

Parent Carers Handbook

Practical information for parent carers in North Somerset

Created: July 2025.

Review date: March 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

Parent 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
Parent carers of children with disabilities	8
How to access support.....	9
Parent carers and North Somerset Parent Carers Working Together.....	10
Home Start	10
Children's Hospital Passport	11
Parent carers and the cared for on the pathway to adulthood.....	11
Short breaks and respite.....	13
Short breaks can include	13
SENDCAS (SEND Clubs and Activities Service)	13
Family Time Pass.....	14
Buddy scheme	14
Universal services	14
Young carers breaks	15
SEND Hub (Local Offer).....	17
Information and advice about SEND support	17
Carers and health and wellbeing.....	19

Better Health North Somerset.....	20
Talk to your GP	21
Wellbeing resources	22
Financial support and advice	24
Contingency planning	25
Plan for the unexpected: Your guide to creating a care contingency plan.....	25
What is a care contingency plan?	25
What can a care contingency plan include?	25
Extra things to consider.....	26
Creating the Care Contingency Plan	26
Emergency Response Service (CERS)	26
In work support.....	28
Training	29
What they can help you with.....	29
Get in touch	30
Volunteering.....	31
Useful links about volunteering	31
Equipment	32
Children with Disabilities team.....	32
A Blue Badge for parking.....	33
Who can get a blue badge?.....	33
Children	34
A useful guide	34
End of life care	35
End of life support for parent carers	35
Information about medications and health conditions.....	37

Carers Support in North Somerset – key contacts	38
Website	38
Helpline.....	38
Online contact forms/email.....	38
Face-to-face	39
Social media	39
Peer support and local community groups	39
Feedback	47
Checklist for parent carers (adapted from ageuk)	48
Your wellbeing.....	48
Your money.....	48
Your work/education.....	48
For the person you care for.....	48

Welcome

Welcome to the North Somerset Parent Carers Handbook. This comprehensive guide is designed to support parent 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 parent 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.
- **SEND Local offer:** 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 at home without help. 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.

Parent carers of children with disabilities

Parent carers are parents or guardians who care for a child or young person with additional care and support needs beyond what is typically expected for their age. The child or young person they care for may have a diagnosed or undiagnosed physical and/or learning disability, neurodivergence, or mental health condition. Their needs, singular or multiple, can range from mild to severe.



How to access support

Section 97 of the Children and Families Act 2014:

<https://www.legislation.gov.uk/ukpga/2014/6/section/97>

This act requires local authorities to assess whether a parent carer has needs for support and, if so, what those needs are. [The assessment must consider the well-being of the parent carer and the need to safeguard and promote the welfare of the child](#). There are two conditions that must be met:

The first condition is that—

(a) it appears to the authority that the parent carer may have needs for support, or

(b) the authority receives a request from the parent carer to assess the parent carer's needs for support.

The second condition is that the local authority is satisfied that the disabled child cared for and the disabled child's family are persons for whom they may provide or arrange for the provision of services under section 17.

For the purposes of section 17 of the Children Act 1989 a child shall be taken to be in need if:

<https://www.legislation.gov.uk/ukpga/1989/41/section/17>

(a) he is unlikely to achieve or maintain, or to have the opportunity of achieving or maintaining, a reasonable standard of health or development without the provision for him of services by a local authority under this Part;

(b) his health or development is likely to be significantly impaired, or further impaired, without the provision for him of such services; or

(c) he is disabled

If these conditions are met carers assessments for parent carers can be either:

- **Combined Assessments:** Local authorities can conduct combined assessments for both the parent carer and the child. [This approach](#)

[ensures that the needs of both the carer and the child are considered together, providing a more holistic view of the family's situation.](#)

Stand-Alone Assessments: Parent carers also have the right to request a separate assessment of their needs. [This can be particularly useful if the carer's needs are distinct from those of the child](#)

Parent carers and North Somerset Parent Carers Working Together

NSPCWT serves as a vital support network for parents and carers of children with additional needs and/or disabilities in North Somerset, working to amplify their voices and influence local services. They achieve this by fostering a strong community through peer support and events, providing essential training, and actively collaborating with education, health, and social care providers to improve outcomes for children with additional needs and/or disabilities.

NSPCWT offer parent carers:

- Peer Support Groups
- Training
- 'Day of SEND'

[NSPCWT](#)

Email admin@nspcwt.org

Tel: [01934 440844](tel:01934440844)

Home Start

Home-Start North Somerset offers free, confidential support, friendship and practical help to parents in North Somerset. Being a parent, whatever your situation, can be very difficult, especially when children are young.

[Contact Us | Home-Start North Somerset](#)

E-mail: info@home-startnorthsomerset.org.uk

Children's Hospital Passport

Create a hospital passport for your child here: [Bristol Royal Hospital for Children | University Hospitals Bristol NHS Foundation Trust](#).

A Hospital Passport is a document completed by parent/carers, or the child themselves, that tells the hospital about their healthcare and disability needs, including how they communicate. This should make it easier for staff in the hospital to look after them. It can also make it easier for parent/carers, who often find themselves explaining the same thing over and over again.

Any child with life-long disability, including learning disabilities and/or autistic spectrum disorder, can have a Hospital Passport. In addition there are children with long-term illnesses or who need to be in hospital for a long time who may benefit from having a Hospital Passport.

When you arrive at the hospital it is important that you make staff aware that your child has a hospital passport.

Contact Martyn Wood: Paediatric Disability Clinical Specialist, for advice and guidance regarding hospital passports:

ChildrensHospitalPassport@uhbw.nhs.uk

Phone: 0117 342 1571 (voicemail available)

Parent carers and the cared for on the pathway to adulthood

During a young person's journey on the pathway to adulthood the needs of parent carers, who are on the pathway to becoming adult carers, should also be assessed or reviewed to explore the impact of the changing circumstances on them. Young people with Special Educational Needs and disabled young people turning 18, and/or their carers, may have eligible care and support needs under the Care Act 2014, regardless of whether they have an Education, Health, and Care

plan (EHCP) or whether they have been receiving children's social care services.



Short breaks and respite

Short breaks provide opportunities for disabled children and young people to spend time away from their parent carers. These may range from just a few hours to: day, evening, overnight, or weekend activities and take could place in the child's own home, the home of an approved carer, or a residential or community setting. Short break services are additional services required to support disabled children and their families to remain safe, well and secure. Please see information about our Children with Disabilities Team, including their contact information:

[Supporting disabled children and short breaks | North Somerset Council.](#)

Short breaks can include

While some short breaks are available without assessment, provision of some types of short breaks is based on an assessment of the whole family, addressing both their personal and social needs. Short breaks occur on a regular and planned basis and should be part of an integrated programme of support which is regularly reviewed.

Please read the [Short Breaks Statement](#) for more information.

SENDCAS (SEND Clubs and Activities Service)

The [SEND Clubs and Activities Service \(SENDCAS\)](#) run a variety of out of school term time clubs and holiday activities and outings in Weston-super-Mare and Portishead. The activities support a range of additional needs from ages five (school year 1) to 18 years old (school year 13). These events are organised by age, ability or friendship group, and planned trips can be tailored to a child or young person's individual needs.

During school holidays the SENDCAS team provide family stay and play sessions.

SENDCAS@n-somerset.gov.uk

Family Time Pass

The SENDCAS team know family time is important. We appreciate the barriers faced by many families who have children with additional needs. We are excited to offer our Family Time Pass so that families can visit attractions. These are offered to families within North Somerset with a child or young person (aged 0 to 25) with a disability or additional need (who are on the Disabled Children's Register) can access our family passes.

- passes are available on a first come, first serve basis,
- we need five days to process your request,
- the venue may ask you to provide evidence of carer status
- we can only offer one pass per family of a child with SEND per week,
- your child must be registered on the [Disabled Children's Register](#).

For more information on how to access this programme, and a list of available venues please contact SENDCAS@n-somerset.gov.uk

Buddy scheme

The [Buddy Scheme](#) is designed to provide a service to children and young people with a wide range of additional needs and to support them in accessing social and leisure activities in the community, for example youth clubs, shopping trips and after school clubs.

Universal services

Universal services are provided or are available to all children and young people , they include:

- play schemes
- holiday activities
- after school clubs
- youth clubs
- uniformed groups such as scouts and guides

- libraries
- playgrounds and parks

If your child is registered disabled you may be able to get additional help for paying for Ofsted or school registered holiday activities through Tax Credits

Young carers breaks

A young carer is a child or young person under the age of 18.

A young carer is defined in section 96 of the Children and Families Act 2014 as: ‘...a person under 18 who provides or intends to provide care for another person’.

This relates to care for any family member (at any age) who needs support due to illness, disability, poor mental health (including substance misuse), or aging. This also includes children and young people who have a brother or sister with a disability.

Alliance homes offer young carers opportunities to be involved in. This includes:

Holiday workshops

These take place during each school holiday and are for young carers in both Primary and Secondary schools to catch up with each other and the friends they have made. They might be chilled out, where we just have fun and games, or might tackle a serious topic such as anxiety or sleep.

Day trips

It might be a trip to the theatre, a day of karting, a visit to the zoo or a picnic on the beach and provides a break from your caring role and a chance to meet other young carers.

Trips away

Alliance Homes run residential weekends for young carers during spring and summer. These weekends give them a longer break from their caring responsibilities.

Contact Alliance Homes

[Support for carers | Alliance Homes](#)

[03000 120 120](tel:03000120120)

act@alliancehomes.org.uk



SEND Hub (Local Offer)

This North Somerset SEND hub has lots of useful information about special educational needs and disabilities (SEND) and explains what support is available in North Somerset. You can also find a link to the North Somerset Online Directory website, which has a list of services that offer support for SEND in the local area.

[SEND Hub \(Local Offer\) | North Somerset Council](#)

Information and advice about SEND support

SAY: SEND and You

SAY is North Somerset's information and advice service for SEND. They provide free information, advice, and support services for parents and children and young people who have SEND up to age 25.

[Home - SEND and You](#)

North Somerset Parent Carers Working Together (NSPCWT)

North Somerset Parent Carers Working Together represent the collective voice of parent carers in the local area. They work with key decision makers across the local authority, health, and education. Their aim is to make everyday life better for parent carers and help every child and young person with an additional need or disability reach their full potential.

[NSPCWT](#).

Bridging the Gap Together

Bridging the Gap Together! (BTGT!) is a dynamic and independent Community Interest Company established in 2016 with a clear mission: to empower and support families and who care for, and support, neurodivergent individuals.

[Bridging The Gap Together - Welcome](#)

Please see [SEND Hub - support for parents and carers | North Somerset Council](#) for more information about support parent carers can utilise in North Somerset.



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 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 Hospicecare
- [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)

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.

This is a free service.

The scheme is run by Carelink, our 24-hour response service. To register for the service, please contact Carelink on:

carelink@n-somerset.gov.uk

01934 412 063



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
- [Get Volunteering](#) – Volunteer in North Somerset
- [Spark a Change](#) – Volunteer in North Somerset
- [Age UK Somerset](#) – Volunteer with us



Equipment

Children with Disabilities team

The team assess the needs of disabled children and provide information on available services and resources within North Somerset. To make a referral please call 01275 888 801.

The eligibility criteria for the Children With Disabilities is available online:

[Supporting disabled children and short breaks | North Somerset Council](#)

Under section 17 The Children Act 1989 all disabled children and young people are entitled to an assessment of their needs.



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.

Children

If you are applying for a child under the age of three, they must:

- have a medical condition that requires bulky medical equipment that cannot be carried around with a child without great difficulty
- always require immediate access to a vehicle for treatment

You will also need to provide a letter from the child's consultant to support the application.

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.

End of life support for parent carers

Children's Hospice Southwest

Children's Hospice South West provide hospice care for babies, children and young people living with life-limiting conditions. This includes hospice stays, emergency care, palliative care and end of life care at three children's hospices; [Little Bridge House](#) in Devon (01271 325 270), [Charlton Farm](#) in Somerset (01275 866 600) and [Little Harbour](#) in Cornwall (01726 871 800).

[Children's Hospice South West | Making the most of short and precious lives](#)

enquiries@chsw.org.uk

Lifetime service

The lifetime service from Sirona is a children's nursing and psychology service within the community for children with life threatening, life limiting conditions.

[Lifetime Service – Children and Young People's Services](#)

If you are a parent, carer, school or a professional and would like to have a brief chat with a member of the team please contact Lifetime directly on:

Telephone: 0300 124 5916

Email: SIRCH.Lifetime@nhs.net

Jessie May

Jessie may is a specialist nursing support service delivered to children with life-limiting and life-threatening conditions in their own homes. They ensure that

- families can have respite from caring,
- siblings can have some quality time with their mum or dad, and
- the Jessie May child can safely access activities they can enjoy with a nurse they know and trust, whilst having all the care they require.

[Home | Jessie May](#)

Contact:

Administration Team: 0117 9616840

Fundraising Team: 0117 9582174

Care Team: 0117 9582172

General info: info@jessiemay.org.uk



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](#)



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

Meet new people, share your experiences, and enjoy fun activities in a group for people with dementia, their carers, family and friends. There's a wide range of activities with a focus on socialising in a friendly and informal setting.

[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://northsomerset.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](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](https://www.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 parent 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 (this will form part of your child's assessment).
- ☐ 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 EITHER a care needs assessment (adults)/s.17 assessment (children's)/EHCP assessment (children's)/team around the family (TAF)

- ☐ Registered your child on North Somerset Councils Disabled Children's Register (no diagnosis needed).
- ☐ Consider if any home adaptations would make their life easier.
- ☐ It may be useful to think about future care needs, their preferences, contingency plan

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 local Parent Carer Forum
- A relevant charity, eg NSPCWT, Barnardo's, Home Start
- 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

