

Carer Connect South Yorkshire

Website: <https://south-yorkshire.carerconnect.org.uk/>

Carer Connect South Yorkshire is a free digital support service designed for unpaid carers across Barnsley, Doncaster, Rotherham and Sheffield. The platform brings together trusted information, advice, guidance and local services in one place, making it easier for carers to access support when they need it. The service is delivered in partnership by the four South Yorkshire local authorities and aims to help carers navigate the challenges of caring for a family member or friend.

The website provides carers with access to:

- Information about local services and support.
- Guidance on carers' rights and assessments.
- Financial advice, grants and benefits information.
- Community groups, events and workshops.
- Wellbeing resources and practical support.
- A 24/7 digital assistant available through WhatsApp.

Key Features

1. Localised Information

Users select their local authority area (Barnsley, Doncaster, Rotherham or Sheffield) to receive information and services relevant to where they live. This ensures that advice, events and support services are tailored to local needs.

2. WhatsApp Digital Assistant

A key feature of Carer Connect is its digital assistant service delivered through WhatsApp. The assistants are available 24 hours a day, 7 days a week and provide:

- Immediate responses to questions.
- Guidance on local and national services.
- Information about benefits and financial support.
- Advice on carers' rights.
- Wellbeing support and signposting.
- Multilingual support.

Each area has its own digital assistant:

- Robin (Rotherham)
- Barney (Barnsley)
- Dee (Doncaster)
- Sophie (Sheffield)

3. Personalised Support

The service asks users a small number of questions to better understand their situation and provide personalised information. This helps carers quickly access relevant advice without completing lengthy forms.

4. Financial Guidance

Carer Connect provides information on:

- Carer's Allowance.
- Benefits and entitlement checks.
- Grants and funding opportunities.
- Local discount schemes.
- Financial wellbeing resources.

5. Community Connections

The platform promotes:

- Local support groups.
- Workshops and learning opportunities.
- Community events.
- Peer support networks.
- Respite care information.

Benefits for Carers

Carer Connect offers several advantages:

Save Time

Carers can access trusted information quickly without searching multiple websites or contacting different organisations.

Access Support Anytime

The WhatsApp digital assistant is available 24/7, allowing carers to seek help whenever they need it.

Reduce Isolation

The service helps carers connect with local support groups, events and community networks.

Improve Wellbeing

Information and resources are available to support carers' mental health, wellbeing and resilience.