

Carer Support Information 2026



This booklet is available on the
South Eastern HSC Trust website at:

www.setrust.hscni.net



www.setrust.hscni.net



[@SouthEasternHealthSocialCareTrust](https://www.facebook.com/SouthEasternHealthSocialCareTrust)



[@setrust](https://twitter.com/setrust)



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Foreword

This booklet provides information about supports for a person who provides care for a family member or friend who has an illness, disability or who is frail. It contains information and contact details that carers may need while they continue to care.

South Eastern Health and Social Care Trust covers the area marked green on the map and offers support and advice to carers who care for someone who lives in this Trust area.



Many carers in Northern Ireland report that caring can have a negative impact on their general physical and mental health and the caring role can affect other areas of life such as finances, employment and family life. It is important that carers look after their own health and wellbeing and know where to get information and support.

South Eastern Health and Social Care Trust recognises the invaluable help and support unpaid carers provide. This booklet will provide advice and guidance for carers.

Pamela Smyth
Carers Development Officer

Trust Carer Support Service

Carer Support Service

The Carer Support Service in South Eastern HSC Trust is a central point of contact for carers of all ages. Information and advice can be provided and the service will refer and signpost carers to relevant groups and support networks within the Trust organisation.

The Service can also connect carers to local voluntary and community organisations that provide support.

The Carer Support Service manages a Trust Carer Register and sends out regular support information to carers on this register by email and post. The Service provides free information sessions and activities to offer carers a break from their caring role and to meet other carers for essential peer support.

Carer Support will send you a Carer ID Card and you will receive regular local carer support information.

If you would like your name and details to be included on the Trust Carer Register and mailing list, please complete the consent form on page 24 of this booklet or click on this [link](#).

Please contact the Carer Support Service for more information.



Ballynahinch Community Services
45 - 47 Main Street
Ballynahinch BT24 8DN

 Tel: (028) 4372 1807
Text: 0790 093 6726

email: carer.support@setrust.hscni.net



South Eastern HSC Trust Offices

This is a list of offices in the Trust which provide services to Carers and the people they care for.

To contact the Older Persons Team in your area please contact:

Tel: **(028) 9598 8098**
Follow the options relevant to your area.

If you are caring for a child/young person with a disability

New Referral:
Phone Gateway Team 0300 1000 300

To contact the Children's Disability Team in your area please contact:

Tel: **(028) 4451 3938**
Follow the options relevant to your area.

Who to contact if an emergency arises

During office hours (9.00am - 5.00pm)
For medical emergencies contact the GP.
For social care emergencies contact the relevant professional who is in contact with the person you care for or use the contacts listed on this page.

Outside office hours (evenings and weekends)

For **medical emergencies** contact:

Out of Hours GP Service as follows:

Lisburn and Down (028) 9260 2204

Ards and North Down (028) 9182 2344

For **social care emergencies** contact the
Emergency Duty Team **(028) 9504 9999**

If you are caring for an adult with a learning disability

Down (028) 4461 6915
Lisburn (028) 9263 3190
North Down & Ards (028) 9151 1190

If you are caring for an adult with a physical disability

Down (028) 4461 6915
Lisburn (028) 9260 4031
North Down & Ards (028) 9151 1190



If you are caring for someone with sensory difficulties

Lisburn	Tel: (028) 9260 7746	North Down & Ards	Tel: (028) 9151 0136
	Text: (028) 9262 8646		Fax: (028) 9151 0145
	Mobile: 07739 879 554		Minicom: (028) 9151 0137
Down	Tel: (028) 4461 6915		Mobile: 07734 282 646
	Text: (028) 4461 4744		
	Mobile: 07739 879 556		

If you are caring for someone with mental health difficulties

Lisburn	(028) 9266 5181	North Down	(028) 9151 1199
Downpatrick	(028) 4461 3311	Ards	(028) 9151 2156

If you are caring for someone with brain injury

Down & Lisburn areas (028) 9263 3189
North Down & Ards areas (028) 9151 1192

Planning Support for You as a Carer

Our aim

South Eastern HSC Trust recognises and values the work of carers. **The Carers and Direct Payments Act (Northern Ireland) 2002** states that carers have a legal right to a conversation of their own needs, separate from the person they care for.

If you are caring for someone over 18 years, the Trust calls this assessment of needs a carer conversation and a member of staff will complete this with you.

Who is entitled to a carer conversation?

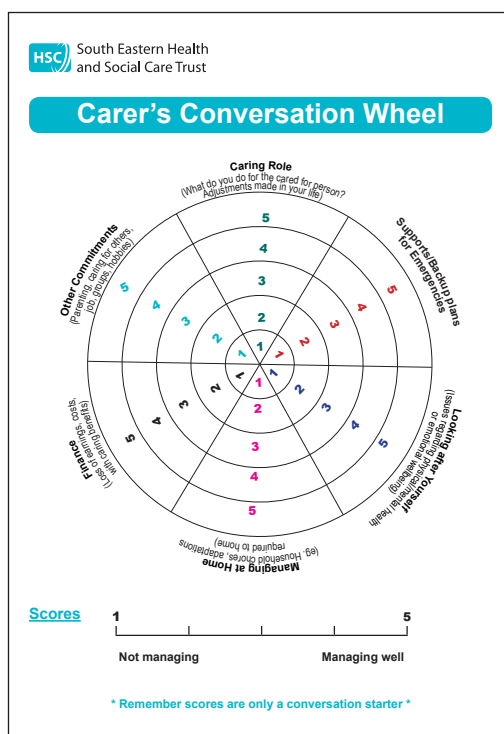
A carer is someone who provides regular and substantial care for a family member or friend who is ill, has a disability or is frail.

You could be:

- A young person under 18 years helping to look after a parent/brother/sister
- The parent of a child with additional needs
- A friend or relative looking after an older person
- A family member or friend looking after someone with a disability. This could be a physical disability, brain injury or mental health issue.

You do not have to be:

- Living with the person you care for
- Related to the person
- Currently caring but you should be in the stage of planning to care for someone, for example, if a relative is due to be discharged from hospital.



The carer conversation

The carer conversation focuses on you as a carer.



The purpose is to:

- Support your role and recognise the input you have in the life of the person you care for
- Highlight the amount of help or care given and explore the impact of this on you and the life of your family
- Discuss your support needs as a carer
- Ascertain if your support needs can be met by social services or others.

Account will be taken of a carer's circumstances, views, age, general health and wellbeing and other available supports.

Planning Support for You as a Carer *(continued)*

Support might include:

- Information for you as a carer
- Training to help you in your caring role
- Emotional support
- Information about support groups in your area
- Practical support in the home
- Breaks from caring
- Financial support towards a short break, pampering, leisure activity.

If you care for someone under 18 years the staff member will complete the section Carer Capacity to meet Carer Needs in a UNOCINI (Understanding the Needs of Children in Northern Ireland) form. This will be similar to the sections in the carer conversation with supports discussed as outlined above.

How to request a carer conversation

You can ask for this when your care manager, social worker or key worker assesses the needs of the person you look after. You can discuss your own needs even if the person you look after does not receive any services.

If your circumstances change, for example, if the cared for person's condition changes or you are struggling to cope, you can ask for both your situations to be reviewed by social services.

Alternatively you can complete the Carer Assessment Referral Form (page 26), send back to the Carer Support Service and you will be connected to the appropriate team.

Short breaks from caring

Caring is rewarding but can also be demanding and so it is important, that as a carer, you get a break from caring to maintain your own health and wellbeing. Every carer's needs are different, as are the needs of the people you care for. There are many ways to get a short break from caring and the length of break can range from a few hours weekly, a day here and there, a complete break away for a number of days or a variety of these. Trust staff can advise you of the range of ways you can get a short break.

Self Directed Support

Self Directed Support enables people to choose how their support is provided and gives them and their carers as much control as they want with an agreed 'Personal Budget' to meet their needs. For more information on Self Directed Support, talk to a Trust staff member as they will need to carry out an assessment to ensure you are eligible.



You can also read more about Self Directed Support on the Trust's website at: www.setrust.hscni.net/service/self-directed-support/

Young Carers

Support for young carers aged 8 - 18 years within the South Eastern Health and Social Care Trust

Caring by young people can have a major impact on their lives and it is important that they are connected to supports. The role of caring can affect their self-perception, self-esteem and opportunity to pursue opportunities that are available to their peers.

Support within the South Eastern HSC Trust area is provided by Action for Children.

Action for Children raise awareness, identify and provide direct support to children and young people who look after or help to look after someone in their family who is unwell or disabled, including children caring for parents who have mental health or substance misuse problems.

The direct support provided includes:

- Young carers needs assessment
- Personal support, advice and guidance
- Individual and group support
- Trips and activities during school holidays
- Help to access specialist services
- Help to access universal services such as leisure and youth services.

Young carers, their families or professionals can contact:

The Service Coordinator, on **(028) 9046 0500**
or email: niyoungcarers@actionforchildren.org.uk
or via the **Facebook page NI Youngcarers**.



Young carers



Young carers

Young Carers *(continued)*

SERC Student Carer Service

SERC has a Student Carer co-ordinator who engages with students to identify and support Student Carers. SERC defines a Student Carer as someone who provides regular care for another person who is ill, has a disability, mental health condition or dependency on drugs or alcohol.



SERC understands that Student Carers may need time out of class to call home, extra time to complete assignments, information about their rights and the welfare services available.

They involve Student Carers in policy and initiative development and engage with Action for Children to provide access to specialist services.

Student Carers are provided with a Student Carer ID card, a discreet method of informing staff, should they arrive late or need to leave early to attend carer commitments.

			
Student's Name:			
Student's ID No:	Date Issued:		
I'm a student carer. I may sometimes need extra consideration.			

SERC's designated student carer co-ordinator will put in place confidential support based on the needs of the student carer.

The co-ordinator also engages with SERC Students Union to promote student carer services during open days, fresher days and induction talks.

For 1-1 confidential support contact:



Student Carer co-ordinator: Marie Jameson

Contact: studentcarers@serc.ac.uk

Crossroads Young Carers

The project supports young carers from the age of 5 - 23 years.

Crossroads provide social support through outings, for example, cinema, bowling, games nights, walks.

They also facilitate sessions where young carers can meet peers and they provide workshops to equip young carers with different skills.

Further information contact:

Telephone: **(028) 9181 4455**

email: ycarer@crossroadscare.co.uk



Benefits for Carers

BENEFITS



The benefit system can be complex, however there are government and community advice services who provide carers with impartial, confidential advice.

Benefits can include Carer's Allowance, Employment and Support Allowance (ESA), Universal Credit and Income Support.

Carers may also be entitled to tax credit or rates relief. Please contact the Carer Support Service for contact details of benefit help and advice centres in your area. There is also financial support information on the Carers NI website:

www.carersuk.org/ni/help-and-advice/financial-support/

Make the Call

- Are you getting all the money, supports and services you are entitled to?
- With just one call, text or email you can find out.

 0800 232 1271

 makethecall@dfcni.gov.uk

 CHECK to 67300

 nidirect.gov.uk/makethecall



Work and Caring: Talking to your employer about your caring role

Carers often find it difficult to speak about their caring role. Caring is a very personal subject that requires you to reveal details about yourself and the person you care for. If you are working, it may be a challenge for you to juggle work and caring.

Some carers have to change their work arrangements, need to be contactable by phone or may be required to take leave at short notice for emergencies.

You may find it helpful to talk to your employer about your caring role and update your workplace on any changes that might impact on your ability to work. Think about what you want to share with your manager or HR Department. This might be:

Your caring role

- How this change in circumstances may affect your work
- What support you might need from your manager
- What solutions you can suggest to help you remain in work.

There are two pieces of legislation relating to carers and work:

- The Work and Families (Northern Ireland) Order 2006
- The Employment Rights (Northern Ireland) Order 1995.



These are useful to know for carers requiring reasonable adjustments at work.

General Carer Support Groups

There are many support groups throughout the Trust area facilitated by carers and staff. Please contact the organisers before attending to check details.

General Carer Support Groups

Ards Carers Group

When: Thursdays fortnightly

Where: St Mark's Church, Church Street, Newtownards

Time: 10.00am - 12.00pm

Contact: Carer Support Tel: (028) 4372 1807 email: carer.support@setrust.hscni.net

Bangor Carers Group

When: Second Thursday of every month

Where: Marquis Hall, Bangor

Time: 10.30am - 12.00pm

Contact: Carer Support Tel: (028) 4372 1807 email: carer.support@setrust.hscni.net

Colin Carers Group

When: Every Monday

Where: Cloona House, Colin Road, Belfast

Time: 11.00am - 1.00pm

Contact: Isabel Flood Tel: (028) 9062 7863 email: isabel@newcolin.com

Local Carer Support Groups and Hubs

Comber Carers Group

When: Last Thursday of every month

Where: Comber Community Centre, Park Way

Time: 10.30am - 12.00pm

Contact: email: nicola.skillen@setrust.hscni.net

Donaghadee Carers Group

When: First Wednesday of every month

Where: Meeting room, Donaghadee Health Centre

Time: 10.30am - 12.00pm

Contact: Carer Support Tel: (028) 4372 1807 email: sonia.weatherup@setrust.hscni.net

Lisburn Carers Hub

When: 2nd Tuesday of every month

Where: Lisburn City Library, Linenhall Street, Lisburn

Time: 10.30am - 12.00pm

Contact: Carer Support Tel: (028) 4372 1807 email: carer.support@setrust.hscni.net



Local Carer Support Groups and Hubs

Making Connections

When: Meeting the last Thursday of each month

Where: Kircubbin Community Centre 4 Church Grove, Kircubbin, BT22 2SU

Time: 10.30am - 12.30pm

Contact: andrea.mcglennon@setrust.hscni.net

Newcastle Carers Hub

When: 1st Thursday of every month

Where: Newcastle Parish Centre, 14 Main Street, Newcastle

Time: 1.00pm - 3.00pm

Contact: Your GP Surgery Social Worker

Saintfield Carers Group

When: Last Friday of every month

Where: 2nd Presbyterian Church, Ballynahinch Road, Saintfield

Time: 10.00am - 12.00pm

Contact: Your GP Surgery Social Worker 07971 327 795



Local Carer Support Groups and Hubs

Groups for Carers of people with Dementia

Alzheimer's Society

When: Organise monthly carer groups in Bangor and Newtownards

Contact: Lynda Williams Tel: 07484 089 628

email: lynda.williams@alzheimers.org.uk or northdownandards@alzheimers.org.uk



Lisburn Dementia Carers Group

When: First Wednesday of every month

Where: Lisburn City Library, Linenhall Street, Lisburn

Time: 2.00pm - 3.30pm

Contact: Dementia Navigators Tel: (028) 9598 8098 (Option 1, Option 2)



Down Dementia Group for people with Dementia and their Carers

When: 3rd Wednesday of every month

Where: Down Leisure Centre, Market Street, Downpatrick

Time: 12.30pm - 2.30pm

Contact: Your GP Surgery Social Worker

Community Dementia Care (NI) Group

When: Second Wednesday of every month

Where: Ballynahinch Parish Centre, Church Street, Ballynahinch

Time: 1.00pm - 3.00pm (£3 to cover lunch)

Contact: Sylvia Tel: 07752 149 913 email: cdc.ni@btinternet.com



Local Carer Support Groups and Hubs

Other Carer Support Groups

Ards Peninsula Carers Hub

When: Third Monday of every month

Where: Venues on Ards Peninsula

Time: 10.30am - 12.00pm

Contact: email: andrea.mcglennon@setrust.hscni.net

Autism NI

Support Groups for parent carers

Contact: Tel: (028) 9040 1729

email: info@autismni.org or www.autismni.org



Cause

Support groups for carers of people with mental health difficulties

Where: Lisburn area

Contact: Hannah Tel: 07966 809 427 email: hannah@cause.org.uk



Cause

Support groups for carers of people with mental health difficulties

Where: North Down area

Contact: Pat Tel: 07921 373 569 email: pat@cause.org.uk



Local Carer Support Groups and Hubs

Other Carer Support Groups

Disability Hub

Information and support sessions organised for adults living with physical disabilities, sensory loss and brain injury and their carers in Lisburn and Down areas.

Contact: email: disabilityhub@cedar-foundation.org



Downpatrick Adult Learning Disability Carers Group

1st Tuesday of each month

Where: Oakley Room, Downshire Hospital

Time: 1.00pm - 2.30pm

Contact: Kate Havern Tel: 07779 970 371

email: CarerInvolvement.AdultLD@setrust.hscni.net



NMDDC SET Carers Exhibition Downpatrick

Local Carer Support Groups and Hubs

Other Carer Support Groups

Downpatrick Carer Support Group

When: Last Monday of every month

Where: The St Patrick Centre, Downpatrick

Time: 2.00pm - 4.00pm

Contact: Julie McAleese for more details Tel: (028) 4461 5622

Down's Syndrome Association

Parent led groups for families of people with Down's Syndrome. There are arranged monthly meetings and activities and the organisation can provide details of local groups.

Contact: Tel: (028) 9077 6176

email: enquiriesni@downs-syndrome.org.uk



Mindwise Down

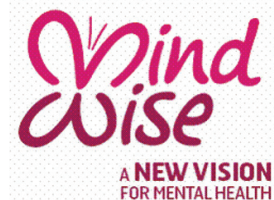
Carer Support Group for carers caring for someone with a mental health difficulty.

When: 2nd Thursday of every month

Where: Mindwise Resource Centre, Ballydougan Road, Downpatrick

Time: 7.00pm - 9.00pm

Contact: Tel: (028) 4461 7964



Local Carer Support Groups and Hubs

Other Carer Support Groups

Multi-Disciplinary Teams

These teams are currently in GP practices throughout the Ards and North Down and Down areas.

If your GP practice has a Multi-Disciplinary Team you can avail of their support within your local area.

Contact: Contact your GP surgery for details.



Neurodiversity UK

Provides help and support for neurodiverse people and their families.

Contact: Tel: (028) 9189 7677

email: publicrelationsdesk.nduk@outlook.com



Local Carer Support Groups and Hubs

Other Carer Support Groups

Parkinson's UK Carer's Cafe

Support Groups for people with Parkinson's and their carers.



When: 3rd Monday of every month

Where: Londonderry Park facility, Portaferry Road, Newtownards

Time: 2.00pm - 4.00pm

Contact: Morag chambers Tel: 02079 633 618 email: mchambers@parkinsons.org.uk

Parkinson's UK

Singing Group for people with Parkinson's and their carers.



When: Every Tuesday

Where: Drumbeg Parish Church Hall, Drumbeg Road, Dunmurry

Time: 2.30pm - 3.30pm

Contact: Morag chambers Tel: 02079 633 618 email: mchambers@parkinsons.org.uk

Parkinson's North Down Coffee for Carers

When: 4th Monday of every month

Where: House Church, 18C Crawfordsburn Road Newtownards BT23 4EA

Time: 11.00am - 1.00pm

Contact: Jan Kirkwood email: jkirk39090@aol.com



Local Carer Support Groups and Hubs

Other Carer Support Groups

Portavogie Autism Group

FREE Stay and Play session for families every month.



Parent led group who create social opportunities for children. We offer:

- Bouncy castle, toys for free play, arts and crafts and a quiet sensory room
- Days out and parent meet ups from time to time
- Light refreshments for the children and plenty of caffeine for the parents.

No formal diagnosis is needed to take part; we recognise how long this process can be.

When: Every month

Where: Portavogie Community Centre

Time: 1.15pm - 2.45pm

Booking is essential. You can arrive/leave anytime during the 90 minute slot.

Contact: email: portavogieasdgroup@gmail.com

Facebook: [@portavogieasdgroup](https://www.facebook.com/portavogieasdgroup)

Sensed (Special Education Needs Support East Down)

Parent led support group for those caring for someone who has special education needs.

When: Arranged monthly meetings

Where: Cedar Integrated Primary School

Time: 7.00pm - 8.30pm

Contact: Nicola Ellison email: nicolaellison78@gmail.com



Resources for Carers

The Carer Support Service has compiled a comprehensive Carer Support Resource Directory for the Ards & North Down, Downpatrick & Lisburn and their outlying areas.

The Directory has a list of supports and contact details under the following headings:

- Finance and Advice
- Assistance, Support and Emergency Contacts
- Managing at Home
- Counselling and Wellbeing
- Social Activities.



Please contact the service and a Directory will be sent to you:

Ballynahinch Community Services
45 - 47 Main St
Ballynahinch
BT24 8DN

Tel: (028) 4372 1807

Text: 07900 936 726

email: carer.support@setrust.hscni.net

South Eastern HSC Trust Website

There is a carer's section on the Trust's website that is regularly updated and contains information about supports for carers.

This page can be found at www.setrust.hscni.net/service/carers-support-service/

Please contact the Carer Support Service if you require carer information in another format.

Carers from Black and Minority Ethnic Backgrounds

The Trust ask about country of birth and ethnic group in order to meet cultural, religious and language needs better. Please contact the Carer Support Service if you would like to speak to a staff member about your support needs. This information also helps in the planning of services to meet particular needs. Please contact Carer Support Service.

Data Protection

Any information collected will be used alongside other carer information to identify overall needs and to help plan the service. All personal details will be covered by the Data Protection Act 1998 and kept strictly confidential.

Regional information for carers

Information guides

The A to Z guide for Carers in Northern Ireland provides information about support, services and caring and can be found at: www.nidirect.gov.uk/publications/z-guide-carers

Carers NI provide carers with expert information, advice and support. The website has a directory of local support services for carers:

Helpline: **0808 808 7777**

Email: info@carersuk.org

Website: www.carersuk.org

Helplines NI is a website that lists a number of organisations who will provide advice, help and support:

Website: <https://www.helplinesni.com/>

nidirect provides information and links carers to support services:

website: <https://www.nidirect.gov.uk/articles/support-services-carers>

Patient and Client Council Northern Ireland can give you free support and advice. If you have a concern or issue, they will offer an independent advocacy service to support you, so that your voice is heard:

Freephone: **0800 917 0222** Monday to Friday 9.00am - 4.00pm

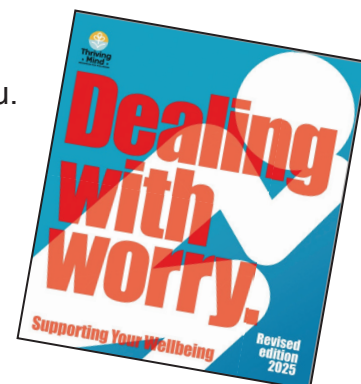
Website: <https://pcc-ni.net>

Your Health and Wellbeing as a carer

It is important for you as a carer to keep healthy and well. There are a number of wellbeing links that may be helpful to you.

Dealing with Worry Booklet:

<https://westerntrust.pagetiger.com/dealingwithworry25>



Regional information for carers

Information guides

Self-Compassion

Tools to get started:

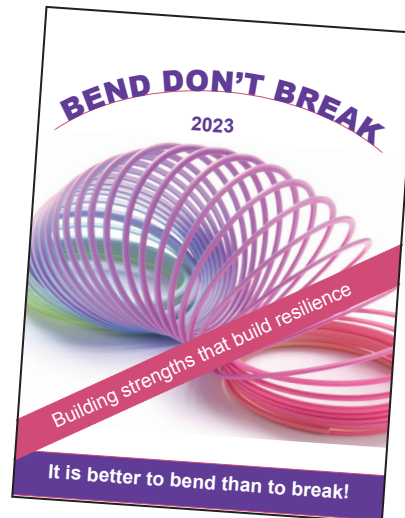
Deep Breathing:

<https://youtu.be/SZpiPWQDyPE>

Mindfulness:

Tools to get started:

<https://youtu.be/sdOesMR0K1w>



Calming skills to help in times of stress:

Self-Compassion and Bend, Don't Break

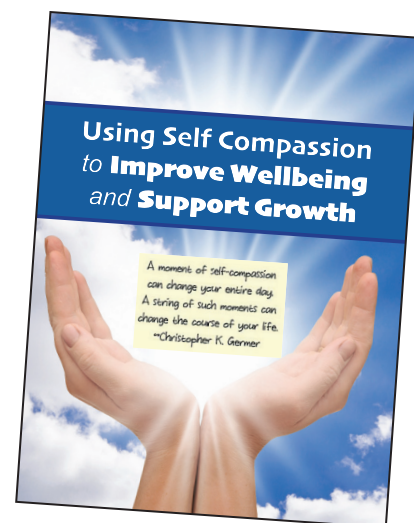
<https://setrust-hscni.pagetiger.com/thrivingmind>

Using Positive Emotions in the midst of Stress:

<https://setrust-hscni.pagetiger.com/positive-emotions/1>

Self-Care Now When We Need It Most:

<https://www.youtube.com/watch?v=rfHLHwhD1Pw>



Care Opinion



Care Opinion is an online/freephone feedback service where you can share your experiences of health or social care in Northern Ireland. **Care Opinion** shares the story with the relevant services within the Trust. A health care staff member will reply to the feedback in an open manner.

Regional information for carers

Information guides

Care Opinion helps staff in the Trust to listen to the stories of service users, carers and families. They listen, learn and make changes. **Carer Opinion** encourages you to tell what happened, what was good and what could have been better.



To learn more about **Carer Opinion**, go to: <https://www.careopinion.org.uk/tellyourstory> or phone **0800 122 313**

Encompass



An electronic recording system called **Encompass** is used by staff in the Trust to record care. This is a single digital care record for everyone in Northern Ireland who receives health and social care.

As a carer, you can ask any staff member to 'flag' you as a carer in the electronic system. This means that every staff member involved in providing care can see that you are a carer and can take this into account. Contact any member of Trust staff or the Carer Support Service who can do this for you with your consent.

My Care

My Care patient portal allows you to access specific parts of your medical records such as medications, appointments and some test results online. A cared for person who has capacity can give access to their record to another person/s at any time. If the cared for person does not have capacity, the carer can request proxy access.

Proxy access means that a carer can access the cared for person's **My Care** account. A health or social care professional will decide what level of proxy access is appropriate.

My Care is only available in the hospital and community setting, GP appointments or test results will not be displayed. To access **My Care**, you need an active nidirect account at:

<https://dhcni.hscni.net/digital-portfolio/encompass/my-care/>
and download the **My Care app**.

For further help and support, you can ring or email the **My Care Helpdesk**:

Phone: **(028) 9536 8180**

Email: mycarehelpdesk@hscni.net



FORMS



Carer Register and Mailing List



Consent for details to be added to the Trust Carer Register and mailing list

South Eastern Health & Social Care Trust maintains a Carer Register. This Trust Register contains contact details of carers who wish to receive updates about services, support information from the Department of Health, Trust, voluntary and community sector information and carer event details. If you would like your name to be included on the Trust Carer Register, please complete your details below.

Carer's Name (Print)	
Carer's Address	
Post Code	
Telephone Number	
Email	
DOB	
Nationality	
Preferred Language	
Do you consent to your carer status being flagged on the electronic health care recording system?	
Are you a Health and Social Care Trust Employee?	

Relationship to the cared for person	
Cared for Person's Age/DoB	
Cared for person's condition	

It is a requirement that any personal information we hold is accurate and up to date. We are therefore depending on you to let us know of any changes to the information provided. If at any time you do not wish us to continue to hold your information please let us know.

Completed forms should be emailed to: carer.support@setrust.hscni.net or posted to:

**Carer Support Service
Ballynahinch Community Services
45-47 Main Street
Ballynahinch BT24 8DN**

April 2026



Carer Assessment/Conversation Request Form

A carer is someone who provides substantial and regular care to a family member or friend, who is frail or has an illness or disability.

Carers of any age are entitled to an assessment of their own needs as a carer regardless of whether or not the person they care for is in receipt of services.

This assessment/conversation is an opportunity for a carer to talk about the care they provide, how it affects their life and assists in identifying the support needed to help them to look after their own health and wellbeing.

Carer Assessment/Conversation Request Form

Carer Details:

Name (Print)	
Address	
Postcode	
Tel/Mobile No	
Email	
DOB	
Preferred Language	
Ethnic Group (eg. White, Chinese, Traveller)	
Has had a previous carer assessment/ conversation?	

The Person cared for

Name (only note if under 18years)	
DOB	
Main Illness or Difficulty	
Do they live in South Eastern Trust area?	

Carer Assessment/Conversation Request Form *(continued)*

Details of person making the request

Carer - Please sign below

I provide substantial and regular support to a family member/friend and I would like to talk to a staff member in the Trust about my support needs as a carer.

Carer Signature _____ Date _____

Other Please complete the details below

Name (Print)	
Organisation	
Address	
Postcode	
Tel/Mobile number	
Role	
Signature	

Please complete this form and email to carer.support@setrust.hscni.net

Or post to:

**Carer Support Service
Ballynahinch Community Services
45 - 47 Main Street
Ballynahinch
BT24 8DN**



April 2026

Complaints and Compliments

The South Eastern HSC Trust needs to know if you are unhappy with how you have been treated or if the Trust's performance is not up to standard, so they can improve.

Ideally the member of staff you first raise your complaint with will be able to resolve it to your satisfaction, but if not, the Trust has a formal complaints procedure in place.

You can make your complaint face to face, on the telephone, letter/complaint form or email, as soon as possible after the problem occurs.

Contact details for the Complaints Department:

Complaints Department
South Eastern HSC Trust
Lough House
Ards Community Hospital
Church Street
Newtownards
BT23 4AS

Phone: **(028) 9056 1427**

Email: complaints@setrust.hscni.net



You can also make a comment or compliment about services.

More information can be found on the South Eastern Health and Social Care Trust website at:

[Compliments - South Eastern Health and Social Care Trust](#)

Patient and Client Council

The Patient and Client Council can also provide free advice and help to anyone making a complaint. Call free on: **0800 917 0222** or visit their website on:

<https://pcc-ni.net/>

Please contact the Carer Support Service
if you require further information or advice:

Ballynahinch Community Services
45 - 47 Main Street
Ballynahinch
BT24 8DN

Tel: **(028) 4372 1807**

Text: **0790 093 6726**

email: carer.support@setrust.hscni.net

Author: Carer Support Service

Issue: April 2026

Review: April 2027

Designed by Publications/Communications Department