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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

carers-events@citizensadvicemidmercia.org.uk



www.derbycarers.co.uk



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



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



Derby and Derbyshire
Integrated Care Board



Derby City Council

Service Update

Important Update: Changes to Universal Services for Carers in Derby.

The Universal Services for Carers (USfC) adult carers support service, currently delivered by Citizens Advice Mid Mercia, will end on 31st March 2026.

Universal Services for Carers are working closely together, with the new service provider alongside Derby City Council and the Integrated Care Board (ICB), to ensure a smooth and wellcoordinated transition. Our shared priority is to make sure carers continue to receive highquality support, with as little disruption as possible.

Who will be delivering the service next?

From 1 April 2026, the adult carers support service will be delivered by: Derbyshire Carers Association (DCA)

Derbyshire Carers Association is an independent charity providing free support for unpaid carers, including adult carers and young carers, across Derbyshire. Commissioned by the council and NHS, DCA offers a range of support services for carers. For more information visit their website

- Website: www.derbyshirecarers.co.uk

What does this mean if I currently receive support?

- All existing support, referrals, and enquiries will continue to be managed as normal
- No action is required from carers at this stage
- Support will continue after 31 March 2026 under the new provider

Service Update

To help ensure there is no break in support, relevant information will be securely transferred to Derbyshire Carers Association.

How your information will be handled (GDPR)

We take your privacy and the security of your personal information seriously. Relevant information will be securely transferred to Derbyshire Carers Association to allow your support to continue. This will be done in line with UK GDPR and the Data Protection Act 2018.

Your choice matters

If you do not want your information transferred and would prefer your support to end:

- Please let us know by Friday 13th March 2026
- Your case will be closed on 31 March 2026

If we do not hear from you, your records will be securely shared with the new provider so they can continue supporting you without interruption.

Contact during the transition – any queries or concerns

Further communications will follow in due course to provide more details of the new service and any updated processes to access support. If you have any questions or concerns during this transition period, please continue to contact Universal Services for Carers in the usual way:

- Email: carers@citizensadvicemidmercia.org.uk
- Phone: 01332 228777

Our thanks

We'd like to thank carers, partners, and professionals for working with us during our time delivering the Universal Services for Carers in Derby. We remain committed to supporting a smooth transition and ensuring carers continue to receive high quality support and have minimal disruption during this period.

Out & About

Out & About with Universal Services for Carers

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

- **4th March 11am-12pm** - Royal Derby Hospital, 5th Floor (near restaurant)
- **10th March 10:30am- 12pm** - Park Medical Carers Group - Borrowash
- **25th March 1 - 3:30pm** - The Hardy Group, St Nicholas Church Hall, Allestree

All listings are publicly accessible events, except the ones starred* where you may have to book with the group/venue to visit.

Derby Integrated Dementia Support Drop-in

2:30-4pm 15th April and 17th June

Community Corner, Pride Park
All welcome



DEMENTIA SUPPORT DROP-IN CLINIC DERBY CITY

Free advice, guidance and signposting for people living with dementia, and their carers.

Eastern European Carers Peer Support Group

11am - 1pm Monday 9th March

Rebecca House, off Uttoxeter Old Road, Derby, DE1 1GF

Refreshments provided

Carers Only, Polish interpreter available



Carers Community Hub

Tuesday 17th March 2026

10.30am-12.30pm

Mackworth Library



An opportunity to ask questions, meet the team, get information and drop in for a chat, cuppa & cake in a warm space.

All welcome.

Special Events

Spring Social for Carers (& Cared For)

Saturday 14th March 2-5pm

Chester Green Community Centre

(Next to a Public Car Park)

Come and say hello...



freckle
creative learning

**Story Telling Chef's
from 3pm**

**Spring Fabric Wreathmaking
with Lucy**

**Taster Hand Massages
with Laura**



Taster Face Massages with Sue

In Peak Health

Creative Connections with

**A series of 3 workshops to enjoy music & reflections.
Caroline Walsh will guide the way with
musicians from Sinfonia Viva.**

**Monday 2nd, 16th & 23rd March - from 2pm-3.30pm
St Alkmunds Church, Kedleston Road, Derby.**

**For Carers & their Cared For (Places Limited)
Welcome to attend one or all of the dates
Book with us!**



Schedule

Event: **Creative Connections with Derby Sinfonia**

Time: 2pm-3.30pm

Date: Mondays 2nd, 16th & 23rd March

Venue: St Alkmunds, Kedleston Road.
Carer & 1 Cared For

Booking Essential



Event: **Men's Peer Support Group** **First Tuesday of the month**

Date: Tuesday 3rd March

Time: 3pm-5pm

Derby Uncovered guided Ancestors' walk at Nottingham Road Cemetery

Booking Essential



Event: **Monthly Virtual Indoor Cycling**

Morning sessions 11.00-12.00

Date: Tuesday 3rd March & 7th April

Venue: Springwood Leisure Centre,
DE21 2RQ - Book direct with them.

Carers & 1 Guest



Event: **Monthly Virtual Indoor Cycling**

Evening sessions 19.00-20.00

Date: Tuesday 10th March & 14th April.

Venue: Springwood Leisure Centre,
DE21 2RQ - Book direct with them.

Carers & 1 Guest

Event: **Monthly Drop-in Gym session**

When: Saturday 7th March 12.00-13.00

When: Thurs 2nd April 11.00-12.00

Venue: Springwood Leisure Centre,
DE21 2RQ. - Book direct with them.

Carers & 1 Guest



Event: **Fortnightly Chair Pilates**

Time: 2pm-3pm

Date: Thursday 12th & 26th March

Venue: Springwood Leisure Centre,
DE21 2RQ. BOOK WITH US.

Carers (& Cared For)



Event: **Craft Café**

Second Thursday of the month

Time: 10.30am-12.30pm

Date: Thursday 12th March
& Peer Led on 10th April.

Venue: Dubrek Studios, DE1 3LB.

Carers Only



Event: **Spring Social Event**

Time: 2pm-5pm

Date: Saturday 14th March

Venue: Chester Green Community
Centre, DE1 3RR.

DROP IN

Carers (& Cared For)



Schedule

Event: Calke Abbey Community Pass

Time: Anytime between 9.30am-4pm

Date: Sunday 8th March & Wednesday 18th March

Venue: National Trust Calke Abbey.

1 Carer (& 1 Guest)

Event: Kedleston Hall Community Pass

Time: Anytime between 9.30am-4pm

Date: Wednesday 11th March & Sunday 22nd March

Venue: National Trust Kedleston Hall.

1 Carer (& 1 Guest)

Event: Carers Hub

Time: Drop in 10.30am-2.30pm

Date: Tuesday 17th March

Venue: Mackworth Community Library.



All Welcome

Event: Shared Reading Group

Third Tuesday of the month

Time: 3-4pm

Date: Tuesday 17th March

Venue: Mackworth Community Library.

Carers & Cared For

**Event: Catch Up & Cuppa**

Time: 2.30pm-3.30pm

Date: Thursday 19th March

Venue: Dobbies Garden Centre, Findern.

Carers (& Cared For)

**Event: Dementia Carers Café**

Last Friday of the month

Time: 2pm-4pm

Date: Friday 17th March & 24th April

Venue: Derby Theatre.

Carers & Cared for (with Carer)

**Event: Mickleover FC vs Warwick FC**

Time: 3pm Kick Off

Date: Saturday 21st March

Venue: Don Amott Stadium, Mickleover.

Carers (& 1 Guest)

**Event: NEW PEER SUPPORT EVENT**

For Carers from the Eastern European Communities

Time: 11am -1pm

Date: Monday 9th March

Venue: Rebecca House, Derby Homes, DE1 1GF.

Carers Only

Please call 01332 228777

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

Events

Carers Craft Cafe @ Dubrek Studios - 10.30am-12pm

Thursday 12th March -

**Patchwork style art with Brusho paints
with Lor Bird**

Thursday 10th April -

**Learn to crochet brooch/keyring
Peer Led with Anna & Rose**



Mickleover FC vs Warwick FC

Tickets available for Carers & Guest

Saturday 21st March - 3pm Kick OFF

@Don Amott Stadium, Mickleover.

In March, we say farewell to Andrea who has been running our Chair Pilates classes for over 2 years. A big thank you from us all.



Fortnightly Chair Pilates with Andrea

Thursday 12th & 26th March - 2-3pm
@ Springwood Leisure Centre, Oakwood.
Open to Carers (& Cared For)

PLEASE BOOK WITH US TO ATTEND



At Springwood Leisure Centre, our Carers (& 1 Guest) can have FREE access to the following gym & spin sessions:

- **GYM - Saturday 7th March - 12.00-13.00**
- **GYM - Thursday 2nd April - 11.00-12.00**
- **VIRTUAL SPIN - Tuesday 3rd March - 11am-12.00**
- **VIRTUAL SPIN - Tuesday 7th April - 11am-12.00**
- **VIRTUAL SPIN - Tuesday 10th March - 19.00-20.00**
- **VIRTUAL SPIN - Tuesday 14th April - 19.00-20.00**



All of these sessions are drop-in and unattended by USfC staff.
You can book direct with them via their website or 01332 640333

Events



Men's Peer Support Group

Tuesday 3rd March Derby Uncovered
Walking Tour of Nottingham Road Cemetery

Booking Essential



Bi-monthly Garden Centre Cuppa & Catch Up

Free drink of choice - Let us know if you want to join us.



Thursday 19th March- 2.30pm-3.30pm

@Dobbies - Findern

Open to Carers & Cared For

Dementia Carers Café

2-4pm Last Friday of the Month

27th MARCH & 24th APRIL

Carers & Cared for (with Carer) welcome

Please consult Derby Theatre website for monthly themes.

Booking NOT required. Venue: Derby Theatre Community Room.



Peer Support - Led by YOU

The Brunswick Bunch: 6-8pm on the last Tuesday of the month at The Brunswick Inn, DE1 2RU. Coordinated by members of the Men' group.

Coffee #1: Regulars from the Craft Cafe who welcome others to join them for cuppa and chat on the first Tuesday of the month at 10.30am at Coffee #1, Victoria Street, DE1 1ES.

Needle & Natter: Peer led crafting - bring your own or get inspired by others. Every fourth Thursday of the month 10.30am-12.30pm at Dubrek Studios, Bridge Street, DE1 3LB.

Please note these events are organised by Carers and are not attended by members of the Carers Team - no need to book.

Connections

Drop-In Coffee Mornings Social Prescribers in attendance

Social prescribers are linked to your GP surgery.

They connect people with non-medical community services to address social, emotional, and practical issues affecting their health, like loneliness, debt, or housing, complementing traditional healthcare by linking patients with activities, groups, and support to improve overall well-being, rather than just treating symptoms.

If you do not see your area here, ask at your GP surgery for more information.

Sinfin Moor
Allotments
2nd Wednesday
every Month
10-11:30am
Tim Joyce
07460 935742

Friday Friends
Chaddesden
Age Concern
Every Friday
10am - Drop-In

Willington
Village Hall
Drop-in
Last Wednesday
of the Month
Call Melvina
07429452483

Mickleover
Nags Head
11am Every
Wednesday
Call Jane on:
07950275890

Park Medical &
Overdale
Tues 10th March &
12th May
10:30am-12noon
St Hughes,
Borrowash

The Yarn Spinners -
Knitting & Crocheting,
Better Together Cafe,
at The Council House
first Wednesday of the
Month, 10:30-12 Rachel
Connolly 07488959053

Connections - Peer Support

You might be looking for a warm space, a new activity or just to link with others, why not access one of these peer support events.

Monday Mates

1st Monday of the Month
10am - 12pm
at Derbyshire Cricket Club
07361577906
Drop-In

Mickleover Carers Group

2nd Monday of the month
01332 512041
babs.norton1@virginmedia.com

Derby City and South Derbyshire Mental Health Carer's Forum

3rd Friday of every Month at Oddfellows Hall, DE1 2GU
[07779 107087](tel:07779107087) or
sandra.austin92@gmail.com

Derby Carers Action Group

10:30 am Last Wednesday of the Month at the Cosy Club
Drop-In

Forget me Not Cafe

Oakwood Community Centre, Monthly. Call to book your place
07726 513295

Dementia Carers Cafe @ Derby Theatre

Last Friday of the Month,
s.allen@derby.ac.uk
Drop-In

Sinfin & Hollybrook Carers

Wednesday from 1.30-3.30pm at Sinfin Community Centre,
sinfinandhollybrookcarers@gmail.com
07932656835

Derby Pulmonary Fibrosis Support Group

First Thursday each month, 1pm - 3pm
[07385493295](tel:07385493295)
uhdb.ild@nhs.net

Walking Group & Coffee Morning

Old Chester Rd, City Rd, Darley Abbey, DE1 3RR
Every Friday 9.30am-11.30am
DCCT

Derby Fibromyalgia Support Group

Two Thursdays a month
See Facebook
The Carnero Lounge St Peters Street, Derby DE1 1SH
derbyfibro@gmail.com

Derby City Dementia Support Service:

Various groups for those with memory loss and their carers
01332 497640
Email: derbycitydementiasupport@alzheimers.org.uk

Derby County Community Trust (DCCT)

Darts & Pool
12-2pm 1st Tues of the Month
Jaxx Pool Hall
Lucas.carter@dcct.co.uk
£3

Hardy Group

1pm - 3.30pm every 2nd and 4th Wednesday of the month at St Nicholas's church, Allestree Lane
Drop In
[0754611592](tel:0754611592)

Derby City Life Links Managing Wellbeing

Monday, 12pm-13:30
derbycitylifelinks@richmondfellowship.org.uk
Freephone: 0800 0322202

Derby City Life Links Men's Group

3pm - 4pm Wed
Women's Group
10:30-11:30 Wed
derbycitylifelinks@richmondfellowship.org.uk
Freephone: 0800 0322202

Chatterbox Cafe @ Mental Health

Drop In
Friday 10-12
Community Room at the Derbion

For those living near Mackworth. Allestree or Darley head to www.mad-social.co.uk for lots of information on local groups

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 - for non-urgent medical advice. The service is free to access and is available 24 hours a day, 7 days a week.

Non-Emergency Police 101 - for non urgent police/ crime advice. The service is free to access and is available 24 hours a day, 7 days a week.

Derby City Council Adult Social Care - 01332 640000. 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 or call NHS 111 and press Option 2.
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