

# Carer Support Wiltshire Newsletter

Spring/Summer 2018



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

A carer is someone who provides unpaid support to a family member or friend who could not always manage without their help.

We help carers, including young carers and young adult carers to access the information, support, training and breaks they need to continue in their caring role. We work with organisations, employers, and health and social care professionals to help raise awareness of and support carers.

## A message from our Chief Executive, Catharine Hurford

We look forward once again. The days are getting longer with the promise (not yet realised) of warmth but already the sounds and sights of spring are all around.

This issue also heralds a fresh start. Our success in the tender to provide all age carers support in Wiltshire provides welcome security for carers. You know us and we know you.

However, it's not 'more of the same'; it could never be that. We will work for the first time with young carers, we need to meet rising demand, build on our community roots while becoming more digitally savvy without losing our appeal across all ages; we need to continue to raise the profile of and advocate for carers and caring. Deliver our mission to ensure all carers in Wiltshire are supported.

You will read in this issue about some of the changes – and some of the things that aren't changing:

We're still Carer Support Wiltshire – and we're going 'back to our roots'. Our

people will be based in one of 6 areas across the county, a more visible, local connection for carers. Staff and volunteers working together to support carers in GP surgeries, cafes, local hubs and health and wellbeing groups, and within communities.

We are working with Wiltshire Council and Youth Action Wiltshire making sure that young carers have the same life chances as their peers.

And we are investing in our website and messaging so more people can find the information they need at the time that they want.

A carer told me this week: 'I am glad you won the contract; I have never found you other than most helpful and – sorry to use the word – supportive'.

We're on this journey together.



*C. I. Hurford*

**Catharine Hurford,**  
*Chief Executive of  
Carer Support Wiltshire*

## Are You On or Off?

In our last newsletter we ran a paperless appeal and asked carers registered with us to switch from a paper to a digital copy of their newsletter. The money we save on printing costs could be used for supporting carers with breaks and time out activities. It would also help to reduce our impact on the environment. So, that's two great reasons to switch.... 809 people did. What's stopping you?

## Need Help to Get Online?



For support, help and training, contact Wiltshire Online. They run groups and one to one sessions across the county that help people use IT and get online safely. Call them on 0300 456 0100 for more information. There is also the North Bradley Computer Club who meet on Tuesdays in the Peace Memorial Hall in North Bradley. Contact them on 01225 765644.

**Two Clicks and an email address.** That's all you need to find out about days out, what's on in your area, and support and services relevant to you. Register for our monthly e-newsletter Carers News by going to our website [www.carersinwiltshire.co.uk](http://www.carersinwiltshire.co.uk) and scrolling to the bottom of the home page.

# What's it like being a young carer?



There are an estimated 700,000 children and young people across the UK caring for family members. Here in Wiltshire there are approximately 700. Research shows this is a conservative figure as many are hidden from view. Most care for a parent or other close family member, day in, day out, and shockingly, at least 13,000 young carers are providing care for over 50 hours a week whilst juggling school and homework.

From 1st April, CSW will be working with Wiltshire Council and Youth Action Wiltshire to support and provide breaks and activities for young carers. This is in addition to the work we already do with young adult carers. To mark Young Carers Awareness Day in January we produced a short video about Phoebe, a young carer from Warminster. We caught up with her to ask what it was like being her.

Look for  
**carerswiltshire** on  
**YouTube** or visit our  
website to watch  
Phoebe's video



**Q. Who do you help to look after and why?**

**A.** *I help care for my younger sister because she has Autism, ADHD, anxiety, depression and a sleep disorder. I also help with my younger brother, keeping him entertained when my parents are looking after my sister.*

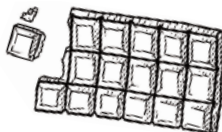


**Q. What's your absolute favourite thing to do in the world?**

**A.** *Sleeping, acting and reading!*

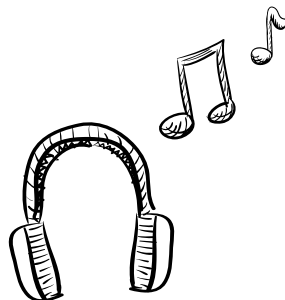
**Q. Haribo or chocolate?**

**A.** *Chocolate!*



**Q. What music do you like to listen to?**

**A.** *I love listening to my musicals playlist. I also like Michael Buble, Adele and Ed Sheeran.*



**Q. What's the best thing about your mum?**

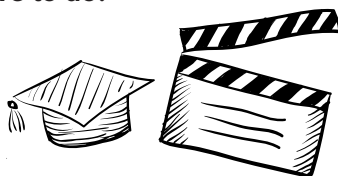
**A.** *She is kind, caring and funny.*

**Q. What's the most boring thing in the world you have to do?**

**A.** *Maths!*

**Q. What do you want to do when you leave school?**

**A.** *A cardiovascular surgeon or an actress.*



**Q. Worst and best vegetable?**

**A.** *Best is spinach. Worst is sweetcorn.*

**Q. How was it being asked to do a video for CSW?**

**A.** *It was really cool to be asked to the video. I was a bit nervous but it was really fun to do.*



**Q. Why did you say yes?**

**A.** *Being supported as a young carer has really helped me in so many ways. I have made lots of great friends and had some incredible experiences that I would never have had, as well as having lots of emotional support. I wanted other young people to know that there is help out there for them.*

**Q. Do you think people at school understand what it's like being a young carer?**

**A.** *People at school don't understand what it's like. It can be really stressful at times.*

**Q. If you met someone your age who looked after someone, or helped to look after someone in their family, what would you say to them?**

**A.** *I would want them to know that there are other people who know what it's like. You are not the only person in the world that has to step up like this. You can get help, you are not alone. I know it can feel isolating but I've had help, support and great experiences, and you can too. So be brave and make that call.*

# Say hello to our new Community Connectors!

Our **NEW** Community Connectors will volunteers and other support organisations across Wiltshire. You can contact the



**Ashley Harris**

## **Ashley Harris - Malmesbury, Royal Wootton Bassett and Calne**

Ashley worked in Home Care and then in the Intermediate Care Team in Social Services at Swindon Borough Council for over thirteen years and has been with CSW since 2011.

## **Denise Cooper & Sharon Twiggs - Chippenham, Corsham and Bradford-on-Avon**

Denise qualified as a social worker in 1998 and has been with CSW for three years as a referral duty worker. Sharon has been with CSW for four and half years. She has extensive social care experience having practised in both the voluntary and statutory sector as a social worker.



**Denise Cooper  
& Sharon Twiggs**



**Julian Pugsley**

## **Julian Pugsley - Devizes, Marlborough and Pewsey**

Julian has worked as the Carer Clinic Worker for CSW for nearly four years. Prior to joining the organisation he was the Senior Direct Payments and Personal Budgets Adviser for Compass Disability Services.

I be working with carers, GP surgeries,  
ations to identify and support carers  
m on **01380 871 690**.

**Anne Baldie - Melksham, Trowbridge  
and Westbury**

Anne has been working for CSW since November 2017. Prior to this she was an Assistant Team Manager in the Bath Adult Care Team for 13 years, and worked as a Social Worker in Adult Care.



*Anne Baldie*



*Laura Wells  
& Diana James*

**Laura Wells & Diana James - Warminster,  
Mere and South West Wilts**

Diana has been supporting carers and working for CSW for 10 years. Laura has worked for CSW for over two years as a support worker. Prior to joining the organisation she worked for Social Services and the Probation Service.

**India Sutton - Tidworth, South Wilts  
and Salisbury**

India has worked for CSW for four and a half years as both a support worker and referrals duty worker. Prior to that she worked as an activity co-ordinator in a care home specialising in dementia.



*India Sutton*

# Cakes for Carers Week 11th -17th June 2018

**Celebrate Carers Week by making Cakes for Carers and hosting a Carers Week fundraising bake sale.**

Sell your delicious cakes and bakes to friends and work colleagues and help raise **£25,000** for our Community Connections Appeal. The money raised will go towards helping to reduce isolation and loneliness in carers. We can provide collection tins and posters for your sale.

## Let's bake a difference!



Last year during Carers Week we hosted afternoon teas for carers around the region. To help us celebrate Carers Week this year, Westonbirt School are again hosting a cream tea and game of rounders in their beautiful gardens. Sign up to our monthly Carers News e-newsletter to find out more about what we're doing and how you can get involved.





## Nearly 1 in 8 employees is a carer – that's a lot of people...

Juggling a caring role alongside a job can be very difficult. Competing demands, not enough time, being plagued by guilt and battling stress are all things which can make it an impossible situation for many. Whilst it might not be surprising that 1 in 5 carers ends up quitting work, it is a problem – and one that needs addressing.

The working landscape is shifting and more and more employers are recognising the need to support staff wellbeing and retain experienced members of the team. Our Working for Carers scheme gives employers the guidance and tools they need to nurture a carer-aware culture, to help make their workplaces more supportive for their staff.

Our success here in Wiltshire means we are now working with partners in other counties, to enable employers across the country to get involved. The scheme has already launched in Worcestershire and Birmingham, with more soon to follow.



The answer is yes! David and Martin from Working for Carers member, Corsham Print

If you are an employer and would like to find out more about supporting the carers in your workforce, contact Lizzie at [hello@workingforcарers.co.uk](mailto:hello@workingforcарers.co.uk).

**Find out more at [www.workingforcарers.co.uk](http://www.workingforcарers.co.uk).**  
**We are also on Twitter @Working4Carers and LinkedIn**  
**<https://www.linkedin.com/company/workingforcарers/>**

# Volunteering is good for you!



It can boost your confidence, give you a sense of achievement and according to recent research has numerous health benefits. It's also a great way to gain experience and get back into the workplace after a break. But don't just take our word for it.

*“ A son playing Scrabble with his mother. A young lady in the far corner by the window, afraid she may not be able to accept her place at University. Neither of these people had come to the Hub for information around caring, yet both of them needed it. It's a special place.*

*When I began volunteering, I had no idea how much it would affect me.”*

- Chris who volunteers for the Carers Hub at the RUH.

*“ My confidence had suffered after being away from work for so long and I was unsure how much I could commit hours-wise, but that wasn't a problem. We talked about areas in which I could potentially help, and I asked if I could join the Administration Team, which I eventually did! I can honestly say that it was one of the best things I have done! ”*

- Sue, who volunteered for and now works in our Admin Team.

**If you would like to volunteer with CSW we would love to hear from you. Get in touch today.**

## CSW Awarded PQASSO Quality Mark

We are delighted to announce Carer Support Wiltshire has been awarded the PQASSO Quality Mark Level 2 for the second time. The PQASSO Quality Mark is issued by NCVO to organisations that have been assessed against the PQASSO Standards.



## Carer Danielle Shortlisted for Award

Danielle Hwer, a carer from Chippenham has been shortlisted for Carer of the Year in the 2018 Wiltshire Life Awards. Here she is at Maria Christina Hair and Beauty receiving a complementary makeover.



## Great Western Hospital Supports Carers

We've been working in partnership with GWH and Swindon Carers to ensure carers are recognised and supported. GWH have signed up as Working for Carers members and have recently purchased 3 reclining chairs for carers wishing to stay with the person they care for overnight. A Carers Hub information point is opening this summer.

# Keep In Touch

Find out more at [www.carersinwiltshire.co.uk](http://www.carersinwiltshire.co.uk)

## Follow us on Facebook and Twitter



@carerswiltshire



[www.facebook.com/carerswiltshire](http://www.facebook.com/carerswiltshire)



[www.facebook.com/YACwiltshire](http://www.facebook.com/YACwiltshire) (our young adult carers Facebook page)

**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](mailto:admin@carersinwiltshire.co.uk)**

## Contact Us

**If you are a carer you can contact us on Freephone 0800 181 4118**

**For all other enquiries 01380 871690**

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

**Email: [admin@carersinwiltshire.co.uk](mailto:admin@carersinwiltshire.co.uk)**

## With kind thanks to our principal funders....

Working in partnership with



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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