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## Our Service

Universal Services for Carers is the statutory service commissioned by Derby City Council and Derby & Derbyshire Integrated Care Board looking after unpaid Carers caring for someone in Derby City



01332 228777



[carers@citizensadvicemidmercia.org.uk](mailto:carers@citizensadvicemidmercia.org.uk)



[carers-events@citizensadvicemidmercia.org.uk](mailto:carers-events@citizensadvicemidmercia.org.uk)

[www.derbycarers.co.uk](http://www.derbycarers.co.uk)



[@Carers\\_Derby](https://www.instagram.com/Carers_Derby)



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



Derby and Derbyshire  
Integrated Care Board



Mid Mercia



Derby City Council

# What We Do

## **Helpline:**

Our helpline is able to offer support to unpaid carers looking after someone who lives in Derby City and who is over 18. All calls are responded to by one of our experienced advisers. They will explain what we do, provide information and signpost you to other organisations and register your interest for our events.

Being part of Citizens Advice Mid Mercia, they can refer you to other parts of the organisation to assist with benefits, debt, housing and more specialised services if relevant.

Helpline advisers will identify your needs and challenges, and help to support with choices and options that may be available to you. This will be by providing information, support and additional signposting.

The helpline is also able to capture evidence about a carer's needs in a manner that may be communicated to others.

## **Wellbeing:**

We have a variety of indoor, outdoor and virtual workshops and events that support you to find some respite, help to reduce stress, anxiety and support you to lessen the impact of your caring role. We also have a wide variety of resources that can be shared with you

Please see the relevant section of the newsletter.

## **Awareness and Training:**

We also offer informative awareness and training sessions with additional resources available to support in your caring role.

Please see the relevant section of the newsletter.

## **Peer Support:**

If you are interested in peer support groups, we may be able to signpost you a group local to you. We also work with other organisations and connect with community groups, social prescribers, GPs etc to help people access support more easily.

The service also run our own Peer Support Groups.

Please see the relevant section of the newsletter.

**To get in touch:**

**telephone: 01332 228777**

**email: [carers@citizensadvicemidmercia.org.uk](mailto:carers@citizensadvicemidmercia.org.uk)/**

**[carers-events@citizensadvicemidmercia.org.uk](mailto:carers-events@citizensadvicemidmercia.org.uk)**

**or visit our website [www.derbycarers.org.uk](http://www.derbycarers.org.uk)**

# Service Reminder

## How the team allocate places for our events:

On registering to our Service, we send out a copy of the Carers Events Terms & Conditions. If you'd like another copy, please email [carers-events@citizensadvicemidmercia.org.uk](mailto:carers-events@citizensadvicemidmercia.org.uk)

These outline that you are entitled to **one** wellbeing event per year subject to availability. Though we welcome multiple bookings, we reserve the right to add you to a waiting list and register interest for events that are popular and oversubscribed. We still may do a publicity exercise to promote the event to remind our clients of what is available to them.

We take this opportunity to remind you that events are not allocated on a first come first served basis as we try to distribute places on events evenly to ensure everyone can attend at least one event per year of their choice.  
Thank you for your understanding with this.

## Resource Library

### National Social Prescriber Day -14th March

#### What is a Social Prescriber?

Specialist support for the issues that go beyond medical issues.

#### What are the potential benefits of working with a Social Prescriber?

Improve your mental and physical health. Meet new people. Learn new skills or participate in a new activity. Increase self-confidence and self esteem.

Better quality of life. Get involved in your community.

#### Where can I find out more?

Watch our Information Series video in our Resource Library

Many Social Prescribers have Coffee Mornings you can drop by, look for more information on our Facebook page or ask your GP.

Go along to the National Social Prescriber Day event in the Community Room at the Derbion 14th March, 9:30am -3:30pm

Most GP Surgeries in Derby City have a Social Prescriber. Ask to be referred through your GP reception.

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## Active in April

If you have set your mind to getting more active in April we can help.

Come along to our fortnightly Chair Pilates, learn to Charleston, consider our Wellbeing Walk or use our National Trust community pass and take a walk around Calke Abbey or Kedleston Hall.

If April showers stop you getting out, head over to our resource library for our Yoga, Chair Based Pilates and other recordings you can do at any time.

# Community



## The Brunswick Bunch

Members of our Men's Peer Support group have organised a fringe event 6-8pm on the last Tuesday of the month

The Brunswick Inn, DE1 2RU

Email: [carers-events@citizensadvicemidmercia.org.uk](mailto:carers-events@citizensadvicemidmercia.org.uk)

**6-8pm- April 29 & May 27th 2025.**

**Please note this event is not attended by a member of the Carers Team**



## Neuro Diversity - where to start

The Autism Information and Advice Service offer support pre and post diagnosis.

Telephone: 01332 228790 - 9am-5pm Monday to Friday

Email: [autismservice@citizensadvicemidmercia.org.uk](mailto:autismservice@citizensadvicemidmercia.org.uk)

[www.autisminformationservice.org.uk](http://www.autisminformationservice.org.uk)



Information Advice  
& Support Service  
**SENDIASS**  
Formerly Parent Partnership Service

SENDIASS offer free, impartial and confidential information, advice and support to people (0-25yo) with SEND who live in Derby City

The National Autistic Society provide Advice and Guidance at [www.autism.org.uk](http://www.autism.org.uk)



## Things you can do on your own, for yourself or the Neuro Diverse person you care for:

**Meditation** - can calm the nervous system, improves sleep and relaxation - See the meditations in our Resource Library, or look out for meditations included in your own streaming or music services

**Calm down box** - create your own box filled with things that relax you and calm down the brain

**Neuro Diversity Hubs** - 10am-4pm first Thursday of every month, Community Room, Derbion. Play table tennis, table football or pool for free. Meet with the a member of the Autism Information & Advice Service (10-4pm)  
Meet with Universal Services for Carers (11:30-2pm)

# Peer Support & Engagement

## **Dementia Carers Café from 2-4pm Last Friday of the Month**

**28 March 2025 - World Theatre Day Quiz**

**25 April 2025 - Meet the Actor**

Carers and Cared for (with Carer) welcome  
No requirement to book please just come along to  
Community Space upstairs at Derby Theatre



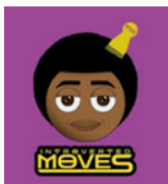
## **Men's Peer Support Group**

**Tuesday 4th March - 3-4:30pm** - Andre Brevett from Introverted Moves will teach us how to juggle and the basics of Chess at Nottingham Road Fire Station

**Tuesday 1st April - 3-4:30pm** - Meet at High Peak Junction for a gentle stroll along Cromford canal and a tour of Aqueduct Cottage.

**Plan Ahead:** In May we will meet on **Wednesday 7th May at 2pm** at the White Peak Distillery.

All welcome. Booking required.



## **Out & About with Universal Services for Carers**

**Come and meet the team/find out more about our service**

- **4th March - 2pm** - Derby Parkinson's Support Group at Broadway Baptist Church
- **6th March - 11:30am -2pm** -Neuro Diversity Social Drop In, with the Autism Information and Advice Service, Community Room, Derbion. Come and play table tennis, table football, pool or retro arcade games.
- **8th March - 1-5pm** - International Women's Day at The Museum of Making
- **13th March - 11am-1pm** - Derby Royal Hospital, 5th Floor (across from lifts, near restaurant)
- **17th March -10:30am-12pm** - Overdale & Park Surgeries Carer event, St Hughes, Borrowash
- **19th March - 6-8pm** - Online -Dovedale Dementia Q&A
- **21st March -11:30am -1pm** - Derby City and South Derbyshire Mental Health Carers Forum, Odd Fellows Hall.
- **31st March- 1-3pm** - Micklover Cares at Micklover Library,
- **3rd April** - ND Social, Community Room, Derbion (as 6th March)
- **10th April- 9:30-11:30am** - Dovedale Dementia Hub, Adult Day Services London Road
- **12:30-2:30pm** - Ground Floor Corridor, FNCH
- **23rd April - 1:30-3:30pm** Hardy Group. St Nicholas Hall, Allestree,

# Wellbeing

## National Complimentary Therapy Week is 19th-25th March

We are holding another Pamper Day event on Saturday 22nd March 2025

@ Ascot Drive Fire Station Community Room

30 minute individual taster sessions running between 10am-4pm

**Reflexology**

**Goody Bag**

**Indian Head Massage**

**Reiki**



For Carers Only

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### Now running every 3rd Tuesday of the Month....

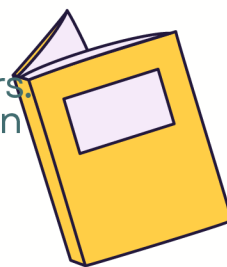
The next Shared Reading Sessions run by Derby Book Festival are on

Tuesday 18th March & 15th April from 2pm-3pm

@ Notts Rd Fire Station Community Room

These friendly and inclusive sessions are guided by trained volunteers.  
People only read out loud and chat if they want to. Lots of people join sessions just to listen.

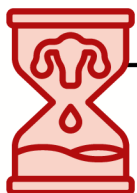
**Come by yourself or bring your Cared For.**



### ...Did you know 6th March is World Book Day?

We have free copies of Quick Reads: Boys Don't Cry by Malorie Blackman and

The Jealousy Man by Jo Nesbo - contact us to request your copy.



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### Women's Health Sessions

Every other 2nd Wednesday of the Month

Insomnia Cafe, Littleover. 5pm-6.30pm. For Carers Only.

Thank you for all the interest in and attendance to the Menopause events we have held. We hope they have been useful. You can find some of the resources from them in our online Resource Library on our website: [www.derbycarers.co.uk](http://www.derbycarers.co.uk)

From your feedback, Carers have asked for the focus to be extended out to include Women's Health topics in general.

Moving forward these sessions will be held **every other month** so we can continue to schedule a range of useful speakers.

If you have a suggestion on a topic - please get in touch with our Events Team

**Wednesday 12th March** - Yoga Teacher Sharon Price will be offering information on calming breathwork, useful accupressure points along with an aromatherapy oil sample.

# Wellbeing

April is 'Active in April' Month...

**Now Spring is here, our monthly Wellbeing Walks return:**

**Monday 28th April - 2pm onwards @ Markeaton Park - Carers & Cared For**



*To mark International Dance Day which falls in April...*

*we are delighted to be hosting:*

**'Learn Charleston for Beginners**

**with Becky Lamley'**

*Saturday 26th April - Evergreen Club, Allestree. 3-5pm*

*Carers & Cared For.*

*Hot Drinks & Chip Cobs provided*

## 'Needle & Natter'

We are delighted to be able to offer a monthly **peer led group**,  
'needle & natter' every 4th Thursday of the month.

*@ Dubrek Studio's 10.30am-12.30pm  
starts 27th March*



Come along and bring your own needles & project - it could be crochet, knitting, embroidery... cross stitch or a craft of your choice you are working on to share with others whilst chatting.



Melodic Moments is a new, regular concert series from Sinfonia Viva, the orchestra of the East Midlands. They are an opportunity to enjoy new music and old favourites in a welcoming, informal environment, and take place every two months at Derby's Museum of Making.

**We have tickets available for Carers (taking 1 Cared For) on  
Tuesday 8th April @ 2pm**

Post Concert Refreshments are included in the ticket.

# Information & Awareness

## Anxiety Reset *For World Sleep Day*



CBT Therapist and Mental Health Nurse Kezia Mathieson is back for the next in the series of Anxiety Reset, this time to celebrate World Sleep Day.

Do you struggle to get a good nights sleep in your busy role as a carer? Kezia will be talking us through useful strategies to help you wind down and improve your sleep.

**Friday 14th March 2025 from 11.30 - 12.45pm**  
**at Insomnia Cafe - Chellaston**

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## **FIRE SAFETY AWARENESS EVENT**

**With Derbyshire Fire & Rescue Service**



Would you know what to do if you were caught in a fire at home? Do you know the importance of fire safety and what you should have in place at home to keep you safe?

Derbyshire Fire and Rescue Service will be joining us for this very important awareness event on fire safety and will be here to answer any questions you may have to keep you and your cared for as safe as possible.

**Wednesday 26th March 2025 from 10am-11am at**  
**Nottingham Road Fire Station.**

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## **First Aid Training**

Our new date for First Aid Training will be **Friday 21st March from 10am-2pm** at **Ascot Drive Fire Station, 10 Ascot Dr, Allenton, Derby DE24 8GZ**. Come and learn a potentially life saving skill as a carer.

Open to carers only. Please bring a pack lunch or a snack.



# Information & Awareness

## World Parkinson's Day

### Awareness & Wellbeing Combined Event

World Parkinson's Day takes place in April every year. This year we will be bringing you a combined Awareness & Wellbeing Event to celebrate.

For this joint session we will be joint by a specialist Occupational Therapist & Physiotherapist for a presentation on how to manage Parkinson's as well as an opportunity to ask questions. This will be followed by a gentle Chi Kung session which has proven benefits for those with Parkinson's.

**Wednesday 9th April 2025.**

**Time and venue to be announced.**

**Open to carers and cared for.**



**To register your interest for any of these events, please email [carers-events@citizensadvicemidmercia.org.uk](mailto:carers-events@citizensadvicemidmercia.org.uk) or phone 01332 228777 and leave a message.**



Do you worry about how your cared for would make contact in an emergency? Carelink is a telephone-based service provider available to those who are more vulnerable, to help them keep their independence and get the right help in an emergency.

Carelink have trained staff available to take calls 24 hours a day, 365 days a year, and will help you access the right support in your time of need. Whether that be a family member or friend, GP, or emergency services.

For more information visit: <https://www.derby.gov.uk/health-and-social-care/your-life-your-choice/living-independently/carelink>

# Schedule

## Peer Support Event

**Event:** Men's Peer Support Group

**Time:** 3pm-4:30pm

**Date:** Tuesday 4th March & 1st April

**Venue:** Notts Road Fire Station - March  
Cromford Canal - April

*All Welcome - **Booking Essential***

## Awareness Event:

**Event:** Carers Information Series

**Time:** 1-1.45pm

**Date:** 10th March & 14th April

**Venue:** Online via Microsoft Teams

*All Welcome*



## Carers Only Event:

**Event:** Women's Health Session

**Time:** 5pm-6.30pm

**Date:** Wednesday 12th March  
(No session in April)

**Venue:** Community Room at the back of  
Insomnia Café, Littleover, DE23 6FQ.



## Anxiety Reset Series:

**Event:** Sleep Clinic for World Sleep Day

**Time:** 11.30 - 12.45.

**Date:** 14th March

**Venue:** Insomnia Cafe,  
Shelton Lock, DE24 9EE

*All Welcome*



## Wellbeing Event:

**Event:** Shared Reading Group

**Time:** 2-3pm

**Date:** Tuesday 18th March & 15th April

**Venue:** Community Room,  
Nottingham Road Fire Station, DE21 6FP.

*Carers & Cared For*



## Drop in & Meet the Team

**Event:** International Women's Day Event

**Time:** 1-5pm

**Date:** 8th March

**Venue:** Museum of Making, Derby.

*All Welcome*



## Wellbeing Event:

**Event:** Chair Pilates Classes

**Time:** 10am-11am (**NEW TIME**)

**Date:** Tuesday 11th & 25th March & 22nd April  
(No class on 8th April)

**Venue:** Derby Arena, Royal Way,  
Pride Park, Derby, DE24 8JB.

*Carers & Cared For*



## Wellbeing Event:

**Event:** Craft Café

**Time:** 10.30am-12.30pm

**Date:** Thursday 13th March & 10th April

**Venue:** Dubrek Studios, Bridge St, DE1 3LB.

*Carers Only*



## Wellbeing Event:

**Event:** Calke Abbey Community Pass

**Time:** Anytime between 9.30am-4pm

**Date:** 17th March & 28th April

**Venue:** National Trust Calke Abbey, Ticknall.

*1 Carer & 1 Guest*

## Wellbeing Event:

**Event:** Complimentary Therapy Day

- Individual 30 min taster treatments

**Time:** Between 10am-4pm

**Date:** Saturday 22nd March

**Venue:** Ascot Drive Fire Station.

*Carers Only*



# Schedule

## Wellbeing & Peer Support Event:

**Event:** Coffee & Catch Up

**Time:** 2.30pm-3.30pm

**Date:** Monday 24th March

**Venue:** Dobbies Garden Centre (Findern)



*Carers & Cared For*

## Awareness Event:

**Event:** Fire Safety Awareness Session

**Time:** 10am-11am

**Date:** 26th March

**Venue:** Community Room, Nottingham Road Fire Station, DE21 6FP.



*Carers Only*

## Wellbeing Event:

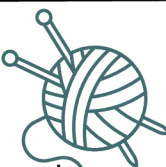
**Event:** Needle & Natter - **Peer Led**

**Time:** 10.30am - 12.30pm

**Date:** Every 4th Thursday of the Month  
27th March & 24th April

**Venue:** Dubrek Studios, Bridge St, DE1 3LB.

*Carers Only*



## Peer Support Group:

**Event:** Dementia Carers Café

**Time:** 2pm - 4pm

**Date:** Friday 28th March & 25th April

**Venue:** Derby Theatre.



*Carers & Cared for (with Carer) Welcome*

## Wellbeing Event:

**Event:** Kedleston Hall Community Pass

**Time:** Anytime between 9.30am-4pm

**Date:** 28th March & 25th April

**Venue:** National Trust Kedleston Hall, Derby, DE22 5JH.

*1 Carer & 1 Guest*

## Wellbeing Event:

**Event:** Melodic Moments with Derby Sinfonia

**Time:** 2-3pm

**Date:** Tuesday 8th April

**Venue:** The Italian Mill, Museum of Making, Derby.

*1 Carer & 1 Cared For*



## Wellbeing & Awareness Combined Event:

**Event:** World Parkinsons Day Event

**Time:** TBC

**Date:** 9th April

**Venue:** TBC



*All Welcome*

## Wellbeing Event:

**Event:** International Dance Day Event

'Learn the Charleston' with refreshments inc

**Time:** 3pm-5pm

**Date:** Saturday 26th April

**Venue:** Evergreen Hall, Allestree.

*Carers & Cared For Welcome*



## Wellbeing & Peer Support Event:

**Event:** Wellbeing Walk

**Time:** 2pm-3pm

**Date:** Monday 28th April

**Venue:** Markeaton Park



*Carers & Cared For*

**Please call 01332 228777 or email  
carers-events@  
citizensadvicemidmercia.org.uk  
to register interest in all  
of our events.**

# Useful Contacts

**Call 999 if you are at immediate risk of harm, a crime has been committed, you need help or if someone is seriously ill or injured.**

NHS 111 - can help you decide if you need medical help and offer advice on how to access help safely. The service is free to access and is available 24 hours a day, 7 days a week.

Non-Emergency Police - 101. The service is free to access and is available 24 hours a day, 7 days a week.

Derby City Council Adult Social Care – 01332 640777. Mon to Fri, 9-5pm.

Derby City Council Adult Social Care - 01332 956606. Out of hours support - Mon to Fri 5pm–9am, with a 24 hour service during weekends and bank holidays.

Royal Derby Hospital Adult Emergency Department - 01332 783111.  
Address: Uttoxeter New Road, Derby DE22 3NE. The service is free to access and is available 24 hours a day, 7 days a week.

Derby NHS Walk In Centre - 01332 224700 - Address: Walk In Centre, Entrance C, Osmaston Road, Derby DE1 2GD. 7 days a week, from 8am to 8pm.

Derbyshire Mental Health Helpline and Support Service call - 0800 028 0077 for Derby and Derbyshire residents. The service is free to access and is available 24 hours a day, 7 days a week.

Samaritans- Call 116 123, The service is free to access and is available 24 hours a day, 7 days a week.

National Domestic Violence Helpline - 0808 2000 247.

Treetops Hospice - 0115 949 1264.

General Advice - Citizens Advice Mid Mercia - 0808 278 7972

Money Advice Service - Citizens Advice Mid Mercia - 01332 228745