

Family and Friends Carer News

Winter 2013/14

Issue 22



Above: Adrian Loades, Dr Helen Brown and Dame Philippa Russell

Welcome to the first Carers Trust Cambridgeshire newsletter

As many of you will know on 20 September we held an event alongside our AGM to launch our new name - **Carers Trust Cambridgeshire Crossroads carer service**.

At the meeting we had presentations from **Dame Philippa Russell DBE** (Chair of Standing Commission on Carers and a carer), **Adrian Loades**

(Executive Director of Children and Young People's Services and Adult Social Care - Cambridgeshire County Council) and **Dr Moira Fraser** (Policy Director - Carers Trust). In the afternoon there were activities including therapies and guidance on navigating the Carers Trust website. All highlighted the new laws emphasising the importance of identifying and supporting family carers and involving them in plans to improve their lives. There will be more people caring - and undertaking more complex roles - because of increases in population and cuts in budgets. All of their presentations are on our website.

We have chosen to use Carers Trust as our primary brand as it will help reinforce our connection to Carers Trust; the largest charity for carers in the UK and bring benefits to local carers. Since Carers Trust was formed in April 2012 through the merger of The Princess Royal Trust for Carers and Crossroads Care, the new charity's network of 180 local charities has become a leader in providing breaks, information and advice for carers, as well as lobbying for carers issues. Carers Trust are a charity by / with / and for carers.



The meeting also marked the launch of the Carers Connect - a real and virtual **Family Carer Network** project aimed at finding and linking more carers together and giving them more help and information, as well as a voice to help shape the services they require. See page 2 for more details.

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**CROSS
ROADS
CARE**
Cambridgeshire



7 million reasons to care: 78,000 reasons to care in Cambridgeshire and Peterborough

Let's All Make carers count:

Carers Connect - C & P Family



seventy eight thousand reasons to care Cambridgeshire and Peterborough

Carer Network launched

The 2011 Census data revealed there are over 7 million carers in the UK and 78,000 of them are living in Cambridgeshire and Peterborough.

Yet very few are involved in any decision making or consultations about what's important for them and their health and wellbeing and there is no co-ordinated approach. With so many changes going on in health and social care - and so many people being expected to take on more caring and more complex caring roles in future, in line with supporting people in their communities - it's time to get joined up and spread the news better between us and be available for reference.

There will be funding cuts and new pathways of support needed. Let's get involved and give statutory providers the benefit of all of your know how and experience.

Big Lottery *Awards for All* have given us a grant to facilitate establishing Carers Connect, a Family Carers Network. Through recruiting 10 volunteer Carer Ambassadors and holding 15 events in the year, we want to connect carers and voluntary organisations that are in contact with them (or the person they care for). **Come along or ring up or email to volunteer or tell us your views - as carers have already told us that there needs to be a web page, more online forums, possibly telephone contacts and more.**



So far over 100 carers and professionals from 20 health, care and voluntary organisations have told us: carers don't have a voice; if they are asked, they don't hear if any thing happened as a result; services don't listen; they need integrated assessment procedures that address all of the needs of the carer and the cared for; young adult carers felt they had a voice about their issues but not at all about services the people they care for receive.

Look out for further information and a report on our website and Facebook

Professionals made valuable contributions too. One said: "Made me think about my organisation and how we are very service user focussed but that we don't always look at supporting/signposting those who support them".

Spring 2014 meetings - all free, please come along.

12th February	1-4pm	The Café, Cathedral Centre, Ely
19th March	10am-1pm	Masonic Hall, Bateman Street, Cambridge
26th March	1-4pm	The Community Centre, March
2nd April	1-4pm	Carers Trust Cambridgeshire, 4 The Meadow, Meadow Lane, St Ives, PE27 4LG

April 2014 Date to be confirmed in partnership with Peterborough City Council Carers Conference

As part of Carers Connect, the Family Carer Network, we are hoping to enrol and train volunteer family carers who can act as Carer Ambassadors, helping to link family carers together and raise the profile of family carers and their needs. You don't need to be able to attend meetings. For carers who work or who are unable to attend meetings, we will be forming a virtual network, so carers can get involved in many ways, by email, online, by telephone and using social media. Please contact us if you would like to participate care@carerstrustcambridgeshire.org.

Carers Week 9-15 June 2014

We are already planning for next year. This year 10-16 June 2013: Prepared to care

Next year's theme is yet to be announced but we are in discussions with Cambridgeshire & Peterborough Foundation Trust to jointly support events.

This year's theme was Prepared to care? and a shocking special report was released showing how people aren't prepared for what caring involves. We aimed to help identify family carers and attended events at hospitals throughout the county, as well as Huntingdon's Sainsbury's and Acorn GP Surgery.

Over the week 200 carers and professionals visited our information stands at hospitals, becoming better informed about family carers and their issues. We also met some people who recognised themselves as carers for the first time.

Acorn Surgery organised a Carers Day for carers registered at their surgery. Organisations were invited to promote their services to the 40 people that attended.

Angela Whitehead, our Carer Services Development Worker, said a carer came up to her and said "I didn't even know I was a carer until a Receptionist at the Acorn Surgery told me I am." This is a credit to staff at Acorn Surgery who are actively identifying carers and holding events for them.

The annual Carers Week 2013 Survey Prepared to Care? highlighted that:

- Seven out of ten (75 %) carers were not prepared for all aspects of caring.
- Two out of five (42 %) carers had had a breakdown in a relationship with a family member.
- Over 225,000 carers providing at least 50 hours of care per week are "not in good health" themselves and more than half are over the age of 55.
- Eight out of ten (81 per cent) carers were not aware of the support available because of the time it took them to identify themselves as carers.



Angela Whitehead at the Acorn Surgery carers event

Family Carers Prescription from your GP surgery

We have been commissioned by Cambridgeshire & Peterborough Clinical Commissioning Group to extend the Family Carer Prescription service throughout Peterborough and the Borderline* area too.

Since its introduction in Cambridgeshire, we have seen year on year increases in the numbers of family carers recognised and given support from us, through a prescription from their surgery. So far, 1330 prescriptions have been issued and hundreds of "hidden" carers helped with information, a break and links to other types of support, including Carers Assessments, ICER (see page 5) and financial checks. About 20% helped avoid admission to hospital or permanent residential care. Thank you to those who have written to tell us what a difference we made.

We have also provided training to hundreds of professionals in primary health services to improve awareness and support for family carers: 93% of carers felt support should come via surgeries.

** Borderline LCG is made up of 10 GP practices on the borders of Cambridgeshire, Peterborough and Northamptonshire.*

Family carers support at Addenbrooke's Hospital

Since April, we have seen 388 carers in Addenbrooke's hospital, many of whom needed information and emotional and practical support. Caroline Porter, Carers Support Officer, has worked with the discharge teams and ward staff to improve carer recognition and support, though a lot remains to be done in such a large, busy hospital. And what about carer support within our other hospitals?

Help us find more family carers before it's too late

Many family carers become overwhelmed and their health and well being suffers, as they have not acknowledged themselves as being a family carer until many months, or often years, after their caring role started. Although the person they care for may be known to doctors or social care, they themselves may be "under the radar" in terms of their needs.

When a family carer's health deteriorates, often there is no plan or person to look after those they care for, so this puts extra pressure on families, social care and health services. We aim to help prevent this by ensuring that family carers have practical support, information and plans in place too, including planned breaks from their caring roles and information about other services and support that may be available to them.



Some people become carers overnight, with a requirement for them to care 24/7; others start off having to do small things for the person and as their condition changes, needing to do more and more, without training. Whatever your caring role, we aim to help and as your needs change we can tailor our support for you and your family. If you know someone that may need some advice about what is available to them or some practical support, please forward our details.

Carers - do you want help in getting back to work?

We, Axiom Housing Association and our joint venture Axiom Crossroads Care will start an exciting new project from early in 2014, offering a comprehensive training and development package to help homeless young people and carers and former carers of any age back into employment. Axiom Crossroads Care's Preparation into Employment programme was selected to receive funding from the Greater Cambridge Greater Peterborough Enterprise Partnership (LEP). More details will be on our websites or please telephone or email us for details. Contact details are on the back page.

Integrated services - have your say...

Everyone from Minister Norman Lamb down is calling for integrated services - if you have good examples of joined up services - or bad ones - tell us, or come along to a Carers Connect - Family Carer Network session to have your say. Contact details are on the back page.

Better Health Network

We will be working with Cambridgeshire County Council, NHS and partners including Care Network, RVS, Red Cross, Hunts Forum and, we hope, hundreds of other voluntary organisations to try to improve support for people through better integration and connections between all of the services we offer. We all believe that a single point of access, a holistic family plan and a more co-ordinated approach to service delivery will enable more people to have better support and outcomes. Are Integrated assessments the Holy Grail? HealthWatch are also involved in the project.

Carers Joint Strategic Needs Assessment - carers, young carers and young adult carers please RSVP

Do you look after, or give any help or support to a family member (e.g. a child, parent, brother, sister), friend, neighbour or other person because they could not manage without this help? Please complete a survey. Your confidential answers will help to tell statutory services what they need to do in Cambridgeshire to keep carers healthy and well and the information will be used to plan future services for carers. The survey is available online **until 12th February 2014**, follow the link from www.cambridgeshireinsight.org.uk/JSNA/Carers. If you would prefer to complete the survey by telephone, please call Sue Hall, Public Health at Cambridgeshire County Council on 07508 916976.

Quality matters to you and us

What you said about our services

We ask our clients to take part in a survey to rate and comment on our service at least annually. Listening to what they have to say - good and bad - is key to helping us improve and keeping on track to providing the best quality care services possible.

This year, we're delighted to report that we maintained our excellent record in many areas. Here are some of the key findings. Report and more information is available on our website.

Overall

- 100% of respondents said our services maintained and respected their privacy
- 98% said we treated them with dignity and respect
- 97% said they would recommend our services to others
- 90% agreed that our care provision was tailored to each person's personal preferences

Flexibility of service

Most clients described our service flexibility as "good" or "excellent", saying that they were able to book services for the day and time of their choice. There were just seven "unsatisfactory" scores, with most relating to short notice breaks.

The most important care services

The ICER emergency service - where support is provided if a sudden and unexpected emergency stops carers from carrying out their role - scored highest in importance with carers. Having regular breaks in the home was ranked second, with the carer prescription service (through GP surgeries), information from Crossroads and short notice breaks also scoring highly.

How breaks were used

Six out of 10 carers used Crossroads services to keep appointments; nearly one third used them to manage a long term condition; with the same number visiting a dentist; one in four visiting a GP; and 20% of respondents using the service to support another family member. Most carers said our service helped them to feel less stressed, maintained their wellbeing and helped them relax and feel less isolated.

10 things we will do as a result

Tell our staff, service users and people who commission our services; Work closely with health and social services to expand support in emergencies, which were recorded as being so valuable; Tell other agencies working with carers how useful you found this ICER service and invite them to promote it; Encourage carers to apply for Carers Assessments directly and through other organisations; Continue to invest in our staff (recruitment, training and better T&C and in particular, to ensure that contact with staff in the office is positive); Work to extend our services to a more diverse population; Work collectively to provide or link to more groups and opportunities for carers to take a break; Review our user survey with service users, to ensure relevance and increase responses, particularly in Cambridge City; Continue to provide information in a variety of formats, with an increase in the use of online formats; Fund raise to provide additional free support.

Care Quality Commission - fully compliant

We have had two unannounced inspections at our offices in St Ives and Cambridge City and are delighted with the results, confirming that we provide high quality care and people are pleased with what we provide. Both offices are fully compliant with CQC standards.

Helping young people aged 14-25 years

The Co-operative Charity of the Year partnership for 2013 comes to a hugely successful end on 31 December, having already reached our ambitious target of raising £5m for young adult carers, with 3 weeks to go! We can now reflect on a very proactive year locally which has seen us support many of our local food stores, funeral care, pharmacies and banks across Cambridgeshire.

There have been many highlights of our year-long involvement including supporting a cycle/fun run around Grafham Water in May, an Open Farm Day in Wisbech in June, a cricket match in Cambridge for all national Co-op farms and attending many fundraising events organised by local food stores. The most memorable event has to be celebrating Christmas early on 24th July, which turned out to be one of the hottest days of the year. Our Chair Margaret Pearce Higgins, decked in tinsel, joined a local store in Cambridge to raise funds for us. The event received a double page spread in the Cambridge News and the photos have been shared nationally across Carers Trust and the Co-op. We were also asked to take centre stage at Carers Trust National Conference in November, where we informed colleagues from across the country of our Co-op experience and how we hope to capitalise on these good relationships in the future.

In December we attended an area food store meeting at a distribution depot in Huntingdon. We took a young adult carer with us who talked about their experience and the help and support they received from us. This resulted in a spontaneous round of applause from all the 20 managers who attended the meeting, which was very moving to see. To formally recognise our support of the Co-op, we are planning to hold two area meetings here at our offices in January.

The result of all the Co-operative Charity of the Year fundraising is the **About Time** programme. This is made up of five related projects that aim to address the issues that can lead to young adult carers becoming disengaged and feeling alienated as a result of their caring role. The five projects will provide:

Time for change	grants to establish 50 schemes to help young adult carers
Time for a break	residential respite care and mentoring opportunities
Time to connect	a new web portal specifically for the 14 - 25 age group
Time to be heard	research and engagement with decision makers to make sure young carers' voices are heard
Time to listen	awareness campaigns to increase the public's understanding of young adult carers' role and the sacrifices they make.

Fundraising

How can you help? We are continuing to develop our grants, trusts and funding application programme. If you come across any fundraising opportunities within your local community or workplace, we would welcome the opportunity to become a beneficiary. Or would you be interested in learning or volunteering to help us fund raise and complete grant applications? Please contact **Pauline Lutman, Fundraising Development** with details. Email: pauline.lutman@carerstrustcambridgeshire.org or Tel: **01480 499090**.

Would you like to know who is coming to care for you and when?

Do you ever have to call the office to find out which Carer Support Worker is visiting you and what time they will be there? If you have access to the internet on a computer or tablet you could have your own client login. (Please note that access from mobile phones is limited due to the resolution used). To request your login please email **Sadie Williams**, Business Support Assistant, sadie.williams@carerstrustcambridgeshire.org.

Young Carers

It's been another busy few months with a significant increase in referrals and 3 new groups established. More Young Carers than ever before are accessing services and yet we know there are many more still not recognised.

Did you hear Young Carers on the news?

Our Young Carers have been involved with the media:

Channel 4 News; BBC Radio 1 & 5; Children and Young People Now, and have had stories published in The

Children's Society report on the census 'Hidden from View'. They also worked with The Children's Society and Digital Me to prepare a response to the census, see www.makewav.es/ycif.

Tracy Hyland, our Young Carers Manager, was invited to join the Young Carer element of a new national steering group facilitated by Carers Trust. The inaugural meeting in London was very interesting; more information will follow as the group gets off the ground. Carers Trust has helped change the new law in Parliament to enable more support for young carers.

New skills and fun

We have undertaken two media projects with funds from Carers Trust, where young people were involved in making two DVDs. They also researched healthy recipes, made them and produced their own recipe book. Please buy a book for £5 as for every one sold, we are able to give one to a young carer free. We also have Cambs Young Carers wristbands for sale at £1.50.

How you can help and Thank You!

We are always looking for volunteers to help staff our groups, trips and activities so if you have a few hours you would like to share with our amazing young people, please contact Tracy.

We have just been awarded a small grant to do a specific themed day with our very vulnerable Young Carers who are on a Child Protection Plan or are recognised as a Child in Need.

M.A.D. If you buy jewellery from their site www.choosemad.com/cambsyoungcarers, you can select Cambs Young Carers to receive 100% of the profit from the sale! It is fantastic jewellery at reasonable prices, so please remember us when ordering.

A massive thank you to everyone who has raised money for us in the last few months.

Thank you all so much!



Young Carers with recipe book

£89,000 BBC Children in Need grant My Challenge! For Children & Young People with Disabilities



We are delighted that we have been awarded a grant from BBC Children in Need to provide inspiring new challenges and opportunities for children and young people with disabilities and their siblings. The grant is over 3 years and includes 3 different types of activities:

1. Holiday trips & activities (some overnight) with their siblings
2. Personal challenges to achieve a specific aim: A skill; a thrill; sports related goal; learning guitar, DIY, go on high ropes, cook a family meal. Their imagination can run riot.....
3. Ambassadors groups - self advocacy activities for small groups to build confidence and skills in team working and presenting to others.

Would your child/teenager like to take part in activities with their brother or sister?

Does your child/teenager have a goal we could help them to achieve this year?

Would they like to be part of a group making a DVD about things that are important to them and sharing this with other people?

Please contact **Sam Richardson**, Children's Care Manager, on **01480 499090** for further details.

**Got a query?
Contact us - we're
happy to help!**

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Office Hours

Monday-Thursday 9am-5pm
Friday 9am-4.30pm

We offer:

- short breaks & respite
- personal care
- Family Carers Prescription
- Carers emergency service (ICER)
- day clubs
- overnight service
- palliative expertise
- children's clubs
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Did you know?

Theatre discounts

Most theatres in the UK offer people with disabilities and their carer discounts on tickets. Often you have to book tickets in advance by telephone because many of the internet sites cannot offer discounts online. Note that some London theatres are not wheelchair accessible so you may be asked to transfer to a seat.

Do you have a Cinema Exemption Card?

If you are in receipt of DLA you can apply for a card which costs £5.50 per year. It allows your carer free admission to the majority of cinemas in the UK. Apply www.ceacard.co.uk. Your carer will need a photo for the card.

Disabled persons railcard

The card allows you and a companion to travel with a third off most 'off peak' train fares. It costs £20 a year or £54 for three years. If you are travelling in a group with three or more companions, it may be cheaper not to use your railcard.

Scams - Trading Standards: Carer's vital role in preventing crime

Research revealed that 62% of carers were aware that the person they cared for had been approached by cold callers or salespeople on the doorstep. Report concerns **0345 0455 206**.

Forthcoming Events

Carers Connect - Family Carer Network Meetings 2014

12th February	1-4pm	The Café, Cathedral Centre, Ely
19th March	10am-1pm	Masonic Hall, Bateman St, Cambridge
26th March	1-4pm	The Community Centre, March
2nd April	1-4pm	Carers Trust Cambridgeshire, 4 The Meadow, St Ives, PE27 4LG

April 2014 Date TBC with Peterborough City Council Carers Conference

Adult Carers Groups

Masonic Hall Bateman St, Cambridge

15th Jan, 12th Feb 9.30 for 10-12 noon

20th Jan, 24 Feb 9.30 for 10-12 noon with Pinpoint for parent carers

Shelford Dementia Support Group for carers and people with dementia

2nd & 4th Thursday of the month, 10-12 noon,

David Rayner Centre, Scotsdales Garden Centre, Shelford, Cambridge

Young Carers Groups

Huntingdon Sunday Group	1st Sunday of month	10.30am-12.30pm
March YPM	Fortnightly Tuesday	5-6.30pm
St Ives Broadleas Centre	Fortnightly Wednesday	3-5pm
St Neots Bargroves Centre	Fortnightly Wednesday	5-6.30pm
Wisbech Oasis Centre	Fortnightly Thursday	5-6.30pm

Young Carers School Groups

Cromwell Comm. College	Fortnightly Tuesday	3.30-5pm
Hinchingbrooke School	Fortnightly Tuesday	2.30-3.30pm
Sir Harry Smith Comm. Coll.	Fortnightly Monday	3.15-4.45pm
St Peters School	Fortnightly Wednesday	3.05-4pm