

Guidance for Long-Distance Carers

Caring from far away can be tough. Looking after someone from a distance isn't easy. You might feel guilty, stressed, or helpless, especially if you can't be there during emergencies. It can also be hard to stay on top of things like appointments, daily routines, or medical decisions when you're not nearby.

Ways to Cope with caring from a distance

1. Stay Connected

- Call or video chat regularly with your cared for person. Regular phone or video calls can help you feel closer and keep you updated on how things are going,
- Use apps like WhatsApp or Zoom to stay connected.
- Keep in touch with neighbours or local helpers, who can provide updates and be on hand in emergency situations.
- Consider apps such as Carers UK [Jointly app](#) which combines group messaging and to-do lists with other useful features, including medication lists, calendar and more. Jointly makes communication and coordination between those who share the care as easy as a text message. *(Please google apps for care coordination for more options.).*

2. Be Prepared - make an Emergency/Contingency plan - so everyone knows what to do if something unexpected happens.

- Shropshire Carer Support provide an [Emergency/Contingency plan](#) template for you to complete. Write down important information like medicines, contacts, and, briefly, the support you provide.
- Talk to the person you care for about their needs.
- Share the plan with others who help or who are listed as emergency contacts and make sure a copy is kept at the home of the cared for person in a place where someone will find it.
- Keep a routine - having a plan for check-ins, appointments, and tasks can make things feel more manageable.

3. Get Local Help – build a local network

- Contact [Shropshire Carer Support](#) for information and advice. We have a support line providing a listening ear and information that is open Mon-Fri 10-00am till 4-00pm, late night Tuesday 5-00pm till 7-30pm.
- Join the [Shropshire Carer Register](#), a mechanism for us to share information that is relevant to you as a carer quickly. On enrolment we will also send you the Emergency/Contingency plan to complete. On return of the plan, you will receive a Carer Emergency card that lets other people know in an emergency that there's a person who is relying on your care.
- Link in with [Mobilise Online](#), our digital carer support service for free information and support in addition to what is already on offer, including Facebook and Shropshire

Community Hubs, daily *Cuppas for Carers* online groups, weekly e-support messages, simple, practical online tools and a comprehensive online library of resources and information, developed by carers for carers

- Arrange a Carer assessment, an opportunity for you to speak to someone about your caring role and how it affects your life. The assessment will identify what support you may need to balance your caring responsibilities with your own life. Carer assessments are booked by contacting the First Point of Contact on **0345 678 9044** or email the Carers Support Team at shropshire.carers@shropshire.gov.uk for more information.
- Arrange help like cleaning, gardening, or home care. Some charities such as [Age UK Shropshire, Telford and Wrekin](#), can provide these services for a small charge.
- Consider joining a neighbourhood Facebook group for the area where the person you care for lives. These groups are a great way to:
 - Get recommendations for local services like cleaners, gardeners, or handy people.
 - Stay informed about local news, scams, and crime alerts.
 - Learn about helpful organisations, charities, and community events.
- Let your GP practice know you are a carer as well as the GP practice of the person you care for. Consider obtaining a Patient Consent form from the GP, so they can share some information with you, as the carer.
- [Shropshire Local Directory](#) – Find local support in Shropshire.
- [Shropshire Support Finder – E-book](#) - offers a wide range of advice and support to help people make the right choice to stay well. (*Please download pdf*)
- View Shropshire Carer Support [Summer Wellness or Winter Wellness guides](#), on the web page, updated annually, for further helpful local information.
- Share the load - involve other family members, friends, or neighbours in the care. Don't try to do everything on your own. Try and identify someone who is nearby who can help in emergencies this may be another family member or a friend or neighbour.

4. Use Technology and Home Setup to Support Someone from a Distance

Some jobs can be done by others in your cared for person's support network, but there are also tools that can make caring easier. Technology is now a big part of everyday life, and many carers use it to help with their caring role. Here are some examples:

- Smart assistants like Google Home, Alexa, or Siri can help with reminders (e.g. for medication) and making calls.
- Location sharing apps can help find someone if they get lost or confused.
- Ring doorbells let carers see who is coming and going using a camera and motion alerts.
- Fall alarms can send alerts if the person falls or gets hurt at home.
- Online services like supermarket deliveries, Amazon, and online prescriptions can help with daily needs.

- Use apps to track health and appointments. These apps are designed to help families, friends, and professional care workers to organize care for your cared for person e.g. [Jointly app](#) (as above). (Please google apps for care coordination for more options).
 - View more information on technology enabled care on the Shropshire Council [Assistive Technology](#) webpage
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Making the Home Safer and More Comfortable

Setting up the home properly is important when caring from a distance. What's needed depends on the person's situation, but here are some useful ideas:

- Key safes with a spare key allow carers or trusted people to access the home if needed.
 - Handrails or stair banisters can help prevent falls.
 - Waterproof mattress covers protect bedding and make cleaning easier.
 - Smoke and carbon monoxide alarms are essential for safety.
 - Fire safety - visit [Shropshire Fire and Rescue](#) where you can complete a home fire safety check on your cared for persons home.
 - Visit the Shropshire Council [Home Equipment Finder](#) web page for more information on home equipment to assist a person with care needs. We provide links for information only; we do not endorse the products or services listed. We advise people undertake their own research before buying and please follow the instructions to ensure that the product is being safely and appropriately used.
 - [Shropshire Support Finder Ebook 2025](#) offers a wide range of advice and support to help people make the right choice to help stay well. Pages 20 to 25 has information on all types of gadgets and equipment, with a handy checklist and details of recommendations to make each area of the person you care for home safe.
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Getting Help from Social Care

If the person you care for finds everyday tasks difficult, they may be entitled to a Care Needs Assessment. This is done by the local council and helps identify what support or equipment they might need at home.

For more information on Care Act care needs assessment please visit [Shropshire Care Act Assessment](#)

To arrange a Care Needs assessment for the person you care for please contact – Shropshire First Point of Contact on **0345 678 9044**.

Planning for Emergencies – Shropshire Emergency Plan

It's also helpful to have a plan in case of emergencies. An emergency action plan can help the person get support quickly and shows who can make decisions if they're unable to. Everyone in the support network should know about the plan.

Shropshire Carer Support provide an [Emergency/Contingency plan](#) template for you to complete. Please see more information in point 2 above.

5. Make the Most of Your Visits

- Use your time to check how the person is doing and make sure their home is safe and comfortable.
- Attend important appointments or help with tasks that are hard to manage from a distance.
- Spend quality time together—your visit can be a big emotional boost.
- Try to plan visits around times when extra help is needed, like after a hospital stay.
- Coordinate with other family members, friends or carers so someone is always available to help. Please see information on care coordinating apps above in point 1.

6. Take Care of Yourself

- Know your limits – You can't do everything, and it's okay to ask for help.
- Connect with others – Join carer support groups online. Shropshire Council commission a Digital Carer Support delivered by [Mobilise Online Shropshire](#) who provide a range of free online services to support you, in addition to what is already on offer.
- Look after your health – Make time for rest, hobbies, and things that help you feel well.

7. Legal and Money Matters Legal and Financial Planning

- You may need legal permission to make decisions for the person you care for. This is called a Power of Attorney. You can learn more about the different types and how to set one up on the [Citizen Advice](#) website.
- Understand costs and plan ahead – caring can involve costs. The Shropshire Council [Money Matters](#) webpage has helpful information about financial planning and support.
- Talk about future medical care – It's important to know what the person wants if they become unwell. The [NHS Shropshire, Telford and Wrekin](#) website has more details about planning ahead.
- Keep everything in one place – store important documents and information somewhere safe and easy to find when needed.

Local Help in Shropshire

- **Shropshire Carers Support Team**
Help, information and advice for carers.
[Visit Website](#) | Call: 01743 341995 email: Shropshire.Carers@shropshire.gov.uk

- **Mobilise Shropshire**

Online peer support including Facebook and Shropshire Community Hubs, daily *Cuppas for Carers* online groups, weekly e-support messages, simple, practical online tools and a comprehensive online library of resources and information, developed by carers for carers.

[Visit Website](#)

- Mobilise Guide to caring from afar.

[Visit Website](#)

- **[Shropshire Local Directory](#)** – Find local support in Shropshire.

- **[Shropshire Support Finder – E-book](#)** - offers a wide range of advice and support to help people make the right choice to stay well. *(Please download pdf)*

- **Age UK Shropshire Telford & Wrekin**

Help with dementia, day centres, and home support.

[Visit Website](#) | Call: 01743 233123

- Shropshire Carer Support Summer Wellness or Winter Wellness guides, updated annually, for further helpful local information and tips for carers.

[Visit Website](#)

- **For Mental Health support**

Shropshire Council Mental Health information

[Visit Website](#)

Shropshire Mental Health Support

[Visit Website](#)

National websites

Carers First – help and support for unpaid carers

[Visit Website](#)

Carers UK – information and advice for carers

[Visit Website](#)

Carers Trust – information and advice for carers

[Visit Website](#)

- **SHOUT** - you can talk with SHOUT over text 24/7, it's a free service available to everyone in the UK and it won't show up on your phone bills. When you text there's a trained volunteer at the other end to talk with you – silently, by text message – until you feel calmer. Why not look at SHOUT's [Little Book of Coping Skills](#) booklet with plenty of tips or visit Give us a shout [Visit Website](#)