



North Tyneside
Carers' Centre



LOTTERY FUNDED

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.



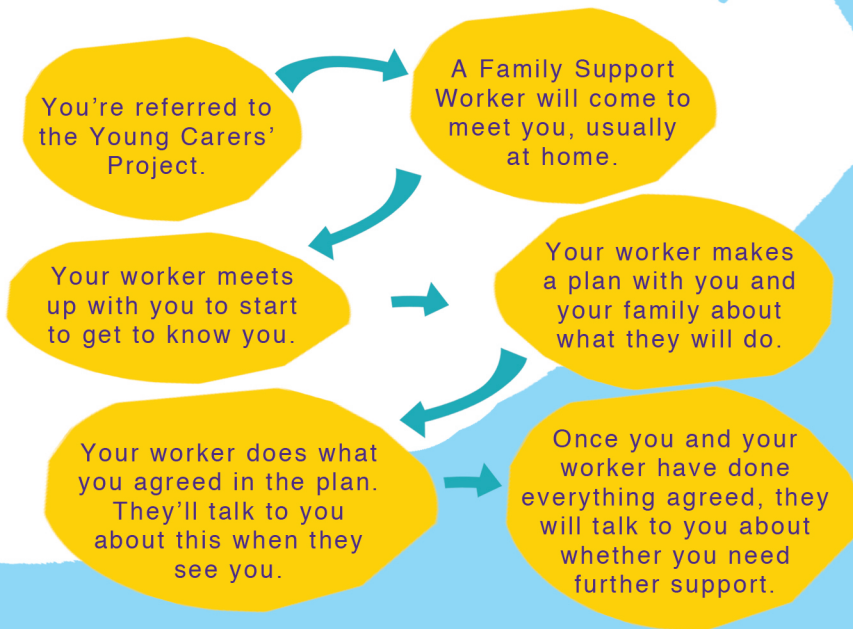
Who are we and what do we do?

North Tyneside Carers' Centre is a charity that's been around since 1994. We provide support to young people who care for a family member because that person has an illness, disability, mental health issues and/or substance misuse issues, and therefore can't manage alone.

How we help you and your family is up to you, but might include things like:

- Getting to know you and understanding how you feel about being a carer.
- Making sure that caring doesn't stop you from doing the things that you want to do, such as going out with friends, going to school/college, or getting a job.
- Speaking to your teachers so they understand how caring affects you. This is up to you though, and we won't get in touch with them unless you're happy for us to do so.
- Finding local clubs and activities so you can have a break and have some fun.
- Helping you to understand more about the illness or disability the person you are caring for has.
- Providing opportunities for you to get involved with projects to raise awareness.
- Helping you and your family to find ways of understanding how you feel to make it easier to get along.

WHAT TO EXPECT...



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

There may be times when your Family Support Worker has to cancel or re-arrange your appointment. We will always try to let you know as soon as possible if we have to cancel an appointment, but there may be times when it will be short notice.

If you can't make an appointment, for whatever reason, it's helpful if you can let us know. You'll find our number on the back page.

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

Helping you to stay safe

There may be other people who help you and your family...

If you're in touch with other organisations such as health services, children's services, or other voluntary organisations we will speak to you and your family about sharing information with them. This is to make sure that we are offering your family the best support we can.

To be able to help you in the way you would like us to, it is important that you feel you can trust your worker and tell them whatever you wish to.

When you tell your worker about how you feel or things that have happened, they won't tell anyone outside of the Carers' Centre without you saying it's okay to tell other people, unless they think you or someone else might get harmed or be in danger.

Your safety and well-being are the most important things to us, and sometimes we have to tell other people so we know you can be safe.

If we have to tell someone else, we will always try to tell you first that we have to do this.

You might find it helpful to use the space below to write down when your next appointment with your worker is.

Your appointment is on...

Date	Time	Worker's name



Who's who?

You might find it useful to use this sheet to make a note of the organisations and workers working with you and your family, or people to call in an emergency.

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

Comments, compliments & complaints

We hope that you are pleased with the advice and support you have received from the Carers' Centre.

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.

If you have any comments to make about how we could improve how we help families, then we would like to hear from you. They may help us to improve the service.

0191 643 2298
enquiries@ntcarers.co.uk

Centre Manager
North Tyneside Carers' Centre
3rd floor YMCA
Church Way
North Shields
Tyne & Wear
NE29 0AB



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