

Your local national charity

Crossroads Care is a national network of local charities employing over 5,000 trained professionals and helping over 35,000 people. We are Britain's leading provider of support for carers and the people they care for.

There are some six million people in Britain who care for others. Many reach a turning point, a crossroads at which they feel they need help with caring, a sympathetic ear or some time to themselves. This is what Crossroads Care does.

Your quality of life

Norfolk Carers Helpline offers a service that can listen to your issues about your caring situation, support you emotionally and give information that is relevant to you.

We can also offer a short break respite service to enable you to do the things you want to do - go to the theatre, visit a friend or just take some time to rest.

We cover the whole of Norfolk and can refer you to others if you need other services.

Most of us juggle busy lives, but if you also look after a relative or friend who is ill, frail or disabled, you probably find it extremely difficult to have a full life of your own.

Crossroads Care can help.

**CROSS
ROADS
CARE**

Norfolk Carers
Helpline

Norfolk Carers Helpline is funded by Norfolk Social Services and managed by Crossroads Care
Charity no. 282102

Calls may be monitored for training purposes.

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**CROSS
ROADS
CARE
FOR
CARERS
AND THE
PEOPLE
THEY
SUPPORT**

Short Breaks
at Short Notice



**CROSS
ROADS
CARE**
Norfolk Carers
Helpline

Are you a carer?

If you provide unpaid help or support to a relative, friend, neighbour, partner or child because of their physical or mental illness or disability, learning difficulty, old age and frailty or a drug and alcohol problem.....

Then YOU are a CARER

Contact:

Norfolk Carers Helpline
PO Box 154
Norwich
NR3 4EZ

freephone
0808 808 9876

Monday - Friday
8am - 8pm

www.norfolkcarershelpline.org.uk

What is a Short Break at Short Notice?

A Short Break is a few hours respite for you. When the unexpected happens, invitations arise, or you simply need a rest, use the scheme to arrange care cover with confidence.

We can spend time with the person you care for in their home or accompany them on social or leisure activities in the community - any activity which gives the you a break.

Who will provide the care?

A trained and experienced care worker from either Crossroads or a Social Services approved agency will provide care tailored to individual situations.

I'm concerned about leaving the person I care for

This is only natural - after all, you are the one providing all the care. We can ask your care worker or their manager to come along before the break to get to know you and the person you care for, so that you can feel completely confident having a break. Just ask.

How long is a 'Short Break'

The scheme provides breaks from 2 to 48 hours at a time (up to a maximum of 48 hrs in any year).

How short is 'Short Notice'

We ask for a minimum of 2 working days notice to arrange a Short Break.

How much does it cost?

Absolutely nothing! The Short Breaks scheme is free to all Carers in Norfolk .

Sounds great - how do I find out more?

Contact the **Norfolk Carers Helpline** on **0808 808 9876** between 8am and 8pm, Monday - Friday. Friendly staff will take some details, make arrangements and call you to confirm.

IT'S THAT SIMPLE

