



WHO WE ARE...

ABOUT THE PARENT CARER SERVICE

The service is funded by Norfolk County Council Children's Services and is delivered by Voluntary Norfolk. As part of a much wider team, including support workers from the Carers Matter Norfolk Adult Team and the Young Carers Team, we can offer a much wider scope of support. Our ambition is that you only need to tell your story once.

VOICE OF PARENT CARERS

We work with Family Voice Norfolk, a group that helps parents have their voices heard when planning and making decisions about services for children and young people with additional needs and their families. Contact Family Voice on 07950 302937 or email: membership@familyvoice.org.uk

PHONE US

Freephone 0800 083 1148

Monday to Friday 9am-5pm

Our friendly, knowledgeable advisors offer free and independent advice and guidance.

They are trained to listen, provide emotional support and may have experience of caring. It is free to call our advice line on 0800 083 1148 from both landline and mobile telephones.

EMAIL US

info@parentcarersmatternorfolk.org

Carers Matter Norfolk uses the interpretation service, INTRAN to support carers who cannot, or prefer not to, speak English. INTRAN is private, confidential and free to use.



VISIT OUR WEBSITE

www.parentcarersmatternorfolk.org

We have a referral form which provides us with the details we need to help parents who provide care and support for their child (under 18). Your child or children may have additional needs, disabilities, long term illness, mental health difficulties or substance misuse problems. We're here to help!



NORFOLK'S PARENT CARER SERVICE

Supporting parents and carers who give extra support to their child or young person under the age of 18

CALL OUR FREE ADVICE LINE

0800 083 1148

www.parentcarersmatternorfolk.org

HERE FOR YOU

If your child needs you to give them more help and care than another child of their age, you may be able to get help and support because you are a parent carer. Health and social care professionals may not always see you as a carer, but it is important to think of yourself as one. This will help you to get the support that you need.

Our Parent Carer Service can be the first point of contact for you to get advice and support. We can help by listening, talking through your concerns and connecting you to other organisations and groups. It may be that you simply don't know who or what could help you. We can help you find what you need.

We have a team of support workers to help you in the best way that suits you. They can offer you one-to-one support either face to face, online or over the phone. You might want to meet other parents to share experiences in a group, get tips and advice – we can help with this.

HOW WE HELP

WHAT WE OFFER

After you've referred yourself, either online or by phone, we will have an initial chat with you about your situation and what you might like to get from our service. You may just want to meet other parents in a group, or you might feel you could benefit from meeting a support worker one-to-one.



One-to-one Support

If you would like to meet a support worker, they will arrange to meet you either at home or at a location you feel comfortable with. They will explain their role to you and will offer you a Parent Carer Needs Assessment. This sounds more formal than it is. It looks at things like your wellbeing, any worries and concerns you have and whether you would like to do things away from your role as a parent carer. We can help you plan the goals you want to achieve. Your support worker will work with you to help achieve these goals.



Group Support

We can help connect you with other parents in groups. Some parents tell us that being able to share experiences, tips and advice with other parent carers helps them feel less alone. We can help you find groups where you can meet other parent carers.

HERE FOR YOU

WHY WE'RE HERE

You might be looking for help or someone to talk to, you might have money concerns, need help with education issues, be looking to make friendships with other parents or just not be sure how to get help. We can help you with all of this.