

Carer Support Wiltshire Newsletter

Spring/Summer 2016



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A message from our Chief Executive, Catharine Hurford



I write this as Hurricane Henry buffets at the windows and spring flowers blossom unseasonably early. Amidst the wind and what has seemed like endless grey skies of winter, we are working hard to achieve our aim **to ensure Wiltshire carers are well supported.**

Our message is simple: 3 in 5 of us are likely to be a carer at some point in our lives and already 1 in 9 employees have caring responsibilities. Carers are key partners in the delivery of successful health and social care services – and increasingly in the economic development of the county as well. It is everyone's business to look out for the carers. Figures from the Universities of Leeds and Sheffield and Carers UK cost

the savings carers bring to the economy at £132bn a year – two NHSes in laymen's terms. National guidance is clear – it is a false economy to cut carers' support.

As we plan for the year ahead within tight budgets, we know there is huge need for our services – year on year we have seen 16 per cent increases in the number of people registered with us (currently 11,500) which is fantastic. Feedback is positive, though of course we know we can always improve and we have worked hard to develop a culture of reflection, improvement and renewal while delivering value for money.

But, like many other charities, we are

facing very hard decisions as local authority funding has remained static against increasing demands. We want to continue to deliver our objectives as a charity to support carers – so this year we will tender to deliver carers services in the county from April 2017 and look at new ways to raise money and deliver services differently. Finally, we'll increasingly be working more closely with other voluntary sector organisations – ensuring that while our services become more joined up, carers remain well supported.

How you can help us

- *Have your say* – the draft carers' strategy is coming out for consultation over the next few weeks. Keep an eye on our website or news updates. Make sure **you** give **your** feedback. It sets the direction for carers services in the county for the next five years.
- Get involved - contact Steve Rose, stever@carersinwiltshire.co.uk if you want to use your experience in helping shape services, take part in consultations, or participate in research.

- We are working hard to ensure we are in the best possible position to tender successfully for carers services. If you use any of our services, please use our feedback forms, tell us what you think and what difference our help has made.
- Are you working? Suggest your employer signs up to our innovative Working For Carers project in which we help employers help the carers in their workforce.
- Get involved as a fundraiser, volunteer or an ambassador.

In this newsletter you will find tips on keeping your stress levels manageable, our Pathways To Work initiative and lots of ways you can get involved, I hope you enjoy reading it. If there is anything you think we could do to improve it please do let us know.

C. I. Hurford



Catharine Hurford,
*Chief Executive of
Carer Support Wiltshire*

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

A carer is someone who cares, unpaid for 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

Are you the 1 in 3?

- **1 in 3 carers never have an evening or a weekend break from their caring role.**
- **1 in 3 carers have not taken a break or a holiday because they felt too guilty.**
- **1 in 3 carers said they didn't want to make a fuss about themselves.**

New research on behalf of the National Accident Helpline British Carergiver Award reveals a substantial gap between the respite that carers need and are entitled to, versus the breaks they actually get.

Star Painter is a parent carer for her two children, Faith and Harvey. She also runs a parent carer group in Westbury. Recently she allowed cameras into her home for the BBC1 programme Inside Out.

Star was filmed along with four other carers to highlight the lack of respite available. For many the pressure to keep going makes it difficult to access support offered.

"It was very odd to have cameras in my home, but I thought it was important to tell my story – the story of a carer and the many challenges we have to face."



Carers currently save the Government £132 billion in health and social care costs, but 44% feel stressed or anxious about their own health brought on by their caring role.

It's Time to Talk

For those in a caring role, increased stress and feelings of anger and hopelessness are not uncommon. Ongoing stress can lead to health problems, affecting our well-being which also impacts on those around us and can strain relations. For example, caring for an elderly parent can place enormous strain on a marriage because of the continual stress experienced by the carer, or the perceived lack of support from a partner.

There may come a time when you experience higher than normal levels of stress.

Physical symptoms

Headaches

Tiredness

Lethargy

Changes in sleeping pattern

Changes in weight

Changes in appetite

Emotional symptoms

Tearfulness

Anxiety

Panic

Feeling helpless

Anger

Loneliness

Check out our What's On Guide and website for days out, carer clinics, carer cafés, and support groups.

DON'T SUFFER ALONE

Talking to someone will often help.

- Use friends and family for discussion and support. They may not be able to solve the situation but can offer a listening ear.
- Seek help from your GP who may refer you for counselling.
- Attend local support groups such as the CSW carers groups or cafés for a chat over a cup of tea.
- Talking through the situation with the CSW team face-to-face or by telephone 0800 181 4118.
- Attend a CSW carer clinic.
- Make sure you eat properly and try to get some exercise when you can.
- If things get too much contact the Samaritans on 08457 90 90 90.

Turn to page 15 where you can find contact numbers for additional support.



Join us for Carers Week 6th – 12th June 2016

Carers Week is an annual campaign to raise awareness of caring, highlight the challenges carers face and recognise the contribution they make to families and communities throughout the UK. Last year thousands of people and

organisations got involved in activities helping to build Carer Friendly Communities.

When a community is Carer Friendly, every corner – from the hospital, workplace, primary school, to leisure services and beyond – will be geared towards addressing the needs of carers.

This means that if you're a carer local services and systems will remove obstacles and make sure things are done differently so your life is a little bit easier. Carer Friendly Communities reach out to support carers where they can. Working together we can help to build communities like these.

We are planning lots of activities for everyone to get involved with. Check out our regular carers e-news and website for what's coming up and support our Carer Friendly Community.

If you would like to be added to our regular carers e-news email us at info@carersinwiltshire.co.uk



Walk a Mile in My Shoes 2016

Following last year's successful Walk a Mile we are planning to repeat this fundraising event as part of our Carers Week activities on Saturday 11th June. So dust off your crazy coloured trainers and save the date in your diaries. Further details will be announced shortly.



Pathways to Work

This year we're launching our new Pathways To Work project – new guidance, training and work placements for carers seeking employment.

New resources are already available on the CSW website in the Work & Employment section. You will find information and tips on job-hunting and setting up your own business. Check out our Jobs Board for details of current vacancies with local Working For Carers employers.

We can also help carers who are unsure of their rights at work in relation to their caring role. Read our factsheet online for

advice on flexible working requests, parental or emergency leave and where to go for advice about your personal situation.

We're working with local employers to develop new work placement opportunities in a variety of sectors and locations, to provide opportunities for carers seeking work to refresh their skills and gain valuable experience. Keep your eyes peeled – more news on this coming soon!

For more information on Pathways to Work and Working For Carers contact us on 01380 871690.



Get involved

There are lots of ways you can support Carer Support Wiltshire and help us continue to make a real difference to carers in Wiltshire.

Fundraise: Raise lots of dough with a bake sale, organise a Friday fundraising day at school, or a spinathon at your local gym.



Volunteer: Join the Carer Support Wiltshire volunteer team and help out at events, in the office, or by offering your services. Contact Vince to find out more on 01380 871690 or email VinceD@carersinwiltshire.co.uk.

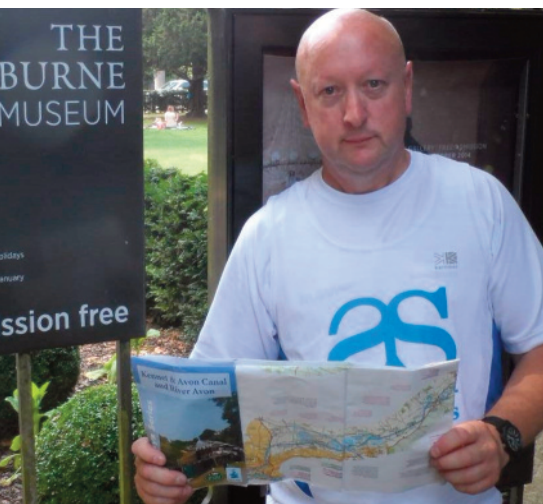
Take part in an event: Sign up for the Bath Half Marathon next year or the Bristol + Bath Marathon and run for us.

Become an ambassador: Help us spread the word in your local community about carers and Carer Support Wiltshire

Keep it local: Are you a group or a business that wants to support a local cause? Charity of the Year partnerships help us to fund projects that make a real difference here in Wiltshire.

To get involved or to find out more email us at hello@carersinwiltshire.co.uk

Steven's Coastal Circuit



The amazing Steven Clements, Chairman of the Wessex Toy and Model Collectors, will be walking over 70 miles around the Isle of Wight in May to raise money for Carer Support Wiltshire - in his words "mad but doable."

The Collectors will also be raising funds for us throughout the year, culminating in a Charity Auction in December. Thank you from all of us here at Carer Support Wiltshire.

If you have an idea to raise money for carers in Wiltshire we would love to hear from you. Email fundraising@carersinwiltshire.co.uk

Be a Winner with our 200 Club

Draws are now held on a monthly basis and, in its first three months, £215 has been given away in prizes. With just 36 ticket holders the odds are exceptionally good! Why not sign up today? You'll have a great chance of winning a cash prize and you will be helping us to help more carers. Full details and an application form are available on our website <http://carersinwiltshire.co.uk/support-us/fundraising/200-club/> or from Helen Pearson at our offices in Semington.

Christmas raffle

The Christmas raffle was a great success, raising £528 for Carer Support Wiltshire. We would like to thank all the generous organisations and people that donated the prizes – Novum Law, Dyson, Bath Rugby, the Bond Hotel, Waterstones, Margaret Harrison and Dawn Langsford. Without them we certainly would not have been able to raise the amount we did. Thank you also to all those who took the time to go out there and sell tickets!

Join our Fundraising Volunteer Team

Do you have plenty of enthusiasm and some spare time? Would you like to join our fundraising team and have fun helping us with a range of community fundraising initiatives during 2016? No big time commitments are required - your involvement can be tailored to suit you. To find out more contact Helen Pearson on 01380 872111 or email helenp@carersinwiltshire.co.uk



Making a Difference for Young Adult Carers

Young Adult Carers (YACs) are young people aged 16-25 who care for someone who could not cope without their support. Being a YAC can have a big impact on the things that are important to growing up. It can affect a young person's health, social life and self-confidence. They are often unable to do the things other young people take for granted like socialising with their friends or attending university.

Alana Brokenshire cares for her mum and a brother who has autism. With CSW's help she has been on a cookery course, enjoyed days out away from her

caring responsibilities and has had the opportunity to meet other YACs, some of whom have become good friends.

Alana is someone who always puts everyone's needs before her own and always with a smile. Here at CSW we want to continue to help and support people like Alana and we often rely on the generosity of others. If you are an employer or you know of one who can offer training, or you are an organisation that can donate some time and resources towards a fun day out for YACs then we would love to hear from you.



Alana recently helped out on our stand at Salisbury College during Young Carer Awareness Day.

Young Adult Carers Go Wild

Young Adult Carers learnt basic bush crafts at our Forest School in Salisbury Nature Reserve. The days activities were topped off with hot soup cooked on an open fire.

"I really enjoyed Forest School. I made a mallet and used it at home - and it's brilliant. I enjoy being outside and being with other young carers."

James Strudwick, who is now volunteering with the Wiltshire Wildlife Trust as a result of the Forest School will be learning conservation skills to help with his studies at Lackham College.

Young Carers Awareness Day

Thursday 28th January was Young Carers Awareness Day and support worker, Andrea and the team were out and about in the community spreading the good word and raising awareness of our work with Young Adult Carers. We also ran a Facebook photo competition and asked YACs to send us an image that summed up what caring for someone meant to them. First prize went to Amy Dyke who won £50 of Amazon vouchers with this image of her and her mum being interviewed on the radio about being a carer.

"My mother has always been my rock, and I have always been there when she was ill, or in hospital, providing inappropriate humour to cheer her up and supporting her when she gets disappointing news. Sometimes for me just knowing what to say when someone needs you can be as caring as physically helping them."

Find out more about training, advice and support from Andrea and the team by liking our Facebook page
www.facebook.com/YACWiltshire



Aged between 16 & 25 and need some support?

Contact our support worker, Andrea on 0800 181 4118 or drop her an email: andrea@carersinwiltshire.co.uk

Working for Carers

Gala Evening

We kick-started 2016 with our Working For Carers Gala Evening, where we presented our first Working For Carers awards. Businesses from across the county joined us at Devizes Town Hall to celebrate our first award winners.

We were delighted to present three local law firms with their Bronze awards: Goughs Solicitors, Hyphen Law and Novum Law. Home Instead Senior Care (Bath and West Wiltshire) stole the show though, receiving our first Gold Award for the great strides they've taken to ensure the carers in their workforce are supported. Owner of the business Nick Yeatman said "We were very keen to get on board with Working for Carers from

the start. Home Instead Senior Care has a very strong ethos built around looking after our workforce as well as our clients. Receiving this award is testament to that ethos."

Our network is growing steadily and we are very excited for what the year ahead will bring! If you are currently employed and caring for someone, encourage your employer to demonstrate their company's values by signing up as a Working For Carers employer.

If you are an employer who wants to support the carers in their workforce and be eligible for one of our prestigious awards we would love to hear from you. Find out more at www.workingforcarers.co.uk



Did you know?

1 in 9 employees are having to combine caring for a loved one with paid work?
60% of working carers are worried about their ability to continue working for another year.

Leaving a Lasting Legacy for the Future



Helen Pearson looks after fundraising here at Carer Support Wiltshire. A major part of her role is to also look after all legacy enquiries and

gifts to the charity. Here she explains the importance of a subject many people find difficult to talk or even think about.

“Having an up to date will is the only way to make sure that your family and friends and the people you care about are provided for in the way you wish. Without one the law decides where your money goes. Many charities rely heavily on legacies to fund their work and here at Carer Support Wiltshire we are always grateful for the generosity of people who remember carers in their will. They may be carers themselves, or know of

someone who is. They may want to support a local charity and see their legacy make a difference in their own community. Whatever the reason, a gift of this kind means we can continue to support carers now and in the future.”

“A pecuniary gift allows you to leave a specific amount of money to a charity of your choice. A residuary gift allows you to leave a share of your estate to your chosen charity once family and friends have been taken care of.”

“Leaving a gift in your will is a gift for future generations. No matter how big or small you can be sure that leaving a gift to Carer Support Wiltshire will make a real difference to carers in Wiltshire.”

If you would like to find out more contact Helen Pearson on 01380 872111 or email helenp@carersinwiltshire.co.uk



Join us for a cuppa and a chat

Have you discovered our groups and cafés yet? We hold a number of events each month across the county where you can meet with other carers, have a break and learn about things that can help you in your caring role.



If you are looking for a break and a chat, the cafés that we run are just for you. Join other carers in a relaxed environment over a free cup of coffee. Our cafés are run by trained volunteers and are a place to chat and relax.

If you would like to come to something a bit more formal, we run a number of groups. We have general groups aimed at all carers, groups for parent carers, for those caring for someone living with a mental health condition and YACs. Our mental health groups are run for us by Wiltshire Mind and are currently in Devizes and Chippenham and we also host a mental health group out of our Salisbury office run by Rethink.

We currently run four parent carer groups across Wiltshire in Westbury, Salisbury, Chippenham and Devizes. The groups meet every other month and are arranged at a time when children are generally in school. (See the What's On guide or our website for details) They are for any parent (or other relative with parental responsibility) who has a child with additional needs.

The groups provide a facility for information sharing, self-support and time out.

Each group has a support worker in attendance as facilitator and we have occasional speakers from children's services to give information and support.

The definition of a parent carer is:

'A parent, or other adult with parental responsibility, who cares for a child or young person who requires more care and support than other children or young people of the same age'



All our groups and cafes are listed in our What's On guide and website. You don't need to book, just come along and you will be made very welcome. We are signed up to the #MakeSomeoneWelcome campaign. Please give us a call if you would like any further information.

Easing the stress

Carers Emergency Card: Help in place in the event of something happening to you, the carer. Call us for yours on 0800 066 5068.

Education and Training: Learning something new can empower and inspire. Visit our website for information on free courses that will help you in your caring role or equip you for the future. www.carersinwiltshire.co.uk/training/

Online Communities at the Carers Trust: Babble for under 18s, Matter for those between 16-25 and Carers Space for adult carers. www.carers.org/carers-space

Taking a break

Contact the team at Carer Support Wiltshire for information on our programme of **complementary therapies** and the Prescription Break Scheme that may free up money to spend on an afternoon out.

Tel: 0800 181 411

www.carersinwiltshire.co.uk

Wiltshire Council Adult Social Care – customer advisors Tel: 0300 456 0111
www.yourcareyousupportwiltshire.org.uk

Wiltshire Parent Carer Council

Tel: 01225 764647

www.wiltshireparentcarercouncil.co.uk

Worried about money?

Wiltshire Citizens Advice

Tel: 0844 375 2775 landline/ 0300 456 8375 mobiles www.cabwiltshire.org.uk

Age UK

Tel: 01380 727767 - www.ageuk.org.uk

Carers Allowance Benefit and Enquiry Line

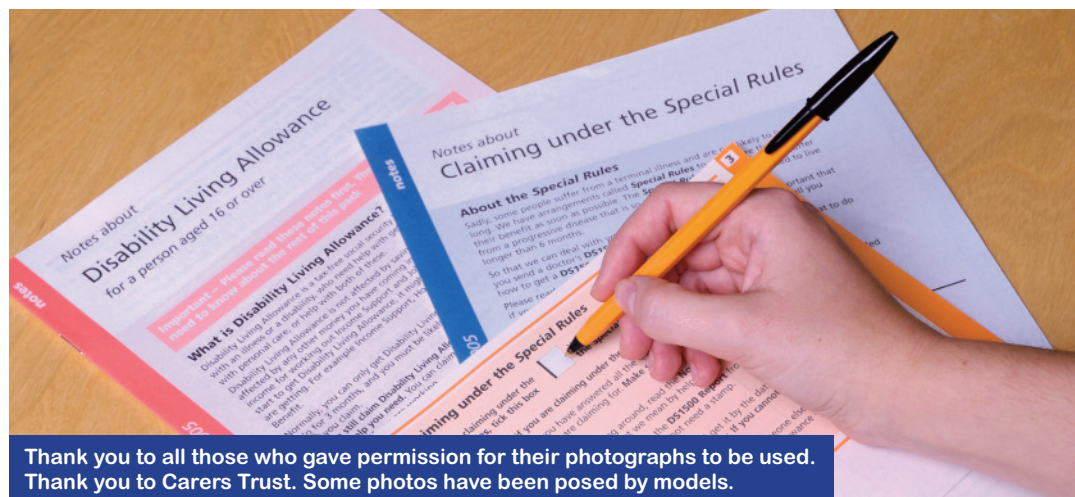
Tel: 0845 608 4321

www.direct.gov.uk

National Money Advice Service

Tel: 0300 500 5000

www.moneyadviceservice.org.uk



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.

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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

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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

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

