



Carers Together

in Redcar & Cleveland

Issue 33
Summer 2009

This Magazine is FREE please take one

Opening Hours

Monday to Thursday
9.00am – 5.00pm
and Friday 9.00am - 4.30pm

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Carers



Champions of Care in the Community

During Carers Week 2009 we are putting the spotlight on carers in Redcar & Cleveland. They are champions of Care in the Community – the people they care for would not be able to live independently without their support and health and social care systems would collapse without it.

We have put together an exciting programme of events for Carers Week all designed to give carers a break, have some fun and socialise with other carers. All of the activities and events are free of charge and refreshments are provided, so contact us to book your place:

Tuesday 9th June 2009 — Taster Day

Try from a wide selection of courses including cookery, salsa dancing and digital imaging. At Redcar Adult Learning Service, Corporation Road, Redcar

Wednesday 10th June 2009 — Carers Together Open Day

Come along and look around our newly refurbished premises, browse through our Information Library and meet up with friends, old and new.

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Carers Week 8th—14th June '09
Carers the UK's secret service

This Magazine is now delivered direct to 1,814 carers

Comments

The first half of 2009 has been a busy and exciting time for us and it looks like it is going to continue for the rest of the year.

This years theme for Carers Week is Carers... the UK's secret service. We shall be joining in with carers organisations across the country to highlight the work of the 'hidden army' and celebrate the contribution that carers make to our community. We have arranged a number of events and activities throughout the week which we have detailed on the front page and we hopefully will see you there.

We have been working with the Local Authority and the Primary Care Trust to develop the Carers Strategy and we are delighted that the draft is now available and open for consultation. If you would like to receive a copy or would like to attend one of the consultation events, please us know.

As always we are looking for carers who have any free time to share their stories and experiences. If you would like to be more involved with our organisation, be willing to attend consultations or even have an article we could publish in our magazine, please give us a call on 01642 488977.

Have a lovely summer and enjoy Carers Week!

Sue, Nic & Angela

Free Satellite Navigation for the visually impaired

A free satellite navigation system has been developed to guide visually impaired people around any city in Britain by giving them instructions on their mobile telephone. It can also be used to locate buildings, bus stops, stations, cash points and taxi ranks.

The software called Loadstone can be downloaded free of charge from www.loadstone-gps.com.



**Teesside & District
Society for the blind**

Give us your views

On the proposed Redcar & Cleveland Carers Strategy 2009 - 2014

Redcar & Cleveland Borough Council in partnership with NHS Redcar and Cleveland are developing a new Carer's Strategy to support Carers in Redcar & Cleveland.

A presentation of the draft strategy will be given at the Carers Partnership, Coatham Memorial Hall on Friday 12th June '09 from 12 noon.

If you are unable to attend the Partnership, but would like to receive a copy of the strategy along with a short questionnaire, then please contact Carers Together on 01642 488977 or Maggie Balmer, the Council's Commissioning Manager for Carers on 01642 771720.

The draft strategy and questionnaire/s are also available at www.carerstogether-rc.org.uk in our 'What's New' section. N.B. The consultation period is open till 30th June '09 so don't delay!



NHS
Redcar and Cleveland

Carers Partnership
Redcar & Cleveland
Together we can achieve more...

VISION

All Carers should have full opportunities and choices to improve their quality of life, be respected and included as equal members of society.

The Carers Partnership in March was a full and bustling meeting. We had a further update on the progress of the Carers Strategy which is now out for consultation until June 30th.

We received updates on the Health Training Pilot which was delivered in partnership by Middlesbrough, Redcar & Cleveland Community Services and Carers Together. A number of professionals provided training to carers on moving and handling, falls, looking after yourself and accessing services. The outcomes from the pilot were very encouraging and Community Services are now considering if and how the training can be delivered.

Jane Reast gave a brief overview of work being undertaken in the borough around co-production, an approach to working with people to access services that satisfy their needs. Skillshare gave a presentation on 'active learning for active citizenship' and Debra Deans gave an update on the work of the Redcar & Cleveland Involvement Network.

The meeting was brought to a close by Jason Lowe and Joanna Caton of Coast & Country Housing who gave a really interesting talk and demonstration of Telecare. Jason explained that one of the simplest Telecare products is the community alarm scheme 'Homecall' and Telecare is the next generation of technology to support people in their own homes. Joanna brought several products for people to see and described how they can provide peace of mind for both the carer and the person they support. The bed occupancy sensor for example will alert the carer if the person they support gets out of bed, but

doesn't go back after a certain time. Slowly more products are being developed; Coast & Country have a demonstration suite where people can view them. Anyone wishing to visit should contact Coast & Country Housing on 01642 771300.

The next Carers Partnership meeting will take place on Friday June 12th at Coatham Memorial Hall from 12 noon – 2.30pm. Please note it is not on our usual Monday, it is Friday this time to mark Carers Week.

The theme of this meeting is to celebrate the contribution that carers make to our community. The programme is as follows:

- Registration and buffet
- Welcome & Apologies
- Minutes of last meeting
- Redcar & Cleveland Carers Strategy
- Redcar & Cleveland Emergency Respite
- Awards Ceremony
- Any other business

We hope you will be able to join us, enjoy a buffet lunch and meet carers and people working in health and social care. The Carers Partnership provides a forum where we can listen and work together to improve life chances for all Carers.

If you are unable to attend the Partnership meetings, you can receive copies of the agenda and minutes by contacting Angela on 01642 488977 or access them direct from our website at www.carerstogether-rc.org.uk.

In your area



Irene Poynter

TS10 & TS11 Areas

A group of carers who care for someone with memory loss, confusion or dementia enjoyed a pub lunch in Redcar on 7th

May. Although most of them had never met before they were soon chatting as if they were old friends. Some said it was nice to have their meal served to them (and no washing up). They plan to meet again on Thursday 16th July at O'Gradys pub in Redcar and would welcome any other carers who want to come along.

A carer has asked if we could provide a service in New Marske. I have identified Errington Centre as a possible venue, for 1:1 appointments, carers groups, coffee mornings or information events. Let me know if you are interested in any of these or if you have other ideas. Telephone me on 01642 491572 or email irene@carerstogether-rc.org.uk. I look forward to hearing from you. I could possibly get something organised for September.

Irene

Funded by the Big Lottery



Toni McHale

TS6 & TS7 Areas

Manor House Surgery is keen to support carers who are registered with their practice and have offered me

the use of a room for 1:1 appointments with carers to discuss any caring issues which they may have.

Additionally, we are collecting details of carers who are registered as patients with Manor House Surgery and would like to be added to their carers' register. By being on the register, the practice will invite you to receive a flu jab and provide you with information relevant to your caring role. To register your details, please contact either Toni or Irene for a registration form.

NEW appointments are now available at the newly opened Eston Grange Health Centre. To make an appointment or for details on any of the above contact me on 01642 491572.

Toni

Funded by Redcar & Cleveland PCT



Redcar and Cleveland

Champions of Care in the Community

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Thursday 11th June '09 — Coffee Morning

Ann Robinson invites you to join her between 10.00am and 2.00pm for a coffee morning at 46 Castle Road, Redcar TS10 2NQ. All proceeds for Carers Together Social Fund.

Friday 12th June '09—Carers Partnership

At Coatham Memorial Hall, Coatham Road, Redcar (buffet lunch from 12noon). Celebrating the contribution carers make to our community.

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If you would like more information on any of the events or would like to join us, please contact Carers Together on 01642 488977.





Susie Diamond

TS12, TS13, TS14 Areas

The first Stress Management Group I was running has now finished and I am looking forward to reading the evaluations to see if Carers would like me to run these sessions in one of our East Cleveland Community Venues. Certificates will be presented to members of the group at the Carers Partnership Meeting which will be held on June 12th at the end of Carer's Week.

I am hoping to hold another social lunch meeting at the Voyager in Guisborough, anyone wanting to come along, please let me know. Also people who are attending the Computer Course have requested a trip out, so if anyone fancies a day trip to Whitby for a small contribution towards the bus, then give me a call on 01642 488977.

If you would like to meet up with me to discuss any caring issues you may have then contact me on 01642 488977 and I can arrange to meet you at a location in your area.

Susie

Funded by The Northern Rock Foundation



Glenda Middleton

Equalities Worker

I recently attended the re-launch of the Learning Disability Health Sub Group; the remit of the group is to improve the health of people with learning disabilities by working in partnership with mainstream and specialist services. In the past the group has been involved in training for primary and secondary health care staff; developed accessible health information; improved access to screening services and been involved in the work around health action plans for people with a learning disability. It provides feedback to Redcar and Cleveland's Learning Disability Partnership Board.

The group is made up of people with a learning disability, health staff within the learning disability field and the voluntary sector but is short of carer input. If you would like to join the group to provide them with a carer's perspective it would be greatly appreciated meetings are held every two months.

I appreciate time is sparse when you are a carer but you could make a difference by joining the group. Please give me a call at Carers Together if you would like more information.

Glenda

Funded by the Local Authority



Carers Together Service Evaluation

We would like to say a big thank you to all of you who have taken the time to complete our Service Evaluation Questionnaire.

As a carer led organisation it is important to us to ensure that we are providing a service that is tailored to our carers requirements.

We are currently compiling our report which will be available to view on www.carerstogether-rc.org.uk.

If you have not yet completed an evaluation, but would like to give us your comments on our service, questionnaires are still available on our website or by contacting us at Carers Together on 01642 488977.

A Carer's Story

What a difference a day makes

Although Mum has dementia, she had been living independently with no services and her Retirement Pension was her only form of income. More recently her condition progressed and I started to become worried about her safety. I was supporting mum financially and I was now struggling to make ends meet each month.

Following an appointment with Carers Together, I was given the information to allow me to arrange for a paid carer to go in to assist mum to get dressed on a morning, have her breakfast and take her medication. She also now goes to a day service once a week which she loves, it gives her the chance to have a good chat to her new friends and talk about the 'old days'. While she's at the day centre I know she's in safe hands and it gives me a chance for some time to myself.

Whilst support was now in place to help with mum's daily routine, I was surprised to learn about the technology and schemes available to keep mum safe should the unexpected occurred. Sensors have been fitted on mums doors so that if she does wandered out of the house an alarm will be raised.

I've also signed up to the Emergency Card Scheme which would provide support to mum should I be unable to get back to look after her.

Last week mum was told that she has been awarded the high rate Attendance Allowance, an extra £70.35 a week. This means that I no longer need to financially support her and she also has some free cash to pay for that gardener she has been after for months.

I'm so glad I contacted Carers Together, "what a difference a day makes".



Recipe



Peking Pork Stir Fry Sent to us by Gary Calvert

1/2 oz butter
5 oz Pork Fillet
4 oz carrots
4 oz courgettes
1 Pepper

2 Spring Onions
7 oz Can Baby Sweet corn
2 oz Hoi Sin Sauce
Boiled rice to serve

- Cut the pork and vegetables into thin strips.
- Melt the butter in a large frying pan or wok, add the pork and stir fry for 5 minutes.
- Add the carrots and stir fry for 3 minutes.
- Add the remaining vegetables a stir fry for a further 3—4 minutes.
- Stir in Hoi Sin Sauce and heat through.
- Serve with boiled rice.





Welcome to 23 Queen Street, Redcar

We announced in our spring issue that we were in the process of refurbishing our premises with the aid of a Mental Health Capital Grant. We are now delighted to announce that the refurbishment is now complete and our Information Library and facilities are open to the public and partner organisations.

The ground floor of the premises has full disabled access with a ramp installed at the rear entrance. All of the corridors and doors have been widened to allow wheelchair access and an accessible toilet has been installed.



The offices downstairs have been converted into two spacious meeting rooms and a smaller private interview room. The front room which comfortably holds around 15 people has already been used for Focus Groups and Carer Training Sessions.



The middle meeting room can hold around 8 people and houses our Information Library which is crammed full of carers information, leaflets and brochures. The Library is open during our normal office hours to allow both carers and professionals browse through the wide range of information which is all alphabetically filed for easy use.

At the rear of the premises are our canteen facilities where you can make yourself a tea or coffee whilst you browse through our information.

The interview room is a more formal office which can accommodate 3 people. The room can be used for private discussions with members of staff or visiting professionals.

The first floor has been converted into three spacious offices with a stationery room. All of our computers are networked allowing us easier access to carers information and each member of the team now have their own individual email address.



We hope you will join us on our open day on Wednesday 10th June, however if you would like to see a development worker at Queen Street or would like to come in and look through our Information Library then please feel free to drop in or contact us on 01642 488977 for further information.

Carers Savings Scheme



From 2010, there will be a new government supported savings scheme called the 'Saving Gateway' which will help people save by making a Government contribution of 50p for every pound saved.

On the 25th February, the Government agreed to include carers in the scheme, with Economical Secretary Ian Pearson announcing that he will amend legislation when it is next debated.

Carers UK had called for Carer's Allowance to be included in the list of qualifying benefits which would allow access to the scheme, arguing that it was unfair that carers were excluded when most other benefits were included. It is intended that savers will be able to pay up to £25 a month into their account for two years. At the end of the two years the government will make a contribution of 50p for each pound they have saved.

Carers Direct

Information, advice and support for carers

www.nhs.uk/carersdirect

Freephone: 0808 802 02 02

Carers Direct is a new service on NHS Choices which is part of the government's New Deal for Carers. The service is designed to improve support for the UK's growing number of carers.

It provides carers with information, advice and support including: guidance on the different stages of caring, information for claiming benefits, advice for young carers, contact details for local authorities and support groups, news articles, and case studies with videos.

Future developments will allow carers to receive answers to email enquiries and join online communities and forums.

Visit Carers Direct at www.nhs.uk/carersdirect or freephone: 0808 802 20 02

The answers to our 'Name that product' quiz from page 12

1. McDonalds
2. Olay
3. Andrex
4. Capital One
5. Muller
6. Pringles
7. Thorntons
8. Ronseal

Looking for a service for a member of your family?
Want advice on a parenting issue?
Look no further...

Redcar & Cleveland Families' Guide

Log on now:
www.redcarclelandcyprtrust.org.uk/familiesguide

Does your GP know you are a carer?

Did you know that:

- Over 11% of people living in Redcar & Cleveland are carers
- 25% of them provide more than 50 hours a week of care to the person they support
- Carers are twice as likely to report poor health than non carers

And yet

- An estimated 2/3rds of carers receive no support or services

Are you in that 2/3rds or do you know someone who is?

All GP practices have carers registers. One of the main priorities of The Big Lottery Fund Project is to work with GP practices to help identify carers so that they are registered with their GP's and are offered information and support.

I have been working with practices in Redcar & Cleveland to introduce a carers referral system so that GP staff identify carers, register them with the practice and refer to Carers Together for support.

By registering as a carer with your GP, you may be able to access more flexible appointments and be offered annual health checks and flu jabs. Other services which may be offered by the GP practice include information and support from organisations appropriate to your caring role. Many GP practices have patient groups and you may be able to become a member and input as a carer.

In April this year I introduced a second referral system which I am piloting with three practices – The Garth Surgery Guisborough, Coatham Practice Redcar and Manor House Surgery in Normanby. Our Development Workers identify carers registered with these practices and with their permission refer them to their GP's carers register.

The introduction of this system creates a 2 way referral process, good practice and partnership working. The pilots will be monitored until June when they will be reviewed and hopefully rolled out to all practices.

The work links very well with The National Carers Strategy which requests GP practices to make special arrangements to support carers. It is hoped that by the end of the third year of the Project all GP practices will be using the referral process and that all carers in Redcar & Cleveland will be identified on GP registers as carers.

Carers can also identify themselves to the practice and don't forget that even if you are providing care or support for just a few hours a week you are a carer. I hope that over time the GP practice may become the main source of identification of carers to enable them to receive information and support at the beginning of their caring role.

'If we come together we can improve the health and wellbeing of both the carer and the person they support.'

Irene Poynter
Health & Wellbeing
Liaison Worker



GP Open Access Service

Occupational Therapy



Redcar and Cleveland

The GP Open Access Service is based within Stead Primary Care Hospital. The general aim of the service is to assist people to achieve health and life satisfaction through improving their ability to carry out the activities that they need or choose to do in their daily lives and provide a high quality personalised service to the residents of Redcar, Saltburn & Marske.

There are two members of the team, myself Debra Gallant (Occupational Therapist) & Sue Wadwell (Occupational Therapy Assistant). I carry out the assessments and Sue assists with implementing the treatment plan.

Often people consider Occupational Therapy (OT) when they are struggling with daily transfers such as getting in and out of a bath and need equipment, or a grab rail to assist, generally our Social Services OT colleagues pick up these equipment only referrals.

Rehabilitation services that we can offer include, but are not limited to:

- Cognitive problems (early dementia/memory loss), support for carers and advice on managing memory loss at home
- Functional Activities of Daily Living Performance – e.g. difficulties dressing or preparing meals
- Pain & Fatigue Management
- Hand assessment and splinting
- Environmental assessment and falls prevention advice
- Relaxation and Anxiety Management
- Education groups to assist with the management of long term conditions
- Ability to access leisure facilities
- The Occupational Therapy Rheumatoid Arthritis Support group – a monthly support group meeting at Stead Primary Care Hospital facilitated by Sue

If you think that a referral to Occupational Therapy would be beneficial for yourself, or someone you care for then see your GP and ask to be referred to the GP Open Access Service at Stead Primary Care Hospital. The GP should have a referral form.

Feel free to contact us by telephone to discuss your concerns and whether or not a referral may be beneficial before speaking with your GP.

Tel: 01642 283623 & ask to speak to Sue Wadwell or Debra Gallant.

Q: What's green and smells like yellow paint?



10 A: Green paint!



Q: What do clouds wear under their clothes?

A: Thunderpants

Carer's Emergency Card Scheme

Do you worry about what would happen to the person you care for if you were involved in an accident

Since its launch back in 2006, the Carers Emergency Card Scheme is now providing peace of mind to over 400 carers in Redcar & Cleveland.

What is the Emergency Card?

It is a small card, the size of a credit card, which identifies you as a Carer. The card has no personal details on it, simply your scheme membership number and emergency contact details.

What happens in an emergency?

If you are involved in an emergency, you or someone finding the emergency card will be able to contact the emergency telephone number at Coast and Country Housing which is on the front of the card and quote your personal reference number.

The operator will respond by co-ordinating assistance for the cared for person from one of the names on your pre agreed emergency contact list.

The scheme is run in partnership with Carers Together, Coast & Country Housing and Redcar and Cleveland Borough Council. It is totally free of charge and available to anyone caring for someone living within Redcar and Cleveland.

Starting on 5th June Toni will be holding special surgeries at Carers Together to help carers fill in the Emergency Card Scheme applications and to discuss any concerns or worries. The surgery will run on an appointment basis on the first Friday of the month between 9.30am and 12.30pm.

So what's stopping you? Contact 01642 488977 to hear more about the scheme or to receive your application form.

The following are quotes from carers who have registered on the scheme:

Mr & Mrs H on hearing the scheme in depth

“ It covers everything I was worried about ”

Mr B who was recently involved in an accident

“ I don't know what would have happened if I hadn't been registered with the Emergency Card Scheme ”

Mrs D whose husband was admitted unconscious to a local hospital with no other ID

“ I wouldn't have had a clue where he was if it hadn't have been for the card ”



CARER JOB DESCRIPTION

Likely to be appointed at short notice; probably overnight, and will be required to fulfill some or all of the following criteria:

1. Have the ability and stamina to work continual long hours
2. Be available for work up to 24 hours a day, 7 days a week
3. Be required to carry out tasks that in other environments would require at least two people to undertake
4. Be able to cope with high levels of stress
5. Receive little or no income for carrying out the role
6. Have a vastly diminished social life
7. Work in isolation, with little recognition from the outside world
8. Communicate effectively with a wide range of professionals, including social workers, doctors and other healthcare professionals.

Have your details changed ?

Whether you're moving house or just changing your telephone number, please remember to let us know.

Why not receive your magazine by email?

If you are online and would like to receive your next issue of our magazine by email, please either email Angela at angela@carerstogogether-rc.org.uk or telephone 01642 488977 with your email address.

Have we made a difference?

If we have recently supported you to apply for services, benefits or grants have you let us know the outcome?

Reporting on the amount of services and financial benefits that we have helped carers to access is just one of the many ways we can demonstrate to our funders the difference we can make to carers lives. So please keep us updated by contacting us on 01642 488977.

Name that product

Can you name the products from these advertising slogans?

1. I'm loving it!
2. Love the skin you're in
3. Be kind to your behind
4. What's in your wallet?
5. Lick the lid of life
6. Once you pop you can't stop
7. Chocolate heaven since 1911
8. Does exactly what it says on the tin

You'll find all of the answers on page 8



Carers Together in Redcar & Cleveland

In Your Area

If you provide care and support to a relative, friend or neighbour and would like to speak in confidence to someone about your caring role, then why not make an appointment to see one of our Development Workers at a community venue near your home.

All appointments are confidential and held in private rooms in the following community venues:

Redcar & Marske

Lakeside SureStart, West Dyke Road

Redcar Health Centre, Coatham Road

Stead Hospital

Marske Medical Centre

Zetland Practice, Marske

Greater Eston Area

Eston Clinic

Eston Grange Health Centre

Grangetown Library

Manor House Surgery

Ormesby Library

South Bank Library

East Cleveland

Loftus Library

Brotton Library

Lingdale Parish Council Offices

Garth Surgery, Guisborough

Springwood Surgery, Guisborough

We also offer appointments at Carers Together, 23 Queen Street, Redcar

To make an appointment please contact us on 01642 488977

Our service is free, confidential and impartial