

Carer Support Wiltshire Newsletter

Autumn/Winter 2016



Talking Labels - Kate's story **pg 4**

Be a good egg with Britain's Best Breakfast **pg 7**

GP Carers Scheme hits new heights **pg 11**

Carer Support Wiltshire is a local charity providing support to unpaid carers in Wiltshire.

A carer is someone who provides unpaid support to a family member or friend who could not manage without their help. There are over 47,000 carers in Wiltshire.

We help carers access local services, support groups, education and training, and breaks from their caring role. We raise awareness of carers needs with health and social care professionals and support employers with our Working For Carers programme. To find out more visit www.carersinwiltshire.co.uk

A message from our Chief Executive, Catharine Hurford

Welcome to the autumn issue of Carer Support Wiltshire's (CSW) newsletter.

This issue marks the next step in our aim to create more opportunities for the people and businesses of Wiltshire to support the three in five of us who will be carers at some point. CSW can no longer rely on local authority funding supplemented by smallish grants; we owe it to the 47,000 carers in Wiltshire, 11,000 of which are registered with us, to ensure we continue to deliver the support and services they value.

It seems that every time I put pen to paper for the newsletter I'm talking about change, and how we can best adapt and seize the opportunities that are undoubtedly out there. Demand

continues to rise, with 15% more new carers coming forward for support last year and the board of trustees are investing in building strong foundations for the long term success of this very special organisation.

In the next few months we will launch Friends of Carer Support Wiltshire - more news to follow. As a Friend of CSW you will be able to take part in some of the fabulous and fun work we do for carers and your role will be celebrated and placed at the heart of the organisation. The Friends will help us with fundraising activities such as Britain's Big Breakfast and help people like young adult carer Sophie reach for the stars. Please sign up yourself, or encourage your friends, family members or employer to join us. You can also make a difference to a carer by making a donation. Turn to page 11 to find out more.

Thank you from everyone here at CSW.



Catharine Hurford,
Chief Executive of Carer Support Wiltshire



Carers Week Comes to Wiltshire

In June we celebrated and raised awareness of unpaid carers in the UK and Wiltshire during national Carers Week. There were carer awareness stands at the Devizes, Salisbury and Marlborough markets, at Royal United Hospital Bath, the Great Western Hospital in Swindon and in GP surgeries across the county. We finished off the week with our Walk A Mile in My Shoes sponsored walk. The sun shone and we were joined by MP Michelle Donelan who completed the walk in record time in wacky wellies. Thank you to everyone who took part and to our sponsors Corsham Print, Novum Law, Home Instead Senior Care, Saversnake View, John Williams Heating, Wiltshire Electrics and Mears Group.



Diane and Dominic Tilley

Volunteer Hero Viv Wins Award

Congratulations to Viv Bass who won the South West Regional Marsh Award for Carers for her volunteering work with CSW.

Viv has been volunteering for six years and in the past year has supported carers who have become isolated and lonely in their caring role with regular phone calls. She also helps out at the Salisbury Carers Café and attends Salisbury District Hospital Carer Café to welcome and give advice to carers who have been identified by the hospital.



“It can be very lonely and isolating being a carer and any extra help and support from a volunteer is usually welcomed with open arms.”

If you would like to become a volunteer we would love to hear from you!

New Trustees

We are delighted to welcome Chris Meier, Janet Surr, Ruth Martindale and Jane Mason to our board of trustees. The new board, led by Chair Laraine Marriott and Vice-chair Huw Ponting will be working closely with Catharine to ensure the charity continues to support unpaid carers in Wiltshire.

Hello and Goodbye

Hello to Heather Patrick who has joined us as Office Manager, Jacqui Radford our new Referral Duty Worker who will also be looking after our Pathways to Work project, Laura Wells, new Support Worker for Mental Health and Jade Harold and Sam Hampton who look after customer services. Goodbye to Helen Pearson and Diana Finch from the Infrastructure Team who have both contributed so much to Carer Support Wiltshire and will be sadly missed.

Are we up to date?

We have a duty to make sure the information we hold about carers is accurate and up to date. Alongside this, because of negative press caused by the poor practices of some charities, new fundraising regulations are coming into force. We are taking this opportunity to contact everyone whose details we hold but with whom we've had no significant contact over the past 18 months or so, to check that our records are correct. If you have any questions, please don't hesitate to contact us.



Looking at the Positives

Services for carers so often focus on; 'What are your problems? What's not going well for you? What can we give you that will help?' All valid questions that need to be thought about and acknowledged, but, why not ask: 'What's good for you at the moment? What do you enjoy doing? What's around you that could potentially make a difference?'

We continuously evaluate how we work and support unpaid carers. Over the past few months we have looked at how we can help people access additional support in their own communities, amongst families and friends and, most importantly, within their own personal resources.

Our experience of supporting thousands of carers has helped us recognise the skills, strengths and positivity that we all possess. We want to build on this and work with health and social care providers, as well as our colleagues in other charities across Wiltshire to help improve what is on offer. Our support workers will continue to work alongside carers to build on their success and achievements, to help improve wellbeing and build a positive future.



A Label with Meaning



We all like labels, right? Ted Baker, Ralph Lauren, M&S?

Up to June 4th 2012 I was just me, a nearly 40 year old, single, wine drinking, cat owning, sister, aunt, a friend, sometimes the funny one or even the fat one. But that was as far as my labels went and some I liked, some I didn't. Then on that day I became Carer. A carer to my mum, and then to my dad. Suddenly I had a label with a meaning. I'm not sure I actually

sat and thought about it, it wasn't a choice, I wasn't asked if I would like the role. It just happened and everything changed.

My mum had suffered a right-sided stroke which meant a left-sided weakness. She would never walk, be independent, cook for herself, get up and answer the door, do anything for herself again. Ever. She would need 24 hour care.

A Label with Meaning

After her seven week stay in hospital, a period of visits, encouragement, asking of questions, adapting the house, learning of equipment, my mum could come home. Once you get over the sheer joy of agreeing that your mum can be discharged from hospital, you realise you have absolutely no idea what happens next. What care does she receive, from whom, who pays, who do I call if I'm worried, who do I call if my mum's worried, if something doesn't work, if someone doesn't turn up, what medication gets given when and by whom? That's when the realisation of what being a carer entails hits you so that you want to get back into your car, drive back down the M4 and pretend that it's just another day. But you can't. You have to

become chief medication-giver, equipment fairy and acronym-solver.

So, with very little information, we embarked on a journey that has been fraught with tears, laughter, learning, anger, a lot of frustration and loss. Turns out everyone was right, there is no Life Manual, specifically one for disease or despair or disability. You learn as you go...

I know I don't wear the uniform of a health care assistant or nurse, doctor, physio but I am that person's carer. I am the person with the label who sorts it all out. I am the daughter of the lady in the wheelchair. I tell my mum life's good, it's just different. My name is Kate.

Becoming a carer doesn't always fit into your life choices or hopes for the future. If you are looking after someone who couldn't manage without your help there is support and advice available. Contact us on 0800 181 4118

Did you know?

Three in five of us will become carers at some point in our lives.

The economic value of the contribution made by carers in the UK is £132bn a year and £961m in Wiltshire



GP Carers Scheme Hits New Heights



Hindon Surgery receiving their award

The Carer Support Wiltshire Investors in Carers GP Accreditation Scheme held their annual awards evening in July to recognise and celebrate those Wiltshire GP practices that have gone above and beyond for unpaid carers. This year saw a record number of submissions and winners, with 37 practices achieving awards.

The scheme, funded by Wiltshire Council and the NHS Wiltshire Clinical Commissioning Group, raises awareness of carers' issues in GP practices and recognises their support to carers with awards.

To achieve a gold award, practices need to meet more than a dozen requirements, including: maintaining an up-to-date carer's register, having a carer's lead, providing flexible

appointments for carers and holding at least one carer's clinic a year. Twenty two practices were awarded a Gold Plus award for their ongoing gold standard commitment to carers.

Ann cares for her husband, John and is a patient at Gold Plus award winners, the Endless Street Surgery in Salisbury. She said:

"Everyone at the surgery has been brilliant. Not long after a period in hospital (for a broken pelvis) I attended a carer health check at the surgery. At the time I was finding it difficult to get out and felt quite low. I was referred to one of the Carer Clinics where I met Julian, a support worker at CSW. Julian was lovely and full of information and helped me to get the support I needed."

GP Carers Scheme Hits New Heights

21% of carers providing over 50 hours of care say they are in poor health with 39% putting off medical treatment because of their caring role. Since the start of the scheme there has been improved identification of previously unknown carers, including young carers, with GPs being the main source of these referrals.

Paul Wilkins, a carer who attends the Hindon Surgery, recently praised the scheme in his recent blog:

"The Hindon Surgery Carers' Clinic was a terrific and very worthwhile experience which really opened up our eyes to the many ways the NHS, the surgery, charity and Wiltshire Council are genuinely trying to help carers, as well as support the way in which loved ones themselves are cared for."



Our GP surgery led Carer Clinics were attended by 616 carers last year. Held in tandem with health checks, 44 carers were given help for previously undiagnosed health conditions.

Like a holiday from work, a break from caring for someone can improve health and wellbeing. Our carer cafes and support groups offer friendly support over a cuppa.

Find out more on our website or by calling 0800 181 4118.



Young Adult Carers

Sophie's story

Sophie is studying at Bristol UWE. Now 20, she has been her mum's carer since she was 14 years old. Sophie had to leave university in her first year to look after her mum, but when she returned, the stress of combining her caring role with studying, a part time job, cooking and cleaning the house soon became too much.



When we first met Sophie, she was at crisis point and suffering from severe anxiety and depression. Andrea, our Young Adult Carer Support Worker provided Sophie with a listening ear and the support she needed. A carers assessment meant Sophie was able to access help from Wiltshire Council who agreed to pay for a cleaner to come in once a week. She has also been awarded a bursary from university which means she doesn't have to work during term, freeing up more time for studying.

Once Sophie graduates she would like to become a mental health nurse. In the meantime, Andrea and the team will be there for her.

Find out how you can help support more young adult carers like Sophie on page 11.

We CAN change the world!

In February, student carer Carol Hayward, 21, started a campaign for an additional tick box to be added to the UCAS form to prompt young adult carers to identify themselves. The tick box would mean universities could easily find out whether applicants would be studying as well as caring. Carers Trust and CSW backed the campaign and in just six weeks more than 2,500 signatures poured in to show their support. UCAS has now confirmed that from 2018 there will be a specific option on its Apply form.

If you are aged between 16 & 25 and look after someone who couldn't manage without your help, don't wait until things become too much. There is support available - from taking a break, learning new skills and helping with your CV, Andrea and the team can help. Tel: 0800 181 4118

Donate

You can help carers by supporting us today!

"I don't have any family support so having someone in the corner for you is amazing. It's like an angel flew in." - Anita who cares for her disabled daughter



£25 could provide a trip to the cinema for two Young Adult Carers to enjoy time with their friends and a break from their caring role.



£50 could provide relaxing pampering sessions and a rare treat for five carers.



£150 could pay for a series of counselling sessions for carers who need additional support.



£250 could provide ten driving lessons for a Young Adult Carer living in a rural area.

To make a donation or to find out about Friends of Carers Support Wiltshire please complete and return this form or call 0800 181 4118. You can also visit our website www.carersinwiltshire.co.uk Thank you!

Your Gift

From time to time we would like to keep you updated with news, events and about the difference you make to carers' lives through donations. We will only contact you if you have given your consent for us to do so and we will refresh your consent every 2 years*.

Title First Name Surname

Address

Postcode Telephone

Email

I am happy to receive occasional updates by email from Carer Support Wiltshire. I give my written consent for Carer Support Wiltshire to contact me.

Signed..... Dated.....



Your Gift (continued)

Make a one-off donation

If you would like to make a regular donation please contact us on 0800 181 4118

I would like to make a donation of £25 £50 £120 £250 or £

Please make cheques payable to Carer Support Wiltshire or fill in your card details below. Alternatively you can donate online at www.carersinwiltshire.co.uk

Card number

Card type Issue number (Switch only)

Start date Expiry date 3-digit security number

**This information will not be kept on file and will be deleted once your donation is processed.*

Make your gift go further

Using gift aid means that for every £1 you give, we can receive an extra 25p from the Government, helping your donation go even further. In order to Gift Aid your donation you **MUST** tick the boxes below:

giftaid it

- I want to Gift Aid this and any future donations to Carer Support Wiltshire
- I am a UK taxpayer. I understand that if I pay less income tax or capital gains tax than the amount of gift aid claimed on all my donations in that tax year, it is my responsibility to pay any difference. I will include gift aid donations on any self-assessment tax return.

Please notify Carer Support Wiltshire if you move, or if you have to cancel this declaration, for example because you no longer pay enough tax to cover the gift aid.

Signed..... Dated.....

Please tell me more about

- Leaving a gift in my Will How I can fundraise Becoming a volunteer
- How my business can get involved Carer Support Wiltshire events
- Becoming a Friend of Carer Support Wiltshire

Please return completed form to: Freepost RSSL-JXEA-UCGY, Carer Support Wiltshire, Independent Living Centre, St Georges Road, Semington, Trowbridge, Wiltshire BA14 6JQ



Who cares for the carers?

Pam has been a carer for her husband since he was diagnosed with a front lobe brain tumour. Part of the tumour was removed, but they were not able to reach all of it. This has left her husband unable to read, write or complete many physical tasks. Inhibitors in his brain have also been affected and have left him with behavioural and personality disorders.

Pam finds it hard to get away without worrying about her husband's welfare.

“He has locked himself out and smashed a door down to get in, and often leaves taps running.”

Pam made contact with CSW about 12 years ago.

“When I've reached rock bottom, they've helped and supported me. Sometimes just being a voice on the other end of a phone when I've needed someone to talk to.”

Our counsellors delivered 215 hours of counselling last year with 455 carers receiving one to one support.

Someone who cares for a loved one often forgets to care for themselves. Our carer pampering sessions, support groups, carer cafes and time out treats provide carers like Pam with the opportunity to take a break.

You can help us to make a difference to more people like Pam and Sue. Donate. Fundraise. Volunteer.



“Things are not always easy, but going to things like the Creative Carers groups has been a real tonic. I go there after a few difficult days and it's lovely. Everyone is in the same position and we talk and laugh, and I come out thinking that things are not so bad.” Sue, who attends our cafes and groups.

Help to access new training & employment

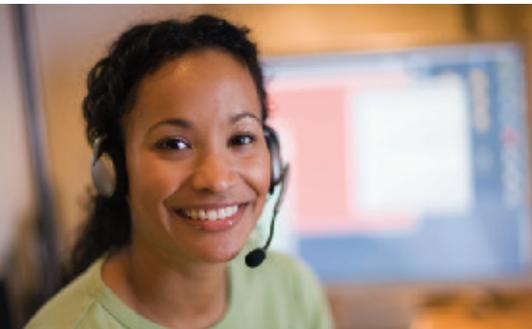
Hire Me My Way



Carer Support Wiltshire is proud to back this new campaign, which aims to persuade more and more employers to open up to part-time and flexible arrangements, from the point of hire. By joining Hire Me My Way, you'll be helping to create a fairer job market for all the people who can't work a traditional full time job.

If you visit www.HireMeMyWay.org.uk you will find:

- The chance to add your voice to this important campaign
- Downloadable career guidance packs on finding a flexible job in today's market, and returning to work after a break
- Free advice and support on having 'that' flexible working conversation with a prospective employer



Pathways To Work

Thanks to some funding from Wiltshire Community Foundation, we have started our Pathways To Work (P2W) project. This is aimed at carers or recent ex-carers who, having given up work to care, now want to re-join the workforce.

Our newly appointed P2W Support Worker will be helping carers access new training and employment, working with them to create an action plan, building on their strengths and experience and putting in place the right sort of help. As a result of the high demand for this service, the scheme will be rolled out gradually. Once the scheme is operational county wide, we'll be able to open the doors to new applicants. Watch this space!

Jobs Board

Looking for a job in or near Wiltshire? Our Jobs Board is exclusively for Working For Carers members – carer-aware businesses who recognise the importance of supporting the carers in their workforce. Check out the vacancies on offer in the Work & Employment section of our website.

Are you an employer who wants to support carers?

Working For Carers

Nearly 1 in 8 employees combines work with caring for a loved one and this figure is set to rise – not only are people living longer but people are also working for longer, meaning more and more of the UK's workforce will also be carers.

Becoming a Working For Carers employer will help you to support the carers in your workforce, retain staff and boost your employer brand. Join the growing number of businesses in Wiltshire and beyond who are leading the way on carer recognition and support in the workplace. Find out more at www.workingforcarers.co.uk.



Work Placements

We're looking for businesses to support our Pathways To Work scheme. Carers and former carers bring with them a wealth of experience and transferable skills beyond what you might find in a traditional CV. However, employers sometimes overlook them during recruitment, perhaps because of 'gaps' on their CV. Carers meanwhile need a chance to rebuild their confidence to give them the best chance to find a new job.

Could you offer a work experience placement for a carer seeking to re-join the workforce? There are no set criteria for what a placement should offer, so you can approach this as creatively and flexibly as you like. To find out more, please email hello@workingforcarers.co.uk and ask for a P2W Work Placement form.



Get Involved

Be a good egg and make a difference

Britain's Best Breakfast is a national fundraising campaign to raise money to help us support more unpaid carers and give them a break from their caring role. We want to encourage people to wake up to the issue of caring.

We are asking you to invite your friends, family or work colleagues to join you for breakfast and raise money for Carer Support Wiltshire. You could host a fundraising fry-up for friends or a business breakfast buffet at work? Or why not get your school involved?



**Make a
BREAKFAST.
Make a
DIFFERENCE.**



Host a breakfast

It could be a platter of pastries, a celebration of cereal, or a fantastic fry up - all you have to do is provide an eggcellent breakfast and invite people to join you for an eggceedingly generous donation. We have posters and collection tins to ensure your event is a success. **Contact us today or visit www.carersinwiltshire.co.uk/breakfast**

Working together to make a difference – Corporate Partnerships

Supporting a local charity is good for team building, great for business and can make a real difference in your community. And there are lots of ways your company can get involved; from making us your Charity of the Year, advertising in our bi-annual newsletter or signing up for a group fundraising challenge.

**To find out what we can achieve together, visit our website:
www.carersinwiltshire.co.uk/**

Skydive for Carers



We've teamed up with GoSkydive to offer you the experience of a lifetime. Jump with us and raise money for unpaid carers in Wiltshire.

To find out more visit
www.goskydive.com/carers-support-wiltshire/

Join the Team

We are always on the lookout for volunteers to join the CSW team. You could help out in the office, at events, or distribute our newsletter around your community.

We need help with lots of things and your skills, experience and 'can do' attitude could be just what we need. It doesn't matter how little or how much time you have to spare, we would love to hear from you. Get in touch. Contact Vince Danaher on 01380 871690 or email: vinced@carersinwiltshire.co.uk



Become a Friend of CSW and set up your own volunteer fundraising group with friends and family? There are lots of things you could do, from bake sales, charity quiz nights or selling home-made Christmas goodies – the possibilities are endless and every penny raised will make a difference to someone.

Wiltshire Carers Involvement Group (WCIG)

Are you aware of the Wiltshire Carers Involvement Group, usually referred to as WCIG? WCIG is a group of carers who meet once a quarter to discuss issues that affect all carers in Wiltshire and try to come up with practical

solutions to put to the various agencies, including Wiltshire Council, who are responsible for the services that are available to carers across the county.

The topics WCIG debate affect all carers and the group has been instrumental in the development of the Wiltshire Carer Partnership Strategy, the Carers Emergency Card, and a number of reports published by Healthwatch Wiltshire.

If you would like to raise a topic or would like to join the group please contact the facilitator of WCIG, Steve Rose on 0800 181 4118 or via email at stever@carersinwiltshire.co.uk.



Help in case of emergency

We all know it is important to have a plan in place in case of an emergency and that's even more important for carers who are looking after people who couldn't manage without their help. That's where the Carer Emergency Card (CEC) comes in.

This is how it works. First, you fill in a form, which includes details of the care and medication your loved one needs, as well as the contact details for other people who might be able to step in to help. We then ensure those details are logged with Wiltshire Council and Medvivo, and issue you with a CEC card with a unique reference number. If there is an emergency, anyone can call the phone number on the card, and Medvivo will put the emergency plan into action.

How to get a CEC

Go to www.yourcareyoursupportwiltshire.org.uk and search for Carers Emergency Card. Or, call us on 0800 066 5068 and ask for the registration form to be sent to you. If you need help filling in the form, please let us know.



24-7
STAFFING



£100
REFERRAL
REWARD
Ask for more details!

NEW YEAR - NEW START! HEALTHCARE PROFESSIONALS

Give your Healthcare career a boost this New Year with 24-7 Staffing.

- ✓ JOBS FOR CARERS, SENIOR/JUNIOR & NURSES (RGN)
- ✓ FLEXIBLE HOURS
- ✓ EXCELLENT RATES OF PAY (TEMP & PERM JOBS)
- ✓ FREE REFRESHER TRAINING PROVIDED

Our three branches:

- 📍 Chippenham: 01249 447 247
Yate: 01454 313 247
Amesbury: 01980 742 247
- ✉ healthcare@24-7staffing.co.uk
- 🌐 www.24-7staffing.co.uk

Perfectly Placed People
www.24-7staffing.co.uk

We're family when family can't be there



Companion Driving Service

We offer a community companion service for the elderly and anyone who is unable to drive but wishes to remain independent. If you:

- Need to go shopping
- Have a medical appointment
- Would like to go on a social outing

Ring for Devizes and surrounding areas
or for Calne and surrounding areas



Driving
Miss Daisy
40% Third Party

Book your Daisy!
0333 014 6211

Dementia Friends
First-Aid trained
Fully licensed

(Independently owned and operated franchise business)
www.drivingmissdaisy.co.uk



Carer Support Wiltshire

Advertising helps us to fund our newsletter.

**If you would like to reach a readership of over
11,000 we would love to hear from you!**

Keep In Touch

Sign up to our carers e-news and receive all you need to know locally and nationally through your inbox.

Visit our website or email info@carersinwiltshire.co.uk.

Follow us on Facebook and Twitter



@carerswiltshire



www.facebook.com/carerswiltshire

If you require large print or audio format simply contact us on **0800 181 4118** or send a quick email to admin@carersinwiltshire.co.uk

Contact Us

Freephone: 0800 181 4118 (01380 871690 from a mobile)

Social Care out of hours emergency duty number: 0845 607 0888

Email: admin@carersinwiltshire.co.uk

Website: www.carersinwiltshire.co.uk

With kind thanks to our principal funders....



Carer Support Wiltshire, Independent Living Centre, St George's Road, Semington, Trowbridge, Wiltshire BA14 6JQ and at 15 New Street, Salisbury, Wiltshire SP1 2PH

Registered Charity No. 1092762 Company limited by guarantee 4415685

If you are no longer a carer, or no longer want our newsletters, please let us know.

