

Find out how your feedback has helped us to improve our service over the last year – what we've done and why we can't always make the changes suggested.

We asked carers, *What else would you like to see provided by Newcastle Carers?*

You said:

I really just joined to not feel so alone and talk to someone with knowledge of things I am/was going through caring for my mum, someone on the end of a phone line would do.



A helpline - over the phone advice in style of NHS Direct.



What we did:

- The Carers Information Line was established in November 2015. It's a free helpline open Monday-Friday 9:00am-5:00pm for information, advice and guidance from one of our workers over the phone.

This service is now one of our most popular services. In our Client Satisfaction Survey 2016, 97% of the carers who responded considered the Carers Information Line to be *Very Good* or *Good*.

We asked carers, *How easy is it for you to access the Newcastle Carers Centre on Shields Road?*

You said:



Perhaps sessions of 'Carer Support' could take place in libraries throughout the city, to enable easy access for those who cannot attend Byker.



Not easy to access, poor provision in Outer West.

What we did:

- We now have a weekly Drop-in Information and Advice Session as well as a monthly Carer Café at three other places; the Lemington Centre, Gosforth Library and the West End Customer Service Centre and Library.
- We also use other centres around the city when appropriate e.g. the Carer Café for Black and Minority Ethnic female Carers with the Angleou Centre, and a women only Carers' Toolkit programme at West End Women and Girls Centre.

You said:



Concern over access to using your services when a deaf carer needs help.



Communications in all its forms - e.g. interpreters.

## What we did:

- Our new website includes Google Translate.
  - We have always been happy to book an interpreter for any carer who needs language support when meeting with one of our workers or attending training.
  - We asked Deaflink for advice, and now have an SMS Information Line, induction loops in the building, staff did deaf awareness training and we hope to develop a BSL video, all to ensure that deaf and hard of hearing carers can access support.
- 

## You said:



Where possible telephone links may be more helpful e.g. a telephone counselling service.



To be contacted as well as receive support from Newcastle Carers.

## What we did:

- We set up our new Listening Link service, which aims to put carers in touch with a volunteer who will call them regularly.

Our counselling service is provided by a group of skilled and experienced volunteers. Unfortunately we do not have the capacity or resources to provide a telephone counselling service.

You said:

Would be good to be able to bring those who are being cared for.



What we do:

At present we do not hold events where carers can come with the person they care for as, for many carers, coming to the Centre is an opportunity to take a break from their caring role. However, some carers tell us that getting a break on their own is now difficult, so we will consider starting a time for both.

---

You said:

It would be useful if Newcastle Carers gave some support to the newly bereaved and kept in touch with them.



What we do:

- Former carers can continue to use all our services for up to three months after their caring role ends.
  - Former carers are able to come along to our monthly Byker Carer Café.
  - Former carers can continue to be involved with Newcastle Carers through volunteering. Sharing their expertise and experience as a carer can benefit others and allows former carers to maintain a link with the Centre.
- 

**Thank you to all of the carers who have given us their feedback.**

If you would like any further information about Newcastle Carers, please do not hesitate to get in touch.