**The Carers’ Hub Rochdale is operating a full service remotely and we are still open to receive new referrals.**

**Anyone can refer by Expression of Interest Form sent Freepost or:**

**Freepost: The Carers Hub Rochdale**

**Email:** [**enquiries@rochdalecarers.co.uk**](mailto:enquiries@rochdalecarers.co.uk)

**Telephone: 0345 0138 208**

**Website:** [**www.n-compass.org.uk**](http://www.n-compass.org.uk/)

We have been monitoring all media coverage of COVID-19 and have made the following decisions and changes to meet Government guidelines, to keep our local community of Carers safe and well in Rochdale.

Our aim is to continue to provide Support, Advice and Information to Young and Adult Carers and their families during these uncertain times by telephone, email and online.

Our priority is ensuring Young and Adult Carers emotional and physical health is addressed so they can continue to care for their family member.

These are the steps we have put in place to date:

Following Government guidelines for social distancing our face to face Coffee& Chat sessions, activities and support groups have been cancelled, however alternative support for Carers has been put in place:

* Peer support – Adult Carers can register for our new **Carers Community Platform** by emailing [**enquiries@rochdalecarers.co.uk**](mailto:enquiries@rochdalecarers.co.uk)to receive the website address and a code to enable them to chat on a Forum with peers and volunteers online. We are delivering virtual Coffee&Chat sessions through this Platform
* Young and Adult Carers are being encouraged to like and follow our **Facebook page** searching for **Carers Hub Rochdale**. From there, they can also join one of our closed dedicated groups for Young and Adult Carers. Our Facebook page and groups are being updated regularly with developments and support information
* Adult and Young Carers are being encouraged to register on our **Carers UK Digital Resource** by typing in [www.carersdigital.org](http://www.carersdigital.org). They will need an email address and our free access code **DGTL2945**
* Volunteer led emotional support and friendly chats on our CHAT (Carers Help and Talk) Line, 24 hours a day 7 days a week – **0345 103 9747**
* Our Service Access Team are picking up all enquires remotely on **03450 138 208** and[**enquiries@rochdalecarers.co.uk**](mailto:enquiries@rochdalecarers.co.uk)Service hours remain the same Monday – Friday 8am – 6pm
* All Carers Support staff are equipped with IT and face to face Young and Adult Carers Assessments have been replaced by telephone and video assessments
* All Carers Support staff are delivering telephone and video support, 1-2-1 and in groups
* Young and Adult Carers who would usually attend our face to face Coffee& Chat sessions, activities and support groups are being kept in touch with
* Local Voluntary, Community and Faith Sector organisations are working together to ensure there is a ‘no wrong door’ creating access to a wide range of support

We will continue to share updates on our **Facebook page** search **Carers Hub Rochdale**.

Thank you. Sandra Montgomery – Carers Services Manager [**SMontgomery@rochdalecarers.co.uk**](mailto:SMontgomery@rochdalecarers.co.uk)