South Eastern Health and Social Care Trust

Carer Support Information

2024









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

www.setrust.hscni.net

www.setrust.hscni.net @SouthEasternHealthSocialCareTrust @setrust

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Foreword

This Booklet provides information about supports for carers who provide 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.



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, organisations and support networks within the Trust organisation and provided by voluntary and community sectors.

The Carer Support Service manages a Trust Carer Register and sends out regular support information to carers on this register by email and post. A range of information sessions, social events and activities are organised for carers throughout the year.

Please contact the Carer Support Service for more information.

Pamela Smyth
Carers Development Officer

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Trust Carer Register and Supports

Carer Register

The Trust maintains a Carer Register. This Trust Register contains contact details of carers who wish to receive updates about supports in their local areas and from the Trust Voluntary and Community Sector Carer Support Organisations.

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 15 of this booklet or click on this **link**.

Carer Support will send a Carer ID Card to any carer who is on the Trust Carer Register.

Carer Assessment/Conversation

If you would like to request a carer assessment/conversation you can complete the Carer Assessment/Conversation Referral form on page 17. Send back to the Carer Support Service and they will connect you to the appropriate team.

Carer Training

You can also request training such as moving and handling and medication management.

Complete the Carer Training Request Form on page 19 and Carer Support will liaise with the appropriate service in order for you to receive the training you need.

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

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

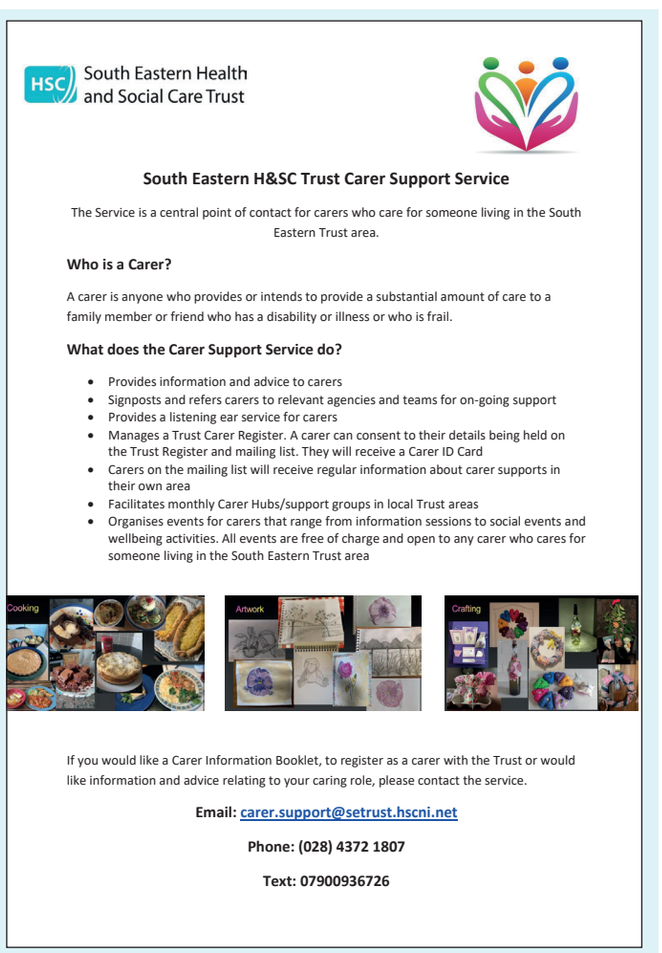
☎ Tel: **(028) 4372 1807**
Text: **0790 093 6726**

email: **carer.support@setrust.hscni.net**

The Carer Support Service organise a range of free information sessions, activities and events throughout the year for carers and their families.

Carers on the Trust Register will receive this information and can attend whatever interests them.

Events assist in connecting carers to others who understand their situation and who can provide peer support. They can also provide a much needed break from the caring role.



HSC South Eastern Health and Social Care Trust

South Eastern H&SC Trust Carer Support Service

The Service is a central point of contact for carers who care for someone living in the South Eastern Trust area.

Who is a Carer?

A carer is anyone who provides or intends to provide a substantial amount of care to a family member or friend who has a disability or illness or who is frail.

What does the Carer Support Service do?

- Provides information and advice to carers
- Signposts and refers carers to relevant agencies and teams for on-going support
- Provides a listening ear service for carers
- Manages a Trust Carer Register. A carer can consent to their details being held on the Trust Register and mailing list. They will receive a Carer ID Card
- Carers on the mailing list will receive regular information about carer supports in their own area
- Facilitates monthly Carer Hubs/support groups in local Trust areas
- Organises events for carers that range from information sessions to social events and wellbeing activities. All events are free of charge and open to any carer who cares for someone living in the South Eastern Trust area

If you would like a Carer Information Booklet, to register as a carer with the Trust or would like information and advice relating to your caring role, please contact the service.

Email: carer.support@setrust.hscni.net

Phone: (028) 4372 1807

Text: 07900936726

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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**

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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?

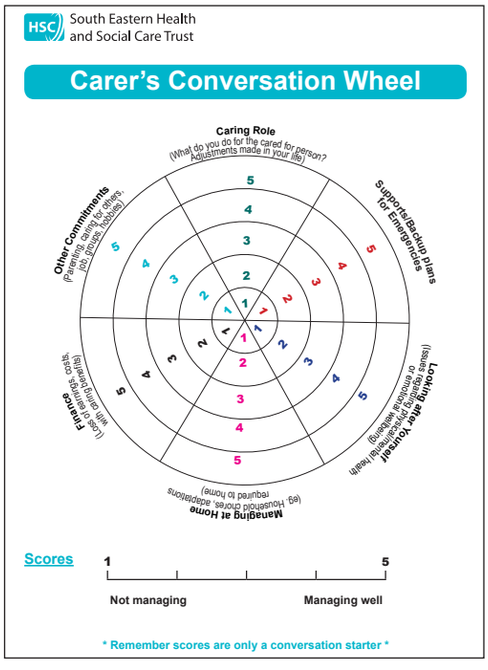
A carer is someone who provides regular and substantial care to a family member or friend who is ill, has a disability or is frail.

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 into 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.

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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 (please see page 19)
- 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.

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:
setrust.hscni.net/service/self-directed-support/

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 17), send back to the Carer Support Service and you will be connected to the appropriate team.

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Young Carers

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.



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**

Crossroads Care NI Charitable Group
Young Carers

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SERC Student Carer Service

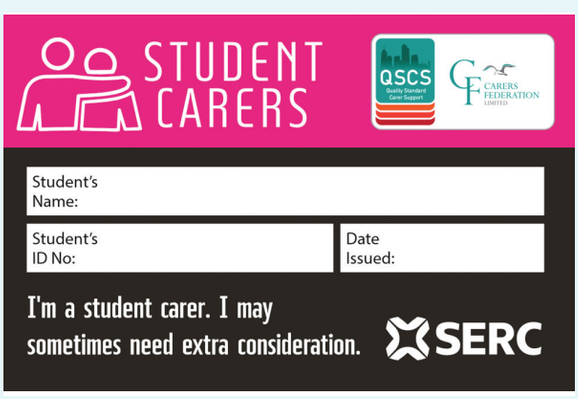


SERC has a Student Carer co-ordinator who engages with students to identify and support Student Carers. SERC defines a Student Carer as someone who provides regular care for another person who is ill, has a disability, mental health condition or dependency on drugs or alcohol.

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.



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:

SERC

Student Carer co-ordinator: Marie Jameson

Contact: studentcarers@serc.ac.uk

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Benefits for Carers

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

It can be difficult to manage work and caring responsibilities. 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. Most carers have the right to request flexible working or to take a 'reasonable' amount of time off (paid or unpaid) to deal with emergencies.



The relevant laws relating to this are ***The Work and Families (Northern Ireland) Order 2006*** and ***The Employment Rights (Northern Ireland) Order 1996*** and are useful to know for carers requiring reasonable adjustments at work.

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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 Carers 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

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Local Carer Support Groups and Hubs

Comber Carers Group

When: First Wednesday of every month

Where: Comber Town Centre

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



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Local Carer Support Groups and Hubs

Saintfield Carers Group

When: Last Friday of every month

Where: 2nd Presbyterian Church, Ballynahinch Road Saintfield

Time: 10.00am - 12.00pm

Contact: Your own GP Surgery Social Worker 07971 327 795

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





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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

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Local Carer Support Groups and Hubs

Other Carer Support Groups

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: Brenda McFall Tel: 0796 680 9427 email: brenda@cause.org.uk

Where: North Down area

Contact: Pat Wilson Tel: 0792 137 3569 email: pat@cause.org.uk

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: Kelly Benson Tel: 07812 478 897 email: kelly.benson@setrust.hscni.net

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Local Carer Support Groups and Hubs

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

Parkinson's UK

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

When: 3rd Monday of every month

Where: Trinity Community Initiatives, Ballymacoss Avenue Lisburn

Time: 2.30pm - 4.00pm

Contact: Elvira Lowe Tel: 02079 633 618 email: elviralowe@yahoo.co.uk

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Local Carer Support Groups and Hubs

Parkinson's UK

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

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

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Local Carer Support Groups and Hubs

Be kind Project, Bangor

Be Kind to your Mind Parent/Carer Support Group

This group offers wellness workshops, arts and crafts, coffee mornings and informational evenings.

Stay and Play Early Intervention Support Group

Parent and toddler group for children 3 years and under who have a diagnosis or are awaiting a diagnosis/assessment.

Be Kind Kids Club

Saturday sessions for children aged 12 years and under who have a learning disability and/or autism including those who are awaiting assessment.

Safe Space Youth Group

For young people aged 12 - 19 years old who have a learning disability and/or autism.

Contact details	**Be kind Project** email: **hannah@thebekindproject.co.uk**



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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 a booklet in another format.

Carers from Black and Minority Ethnic Backgrounds

Everyone belongs to an ethnic group. 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.

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.

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FORMS

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Carer Register and Mailing List

South Eastern Health and Social Care Trust

Consent for Name to be on the Carer Register

South Eastern Health and Social Care Trust maintains a Carer Register. This 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 Carer Register, please complete your details below.

Carer's Name (Print)	
Carer's Address **Postcode**	
Tel/Mobile No	
Email	
DOB	
Nationality	
Preferred Language	

The person cared for is aged	
DOB	
Their main illness or difficulty is	
They live in/near (town)	

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 details please let us know.

Completed forms should be returned to:

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

Or emailed to: carer.support@setrust.hscni.net

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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?	

South Eastern Health and Social Care Trust

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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

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Carer Training Request Form

Carer Training Request Form

Carer Details

Name (Print)	
Address **Postcode**	
Tel/Mobile No	
DOB	
DOB of cared for person	
Main illness or difficulty	
Do they live in South Eastern Trust area?	

Details of person making the request if not the main carer

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

Carer Training Request Form (*continued*)

Briefly outline the care provided (please include sole carer, limited help or regular help)

Carer Health
(Please note physical and emotional health and any special requirements, for example mobility, sight, hearing, language)

Additional Information

Outline training requested

Is the carer currently in contact with any staff member in South Eastern HSC Trust?

Name_____ **Team**_____

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Carer Training Request Form *(continued)*

Carer Signature

I provide substantial and regular support to a family member/friend and I would like to receive training as above.

Signed_____ **Date**_____

Signature of referrer (if applicable)

Signed_____ **Date**_____

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

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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**

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