

# Tameside Carers Strategy 2024-2027

Supporting you, while you support your loved ones



*“Supporting you, while you support your loved ones”*

[Click here to view our strategy](#)

# Who is a Carer?

A Carer is a person who provides informal and/or unpaid support to a partner, family member, friend or neighbour who is ill, struggling or disabled and could not manage without this help.

This is distinct from a Care Worker, who is paid to support people. For this strategy, we will use 'Carer'.



# The Voice of Carers

Throughout 2022 – 2023, we consulted with Carers across Tameside to understand what is most important to them.

In your assessment we asked you about your caring and role and how our service can support you.

We asked for feedback about our service and how we can improve what we do.

In January we started **Carers Coffee Mornings**, this has been a great way for us to consult with a wide range of Carers by using feedback forms, flip charts, group and 1-1 conversations. This gives us the chance to hear about your experiences and how our service can meet your needs.

The **Carers Forum** is a chance to come together and have a voice in the service development, priorities, and impact. We look at everything from Carers experiences to the leaflets we provide.

We worked with an **independent research consultancy** firm. They developed 1-1 and group interviews with Carers to talk about being a Carer in Tameside. The research talked about the priorities and the vision that Carers felt were most important to them.

**Feedback forms** in the Carers Centre and in Carers Packs ask you about what would help you the most and what you know about the service.

**The Big Conversation** is an online survey that enabled you to look at our proposed visions and priorities of the strategy. This gave you the chance to look back on the consultation work and confirm if this work was meeting the right priorities.



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# Our Vision for adults...

We all want to live in the place we call home with the people and things that we love, in communities where we look out for one another, doing **things that matter to us.**





# What matters to Carers?

## 1. Identifying and Recognising Carers

'I didn't realise as I was a Carer, I was just doing what I had to do to take care of my loved ones'.

## 2. Carers as real and expert partners

'It's important that Carers are listened to, we know the person we are caring for inside out and often know when there are changes in their health'.

## 3. Supporting Carers to stay health and well

'Helping Carers to have a social life access opportunities for training and education and getting them the right support and information at the right time. Helping Carers to network with each other if they wish to'.

## 4. Getting the right help at the right time

'I didn't know about Carers support, when I started Caring and I wish that I had have done as it would have really helped at the beginning'.

## 5. Younger Carers

'Supporting young carers in their educational settings. School settings to be more aware of situations that young carers face on a day-to-day basis. Reasons they could be late for school. Reasons why they might be disengaged in their learning. Taking Young Carers feelings into consideration and looking to support them to reduce their worries'.


## 6. Carers in/into employment and training

'Often Carers find it difficult to be employed due to the number of appointments and inflexibility of employer's or hospitals'.

# Tameside Carers Centre

- Offers emotional support, advocacy, advice, guidance, advocacy and signposting
- A daily Carers drop-in service 10am – 2pm at the Carers Centre
- Local Hubs
- 1-1 Support / Welfare Calls
- Monthly Coffee Morning, Carers Activities
- Carers Forum
- Events Carers Rights Day / Carers Week
- Carers Courses



**SUPPORT FOR CARERS** 

**Who is a Carer?**  
A Carer is someone who looks after a loved one who cannot manage at home without the Carers help. Many people are employed to provide paid formal care, but when we talk about Carers here, we mean those who provide unpaid and informal care for a loved one.

**Tameside Carers Centre** offers a safe environment for Adult Carers to access practical and emotional support.

- Help with Carers Assessments to see how we can help you and the person you care for.
- Advice on benefit entitlements such as Carers Allowance.
- Signposting to support services, advice, and advocacy.
- Staying connected by giving you regular updates with events, via our newsletters and Facebook page.
- Help to access Radar Keys, Message in a Bottle and Tameside Emergency Cards (TEC).


**Drop-in Support**  
**Monday - Tuesday** 10am - 2pm  
**Thursday - Friday** 10am - 2pm

There's no need to book but please contact us if you would prefer to schedule a time.

Professionals can also refer by directly contacting the Carers Centre.

**Monthly Coffee Mornings** take place 10am to 12 noon on the last Tuesday of every month. Come along to chat with our Wellbeing Advisors and other Carers over a brew and access support.

**Shape our Service!**  
We are always looking for ways to include you in improving our service. If you have any feedback for us, please let us know in person, email us or give us a call.

• The Carers Centre in The People Place of Tameside One, Ashton-under-Lyne OL5 6BH  
• 0161 342 3544  
• www.tameside.gov.uk/carerscentre  
• CarersCentre@tameside.gov.uk  
• Tameside Carers Centre 



# Carers Offer

- Carers can ask for a Carers needs Assessment in their own right or a joint assessment with the person they care for
- Carers respite
- Tameside Emergency Card (TEC) for Carers Contingency planning
- [Community Response Service \(CRS\)](#)
- [Tameside and Glossop Talking Therapies](#)
- [Be Well Tameside](#)
- Tameside Voluntary Sector – Age UK, MIND, Anthony Seddon, Together Centre etc.



CRS at Carers Right Day Information Fair



**Tameside Emergency Carers (TEC) Card**



**Peace of mind for Carers in an Emergency**

By carrying a Tameside Emergency Carers (TEC) card in your purse or wallet, you can have peace of mind that if anything unexpected was to happen to you, such as an accident or being taken ill, help can be arranged for the person you care for as well.

The card has the 24 hour emergency contact number for Tameside Control (our 24 hour call centre) and a unique serial number to identify you as a Carer.

**When is the TEC Card used?**

The card is ONLY used in an Emergency. The scheme does not cover situations where a Carer can use a telephone and make alternative arrangements themselves.



# How can our Carers get support?

Carers can be referred by partner agencies, services within Tameside Council or carers can self-refer.

**Find the Tameside Carers Centre at:**

The People Place @ Tameside One  
Market Place  
Ashton-Under-Lyne  
OL6 6BH.

0161 342 3344

[CarersCentre@tameside.gov.uk](mailto:CarersCentre@tameside.gov.uk)

[Carers Centre Facebook](#)



The Carers Centre can be accessed via Warrington Street or Ashton Library



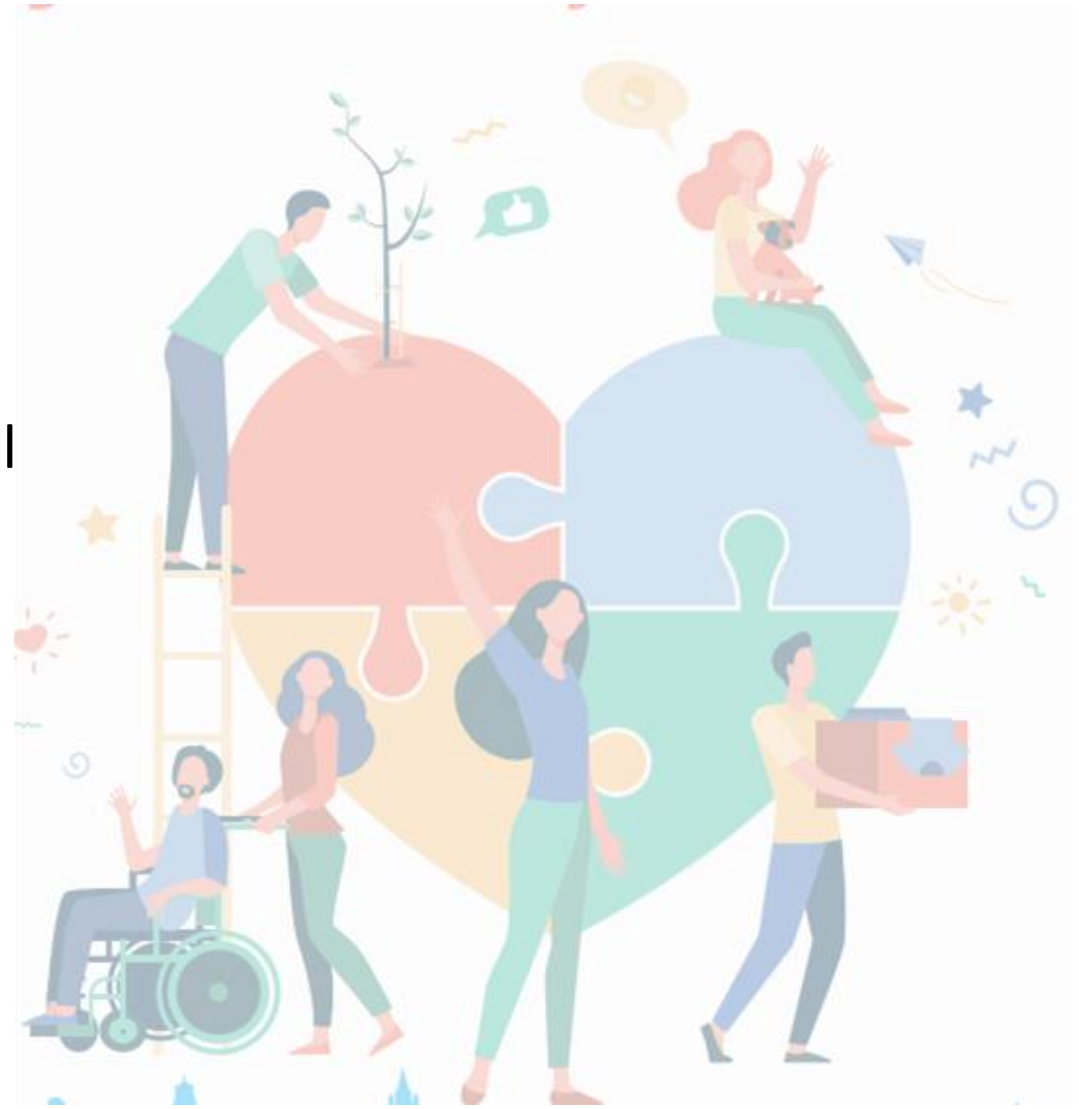
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# Next Steps

- Develop a delivery plan for implementation of the Strategy
- We plan to work with our partners across Social Care, Health and VCSF to do this
- We will continue to check back with Carers and ask them to have a voice in our work.
- We will feedback to Carers annually on our progress to deliver this strategy.
- LAUNCH – MARCH 2024!



# Any Questions ?

Thank you

