

Newcastle Carers

Newcastle Carers support adults, children and young people who care for someone living in Newcastle upon Tyne. To talk to someone about your caring role, or for information or advice, call their Carers Information line. This is a free, confidential and non-judgmental service. Helping carers to find ways to make their situation easier. They provide:

- information, advice and support for young adults and adults
- information, advice and support for [young carers and their family](#)
- support groups
- counselling
- grants through the Carers Wellbeing Fund
- events and activities
- help for carers in work or looking for work through the [Working for Carers project](#).
- training for carers
- support for refugees and asylum seeker carers
- complementary therapies such as massage and aromatherapy

They run drop in sessions where carers can turn up for help without an appointment at their Byker office and at [Gosforth Library](#), [Cruddas Park GP Surgery](#) and [Westerhope Community Association](#). See their website for the days and times of the drop in sessions.

Professionals can refer people for support online, by email or phone.

Newcastle Carers is a designated [Safe Place](#) for people with learning disabilities. They are an independent charity.

Newcastle Carers is commissioned by Newcastle City Council to provide support to carers.

Last updated: October 14, 2025

Telephone: 0191 275 5060

Website: www.newcastlecarers.org.uk

Helpline: 0191 275 5060

Carers Information Line open Monday, Wednesday, Thursday and Friday 9am to 5pm. Open Tuesday 1pm to 5pm

Mobile: 0787 4100 043

Email: info@newcastlecarers.org.uk

Twitter: <https://twitter.com/NCLCarers>

Facebook: <https://www.facebook.com/NewcastleCarers>

Youtube: <https://www.youtube.com/channel/UC-KiuTwtkzyLsbMgEHDxSSg>

Opening Hours: Carers Drop in (no appointment needed) at Byker Monday, Wednesday, Thursday and Friday, 9am to 5pm. Tuesday 1pm to 5pm
Carers Information line open Monday, Wednesday, Thursday and Friday 9am to 5pm. Open Tuesday 1pm to 5pm

Cost: Free

Address:

135-139 Shields Road
Byker
Newcastle upon Tyne
NE6 1DN

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