



Carer Conversation Toolkit

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



wigan.gov.uk/supportforcarers
carers.mailbox@wigan.gov.uk

Wigan 
Council



**WIGAN
BOROUGH
CARERS**

Contents

Page title	Number
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.

Registering with Wigan and Leigh Carers Centre means they can offer emotional and practical support and keep you up-to-date with the latest information and support for carers.

Upon registering you will be provided with an emergency carers card, which identifies you as a carer and they can support to register you as a carer with your GP, if you have not already. You will also receive the monthly carers newsletter and invites to regular events and social activities.

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

Supporting all adult and young carers across the Wigan and Leigh Borough to find the information, advice, support and much more.

01942 697885

info@wlcccarers.com

www.wlcccarers.com



Having a carer conversation

What is a carer's assessment?

You may have heard the term carer assessment, but we prefer to call it a conversation. This is a chance to talk about how caring impacts you, and what support could help you. It is not an assessment of your ability to care.

All adult carers who provide regular care and support to someone age 18 and over are entitled to a carer's assessment. You can contact Wigan and Leigh Carers Centre or the community adult front door to request this.

Wigan and Leigh Carers Centre

01942 697885

info@wlcccarers.com

www.wlcccarers.com

Social care

www.wigan.gov.uk/AdultSocialCare

Community adult front door: 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.

Social care - Adults

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

www.wigan.gov.uk/AdultSocialCare

Community adult front door:

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

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

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

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

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

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

Lewy Body Society

01942 914000

info@lewybody.org

www.lewybody.org

Memory assessment services

01942 764 462

www.gmmh.nhs.uk/memory-assessment-services-in-wigan

Wigan Council's dementia advice:

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

Money and welfare advice

Wigan welfare rights

Free and confidential advice and support on a range of welfare and benefits, completing claim forms and assistance with money management.

01942 705 221

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

www.cawb.org

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

Wigan and Leigh Carers Centre

Supporting all adult and young carers across the Wigan and Leigh Borough to find the information, advice, support and much more.

01942 697885

info@wlcccarers.com

www.wlcccarers.com

Be Well

Wigan Council's leisure and wellbeing services. You can receive discounted monthly membership as a carer.

01942 488481

wellbeing@bewellwigan.org

www.wigan.gov.uk/BeWell

MyTime Wigan

Connecting carers with businesses and organisations offering complimentary leisure activities.

07545 652775

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

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

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

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

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

Talking therapies/ Think Wellbeing (NHS):
01942 764449

24/7 Mental health helpline:
0800 953 0285

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
carers.mailbox@wigan.gov.uk