



Supporting unpaid carers

Helping you get the support you need

Are you caring for someone?

Are you looking after a friend or family member who needs your help because of illness, disability, poor mental health or addiction?

If so, you are one of more than 80,000 unpaid carers in Norfolk. Carers Matter Norfolk is here to support you.

Carers Matter Norfolk can give you free, independent and confidential support and information you need. Our highly skilled team of Carer Advisors have been trained to help you get the advice and support you need, and many have personal experience of caring.



It is free to call Carers Matter Norfolk from both landline and mobile telephones, you can chat online to an Advisor on our website, or get in touch by email. You can also use a form on our website to tell us about yourself and your situation so that we can help you get the support that you need.

“ I am new to being a carer and the help and information I received was so good and helpful thank you so much. ”

Carers Matter Norfolk can provide information and advice on a wide range of caring-related topics and issues affecting you, the people you care for and your wider family.

Our support for you

We are able to give you advice and information on a range of topics including:

- Essential information for carers.
- Support with your current caring role.
- Planning ahead and for the future.
- Support with your finances.
- Your own health and wellbeing.
- Having time for yourself, including getting a break from your caring role.
- Managing caring if you are also in employment.



Whether online, by phone or face-to-face, we can help you find the services and support that will make a difference to you.

“ Very professional, supportive service. The adviser was very friendly and knowledgeable she also signposted me to other organisations who could support my family. Thank you so much for helping me at a time when I really needed advice. ”

“ I was a bit nervous about calling to discuss my carer’s assessment in more detail, but Hayley was kind and friendly and helped me pinpoint things that would help me in my caring role and also support me as a person. I feel much more confident that I will be able to carry on caring knowing that I can call again for advice and support if I need to. Thank you. ”

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Call 0800 083 1148
info@carersmatternorfolk.org.uk
carersmatternorfolk.org.uk



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Carers Matter Norfolk is the umbrella brand for commissioned services delivered to adult unpaid carers in Norfolk.

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