

## Make a Referral

call 0121 803 6830 or email  
[CAL@sandwellcrossroads.org](mailto:CAL@sandwellcrossroads.org).

Alternatively, please visit our website and return an online referral form, or you can request a call back from a member of our team.

[www.sandwellcrossroads.org](http://www.sandwellcrossroads.org)



We'll work with you to breakdown the barriers and challenges faced when seeking support.

## Contact Us

Call our free  
Carers Assistance Line

**0121 803 6830**

Monday to Thursday: 8.30am - 4.30pm  
Friday: 8.30am - 4pm

or email:

[CAL@sandwellcrossroads.org](mailto:CAL@sandwellcrossroads.org)

For more information visit:  
[www.sandwellcrossroads.org](http://www.sandwellcrossroads.org)

Crossroads Caring for Carers  
494 Wolverhampton Road,  
Oldbury,  
West Midlands,  
B68 8DG  
Crossroads: 0121 553 6483



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Do you care for  
a family member  
or friend?



**Crossroads Carers  
Assistance Line**

**Support for  
Unpaid Carers**

**MAKING  
CARERS COUNT**  
Working in partnership with Carers Trust



A Network Partner of  
**CARERS  
TRUST**

# Crossroads Carers Assistance Line

Do you live in Sandwell, Birmingham or the Black Country and care for someone?



A carer can be anyone of any age or background, who provides regular and on-going care and emotional support to another person. You could be a family member, friend, neighbour, or you may be a foster carer.

Caring can make you feel isolated and worried, and can put an enormous amount of pressure on you, especially if you often find it hard to access support to help you care for your loved one.

We aim to break down the barriers and challenges faced by unpaid carers from under-represented groups, including LGBTQ+, ethnic minorities, males and young people.



The Crossroads Carers Assistance Line is **FREE to access** and open to carers of any age. We will provide a caring, listening ear and can advise and support you in many practical ways.

## How can we help?

- Confidential, one-to-one support
- Advice, information and guidance over the phone or face-to-face
- Signposting to other specialist support services and/or groups
- Help to reinstate previous/pre-COVID care arrangements or facilitate new arrangements
- Advice on how to gain a Carers Assessment from the Local Authority
- Wellbeing support
- Coaching/mentoring



- Monthly tailored Support Groups for carers in their native language
- Support and practical training provided in the home, by our in-house trainer, for carers of people with complex needs
- Access to Carers Trust Emergency Fund

