

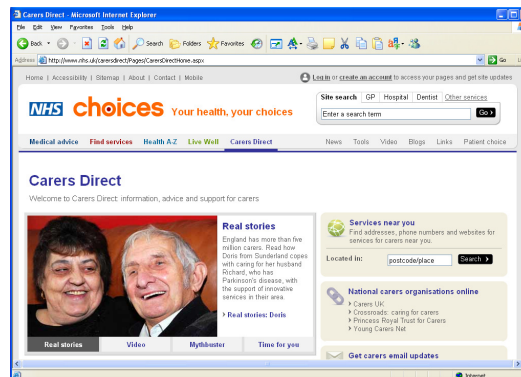
National Strategy for Carers delivery

New Carers Information Service to go live 1st April

The Carers Direct telephone helpline is due to go live on 1st April 2009.

This is the second part of the carers' information service which was first announced as part of the Health and Social Care White Paper and then in the National Strategy for Carers.

The free telephone advice line will open 7 days a week and will provide a comprehensive advice service for carers wanting information and advice about benefits, how to get care and support, breaks, housing, equipment, etc.



The online information service is already up and running at www.nhs.uk

It complements the new on line information service, which went live on 26 January and is available at NHS Choices (www.nhs.uk). It provides carers with a single and comprehensive online resource for carer specific information, including: guidance on the different stages of caring, information for claiming benefits, advice for young carers, contact details for local authorities and local support groups, news articles, and case studies with videos. Future development will allow carers to receive answers to email enquiries and join online communities and forums.

These services are designed for carers wanting information and advice about services and support available in England.

Carers UK has welcomed the fact that Government is trying to make information and advice more accessible to carers. We know that information is often the key to carers being able to manage their lives better, get the support they need and vital income. Carers UK's research has shown that carers can miss out for years on support and carers tells us that they want high quality, easily understandable information.



Carers Direct

Information, advice and support for carers

 www.nhs.uk/carersdirect

 Freephone: 0808 802 02 02