

## Crossroads Together – Carer Links Service Covid 19 Statement

The Crossroads Together team would like to take this opportunity to clarify some changes and update you with some recent developments on how we are currently supporting carers. Our CarerLinks service is still delivering support during the Covid- 19 pandemic. All offices are closed but the Carer Advisors are working remotely in all locations, this is so we are working within the Government guidelines.

Who are Crossroad Together	Crossroads Together support unpaid carers by offering a number of services across Cheshire West, Greater Manchester, Liverpool, Shropshire and Herefordshire. These services include information and advice, social groups for carers, end of life care, support for parent carers and young carer services.
How CarerLinks can help at this time:	<ul style="list-style-type: none"> <li>• The team are accepting and welcoming new referrals</li> <li>• By supporting carers to think about their own needs and plan action for change.(This is being done by phone and email)</li> <li>• The advisors are still working with the assessments tool the Outcome Star</li> <li>• By listening and offering a range of services and support to help carers improve their health and wellbeing, including, information, advice, advocacy and signposting</li> <li>• By working in partnership to link carers with all other sources of help and support.</li> <li>• By helping with applications for Attendance Allowance, Carers Allowance, PIP and Blue Badges.</li> <li>• By operating an information and support line for carers 9am–5pm Monday to Friday.</li> </ul>

Carer Support Line	<p>The Carers Support Line opens Monday – Friday 9am–5pm and is manned by a designated Carer Advisor who is available to speak with Carers and other organisations and partners to answer queries and offer advice and support.</p> <p>We are available to provide a listening ear and support when carers are feeling overwhelmed or finding it hard to cope. We understand the isolation and stress they may be experiencing.</p>
Carers Pass	<p>The Carers Pass has been devised by Shropshire Council and is for informal carers who may need to make essential journeys due to their caring role and require proof if they are stopped during the course of these journeys. If you require a pass, please call or email the relevant location below.</p>
Carer Emergency Card	<p>The credit card sized card, issued by Crossroads Together, can be carried by carers and highlights that they look after someone who needs care. It contains details of whom they want to be contacted in an emergency. The card can be obtained by ringing the Carers Support Service. (Details further down)</p>
Carer Newsletter	<p>The Carers newsletter for Herefordshire &amp; Shropshire will not be published in paper form but will be available online shortly at: <a href="https://www.crossroadstogether.org.uk/category/news-events/">https://www.crossroadstogether.org.uk/category/news-events/</a></p> <p><b>Groups/Events/Activities</b></p> <p>These have been suspended at the current time but we are in contact with the carers that attend our carers groups across the county. They will be up and running as soon as it is safe to do so and in line with Government guidelines. Unfortunately, the events listed in the current edition of the Carers Newsletter (Jan-May) have had to be cancelled.</p> <p>The Crossroads Together website contains comprehensive information for carers and can be found at <a href="http://www.crossroadstogether.org.uk">www.crossroadstogether.org.uk</a></p>
Young Carers	<p>For any information regarding Young Carers please contact the team via the main support line, email or look at our website for details:</p> <p>Call: 0333 323 1990</p> <p>Email <a href="mailto:help@crossroadstogether.org.uk">help@crossroadstogether.org.uk</a></p> <p>Website: <a href="#">Young Carers Information</a></p>

How to contact the CarerLinks Team	<p>Carers and colleagues can contact us via the Support line or by email at:</p> <p><b>Shropshire</b>  You can call during office hours (9am- 5pm Monday–Friday) on 0333 323 1990 or 0174 334 1995 or email <a href="mailto:Shropshire@crossroadstogether.org.uk">Shropshire@crossroadstogether.org.uk</a></p> <p><b>Hereford</b>  0333 323 1990 or 0143 266 3057 or email <a href="mailto:Herefordshire@crossroadstogether.org.uk">Herefordshire@crossroadstogether.org.uk</a></p> <p><b>Manchester</b>  0333 323 1990 or email <a href="mailto:gm@crossroadstogether.org.uk">gm@crossroadstogether.org.uk</a></p> <p><b>Cheshire West</b>  0333 323 1990 (1) (3) or email <a href="mailto:merseyside@crossroadstogether.org.uk">merseyside@crossroadstogether.org.uk</a></p>
Carer Survey	<p>The CarerLinks team at Crossroads Together would like to learn more about how carers are coping during the Covid-19 outbreak. We would also like to support carers at this time, please let us know how we can help.</p> <p><a href="https://bit.ly/3aLY9YH">https://bit.ly/3aLY9YH</a></p>
Facebook	<p>All the Carer Links services have a Facebook group; The Carer Advisors are up dating on a daily basis.</p> <p><a href="#">Cheshire West</a> <a href="#">Herefordshire</a> <a href="#">Manchester</a> <a href="#">Shropshire</a></p>
Referral Forms	<p><a href="#">Referral Form – Click here</a></p> <p>Please email to the relevant location email above.</p>

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