



# Support for Unpaid Carers

# Who is a carer?

**“A carer is a person of any age who provides unpaid care and support to a family member, friend or neighbour who is disabled, has an illness or long-term condition, or who needs extra help as they grow older”**

Carers UK

Think carers guide: [Your guide to help support carers \(essex.gov.uk\)](https://www.essex.gov.uk/your-guide-to-help-support-carers)

**124,000 Carers  
in Essex**  
*2021 Census*

**£164 billion to  
the national  
economy**  
*(Petrillo and  
Bennett, 2023)*

**1 in 4 report  
bad or very  
bad mental  
health**  
*Carers UK*

**2 in 3 of us will  
be a carer**  
*Carers UK*

# Essex All-age Carers Strategy

1



Carers can easily access the information, advice, guidance and support when they need it and early into their caring role.

2



Develop professional practice and processes to improve identification and support to carers.

3



Improve transitions for carers as they move through specific phases or life events in their caring role.

4



Carers will have increased opportunity to access good quality support, including opportunities for breaks, to maintain their own wellbeing and those they care for.

5



Carers' needs and rights will be understood and recognised across Essex communities.

6



Carers will be the experts that influence, shape and be involved in the decisions that are intended to improve their support and wellbeing.

# Essex Carers Support Model

Carers Voices

## Essex Wellbeing Service

First point of contact for Carers in Essex. Providing outreach, advice, guidance and triage to specialist carers organisations.

## Essex Carers Core Offer of Support (ECCOS)

Practical Information, Advice and Guidance  
Brief Solution Focused Support (Counselling, Coaching and Mediation)  
Access to Peer Support groups and Wellbeing Grants

Carers Community  
Fund

Carers Virtual  
Offer

Carers Learning and  
Training Offer

## Adult Social Care & Essex Youth Service

Carers Assessments  
and ongoing support



# Essex Wellbeing Service (EWS)

**EWS offer a telephone service for carers to discuss their caring role.**

EWS do not offer Carers assessments but offer:

✓ Light-touch support to carers

✓ Triage, signposting and referrals into specialist support for carers

Further information and referral form can be found at [Essex Wellbeing Service](#)

# Essex Specialist Carers Support Services

Where more personalised support is required, Carers can contact or be referred to the following organisations commissioned by ECC to provide specialist support:

1

## Action for Family Carers (West and North Essex)

2

## Carers First (Mid and South Essex)

Support for carers includes:

- ✓ Information, advice and guidance
- ✓ Coaching
- ✓ Counselling
- ✓ Conflict resolution/mediation
- ✓ Peer support groups
- ✓ Grants for wellbeing

**Essex County Council**

### Are you an adult looking after someone in Essex?

Your guide to support for unpaid carers from 1 April 2024

**Essex Wellbeing Service (EWS)** Essex Wellbeing Service

This countywide service provides the opportunity for you to discuss your caring role and receive information, advice and guidance related to your own wellbeing. We work closely with Action for Family Carers and Carers First and will ensure you receive specialist support from them if needed. You may also be eligible for a carers assessment by Essex County Council to assess what additional support, if any, could help you in your caring role.

**Contact details:**  
Phone: 0300 303 9988 Email: [provide.essexwellbeing@nhs.net](mailto:provide.essexwellbeing@nhs.net)  
[www.essexwellbeingsservice.co.uk](http://www.essexwellbeingsservice.co.uk)

**Action for Family Carers** Action for Family Carers

We offer local support for unpaid carers in North East and West Essex, including specialist information, advice and guidance. You can also access help to find practical solutions to address specific challenges, services for your emotional wellbeing, and be connected with other local people in similar situations to you for mutual support.

[www.affc.org.uk](http://www.affc.org.uk) Working in partnership with Essex Carers Support. Essex Carers Support

**Carers First** Carers First

We offer local support for unpaid carers in Mid and South Essex, including specialist information, advice and guidance. You can also access help to find practical solutions to address specific challenges, services for your emotional wellbeing, and be connected with other local people in similar situations to you for mutual support.

[www.carersfirst.org.uk/essex/welcome](http://www.carersfirst.org.uk/essex/welcome)

*“You have got to know us so well in such a short time...you get it, you really get it, what it’s like to be an unpaid Carer and the challenges that poses”*

# Key Contacts

## Essex Wellbeing Service

Central point of contact for those unsure where to go.

[Online referral form](#)

**0300 303 9988**

## ECCOS

Specialist IAG, brief solution focused support, peer support & wellbeing grants

### Mid & South

[Online referral form](#)

### West and North-East

[Online referral form](#)

## Essex Youth Service

Statutory assessments and ongoing support for young carers

[Online referral form](#)

**0333 013 0866**

## Adult Social Care

Statutory carers assessments and ongoing support for adult carers

[Carers.team@essex.gov.uk](mailto:Carers.team@essex.gov.uk)

**0300 303 9988**

**No Wrong Door/Multiple Access Points**