventry



Coventry City Council

March 2024



**One in eight people in Coventry look after a friend or family member. If you look after a friend and family member who cannot manage without your support, you are a carer. When you need support, we want you to know you're not alone.**

**Don't wait until you need help.**

## ● Am I a carer?

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**As a carer you may support someone emotionally, with personal care or household tasks, to get out and about, attend medical appointments, take medication or manage their finances.**

Your role is important and it is likely that you will need information, advice or support at some point, even if you are managing perfectly well at the moment. Caring for someone can be very rewarding but difficult and stressful at times. This can affect your health and wellbeing and impact on your life in ways you may not have thought of.

## ● Look after yourself

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**It is important for you as a carer to stay fit and well, and make time for yourself. Top tips:**

- Tell your GP you are a carer – get free health checks, flu jabs and flexibility with appointments
- Don't feel guilty for having a break – make time for yourself and get help if you need it
- Register with Carers Trust Heart of England – get a Go CV+ card and Learning for discounts on gym membership, leisure activities, courses and library resources
- Join a carers' group for mutual support
- Check out the Adult Social Care Community Directory online [cid.coventry.gov.uk](http://cid.coventry.gov.uk)
- Find out more about equipment and technology by visiting <https://www.coventry.gov.uk/care-support/types-support/2> or visiting the Opal Demonstration Centre

## ● Learn new skills

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**You can get FREE TRAINING to help you in your caring role.**

Every carer's needs are different so there are awareness sessions, short courses, 1:1 support at home, online training, or useful resources.

## ● Have a Carer's Assessment

**A carer's assessment gives you a chance to talk about your situation in more detail and focus on what is important to you. All carers are entitled to an assessment of their needs.**

- Your assessment can be combined with an assessment of the person you care for – your needs are considered together
- You can have a separate assessment focussing on your own needs

**To request an assessment:**

Talk to your social worker or care co-ordinator if you have one. If not, contact

**Adult Social Care Direct**

**024 7683 3003** or **ASCDirect@coventry.gov.uk**

Or if you are a Parent Carer or a Young Carer contact **Children's Social Care 024 7678 8555.**

## ● Register with CRESS!

Register with the Carers Response Emergency Support Service.

The Carers' Response Emergency Support Service (CRESS) can provide you with support in the event of an emergency and will help you build an emergency plan

The service can also offer planned support to help you access appointments and significant events, such as a wedding or funeral.

**www.carerstrusthofe.org.uk** or call **024 7610 1040**

## ● Are you a Young Carer?

If you're a young carer/young adult carer (aged 5-18), the Young Carers Project can support you

Find out more at **youngcarerscoventry.co.uk**  
Young Carers Project **024 7663 2972**

## ● Do you know about your rights at work as a carer?

Dedicated support for working carers is available at the Carers Trust Heart of England.

Find out more about flexible working, time off in emergencies and support at work at **www.coventry.gov.uk/workingcarers**

## Coventry City Council Adult Social Care and Support Services and Mental Health Services contact details

<b>Adult Social Care Direct</b>	The first point of contact for any referrals into Adult Social Care.	<b>024 7683 3003</b> <a href="mailto:ascdirect@coventry.gov.uk">ascdirect@coventry.gov.uk</a> Next Generation Text (also known as Text Relay and TypeTalk): Call <b>18001 024 7683 3003</b>
<b>Emergency Out of Hours</b> After 5pm Monday to Thursday, 4.30pm on Friday and through the weekend	For urgent enquiries / emergencies only outside of normal office hours	<b>024 7683 2222</b>
<b>Main Council Customer Services</b>	The main switchboard for Coventry City Council.	<b>080 8583 4333</b>
<b>Mental Health Access Hub</b>	Run by Coventry and Warwickshire Partnership Trust (CWPT), this is the first point of contact for people accessing mental health services and CWPT services.	<b>080 8196 6798</b>

### Other Organisations

<b>Carers Trust Heart of England</b>	One-stop shop for unpaid carers of all ages.	<b>024 7663 2972</b> <a href="http://carerstrusthofe.org.uk">carerstrusthofe.org.uk</a>
<b>Age UK Coventry</b>	Supporting adults providing information and advice, support and groups.	<b>024 7623 1999</b> <a href="http://www.ageuk.org.uk/coventryandwarwickshire">www.ageuk.org.uk/coventryandwarwickshire</a>
<b>Alzheimer's Society Coventry</b>	Supporting adults with a diagnosis of dementia and their families with the provision of information and advice and group-based support.	<b>024 7665 2602</b> <a href="http://www.alzheimers.org.uk/find-support-near-you">www.alzheimers.org.uk/find-support-near-you</a>
<b>Coventry &amp; Warwickshire MIND</b>	Support for people living with a mental health condition	<b>024 7655 2847</b> <a href="http://cwmind.org.uk">cwmind.org.uk</a>
<b>Macmillan Cancer Support</b>	Cancer Support Service.	<b>024 7696 6052</b> <a href="http://www.macmillan.org.uk">www.macmillan.org.uk</a>
<b>SEND Information, Advice and Support Service</b>	Providing information and advice to young people with disabilities and special educational needs.	<b>024 7669 4307</b> <a href="http://www.coventry.gov.uk/send-information-advice-support-service-iass">www.coventry.gov.uk/send-information-advice-support-service-iass</a>





# Free information and advice in Coventry

For the monthly Carers' Bulletin to find out about what's going on in the city for carers: [www.coventry.gov.uk/carersbulletin](http://www.coventry.gov.uk/carersbulletin)

**Carers Trust Heart of England**  
A 'one-stop shop' for carers of all ages.  
[carerstrusthofe.org.uk](http://carerstrusthofe.org.uk)  
Call **024 7663 2972**

**Alzheimer's Society Coventry** supporting people with dementia and their families.  
[alzheimers.org.uk](http://alzheimers.org.uk)  
Call Dementia Connect on: **0333 159 3456**

**Age UK Coventry**  
Supporting people over 50 to enjoy later life.  
[www.ageuk.org.uk/coventryandwarwickshire/](http://www.ageuk.org.uk/coventryandwarwickshire/)  
7 Warwick Row, Coventry CV1 1EX  
Call **024 7623 1999**

**Macmillan**  
Cancer Support Information Centre UHCW  
[macmillan.org.uk](http://macmillan.org.uk)  
Call **024 7696 6052**

**SEND**  
Information, Advice and Support Service supporting families of young people with disabilities and special educational needs.  
[www.coventry.gov.uk/IASS](http://www.coventry.gov.uk/IASS)  
Call **024 7669 4307**

**Social Care**  
Emergency Duty Team **024 7683 2222**  
For further information  
[www.coventry.gov.uk/health-social-care](http://www.coventry.gov.uk/health-social-care)

[www.coventry.gov.uk/sendlocaloffer](http://www.coventry.gov.uk/sendlocaloffer)

**Coventry Dementia Partnership Hub**  
Everdon Road, Holbrooks, Coventry  
CV6 4FB  
Call **07957 429324**

## Contact Adult Social Care Direct

Call **024 7683 3003**

or email [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

or visit [www.coventry.gov.uk/health-social-care](http://www.coventry.gov.uk/health-social-care)

Speech impairment, deaf or hard of hearing? You can call using Next Generation Text (also known as Text Relay and TypeTalk): **18001 024 7683 3003**

If you require this information in another language or format, please email [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

Jeśli potrzebujesz zawartych informacji w innym języku lub formie, prosimy o wiadomość e-mail na adres [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk) 'ਤੇ ਈਮੇਲ ਕਰੋ

اگر آپ کو یہ معلومات کسی دوسری زبان یا فارمیٹ میں درکار ہوں تو براۓ مہربانی [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk) پر ای میل کریں۔

إذا اردت الحصول على هذه المعلومات بلغة أو تنسيق آخر، يرجى إرسال بريد إلكتروني إلى: [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

Dacă aveți nevoie de aceste informații într-o altă limbă sau format, vă rugăm trimiteți email la: [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

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