

Adult Carers Handbook

Practical information for unpaid adult carers in North Somerset

Created: July 2025.

Reviewed: November 2025.

Review Date: June 2026

Produced in partnership with North Somerset Carers Partnership Board



Accessible information

Council documents can be made available in large print, audio, easy read, and other formats. Documents on our website can also be emailed to you as plain text files. Help is also available for people who require information from the council in languages other than English.

Please email adultspolicy@n-somerset.gov.uk or ring 01934 888 888.



Contents

Adult Carers Handbook	1
Accessible information	2
Contents	3
Welcome	6
Purpose and importance.....	6
What you will find in this handbook.....	6
Are you an unpaid carer?	8
Adult carers	8
How to access support.....	9
Carers Support Service – Alliance Homes	9
Community Connect	10
Response 24: 24-hour emergency response service.....	11
Carers breaks	12
Respite care.....	12
Who to contact about respite support.....	12
North Somerset Respite Service	13
Shared Lives	13
Technology enabled care (TEC) offer – carers respite.....	13
Carers and health and wellbeing.....	14
Better Health North Somerset.....	15
Talk to your GP	16
Wellbeing resources	17
Financial support and advice	19

Contingency planning	20
Plan for the unexpected: Your guide to creating a care contingency plan.....	20
What is a care contingency plan?	20
What can a care contingency plan include?.....	20
Extra things to consider.....	21
Creating the Care Contingency Plan	21
Emergency Response Service (CERS)	21
In work support.....	23
Training	24
What they can help you with.....	24
Get in touch	25
Volunteering.....	26
Useful links about volunteering	26
Equipment	27
Helping adults in their home	27
A Blue Badge for parking.....	29
Who can get a blue badge?.....	29
A useful guide	30
End of life care.....	31
Marie Curie Helpers Service	32
Information about medications and health conditions.....	33
Carers Support in North Somerset – key contacts.....	34
Website	34
Helpline.....	34
Online contact forms/email.....	34
Face-to-face	35

Social media	35
Peer support and local community groups	35
Feedback	44
Checklist for adult carers (adapted from ageuk)	45
Your wellbeing.....	45
Your money.....	45
Your work/education	45
For the person you care for	45

Welcome

Welcome to the North Somerset Adult Carers Handbook. This comprehensive guide is designed to support adult carers in our community. Caring for a loved one can be both rewarding and challenging, and this handbook aims to provide you with the essential information and resources you need to navigate your caregiving journey.

Purpose and importance

The purpose of this handbook is to empower adult carers by offering clear, accessible information on a wide range of topics. Whether you are new to caregiving or have been a carer for many years, this guide is here to help you understand your role, access the support you need, and maintain your own well-being.

All carers play a vital role in our society, often providing unpaid care that enables their loved ones to live with dignity and independence. Recognising the immense value of carers, this handbook is an important tool to ensure they are well-informed and supported.

What you will find in this handbook

- **Understanding carers:** Learn about the different types of carers and the crucial role they play.
- **Accessing support:** Discover how and where to find the support services available to you.
- **Health and well-being:** Tips and resources to help you take care of your own health and well-being.
- **Financial support and advice:** Guidance on where to get financial assistance and advice.

- **Contingency planning:** Strategies for planning ahead to ensure continuity of care.
- **Training and volunteering:** Opportunities for training and volunteering to enhance your skills and experience.
- **In-work support:** Information on support available for carers who are also working.
- **End of Life care:** Resources and support for providing end-of-life care.
- **Key contacts:** A list of important contacts to help you connect with the right people and services.

We hope this handbook will be a valuable resource for you, providing the information and support you need to continue your vital role as a carer.

Thank you for your dedication and commitment to caring for your loved ones.



Are you an unpaid carer?

A carer is someone who looks after a relative, friend, or neighbour, who, because of age, poor mental health (including substance misuse), illness, and/or disability, cannot manage without their care and support. The type of care you provide may range from personal care such as supporting someone to bathe, washing clothes and supporting during mealtimes, to visiting to provide company, shopping and housework, emotional support and supporting people to make and attend appointments.

Unpaid carers can live in the same household of the cared for person, or separately.

Carers who receive [carer's allowance](#) are also unpaid carers.

Adult carers

These are carers over the age of 18 who provide unpaid care to a spouse, parent, friend, neighbour, or other relative.



How to access support

The Care Act 2014 is about adults with care and support needs, and those who care for them.

The Care Act 2014 recognises the equal importance of supporting carers and the people they care for. It gives all parties the right to support from their local authority. A Carer's Assessment should look at all your needs, including the things you would like to be able to do in your daily life. A carer's eligibility for an assessment is based upon the 'appearance of need' for care and support. Under the Care Act 2014, we must offer an assessment on this basis.

A carer's assessment provides an opportunity to discuss

- your caring role
- the impact it may have on your health and well-being
- what support would be of benefit to you

Under the Care Act 2014, carers have entitlements to care and support in their own right. They can be eligible for support, even if the person they care for has refused support or is not eligible.

Read our [Carers assessment factsheet](#) to find out more

If you are caring for a person who lives in North Somerset, you can request a carer's assessment by:

- filling in our online self-referral form
- phoning Care Connect on 01275 888 801

If the person you are caring for lives in another local authority area, you should contact their local council for help and support.

Carers Support Service – Alliance Homes

Alliance Homes are grant funded by NSC to offer adult carers:

- Information and advice about your caring role

- We can offer home visits, phone calls, community drop ins, online support and face to face appointments to suit your needs
- Practical support interventions related to your caring role
- Support with referrals and signposting to ensure you're receiving all the help you are entitled to
- Help with financial support and benefits
- A monthly program of groups and activities across North Somerset, including wellbeing groups, evening carers club, men's group and chair yoga and art group with refreshments provided
- Opportunities to meet with other carers and build supportive friendships
- Support to understand your rights and choices
- Support to look after your own wellbeing
- A dedicated support service for carers at Weston General Hospital.
- Brief intervention support (at a carers home) where we can assist with benefits and understand carers individual needs

You do not need a carers assessment to access support from Alliance Homes, everyone is welcome.

[Support for carers](#), Alliance Homes
carersupport@alliancehomes.org.uk

03000 120 120

Community Connect

Community Connect helps people aged 50 and over to access services by providing information, promoting independence and choice. The service runs information and advice drop-ins across North Somerset giving an opportunity to talk about concerns you have. It can also provide tailored support for you to learn new skills and to set up groups and activities in your community. Community Connect aims to:

- reduce social isolation by giving the opportunity to be more active in the community
- support existing groups and help form new ones
- give help to access support services

Community Connect is provided by Curo in partnership with the West of England Rural Network.

Who to contact

[Community Connect North Somerset website](#)

communityconnect@curo-group.co.uk

01934 888 803

Response 24: 24-hour emergency response service

This is a 24-hour emergency response service. It is available through Medequip Connect at no extra cost. Response24 is operated by Access Your Care who are a registered home care provider.

If you don't have a local emergency contact, we will contact Response24 who will send someone to help. You will need a key safe installed as Response24 don't keep keys to your property. This can be a long-term arrangement, or just for a short period if your usual contact is on holiday.

Response24 works closely with community nurses and the South West Ambulance service (SWAST). They can safely lift you if you have a fall and do not need to go to hospital.

Response24 staff are also able to check in on you following a fall, if requested by community nurses or SWAST. They can also stay with you, if you need to wait for an ambulance.

[Technology Enabled Care \(TEC\) service | North Somerset Council](#)

[Response24 - Access Your Care](#)



Carers breaks

Adult carers: respite breaks and shared lives

Respite care

Respite is short term care arranged to give carers a break.

Respite can be:

- care in a care home for a week or longer to enable a carer to go on holiday or have a longer rest
- care at a day centre
- care at a person's home by a trained person for a few hours to give a carer a short break – this can include sitting and talking to the person being cared for, help to get a cared for person up, washed and dressed and preparing meals
- the person you care for taking part in one-off or regular social activities provided by a range of organisations
- The length and type of break will be agreed as part of an assessment and is based on individual needs and eligibility.

Who to contact about respite support

If you or the person you care for might benefit from respite support, please ring our Care Connect service on 01275 888 801. They can provide more information and discuss the process (including the financial aspects) with you.

If you would prefer to arrange respite support independently, please call Care Connect on 01275 888 801.

North Somerset Respite Service

North Somerset Respite Service is a Tri-Party partnership between North Somerset Council, Alliance Housing and Centre.

This Service provides short stay respite breaks for Adults with Learning difficulties, who are referred for the service through the local authority.

This Service provides a 2 bedroom fully furnished and spacious Bungalow in Weston Super Mare with good transport links and access to the town.

For more information read this case study on the Local Government Association Website: [North Somerset: Respite service promoting independence for people with learning disabilities | Local Government Association](#)

Shared Lives

Shared Lives is a scheme where a paid carer shares their home, family life, interests, and skills to help a person live independently.

Overnight, weekend or short breaks can be arranged to provide a break from taking care of someone. [Find out more about Shared Lives.](#)

connectinglives@n-somerset.gov.uk

01275 888 368

Technology enabled care (TEC) offer – carers respite

The TEC team continue to explore the latest innovations to support carers. Please see their website for more information:

[Technology Enabled Care \(TEC\) service | North Somerset Council](#)



Carers and health and wellbeing

Caring for others can be incredibly rewarding, but it also comes with significant challenges that can impact the well-being of carers. Regular breaks, social connections, and access to health services are essential for your mental and physical health. Overall, ensuring the well-being of carers across all age groups is vital for their ability to provide effective care and maintain their own quality of life. See our list of [peer support local community groups](#).



Better Health North Somerset

[Better Health North Somerset](#) are a public health service funded by North Somerset Council. They are here to support the health and wellbeing of residents in North Somerset. The Healthy Lifestyles Advisors can provide **free** support to lose weight, eat well, get active, stop smoking and improve liver health with 1-1 and group offers available over a duration of 12 weeks.

You can self-refer for support around your health and well-being using their self-referral forms found on the website. You can contact Better Health North Somerset on 01934 888 888.



Talk to your GP

Tell your GP that you have caring responsibilities as soon as possible. They can then record this on your medical records. Informing your GP helps ensure you receive the support and care you need to maintain your own health while fulfilling your caring role. According to [Carers UK](#) your GP can:

- Provide information and advice on medical conditions and treatments for the person you care for, to help you feel more confident in your caring role.
- Make referrals to services provided by the NHS such as continence services and patient transport to hospital appointment
- Other sources of support and advice which could include the social services department and local voluntary agencies
- Arrange home visits to you or the person you care for if your caring responsibilities make it difficult to attend appointments at the surgery
- Arrange 'double' appointments for both you and the person you care for at the same time to avoid having to visit the surgery twice
- Arrange for repeat prescriptions to be delivered by your local pharmacy to save you picking them up
- Provide supporting letters and information to enable you and the person you care for to access benefits such as Attendance Allowance or the blue badge car parking scheme



Wellbeing resources

- North Somerset Council has partnered with Kooth to provide access to the Qwell digital mental health platform. Qwell offers free, safe, and anonymous support through self-help resources, peer communities, and access to qualified practitioners—without waiting lists or referrals. It's available on any internet-enabled device and includes a dedicated landing page for parents and adult carers. This service is commissioned by the NHS and local authorities and accredited by the BACP.
 - For more information, visit Qwell's website - [Home - Qwell](#)
 - To sign up visit - [Before you join Qwell - Qwell](#)
- [North Somerset Wellbeing Service](#) – A Leading Mental Health Charity
- reception@second-step.co.uk
0117 909 6630
- [Access Your Care](#) – Wellness Service
- [BNSSG North Somerset Mental health and Wellbeing directory of services for children and young people](#) – Directory of Services for Children and Young People
- [Somerset Age UK](#) – Wellbeing Service
- [Talk Club](#) – male mental health charity
- [Men in Sheds](#) – A support group called “Men in Sheds” is run from a small wooden outbuilding housed within Weston Hospice care
- [Mothers for mothers](#) – maternal mental health and wellbeing support, advice and information to women, birthing people and their families in Bristol, North Somerset and South Gloucestershire
- [Vita health group talking therapies](#) – NHS Talking Therapies
- [Withyou](#) – Drug and alcohol support in North Somerset

- [Off the Record North Somerset](#) – OTR is a mental health social movement by and for young people aged 11-25 in North Somerset
- NHS free helpline service – 24/7 Support and Connect
0800 9531919
- Bristol Mindline – free helpline open seven nights a week (7 to 11pm)
0808 808 0330
- [Mindline Somerset](#) – open 24 hours a day seven days a week
01823 276 892 or 0800 138 1692
- ChitChat – seven days a week (9am to 9pm)
0333 002 0333
- [Samaritans](#) – open 24 hours a day seven days a week
116 123
- [SANeline](#) – For anyone over 16 years who needs to talk about mental health issues or crisis. SANeline is a national out-of-hours mental health helpline offering
 - specialist emotional support
 - guidance
 - information to anyone affected by mental illness, including family, friends, and carers

They are normally open every day of the year from 4 to 10pm on
0300 304 7000.



Financial support and advice

Citizens Advice North Somerset have a generalist and [specialist benefits team](#) that can advise and assist with problems related to benefits, including making claims and challenging decisions up to first-tier tribunal level.

Other useful places for help and advice include:

- Citizens Advice about [Universal Credit application](#)
- North Somerset Council [Household Support Fund](#)
- North Somerset Council [Pension Credit](#)
- [Holiday, activities and food \(HAF\) programme](#)



Contingency planning

Plan for the unexpected: Your guide to creating a care contingency plan

Being a carer is an incredibly rewarding job, but we all know it's not without its challenges. That's why it's important to have a backup plan or a "contingency plan" in place. This plan is there to make sure the person you care for has continued support if you find yourself unexpectedly unable to be there. This is something you can create with family and friends and share with others around you.

What is a care contingency plan?

As a carer, a contingency plan will outline some basic information so that others can step in to help and provide the necessary care should you suddenly be unable to. It might be due to an illness, a family emergency, or even just needing a short break. Having this written down ensures your loved one will be properly supported. This is something you can create and share with others around you.

What can a care contingency plan include?

Here are some essential things to include in your contingency plan:

- **Your contact details and those of the person you care for:** Names, addresses, phone numbers, email addresses for you both
- **Emergency contacts:** Family, friends, neighbours, someone reliable who can be called upon quickly. Don't forget to ask their permission first
- **Medical information:** Details of ongoing conditions, medications (a clear list with dosages), allergies, and doctor contact info
- **Care routine:** What are the daily tasks they need support with? This could include getting dressed, bathing, eating, taking meds, etc

- **Likes and dislikes:** A few important preferences – their favourite food, TV shows, hobbies – can make transitions much smoother in the short term

Extra things to consider

- **House key access:** Where is a spare key or who has one safely, for when emergency support may need to enter the home?
- **Pets:** If the person you care for has a pet, include basic care instructions like feeding and walking times
- **Professional supports:** List any external agencies, respite services, or care workers already arranged with their full contact info

Creating the Care Contingency Plan

There are resources available online to help make this easy. Carers UK even has an interactive tool called [MyBackUp](#) on their website. You can also download templates or just draft your own plan using Word or even write some handwritten notes.

A plan only works if people know it exists.

Here's what to do:

- Give copies of the plan to those emergency contacts (friends, family, etc.)
- Let your doctor, care worker, or social worker know you have one
- Keep a hard copy somewhere visible and easy to find. The refrigerator's a common place

Emergency Response Service (CERS)

[Plan for a crisis and pathways to immediate help | North Somerset Council](#)

The Carer's Emergency Response Service (CERS) is a service that offers you peace of mind if you experience an emergency. This could be an accident or unplanned

hospital admission that prevents you from carrying out your caring responsibilities.

How it works

- you're registered on a central list with your details and those of the person you care for
- you are given a PIN and a card with Medequip Connect's contact number, or you can choose a GPS watch
- in an emergency, someone contacts Medequip Connect, or you press your GPS watch, they'll arrange support—this could be emergency home care or a short stay in a care home

Pricing

Service provided	Charge
Basic CERS card and PIN	£21.66 per year
Full monitored alarm service at home	£7.22 per week
GPS Watch	
Add GPS Watch to existing monitored alarm service	£7.22 per week (an increase of 80p per week if you're on Level 1)

For a chat and to find out more about the service, please contact Medequip

[01934 412 063](tel:01934412063)

connect.northsomerset@medequip-uk.com



In work support

It is your choice whether to tell your employer about your caring role or not. To find out whether there is a carer's policy or any extra support for carers in your workplace, you could check your contract of employment, staff handbook, Human Resources (HR) policies or letter of appointment.

If there is a carer's policy then what support it offers will depend on your workplace. Examples include:

- Carer's leave (paid or unpaid)
- Time off to accompany the person you are looking after to appointments (paid or unpaid)
- A carers' support group or carers champion
- Flexible working arrangements

For further support about in work support for carers please contact:

- [Carers UK](#) or call 0808 808 7777 (Monday and Tuesday, 10am to 4pm)
- [ACAS](#)



Training

Opportunity North Somerset is home to a wide range of services that can help you achieve your personal and professional goals or take those first steps back into work.

You can meet with their friendly and supportive team and discuss your goals, and find out more about:

- employment support
- career development
- youth employment and wellbeing
- apprenticeship and work experience opportunities
- digital service access and skill development
- business start-up
- wellbeing and volunteering support services
- refugee and ESOL support

What they can help you with

- outlining a pathway to your chosen career
- CV and interview training
- training and upskilling courses
- how to identify transferable skills and understand the key requirements for a new role
- education and employment options for people with disabilities or health problems

Get in touch

If you would like to access support or have an informal conversation to find out more, get in touch.

Please fill out their short contact form and a member of the team will get back to you.

- [Skills Connect](#)
- Skills Connect – [North Somerset](#)
- [Youth Opportunity](#)



Volunteering

Anyone can volunteer. It can be very rewarding and is a great way to:

- Meet new people
- Gain new or use existing skills
- Get experience
- Make a big difference to your community

There are lots of easy ways to give your time to help others; from having a cup of tea with an elderly neighbour, to helping out in your local area or making a regular commitment to volunteer with a charity or community group.

Useful links about volunteering

- [Voluntary Action North Somerset \(VANS\)](#) – Volunteering opportunities
- [Spark a Change](#) – Volunteer in North Somerset
- [Age UK Somerset](#) – Volunteer with us



Equipment

Helping adults in their home

Our equipment and demonstration centre at the Independent Living Centre in Weston-super-Mare displays:

- bathing displays
- shower units
- raised-level kitchens
- a variety of stairlifts
- a fully working through-floor lift
- adapted living rooms and bedrooms
- riser recliner chairs
- adjustable beds
- assistive technology

All the equipment is available for you to try out when you visit. The centre also has a selection of assistive technology gadgets for you to test.

Our knowledgeable occupational therapy staff can offer personal advice and help on what equipment is best for you (appointment necessary). We can also order any items for you that you wish to buy.

Independent Living Centre

Independent Living Centre

Tamar Court

Worle

BS22 6NF

ILC@n-somerset.gov.uk

01275 888 804

Opening hours Tuesday to Friday, 10am to 4pm

You can also use the [Medequip self-help tool](#). This will help you find products, equipment and technology that will help you live independently.



A Blue Badge for parking

If you feel the person you are caring for could benefit from a Blue Badge to help with disabled parking they can apply (or you can apply for them as their carer) via their [local authority's website](#).

Who can get a blue badge?

Blue badges are parking permits that help disabled people access the places they need to get to.

You automatically qualify for a Blue Badge if you are aged three or over and at least one of the following applies:

- you receive the higher rate of the mobility component of the Disability Living Allowance
- you receive the mobility component of Personal Independence Payment and have eight points or more under the 'moving around' activity
- you receive the mobility component of Personal Independence Payment and have 10 points specifically for 'Descriptor E' under the 'planning and following journeys' activity on the grounds you are unable to undertake any journey because it would cause overwhelming psychological distress
- you receive a War Pensioners' Mobility Supplement
- you've been awarded a lump sum benefit at tariffs 1-8 of the Armed Forces Compensation Scheme and certified as having a permanent
- and substantial disability which causes inability to walk or very considerable difficulty in walking
- you use a vehicle for disabled people supplied by a government health department
- you are registered blind (or severely sight impaired)

You may qualify if:

- you have a severe disability in both upper limbs, regularly drive a motor vehicle but cannot operate, or have considerable difficulty in operating, all, or some types of parking meter
- you have been certified by an expert assessor as having an enduring and substantial disability which during a journey, causes you to:
 - be unable to walk
 - experience considerable difficulty whilst walking, which may include considerable psychological distress
- be at risk of serious harm when walking or pose a risk of serious harm to any other person when walking
- you use a vehicle for disabled people supplied by a government health department.

A useful guide

- [How to complete blue badge](#) – Age UK
- [Who can get a Blue Badge?](#) – GOV.UK
- [If you've been refused a Blue Badge](#) – Citizens Advice



End of life care

End of life care is support for people who are in the last months of their life. The support provided should help the person and their carer express their wishes around the care they would like to receive.

If you are caring for someone who is approaching the end of life, and you want to find out about the care and support available, your first step is to speak to your GP or to call the number your healthcare professionals have given you.

Part of their job is to help you understand which services are available locally. You can ask about all sorts of help. For example, there may be particular care and support services they can tell you about.

- [What end of life care involves](#) – NHS
- [End of Life and Palliative Care](#) – Sirona care and health NHS services



Marie Curie Helpers Service

Your local Marie Curer Helper can spend up to three hours a week with terminally ill people and their carers. This is a free service.

If you live in Somerset and North Somerset, you can get support from a Marie Curie Helper by contacting the local Volunteer Manager on 0845 303 2777. You can also email somersethelper@mariecurie.org.uk

A healthcare or social care professional, for example your District Nurse or GP, can also refer you to this service.



Information about medications and health conditions

The NHS website provides a reliable A-Z guide of information and advice on health conditions, symptoms, healthy living, medicines and how to get help.

This is for information only and you should always discuss any symptoms with your GP:

- [NHS health conditions page](#)
- [NHS medications page](#)

Sirona Care and Health also offer a **Medicines Management Service**. This service is for housebound people or people with **restricted mobility who are having difficulties in managing their medicines**. The role of the Medicines Management team is to support people in taking their medicines safely and effectively. The aim of the service is to improve individual outcomes by optimising medicines use.

- The person you care for will need to be **referred by a healthcare professional** to access this service.
- [Medicines Management – Sirona care & health NHS services](#)



Carers Support in North Somerset –

key contacts

We understand that everyone has their own preferences when it comes to reaching out for support. That's why we've made sure to offer a variety of ways for you to get in touch with us. Whether you prefer a phone call, an email, a chat, or even a face-to-face meeting, we're here to help in the way that suits you best. Your comfort and convenience are our top priorities, and we're always ready to support you in any way we can.

Website

- [Support for adult carers](#) – Alliance Homes
- [Support for young carers](#) – Alliance Homes
- [Support for parent carers](#) – NSPCWT

Helpline

Support for young carers and adult carers

- Alliance homes – 03000 120 120 (choose option 3)
- Care Connect (North Somerset Council) - 01275 888 801

Parent Carers

- North Somerset Parent Carers Working Together – 01934 440 844
- Care Connect (North Somerset Council) – 01275 888 801

Online contact forms/email

Support for young carers and adult carers

- [Alliance homes](#)
- [North Somerset Council](#)

Support for parent carers

- North Somerset Parent Carers Working Together (NSPCWT) - admin@nspcwt.org

Face-to-face

Support for parent carers

- [NSPCWT events](#)

Social media

Support for young carers and adult carers

- [North Somerset Carers Support](#)
- There are also [online communities](#) available to adult carers and young carers where you can find others in similar situations, share experiences, and access information and support from expert professionals.

Support for parent carers

- [NSPCWT](#)

Peer support and local community groups

It is often difficult to find the time to look after yourself and to find that little bit of ‘me time’ that is so important for your wellbeing and your ‘feel good’ factor.

Support groups are very important and can help you feel connected to other people in similar caring roles.

The following groups offer friendly support in North Somerset.

Community Connect

Helps people aged 50 and over to access services by providing information, promoting independence and choice.

<https://www.curo-group.co.uk/support-services/community-connect-north-somerset/>

communityconnect@curo-group.co.uk

01934 888 803

Alliance Homes

Supports the voice of carers to be heard

<https://www.alliancehomes.org.uk/support/support-for-carers/>

03000 120 120

Alzheimer's Society – Active Minds, Weston-super-Mare

Information and support for people worried about their memory and for those who have a diagnosis of Dementia.

Get ongoing support from a Dementia Advisor who will be there to support you through your journey, giving you personalised advice, support & guidance when needed.

[Active Minds](#)

0300 131 3945

Hutton Village Hall, 60 Church Lane, Hutton, Weston-super-Mare BS24 9SN

North Somerset Parent Carers Working Together

Provide Support and represent the collective voice of Parents Carers in North Somerset of children and young people (0-25 years) with an additional need and/or disability

[NSPCWT | Contact](#)

admin@nspcwt.org

01934 440 844

National Autistic Society North Somerset Branch

Charity for autistic people and their families. This includes the facilities offered by the Lynx Centre. (Ben Nicholas – North Somerset Branch Chair)

[North Somerset Centre \(autism.org.uk\)](http://autism.org.uk)

northsomerset.branch@nas.org.uk

North Somerset People First

Self-advocacy services for people, 16plus, with Learning Disabilities and/or Autism.

[Contact | NSPF](#)

01934 426 086

The Campus, Highlands Lane, Weston-super-Mare. BS24 7DX

Big Worle hub

Resident led organisation

Throughout the week we run various group ranging from walking groups which start off at the Hub, a coffee morning and a lively craft club

info@bigworle.org.uk

01934 708 119

Big Worle Hub, 11 Feniton, Clovelly Road, Worle BS22 6LN

Bleadon network

Resident led organisation

A group of local volunteers who offer support to those who need help locally. Shopping, collecting prescriptions, help with form filling, transport to local appointments, someone to support you in an official meeting, putting the bins out, etc.

sara.hughes6@btinternet.com

01934 811 008

Churchill & Langford Minibus Society

Resident led organisation

Using a wheelchair accessible minibus we provide a door-to-door service for all our society members' shopping, social and healthcare trips. We also provide transport for local clubs, societies and the "Good Companions" social isolation scheme.

jai.villageconnect@gmail.com

01934 852 589

Churchill ladies lunch club

Resident led organisation

Meeting 11 times a year at 7.30pm in the Reading Room opposite the Methodist church on the 3rd Wednesday of the month.

margaretavery3@gmail.com

katieandshelagh@btinternet.com

Clevedon happy companions club

Resident led organisation

An uplifting weekly day out for our club members. It's a chance to make new friends, talk, laugh and learn and experience new things

clevedonhappycompanionsclub@gmail.com

Clevedon Men's Shed

Resident led organisation

Men's sheds are community spaces for men to connect, converse and create.

clevedonmensshed@gmail.com

01275 541 974 – Dave Young

Somerset Men's Shed

Men's sheds are community spaces for men to connect, converse and create.

<https://openmentalhealth.org.uk/somerset-mens-sheds/>

Nailsea community groups

Community support group

info@nailseacommunitygroup.co.uk

Nailsea Shedders

Community Workshop

Nailsea Shedders is a group of people who enjoy doing practical things and making music together to help reduce social isolation in the community.

<https://www.nailseashedders.org/contact-us/>

enquiries@nailseashedders.org

Sandford community cafe

Social group

cllynfa@yahoo.com

The Other Place

Community living room

alison@redportuk.com

West of England Rural Network

Support for matters that effect rural areas

tina@wern.org.uk

dick@wern.org.uk

Winscombe lunch club

Lunch club

paulandmomatthews@btinternet.com

Men's talk club

Talking Charity

steve@talkclub.org

Somerset Cricket Foundation

Group for older men

Somerset seniors cricket provides the opportunity for those who, while progressing in years, have lost none of their enthusiasm for the game

steve.gass@Somersetcricketfoundation.org

01823 352 266

Communication Cafe

Local peer lead social group supported by the local Deaf community, Citizens advice and NSC

07917 265 576

Portishead Dementia Friendly Coffee and Chat

A friendly group for carers and people living with dementia to meet and chat.

Brendabirkinshaw4@gmail.com

07896 633 900

Bereavement Café WSM

Community Bereavement Support group

The first and third Friday of the month 10am-12pm

[Bereavement Cafe - Super Culture](#)

St Paul's Church Hall, Walliscote Rd, Weston-super-Mare. BS23 1EF

Cruse Clevedon

Community Bereavement Support group

<https://www.cruse.org.uk/>

Hope Again

bristol@cruse.org.uk

0808 808 1677 Young person's helpline

0844 477 9400 main helpline number

Sole Survivors Nailsea

Community Bereavement Support group

01275 855 926 – Marjorie

01275 855 569 – Ann

STAR at 65 bereavement and loss Nailsea

Community Bereavement Support group

[65 High Street | NailseaTown.com](#)

07977 905 604 – Pam Lambert

STAR bereavement and loss Sandford

Community Bereavement Support group

Jai.villageconnect@gmail.com

[07946 182 338](tel:07946182338)

STAR Bereavement Yatton (and Congresbury)

Community Bereavement Support group

yandcstar@outlook.com

Pete's Dragons – Support for death by suicide

Peer support/walking group

zoe@petesdragons.org.uk

Black South West Network

Network Group

admin@bswn.org.uk

07495 329 990

Chinese Community Wellbeing Society

Support Group

Supporting the health and wellbeing of the East and South East Asian Community

joe@chinesecws.org.uk

0808 802 0012 – Joe Hui

Multicultural Friendship Association

Develop social networks and to share traditions and culture.

MFA

info@mfa-wsm.org.uk

Race Equality North Somerset

Volunteer-run charity promoting the rights, interests, welfare and wellbeing of minoritised ethnic communities in North Somerset. (Ian Noah – Trustee)

office@rens.org.uk

Refugees Welcome North Somerset

Support for asylum seekers in North Somerset accommodation

12 Waterloo Street, Weston-super-Mare BS23 1LG

Saricharity

Support for asylum seekers in North Somerset accommodation

<https://saricharity.org.uk/contact-us/>

0117 942 0060



Feedback

We value your feedback and welcome both compliments and areas for development. You can send us feedback through our website. If you have any concerns about any action or decision taken by the council, you should initially talk to the person you normally talk to. You can also contact our complaints manager at:

Complaints Manager, Town Hall,
Walliscote Grove Road, Weston super Mare, BS23 1UJ

complaints.manager@n-somerset.gov.uk

01275 882 171



Checklist for adult carers

(adapted from ageuk)

Whether you've just started looking after a loved one or have been supporting someone for a while, this checklist will help you get the support and information you need.

Your wellbeing

- ☐ Get a carer's assessment from your local council.
- ☐ Register as a carer with your GP.
- ☐ Make time for yourself and your interests as often as you can.
- ☐ Take a break from caring – there are ways to arrange respite care/days out.

Your money

- ☐ Apply for Carers' Allowance/relevant benefits.
- ☐ Use GOV.UK's recommended benefits calculators to check if there are any other benefits you could be claiming.

Your work/education

- ☐ Tell your employer/education provider about your caring responsibilities.
- ☐ Think about asking for flexible working/reasonable adjustments at work or school.

For the person you care for

- ☐ Make sure they have a care needs assessment (adults)/s.17 assessment (children's)/EHCP assessment (children's) from the local council.
- ☐ Help them complete a benefits check.

- ☐ Consider if any home adaptations would make their life easier.
- ☐ It may be useful to think about future care needs, their preferences, powers of attorney and whether their will is up to date

Caring can sometimes feel lonely, and it's OK to admit it's all getting a bit much. Here's who you can talk to for advice, support, or just a listening ear (see our key contacts section):

- Your local Age UK
- A relevant charity, for example Parkinson's UK, Alzheimer's Society, MS Society
- Your doctor or other healthcare provider
- A carer's group. For example, Carers UK
- Online forums
- Relative carers forums/support groups

Go to [Checklist for carers | Caring for someone | Age UK](#) for more information on everything in this checklist

