



Together, the voice of Carers is stronger!

Who are Carers Voice?

Our Mission:

“Our Mission is to **improve the health and wellbeing** of all Carers in Norfolk and Waveney. Through working together with Carers and services, we make sure the voice of Carers is **heard** and **listened** to, meaning support and services are what Carers want and need. **The voice of Carers is stronger together!**”

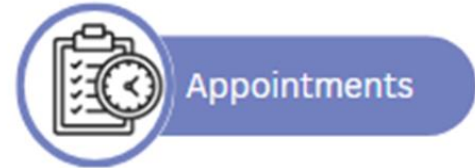
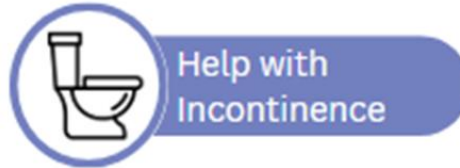
The ethos of Carers Voice is to work in **co-production** with Carers on all projects and is central to everything we do.

Who is a Carer?

A Carer is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid. (This includes whether you receive Carers Allowance or any other benefits).

Who is a Carer ?

Examples of support Carers give, shared as part of the All Age Carers Strategy for Norfolk & Waveney



Who is a Carer ?

Examples of support Carers give, shared as part of the All Age Carers Strategy for Norfolk & Waveney



Medication



Falls



Activities



Communication



Organisation



Finance



Support with
Sensory Needs

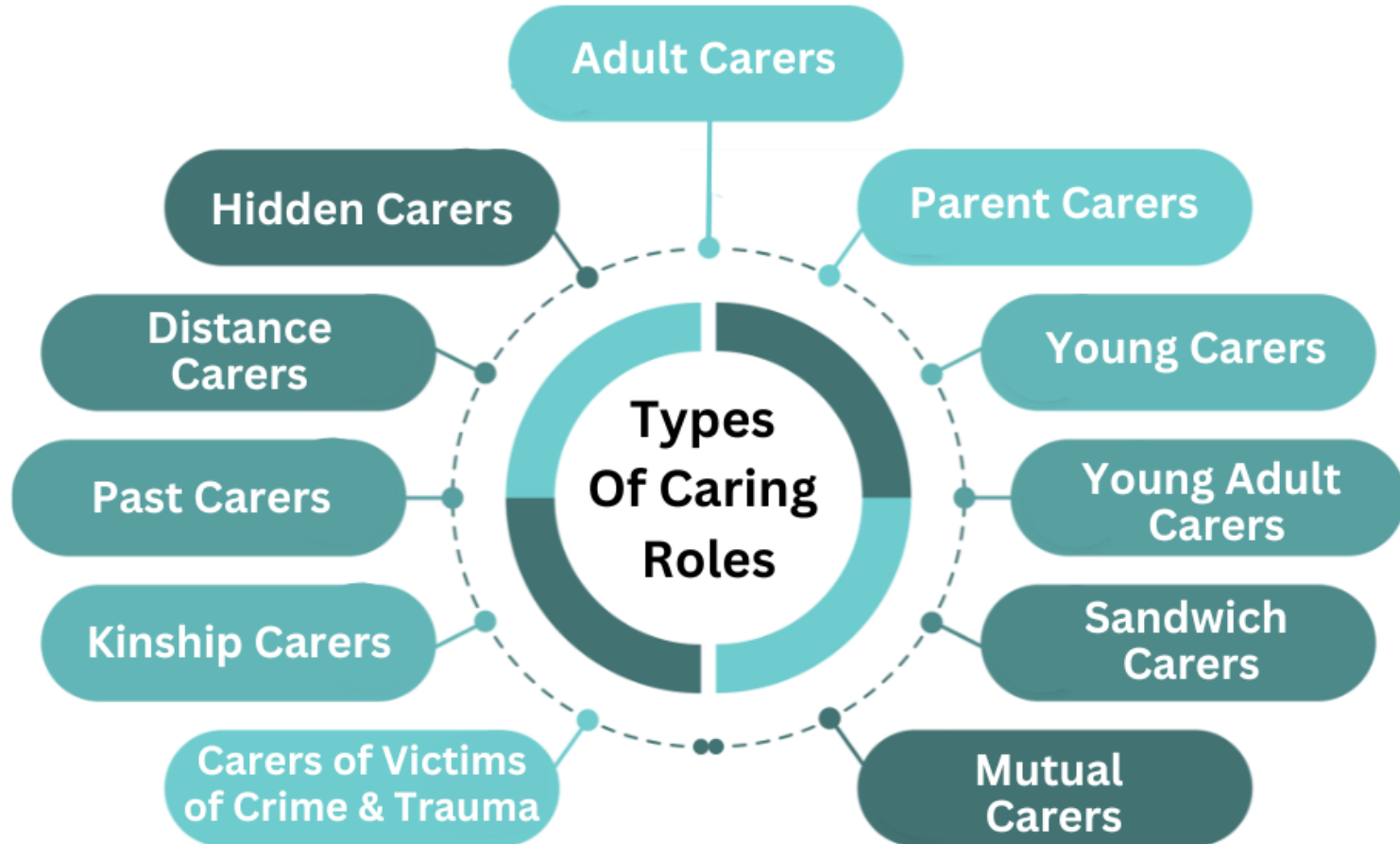


Teaching



Providing
Childcare

Types of caring:

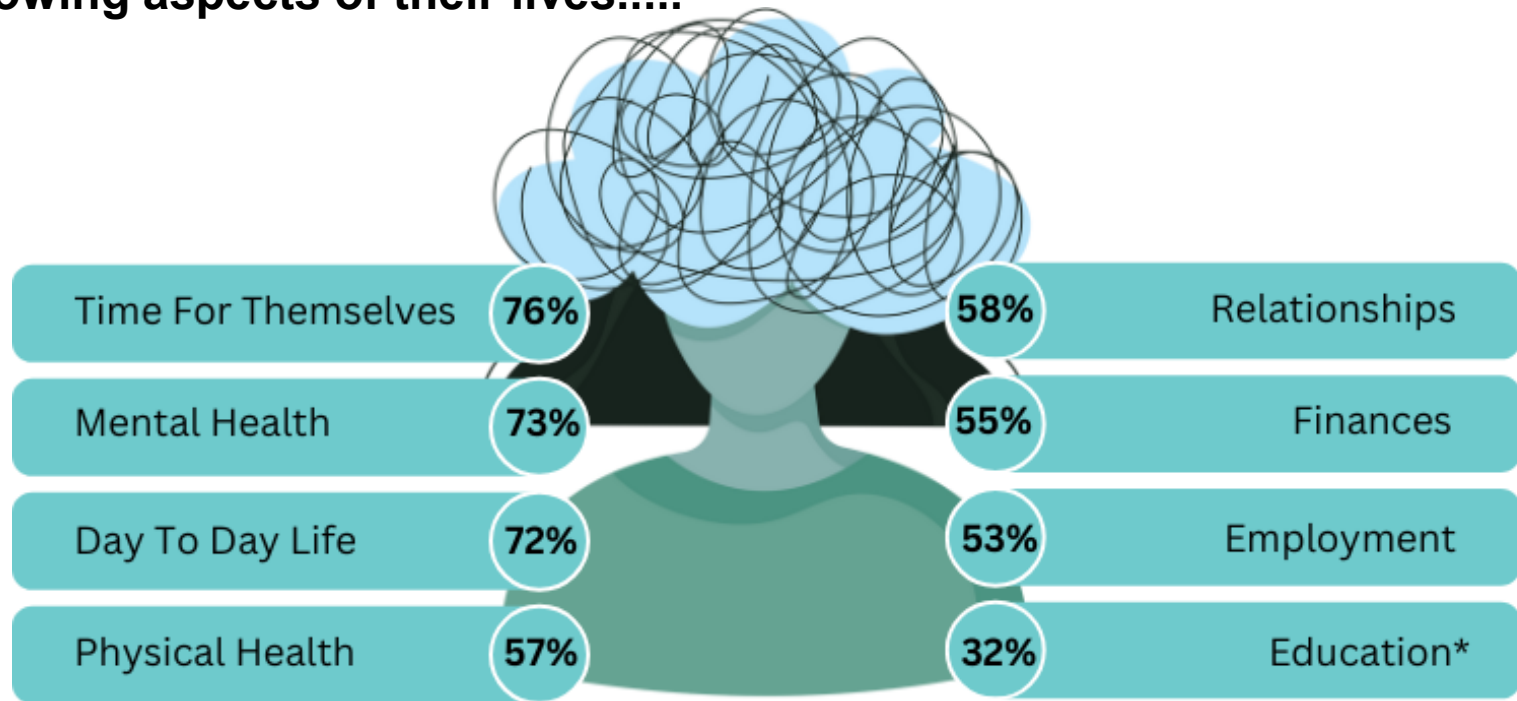


Facts about caring:

- In Norfolk and Waveney, there are **over 95,000** Carers (Census, 2021)
- There are **5.8 million** people providing unpaid care in the UK (Census, 2021)
- Within the NHS, **1 in 3** staff members are also unpaid Carers (Carers UK, 2021)
- The economic value of unpaid care is **£184 billion** (£500million per day) a year, roughly **equivalent to Government spending on the NHS** (Carers UK, 2025)
- Young Carers are missing on **average 23 days** of school every year – that's more than a month in total (Carers Trust).
- Findings from the Co-produced Engagement with All Age Carers in Norfolk and Waveney Report 2022 state that almost **half of respondents (47.5%) provide more than 50 hours** of care per week

Impact of caring:

Carers in Norfolk and Waveney reported negative changes to the following aspects of their lives.....



Results from Engagement report for the All age Carers Strategy

Making Every Contact Count.....

- MECC conversations can be done within a few minutes and can give you the confidence to provide people with healthy lifestyle messages, signpost them to local services or to support them to change their behaviour.
- MECC does not require you to be an expert in a certain health topic or condition.
- MECC is not about you giving advice. It is about asking questions, listening and responding to the person in a person-centred way. This will give you a better understanding about the type of support a person needs.
- Using good communication skills, even in a brief chat, can increase the likelihood that a person will engage in the chat about their health and wellbeing with you.
- Open questions
- Not judging
- Not interpreting
- Opportunity to be an equal partner in how the conversation is guided and continued

Very Brief Advice - ASK, ADVISE, ACT

Hearing from Carers:

“I have been a Carer for over 40 years supporting my partner. I thought ‘***that’s just what you do as a spouse***’ and didn’t recognise myself as a Carer until someone identified me as a Carer.”

“Language is so important. Ask people if they are looking after someone instead of asking if they are a Carer”

“A huge amount of people don’t recognise themselves as being a Carer”

What we do:

Carer Wellness and Information Sessions

These meetings are for Carers to come together with other Carers and practitioners working in the local area to share feedback about services and support



We hold monthly **Carer Wellness and Information Sessions:**

- 'What matters to me'
- 'You said, we did'
- Speaker on a topic requested by Carers
- Wellness activity



Influence change



Have your voice heard



Find out about local services and support



Connect with other Carers including Carers Ambassadors



Speakers on topics requested by Carers



Meet people & organisations working in your local area

What we do:

Partnership Meetings

The role and purpose of the Carers Voice Partnership Board is to bring together Carers, commissioners, senior officers, service providers and elected councillors in a Norfolk & Waveney wide strategic forum, to provide system leadership on support to unpaid Carers, co-producing solutions to issues important to Carers and the people they care for.



Adult Social Services



Advocacy



Care Homes



Carer Groups/Peer Support Groups



Carers Identity Passport



Carers Matter Norfolk



Carers Voice



Childrens Social Services



Continence Service



District/Community Nurses

Feedback Centre

Gives Carers an opportunity to anonymously share feedback which we share with organisations across the Norfolk & Waveney Integrated Care System, to improve services for Carers and the people they care for.

What we do:

Newsletter



Events



MONTHLY NEWSLETTER Carers Voice
Norfolk & Waveney
JANUARY 2025

WELCOME TO THE NEW, MONTHLY, CARERS VOICE NEWSLETTER.



Involvement opportunities



Local & national updates

Our co-production projects:

All Age Carers Strategy for Norfolk & Waveney:

Organisations across health and social care will be working to achieve the co-produced overarching aims of the Strategy, which are the 'As a Carer' statements listed below.



As A Carer I have rights that will be upheld.



As a Carer I am identified, recognised, valued and respected.
I am an equal partner in the care of the person I look after which includes clear communication with me



As a Carer I am made aware of, and have access to, good quality information and services including a single and reliable point of contact.



As a Carer I have access to good and appropriate support for my mental health, physical health and wellbeing.

Our co-production projects:

All Age Carers Strategy for Norfolk & Waveney:

'As a Carer' statements continued:



As a Carer I am an equal partner in the creation, development, monitoring and evaluation of services where my experience is recognised and valued. This will enable Carers, and the people we care for, to receive the services we need and want. This is vital to support our health (including mental health) and wellbeing.



As a Carer I can access education, employment and training.



As A Carer I am able to have time for myself/away from my caring role including access to peer support and community groups.



As A Carer I know the person I care for will be safe and have access to a good quality of life if I am no longer able to care on a temporary or permanent basis.

Our co-production projects:

Carers Identity Passport

6000 Carers Identity Passports

have been issued to Carers in Norfolk & Waveney!



Do you have yours yet? Scan the QR code or visit carersvoice.org/carersidentitypassport



- Co-produced with Carers and staff across health and social care
- Developed to ensure unpaid Carers are **recognised, valued and respected** in healthcare settings.
- For all age Carers, including Young Carers and Parent Carers, in Norfolk and Waveney.
- Available in both digital and physical forms. The digital version is an image you can save on your phone and the physical Carers Identity Passport takes the form of a card and lanyard that can be worn.

Our co-production projects:

Carers Identity Passport

6000 Carers Identity Passports
have now been issued



This card has been issued by Carers Voice Norfolk & Waveney on behalf of the Norfolk & Waveney Integrated Care System

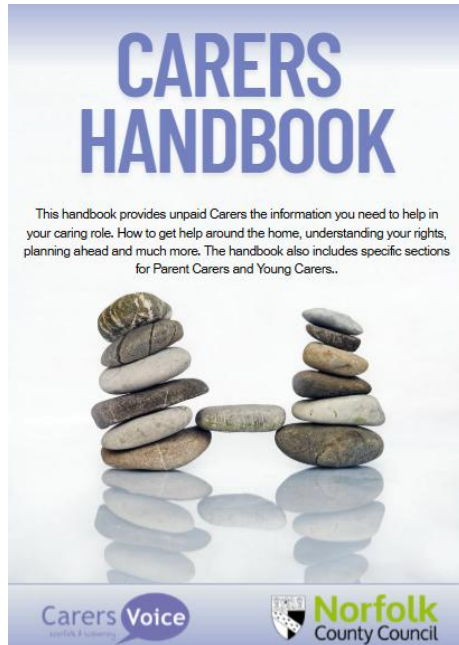


-  I need access to a phone in case of emergencies
-  I may arrive late or need to leave early
-  I need more time to complete my homework
-  I may need to leave class to take a break

Scan the QR code or visit:
improvinglivesnw.org.uk/carers
If this card is found, please contact: **info@carersvoice.org**

Our co-production projects:

All Age Carers Handbook



- Co-produced an updated version of the Carers Handbook
- We have asked Carers what information would be helpful to include in the handbook
- Carers have described the handbook as 'their bible'
- Includes section on rights, employment, practical help, health & wellbeing, planning ahead, changing role and bereavement

Our co-production projects:

Carers Hospital Booklet

A GUIDE FOR UNPAID CARERS. Hospital Stays: What to expect on admission through to Discharge

A GUIDE FOR UNPAID CARERS

Hospital Stays:
What to expect from
admission through to
discharge



- Co-produced as a result of feedback shared by Carers about the difficulties with the process including lack of communication and involvement.
- The booklet will be able to be utilised by Carers from when the person they look after is admitted into hospital through to when they are discharged home or to an alternative place of care.
- Provides Carers with a list of questions/ checklist to ensure they have the information they need as well as information about support available.
- The booklet is currently being piloted in the Queen Elizabeth King's Lynn Hospital, Swaffham Community Hospital and Hellesdon Hospital

Our co-production projects:

Carers in employment

- Ongoing work to raise awareness of Carers in employment
- Working with employers to identifying Carers who are employees and how they are supported within the organisation
- Raising awareness of the wealth of skills Carers have through their caring role and how these are relevant to the workplace

**Transferable skills
of unpaid Carers**



Our co-production projects:

"I NEED TO
SMOKE"

"IM SO
STRESSED"

// While smoking may provide temporary relief from stress, it ultimately **increases anxiety and tension** due to nicotine addiction and withdrawal symptoms.

Exercise is a powerful stress reliever. Even a brisk walk, dancing, or household chores can help distract you from cravings and improve your mood.

Learn how to use exercise to help you quit smoking with specialist support from smokefreenorfolk.co.uk today!



Our co-production projects:

'What harm can smoking do to me now at my age?'

The simple answer is, lots.

- Smoking makes recovery from an operation or infection more difficult
- Smoking also increases your risk of heart disease, cancer, stroke, type 2 diabetes, breathing and other lung problems, dementia and bone disease including osteoporosis.

You are up to three times more likely to succeed with specialist support. Visit smokefreenorfolk.co.uk today!



Our co-production projects:

Secondhand smoke is dangerous, especially for children.



▶ The best way to protect loved ones is to quit smoking. When friends and family breathe in your secondhand smoke, it isn't just unpleasant for them, it can damage their health too.

▶ People who breathe in secondhand smoke regularly are more likely to get the same diseases as smokers, including lung cancer and heart disease.

You are up to three times more likely to succeed with specialist support. Visit smokefreenorfolk.co.uk today!

Purpose of the Carers Community Network:

- Connect organisations and groups based in the West Norfolk
- Raise awareness of Carers and the support available within the local area
- Share information about local activities and events organised by network organisations
- To be invited to attend Carer Wellness and Information Sessions
- Ask for advice, contributions and feedback from network members
- Be kept up to date with local and national developments
- Learn and share successes
- Be reminded about specific Carer dates for your diary such as Carers Rights Day, Carers Week and Young Carers action day



Sign up here: [Carers Voice Membership – Carers Voice](#)

Contact Details

General questions:



Info@carersvoice.org



carersvoice.org



Carers Identity Passport:



carersidentitypassport@carersvoice.org



carersvoice.org/carers-identity-passport

