



# Carer Conversation Toolkit

Our top tips and advice  
for adult unpaid carers  
looking for support



[wigan.gov.uk/supportforcarers](https://wigan.gov.uk/supportforcarers)  
[carers.mailbox@wigan.gov.uk](mailto:carers.mailbox@wigan.gov.uk)



**Wigan**   
**Council**

Working in  
partnership with



# Contents

<b>Page title</b>	<b>Number</b>
Introduction	Page 2
Where do I start?	Page 3
Having a carer conversation-carer assessments	Page 5
Support for my loved one	Page 6
Parent carers	Page 7
Dementia carer support	Page 9
Financial support	Page 11
Social and community activities	Page 13
Learning, education and skills	Page 15
Health and wellbeing	Page 17
Other useful contacts	Page 18

## Introduction

**Do you help a family member, friend or neighbour regularly?**

**Would this person have difficulty managing without your support?**

If the answer is yes, you are an unpaid carer.

A carer is anyone who provides unpaid care to a family member, partner or friend who needs help because of their illness, frailty, disability, mental health, or an addiction and cannot cope without your support.

We recognise and value the vital role carers play, and we want to help you feel supported so you can continue caring for as long as you feel able to do so. There are many ways that you can find support across our borough, and we want to help you access the support you need.

This guide is for unpaid carers and the people who support unpaid carers to help find the advice, support, and contact information that is right for you.

## Where do I start?

You may find it easier to continue in your caring role if you find the support that is right for you from the start, but you can access support at any time that you are comfortable with.

You can register yourself as a carer with Wigan and Leigh Carers Centre and with your GP.

Wigan Council works in partnership with Wigan and Leigh Carers Centre to ensure we can offer you emotional and practical support, and keep you up to date with the latest information and support for carers.

You will receive a carers newsletters quarterly, which provides information about carer events, short breaks, and support for your own wellbeing.

It is important to make your GP aware of your caring role so that they can provide you with the right advice and support as sometimes caring can impact your health and wellbeing.

## **Wigan and Leigh Carers Centre**

Working in partnership with Wigan Council, they support all adult and young carers across Wigan and Leigh Borough to find information, advice, support and much more.

01942 697885

[info@wlcccarers.com](mailto:info@wlcccarers.com)

[www.wlcccarers.com](http://www.wlcccarers.com)



## Having a carer conversation

### What is a carer's assessment?

You may have heard the term carer assessment. It sounds rather formal but it's quite the opposite and nothing to worry about. It is not an assessment of your ability to care. It's just a conversation and time for you to talk about how you're finding caring so that we can see what support could help you. All adult carers who provide regular care and support to someone age 18 and over are entitled to a carer's assessment. You can choose to have a conversation and find out more with Wigan and Leigh Carers Centre or the council team. We work together, both here to support you.

#### **Wigan and Leigh Carers Centre**

01942 697885, [info@wlcccarers.com](mailto:info@wlcccarers.com),  
[www.wlcccarers.com](http://www.wlcccarers.com)

#### **Adult social care**

[www.wigan.gov.uk/AdultSocialCare](http://www.wigan.gov.uk/AdultSocialCare)  
01942 828777 (24/7)

## Where do I find advice and support for my loved one?

The adult social care team aims to help people stay independent, safe, and well so they can live their lives as they want to.

There is a range of information, advice and support available for your loved one depending upon their individual needs.

### **Adult social care**

For information and advice around support, help with living at home, accommodation needs, and social care assessments.

[www.wigan.gov.uk/AdultSocialCare](http://www.wigan.gov.uk/AdultSocialCare)

01942 828777 (24/7)

## I am a parent carer of a child or young person with additional needs and/ or a disability, where can I find support?

Having a child with special educational needs and/or a disability can affect all areas of your life.

There are people who can offer advice, and help you navigate the support available to you.

### **Children's First Partnership Hub**

The first point of contact to seek advice and support or report concerns for a child.

[www.wigan.gov.uk/ChildrenHealthAndSocial](http://www.wigan.gov.uk/ChildrenHealthAndSocial)

Worried about the welfare or safety of a child?  
Call the children's social care team on  
01942 828300.

### **Family Hubs**

Family Hubs operate a network of services within your neighborhood to provide accessible and connected services and support to all families

[www.wigan.gov.uk/FamilyHubs](http://www.wigan.gov.uk/FamilyHubs)



### **Wigan Parent Carer Forum**

Providing information, advice, the chance to connect with other parent carers, and the opportunity to have your voice heard to make an impact on SEND services.

01942 939668

[admin@wiganpcf.org.uk](mailto:admin@wiganpcf.org.uk)

[www.wiganpcf.org.uk](http://www.wiganpcf.org.uk)

### **The Local SEND Offer**

Information on services across education, health, and social care for children and young people who have special educational needs or a disability.

[www.wigan.gov.uk/LocalOffer](http://www.wigan.gov.uk/LocalOffer)

### **Embrace**

A user-led charity dedicated to providing information, advice, and support to people with disabilities and their families.

01942 233323

[info@embracewiganandleigh.org.uk](mailto:info@embracewiganandleigh.org.uk)

[www.embracewiganandleigh.org.uk](http://www.embracewiganandleigh.org.uk)

## **I am caring for my loved one who is living with dementia. Where can I find support?**

Are you worried about your own or a loved one's memory?

Please make an appointment to see your GP to talk through any concerns.

You may be referred to the memory service for further assessment and support.

As a carer, there are other services who may be able to offer you support too.

## **Dementia carers support**

### **Wigan Alzheimer's Society**

0333 150 3456

01942 247837

DementiaSupportLine@alzheimers.org.uk

[www.wigan.gov.uk/AlzheimersSociety](http://www.wigan.gov.uk/AlzheimersSociety)

### **Lewy Body Society**

01942 914000

[info@lewybody.org](mailto:info@lewybody.org)

[www.lewybody.org](http://www.lewybody.org)

### **Memory assessment services**

01942 764 462

[www.gmmh.nhs.uk/memory-assessment-services-in-wigan](http://www.gmmh.nhs.uk/memory-assessment-services-in-wigan)

### **Wigan Council's dementia advice:**

[www.wigan.gov.uk/dementia](http://www.wigan.gov.uk/dementia)

## Can I get financial and welfare support?

If you care for someone, you or the person you care for may be entitled to welfare and benefit support.

You can contact Wigan Council welfare rights team and Wigan Citizens Advice to find out more.

### **Here for you**

Are you feeling the pressure of rising costs and finding it hard to know where to turn?

You are not alone. There are lots of organisations around to point you in the right direction.

Our here for you web pages will signpost you to services, organisations and resources that might be able to help.

**[www.wigan.gov.uk/hereforyou](http://www.wigan.gov.uk/hereforyou)**

## Money and welfare advice

### **Wigan Welfare Support and Welfare Rights**

Friendly advisors are on hand and can offer advice and support on a range of welfare benefits, help with completing claim forms, guidance and support when making appeals plus crisis support including emergency gas and electric vouchers, furniture packages and food parcels.

01942 705221

[www.wigan.gov.uk/localwelfaresupport](http://www.wigan.gov.uk/localwelfaresupport)

### **Citizens Advice Wigan**

Free and confidential advice on welfare benefits, immigration, human rights, housing and more.

01942 709 709 (Mon-Fri 9am-5pm)

08082787 801 (Mon-Fri 1pm-5pm)

[advice@cawb.org.uk](mailto:advice@cawb.org.uk)

[www.cawb.org](http://www.cawb.org)

### **Income Maximisation**

Are you missing out on money?

Visit one of our face-to-face drop in sessions where we can talk you through what your entitled to, help you to complete any forms and be there as a listening ear and helping hand

01942 489015

[www.wigan.gov.uk/HelpToClaim](http://www.wigan.gov.uk/HelpToClaim)

## Where can I find social and community activities?

We understand as a carer you will be busy, so you may be struggling to still do the things you enjoy or you may feel like you don't know anyone who knows what it's like to be a carer.

There are a wide range of groups and activities across the borough to help you find the things you love doing, something new to do or help you connect with others.

### **Our Town Directory**

Brings together local support and things to do in our community.

[www.wigan.gov.uk/ourtowndirectory](http://www.wigan.gov.uk/ourtowndirectory)

### **Wigan and Leigh Carers Centre**

Working in partnership with Wigan Council, they support all adult and young carers across Wigan and Leigh Borough to find information, advice, support and much more.

01942 697885

[info@wlcccarers.com](mailto:info@wlcccarers.com)

[www.wlcccarers.com](http://www.wlcccarers.com)

### **Be Well**

Wigan Council's leisure and wellbeing service with a range of activities in lots of locations, including your own home. You can receive a discounted monthly membership as a carer.

01942 488481

[wellbeing@bewellwigan.org](mailto:wellbeing@bewellwigan.org)

[www.wigan.gov.uk/BeWell](http://www.wigan.gov.uk/BeWell)

### **MyTime Wigan**

Working in partnership with Wigan Council, they provide carers with opportunities to enjoy a much needed break including overnight stays, meals out, and leisure activities.

07545 652775 / 0151 7052327

[www.mytime4carers.co.uk](http://www.mytime4carers.co.uk)

### **Community link workers**

A community link worker is a member of your GP surgery team and can help you access a wide range of local services and community-based groups and activities.

Ask any member of staff at your GP practice or contact them directly.

01942 836967

[wiganclw@nhs.net](mailto:wiganclw@nhs.net)

[www.wigan.gov.uk/communitylinkworkers](http://www.wigan.gov.uk/communitylinkworkers)

## Learning, education and skills

It's important that you can still experience new opportunities to learn something new.

You can find courses, qualifications, and opportunities to help you start a new career or learn something you have always wanted to with Wigan adult learning and skills team.



### **Wigan adults learning and skills**

Offers a wide variety of courses to help you learn something new, update qualifications or kick-start a new career.

01942 489758 or 01942 489714

[adultlearning@wigan.gov.uk](mailto:adultlearning@wigan.gov.uk)

[www.wigan.gov.uk/AdultLearning](http://www.wigan.gov.uk/AdultLearning)

### **Wigan Council - carers training grants**

Providing opportunities to support unpaid carers with applying for funding for training. Community groups who are looking to provide training for carers can also apply.

[www.wlcccarers.com/training](http://www.wlcccarers.com/training)

## How do I look after my own health and wellbeing?

Caring can be very rewarding, but it can also make demands on your time, your health, and your emotions.

Talk to your GP so they can offer support with your physical and mental health, and advise you about the support that is right for you. There are additional services and organisations who could help too.

### **Health contacts**

Wigan Council Health and Wellbeing Services  
[wigan.gov.uk/bewell/health-services](http://wigan.gov.uk/bewell/health-services)

Specialist community mental health team:  
01942 764463 / 01942 764478 (9am-5pm)

Talking therapies/ Think Wellbeing (NHS):  
01942 764449

Urgent mental health support:  
Call 111 and select mental health option

Memory assessment services:  
01942 764 462

Wigan Hospice:  
01942 525566 (24/7 advice)

## **Other useful contacts**

Age UK Wigan Borough: 01942 615880

Armed Forces HQ: 01942 821 293

AWARM - Support, information and advice for people struggling to heat their home and keep warm: 01942 705221.

Blue Badges: 01942 489014

Crossroads Carer Support Group:  
A support group of volunteer carers providing opportunities to meet and connect: 07807210913

Domestic Abuse Helpline:  
01942 311365 (Mon-Fri 7am-7pm)

Driven-community transport supporting vulnerable people: 01942 409602

Greater Manchester Bereavement Service:  
0161 9830902

Healthwatch Wigan and Leigh: 01942 834666

Royal British Legion Admiral Nurse Service:  
0808 802 8080

Stroke Association: 01942 369818

Shevington Dementia carer support group:  
07826 895166

Think Ahead Stroke: 01942 824888

We Are With You: Drug and Alcohol support:  
01942 827979

Wigan Council Sensory Team  
Tel: 01942 828787 Text: 07738 144746



**Wigan**   
**Council**



[wigan.gov.uk/supportforcarers](https://wigan.gov.uk/supportforcarers)  
[carers.mailbox@wigan.gov.uk](mailto:carers.mailbox@wigan.gov.uk)