

## 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

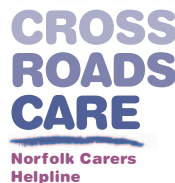
Norfolk Carers Helpline offers a service that can listen to your issues about your caring situation, support you emotionally and give information that is relevant to you.

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.**



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

Calls may be monitored for training purposes.

Leaflet Produced April 2010

**CROSS  
ROADS  
CARE  
ABOUT  
RELIEVING  
CARER  
STRESS**

**Norfolk Carers Helpline**



**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](http://www.norfolkcarershelpline.org.uk)

Norfolk Carers Helpline provides information on where to get help, services and equipment for the person you care for and yourself.

We can organise a short break at short notice if you care for an older person, someone with mental health needs, someone with a physical disability or who has a learning difficulty.

We listen when you need to talk to someone.

Calls are free and confidential and won't show up on your phone bill.

We can be contacted by telephone, email or letter.

Give us a call and check us out. You will be answered by an understanding and experienced helpline worker who wants to help you. If you like what you hear, you will feel more confident about getting in touch again.

You may need information, about how to get a break or financial help for example.

You may like to have a friendly conversation to share your situation.

You may want to call before, during or after a crisis.

Or to discuss a difficult decision you have to make about continuing to care.

We are here from 8am to 8pm,  
Monday to Friday

**Please get in touch**

**0808 808 9876**

[norfolkcarershelpline@crossroads.org.uk](mailto:norfolkcarershelpline@crossroads.org.uk)

