**Caring from a Distance: using new and familiar means of keeping in touch with family and friends in care homes during COVID-19**

Thank you for taking part in this research. We have prepared some information to direct you to to agencies which can provide information and support to families and friends of people living in care homes.

***Information and support for carers***

**Carers UK**

Telephone: **0808 808 7777**

Email: [advice@carersuk.org](mailto:advice@carersuk.org)

Online: <https://www.carersuk.org/>

**Carers Trust**

Telephone - 0300 772 9600

Email: [info@carers.org](mailto:info@carers.org)

Online: <https://carers.org/>

There are also a range of local carers’ support organisations and groups across the UK. You can search for carers’ organisations in your area using the Carers UK website at <https://www.carersuk.org/help-and-advice/get-support/local-support>

The following organisations may also be able to offer advice and information in respect of a range of issues.

**Relatives and Residents Association** – this is a national organisation for older people who are in or in need of residential care, their families and friends.

Helpline: 020 735 98136

Email – [info@relres.org](mailto:info@relres.org)

Online: <https://www.relres.org/>

**Age UK** – provides help and information to older people and their families and friends.

Telephone: 0800 678 1602 or online: <http://www.ageuk.org.uk/>

Age UK also has individual contact points for people in the devolved nations of the UK:

**Age Scotland** – has a free, confidential helpline for older people and their carers and families at 0800 12 44 222 or see <https://www.ageuk.org.uk/scotland/>

**Age Cymru Advice –** telephone on 08000 223 444 or see <https://www.ageuk.org.uk/cymru/>

**Age NI** – telephone 0808 808b7575 or see <https://www.ageuk.org.uk/northern-ireland/>

**Alzheimer’s Society** – provides information, including information for people caring for people with dementia:

Dementia Connect Support Line: 0303 150 3456 or online: <https://www.alzheimers.org.uk/>

Information for people caring for people with dementia in Scotland is available from **Alzheimer Scotland**

Helpline: 0808 808 3000 or online: <http://www.alzscot.org/information_and_resources/caring_for_someone_with_dementia>

**Rethink** – provides help for people affected by mental health problems, including carers.

Advice and information line: 0300 5000 927, or see online for other ways of contacting them: <https://www.rethink.org/aboutus/what-we-do/advice-and-information-service/>

Their website provides information for carers and has information about local carers’ groups: <https://www.rethink.org/advice-and-information/carers-hub/>

**Learning Disability Helpline (Mencap)** – provides advice and support for people with learning disabilities, families and carers.

Helpline: 0808 808 1111

Email – [helpline@mencap.org.uk](mailto:helpline@mencap.org.uk) or see <https://www.mencap.org.uk/contact/contact_mencap_direct> for an online contact form.

For the Wales Learning Disability Helpline ring 0808 808300 or use the online contact for at <https://www.mencap.org.uk/contact/contact_mencap_wise?_ga=2.168805729.1546600318.1591620252-1443591294.1591620252>

(0808 8000 300 in Wales) or online: <https://www.mencap.org.uk/mencap-direct>

**Home Farm Trust Family Carers Support Service** – provides support and resources to families of people with learning disabilities - <https://www.hft.org.uk/our-services/family-carer-support-service/>

Helpline: 0808 801 0448

Email - [familycarersupport@hft.org.uk](mailto:familycarersupport@hft.org.uk)

***Information for people who are worried about their relative/friend’s safety and wellbeing***

**Hourglass** (previously known as Action on Elder Abuse)– provides information and advice to those who are worried that an older person might be at risk of abuse or harm.

Helpline: 0808 808 8141 or online: <https://wearehourglass.org/>

***Support during bereavement***

**Cruse Bereavement Care** have a telephone helpline staffed by trained volunteers. You can contact them by phone on 0808 808 1677​ or by email [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk) They can also provide information about the support they provide in your local area. For information about Cruse see <https://www.cruse.org.uk/>

For people in Scotland there is a separate service - **Cruse Bereavement Care Scotland.** They also have a helpline which is available on 0845 600 2227. For further information see <http://www.crusescotland.org.uk/>

Cruse have produced some useful information on coping with bereavement during the corona virus pandemic. This is available at <https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief>

***Support for people who are experiencing worry and distress***

**The Samaritans** offer support to anyone who is having a difficult time. They are available 24 hours a day, every day of the year. You can contact them on 116123. If you prefer to write down your feelings, you can contact them by email at [jo@samaritans.org](mailto:jo@samaritans.org).

For more information about The Samaritans see <https://www.samaritans.org/> and for more detailed information about the different ways you can contact them go to <https://www.samaritans.org/how-we-can-help/contact-samaritan/>

***Written information about COVID-19 for carers***

The Relatives and Residents Association and Dementia UK have together produced some advice for families and friends on keeping in touch with people in care homes during the pandemic. This has lots of suggestions for ways of staying connected – see <https://www.relres.org/keep-in-touch/>

The Social Care Institute for Excellence has information for carers of people with learning disabilities and autism, available at <https://www.scie.org.uk/care-providers/coronavirus-covid-19/learning-disabilities-autism/carers-family>

All the information in this leaflet is correct to the best of our understanding and at the time of writing. Please be aware that as the situation in relation to COVID-19 changes the material referred to here may be updated, so please check carefully. The inclusion of agencies on this list does not constitute a recommendation by the researchers; however, we hope that you will find these resources of value.