



North Tyneside  
Carers' Centre



LOTTERY FUNDED

[www.NTyoungcarers.com](http://www.NTyoungcarers.com)



## What does *Young Carer* mean?

Young Carers are children and young people aged 5-18 who help to look after somebody in their family because that person has a disability, illness, or mental health difficulty, or because that person misuses drugs or alcohol.

Most children and young people help out at home with things like washing dishes and keeping their room tidy.

Young Carers have to do more than that. They might help to do the shopping, cooking, cleaning, looking after younger brothers or sisters, giving medication, helping the person they care for go to the toilet, shower, stay with them and keep them company when they're feeling down, or worry about that person when they aren't with them.

Caring can affect how you feel, your family life, social life and education.

Every family is different...There is no right or wrong answer, but it is important that caring doesn't stop young people from getting on with their lives or affect their health.

## Who are we and what do we do?

North Tyneside Carers' Centre is an independent charity established in 1994. We provide support to both young and adult carers' in the borough caring for family members because of illness, disability, mental illness, or drug and alcohol misuse.

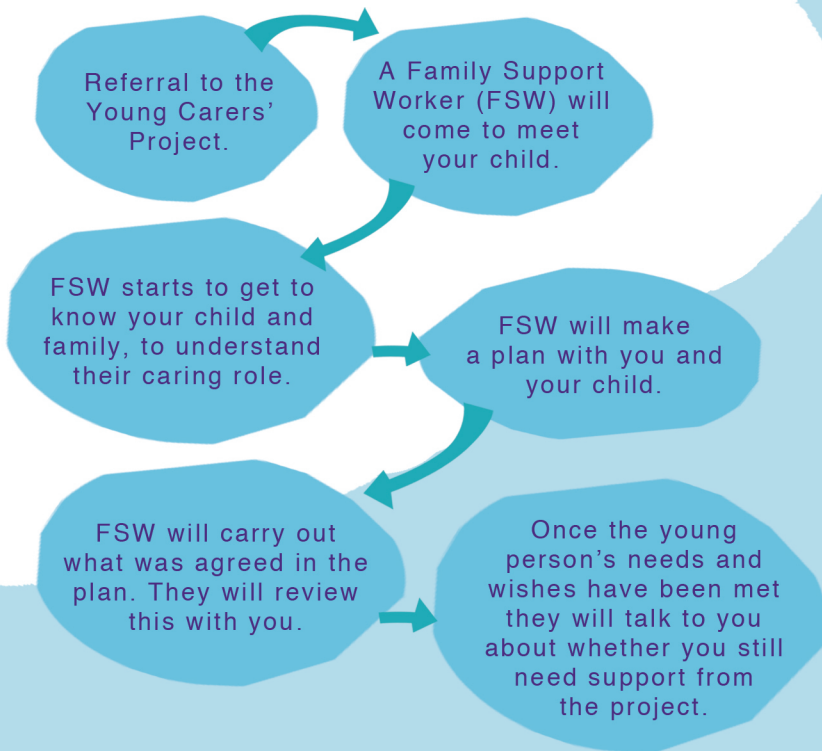
We will be open and transparent in the way we provide support to your child. The support we provide will depend upon their needs as a result of their caring role, but may include things like:

- Getting to know your child and understanding how they feel about their caring responsibilities, through one-to-one sessions.
- Encouraging you and your family to identify challenges you face, and looking at what can be done to improve this.
- Helping your family to find the support they are entitled to and need from other services, so that your child's caring responsibilities can be reduced.
- Speaking to relevant staff at your child's school, with your permission, in order to make them aware of your family circumstances.
- Supporting your child to find local activities or clubs they can join.
- Providing opportunities to learn more about the illness or disability of the person they're caring for.
- Providing opportunities for your child to be involved in projects that raise public awareness of the issues young carers face.

The support we provide to you and your family will be discussed and agreed with you.



# WHAT TO EXPECT FROM US



## KEEPING IN TOUCH...

We will contact you in advance to arrange appointments or one- to-one sessions.

There may be occasions when your Family Support Worker has to cancel or re-arrange your appointment. We will make every effort to let you know as early as possible, but there may be occasions when it will be short notice.

If you are unable to make a pre-arranged appointment, please try to contact the Centre.



## **Making sure you get the best from the service...**

We want to make sure that you get the support that your child and family need. To help us do this it's good if you can:

- Talk to us about your child and the support you think might be useful...let us know if anything has changed.
- Work positively with us to try to reduce your child's caring responsibilities.
- Encourage your child to have a positive outlook on the support they receive.
- Be open and honest: we understand you need to build trust with your worker. We can only provide the best support if we understand how things are for your family.
- Fill in consent forms and any other necessary documents in advance. We can help you to do this, please just let us know.
- Bear in mind that staff are unable to accept gifts of any kind. Whilst we understand that children enjoy giving gifts, it is the Carers' Centre policy not to accept gifts.

## Sharing information and confidentiality

It is important you feel you can trust workers supporting your child and family.

Your worker will speak to you about other workers or services supporting you and your family. They will ask your permission to contact them to share information that will assist your family to receive the best support possible.

Information you or your child tell your worker will not be shared outside of the Carers' Centre without your consent, unless we believe that a child or vulnerable adult is at risk of harm or in danger.

If we need to share information with another organisation to keep your child or family safe, we will do our best to tell you before doing so. We will explain who we need to share the information with and our reasons for doing this.

Information we keep about your child will be stored on the Carers' Centre database. Information we keep is for the purpose of being able to provide a service to your child and family: a staff can only access this information if they have a reason to do so.

If you have any questions about how we store or share information, please just ask, we'll be happy to talk to you about it.

## Who's who?

Make a note of the organisations and workers working with you and your family.

Name of worker	Where do they work?	What they do	Contact number



# Comments, compliments & complaints

We hope that you are satisfied with the advice and support your child and family receive from the Carers' Centre. If you are, let us know.

If you're unhappy with the support you have received from the Carers' Centre and would like to make a complaint please get in touch.

All complaints will be taken seriously and will be resolved informally, if possible, to the satisfaction of the person who made the complaint.

All complaints considered to be serious, by either the person making the complaint or the person taking the details will be handled formally.

If you have any comments to make about how we could improve our support to families, then we would like to hear these too. They can only help us to improve the service.

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