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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



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.

Supporting your Wellbeing: Peer Support & Information/Awareness

We have a variety of indoor, outdoor and virtual wellbeing and awareness raising workshops and events that support you to find some respite, help to reduce stress, anxiety and support you in your caring role.

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 runs it's own Peer Support Groups.

Online Resource Library:

Accessed via our website - www.derbycarers.co.uk - there is wide range of resources to support you. Online meditation course, yoga and pilates classes, resources for stress management, information on carers rights, health conditions and much more.

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

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.**



Volunteer with Us



Peer Support or Admin Volunteers

Are you able to give up a few hours to offer vital support to other carers and make a real difference in their lives. We are recruiting volunteers to help create a safe space for carers to meet up, talk and swap stories or support with some administration. Get in touch to find out more: carers@citizensadvicemidmercia.org.uk or 01332 228777

Out & About

Out & About with Universal Services for Carers

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

- **9th Jan 11am-1pm** - Royal Derby Hospital, 5th Floor (near restaurant)
- ***13th Jan 10am- 12pm** - Park Medical Carers Group - Borrowash
- **14th Jan 1-4 pm** - The Hardy Group, St Nicholas Church Hall, Allestree
- **20th Jan 10:30am - 2:30pm** - Carers Hub, Mackworth Library
- **27th Jan 12-2pm** - Pensioner Information Event - The Lonny, Mackworth
- **17th Feb 10:30am - 2:30pm** Carers Hub, Mackworth Library
- ***20th Feb 11:30am-1pm** - Derby City & South Derbyshire Mental Health Carers Forum, Oddfellow Hall, Charnwood Street

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

H-Connect

Hospital Discharge Liaison Project

H-Connect works to ensure carers feel informed, valued and supported.

H-Connect is an initiative in Derby & Derbyshire designed to make hospital discharge clearer, smoother and more supportive for unpaid carers.

When someone you care for is in hospital, your knowledge and involvement matter and H-Connect aims to ensure you are recognised and included.

The project helps NHS staff better understand who carers are, your rights and why involving you early is essential. Carers also help shape the project by sharing experiences through feedback sessions and events.

<https://derbyshirecarers.co.uk/hospital-discharge-liaison-project>

Connections



Carers Information Series



Monday 12th January- 1pm online - Health & Wellbeing Services

Find out how Derby City Council can help you keep those New Year Resolutions through their Weight Management, Smoking

Cessation and other services.



Derby City Council



Derby City Council

Monday 9th February - 1pm online - Finance 2

Paying for care in your own home & residential settings - get your questions answered by Derby City Council

All Welcome - please email for link or more information

Past sessions are available on our website Resource Library

Mental Health, Dementia, Employment, Finance - Energy and more



Carers Community Hub

Tuesday's

20th January & 17th February 2026



We welcome you to our Carers Community Hub at Mackworth Library.

Members of the Team alongside other local support services will be on site every 3rd Tuesday of the month between 10.30am - 2.30pm.

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

Did you know that if someone you support has a diagnosis of Dementia, they may be eligible for a Council Tax discount/exemption?

Check out here for more info:

<https://www.derby.gov.uk/advice-and-benefits/council-tax/ways-reduce-your-bill/severely-mentally-impaired-people/>



Connections

Big Savers Energy Week 19th January - 25th January 2026

marches
energy agency

www.mea.org.uk



Come along to our Carers Hub

information, advice and freebies
from Marches Energy Agency and
Groundworks Green Doctor



Request one of our Winter Wellness Packs - includes
useful goodies and advice to get you through the winter.



Email carers-events@citizensadvicemidmercia.org.uk
or call 01332 228777 and leave a message to request.

Universal Services for Carers are an Accelerating Reform Fund (ARF) partner with Derbyshire Carers Association and Community Action Derby. We would like to shine a spotlight on two ARF projects that benefit carers in Derby City



TRANSITION POINTS
EVERY TRANSITION MATTERS

Transition Points - Specialised, free 1-to-1 careers
coaching and vocational psychotherapy for
unpaid carers

hello@transitionpoints.co.uk

Wild Minds - Offering a series of
twice-monthly nature-based
wellbeing sessions for unpaid
Carers across Derby City and
Derbyshire. Combining the
healing power of nature,
creativity, and connection.



**Wild Minds
Nature Connection CIC**
Community through nature

Booking link:

<https://forms.gle/pa9wzu1K9Fk7A8fv5>

Or contact carers-events@citizensadvicemidmercia.org.uk
for more information

Schedule

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

When: Saturday 3rd January 12.00-13.00

When: Thurs 5th February 11.00-12.00

Venue: Springwood Leisure Centre, DE21 2RQ.

Carers & 1 Guest



Event: **Monthly Virtual Indoor Cycling**

Morning sessions 11.00-12.00

Date: Tuesday 6th January and 3rd February

Venue: Springwood Leisure Centre, DE21 2RQ. *Carers & 1 Guest*



Event: **Craft Café**

Second Thursday of the month

Time: 10.30am-12.30pm

Date: Thursday 8th January and 12th February

Venue: Dubrek Studios, DE1 3LB. *Carers Only*



ONLINE Lunchtime Information Series

Second Monday of the month - 1-1.45pm

When: 12th January - Health & Wellbeing Services with Derby City Council

When: 9th February - Finance part II

Open to All - via Microsoft Teams

Event: **Monthly Virtual Indoor Cycling**

Evening sessions 19.00-20.00

Date: Tuesday 13th January and 10th February

Venue: Springwood Leisure Centre, DE21 2RQ.

Carers & 1 Guest



Event: **Fortnightly Chair Pilates Classes**

Time: 2pm-3pm

Date: Thursday 15th & 29th January and 12th & 26th February

Venue: Springwood Leisure Centre, DE21 2RQ.

Carers (& Cared For)



Event: **Nutrition & Fatigue Info Session**

Time: 10.30am-12.30pm

Date: Saturday 17th January

Venue: Ascot Drive Fire Station.

Carers (& Cared For)



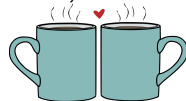
Event: **Garden Centre Catch Up & Cuppa**

Time: 2.30pm-3.30pm

Date: Monday 19th January

Venue: Dobbies Garden Centre, Findern.

Carers (& Cared For)



Event: **Carers Hub**

Third Tuesday of the month

Time: Drop in 10.30am-12.30pm

Date: 20th January & 17th February

Venue: Mackworth Community Library.

All Welcome



Event: **Shared Reading Group**

Third Tuesday of the month

Time: 3-4pm

Date: 20th January & 17th February

Venue: Mackworth Community Library.

Carers & Cared For

Schedule

<p>Event: Online 4 Week QiGong Course Time: 11am-12.15pm Date: Thursday 22nd & 29th January and 5th & 12th February</p>  <p>Open to All via Microsoft Teams Link to recording will be available</p>	<p>Event: Pamper Day Event Date: Saturday 24th January Time: 10am-4pm (Individual 30 min sessions) Venue: Ascot Drive Fire Station.</p>  <p>For Carers ONLY - <i>Booking Essential</i></p>
<p>Event: Dementia Carers Café Last Friday of the month Time: 2pm-4pm Date: 30th January & 27th February Venue: Derby Theatre. <i>Carers & Cared for (with Carer)</i></p> 	<p>Event: Mosaic Tile & Lunch Event Time: 10am-2pm Date: Sunday 1st February Venue: Ascot Drive Fire Station.</p>  <p>Carers (& Cared For)</p>
<p>Event: Men's Peer Support Group First Tuesday of the month Date/Time: 3rd February - 10.30am Calke Abbey Tour Date/Time: 3rd March - 3pm Derby Uncovered/Notts Rd Cemetery</p> <p><i>Booking Essential</i></p>	<p>Event: Melodic Moments with Derby Sinfonia Time: 2pm Date: Tuesday 10th February Venue: The Italian Mill, Museum of Making</p>  <p>Carer & 1 Cared For</p>
<p>Event: Film Screening 'Wicked for Good' Time: 2pm Date: Saturday 21st February Venue: The Box Cinema at QUAD</p>  <p>Carers (& 1 Guest)</p>	<p>Event: Emergency First Aid Time: 10am-2pm Date: Tuesday 24th February Venue: Ascot Drive Fire Station</p>  <p>Carers Only</p>
<p>Event: Monthly Community Passes Kedleston Hall & Calke Abbey Time: Anytime between 9.30am-4pm Date: TBC - Please register interest. Venue: National Trust Kedleston Hall and Calke Abbey.</p>	<p>Please call 01332 228777 or email carers-events@citizensadvicemidmercia.org.uk to register interest in all of our events.</p>

Events

Pamper Event - Saturday 24th January

Back by popular demand, we are holding another Pamper Day event

@ Ascot Drive Fire Station Community Room

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

Reflexology



For Carers Only

**Indian Head
Massage**

Goody Bag

Reiki



**Fortnightly Chair Pilates with Andrea returns on
Thursday 15th January - 2-3pm**

Open to Carers (& Cared For) Please book.

Moving forward, it will now be held in the
fitness studio at Springwood Leisure Centre, Oakwood.

PLEASE BOOK WITH US TO ATTEND



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

- **GYM - Saturday 3rd January - 12.00-13.00**
- **GYM - Thursday 5th February - 11.00-12.00**
- **VIRTUAL SPIN - Tuesday 6th January - 11am-12.00**
- **VIRTUAL SPIN - Tuesday 3rd February - 11am-12.00**
- **VIRTUAL SPIN - Tuesday 13th January - 19.00-20.00**
- **VIRTUAL SPIN - Tuesday 10th February - 19.00-20.00**



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

Events



Emergency First Aid Training

If you've missed past training or feel like you need a refresher,
Emergency First Aid Training returns.

Tuesday 24th February- 10am-2pm

@ Ascot Drive Fire Station Community Room.

Please bring a pack lunch/a snack - Carers only.

Nutrition & Fatigue **With Nutritionist Lucy Kay**

Saturday 17th January 2026

10.30am-12.30pm @Ascot Drive Fire Station

For Carers (& Cared For)



"If you're tired all the time, your digestion is sluggish, or overactive, you have skin problems, your mental health is suffering, you're struggling to focus and concentrate - you may be able to improve things by making some small (or big!) changes to how you eat."



4 week online QiGong course with Laurie

The 8 Brocades (Ba Duan Jin) is a traditional Qigong sequence which can be practiced standing or seated as a mind-body exercise for health and wellness.

This sequence balances vital energy, aligns with the natural world and supports the body's organs and meridian system. The movements are done in time with the breath to increase strength, balance and vitality and can be adapted to suit everyone.

Thursday's 22nd/29th January & 5th/12th February - 11am-12.15pm

Please contact us to book/register interest in events

February is Dignity in Action Month

Mosaic Tile Workshop with Lunch

Sunday 1st February - 10am-2pm

Community Room @ Ascot Drive Fire Station

For Carers (& Cared For)

To kick start Dignity in Action Month, we are offering the opportunity for you (either solo or with your Cared For) to make a mosaic coaster alongside refreshments & lunch donated by The Coop.

The logo for Melodic Moments Sinfonia Viva, featuring the text 'melodic moments' in a stylized font with 'Sinfonia Viva' in a smaller font below it, all on a red background.

These popular concerts with Derby Sinfonia is held at the Museum of Making.

We have tickets available for Carers (taking 1 Cared For) on Tuesday 10th February @ 2pm

Post Concert Refreshments are included in the ticket.

'Wicked for Good' film screening @



**Saturday 21st February
2pm start
For Carers (& 1 Guest)**

You will need to register your interest for all of the above events

Please contact us to book/register interest in events

Events

There are now several peer led groups organised by you. Here are the details:

The Brunswick Bunch: Members of our Men's Peer Support Group continue to meet 6-8pm on the last Tuesday of the month at The Brunswick Inn, DE1 2RU.

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. **NO MEET IN JANUARY - Resumes 3rd February.**

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.**



Men's Peer Support Group



Tuesday 3rd February - 10:30am Calke Abbey

Silk, Stitches & Status Guided Tour

Tuesday 3rd March 3pm - Ancestors Walk

Derby Uncovered -Walking Tour of Nottingham Road Cemetery

Booking Essential

Bi-monthly Garden Centre Cuppa & Catch Up

Open to Carers & Cared For



dobbies
garden centres

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

Monday 19th January - 2.30pm-3.30pm

@Dobbies - Findern

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

30th January - Paper Birds - Creativity & Conversation

27th February - Poetry with Paul Broesmith

Carers & Cared for (with Carer) welcome

Themes may change please consult Derby Theatre website.
Booking NOT required. Venue: Derby Theatre Community Room.



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 Opt 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