



Springtime cash injection for carer services

FOUR NEW CONTRACTS MEAN WE CAN REACH MANY MORE CARERS

Major developments in services are under way at Carers' Resource following the award of four significant new contracts.

The contracts will enable extra staff to be recruited to extend vital, localised and personalised support to carers in areas presently not covered by the team.

Resource Chairman Glyn Owen Hughes said: "We are delighted to have secured these contracts at a time of financial stringency. We happily accept the challenges they represent because each project fits our objective of empowering carers and improving their lives."

NEW CONTRACT 1 provides for three information officers and three care plan writers with support staff to begin work from an office near Bradford city centre from July 1. The contract entitled "First Contact Service and Emergency Planning Service" will

run for three years with the possibility of an initial extra year.

NEW CONTRACT 2 will embellish a "community collaborative team" in Airedale by linking a carer support officer with a new community nursing team to prevent avoidable admissions to hospital and long-term care.

AND NEW CONTRACTS 3 and 4 (out of only 25 nationally) will establish separate expert carers programmes in North Yorkshire and Bradford under the national "Caring With Confidence" plan. Carers will be able to choose any or all of seven modules to help with caring, coping and life.

A project co-ordinator, two administrators and a clerk are being appointed in each of the two areas, and facilitators will help them reach the target of 1000 modules being undertaken by carers per area per year.

These contracts give lots of opportunities for lots of people

FOR CARERS: Having secured two of the 25 contracts awarded nationally for Caring with Confidence (CwC), we are urging carers in Bradford and North Yorkshire aged 18 and over to take advantage of the opportunities.

FOR FACILITATORS: About 40 facilitators will be needed to co-deliver the 200 CwC group sessions which will run across North Yorkshire and Bradford in the next two years. Taster days are being planned for those interested and, following those, full training and support will be provided to all our facilitators.

Contact Anna Jackson at Broughton Park office for CwC details.

FOR STAFF POSTS: Many posts will be created under the four new contracts in offices of Carers' Resource. At the end of April and in early May, vacancies will be advertised in local newspapers and on our website info@carersresouce.org

Application packs will be available from our offices in Harrogate (01423 500555) and Broughton Park (01756 700888).

STOP PRESS: *Two carers have already 'tasted' CwC. See page 8 for 'It was a turning point for me - like a door opening'*

VIPs came, saw and were 'impressed'

The Carers' Resource has recently hosted three fact-finding visits by high-level officials. Dr Philippa Russell, who chairs the Standing Commission on Carers set up by the Government to monitor progress on the strategy for carers, praised the "wide range of support offered by Carers' Resource". (Picture page 6). Shane Hayward-Giles, Programme Director of NHS Caring with Confidence and Carers Direct, led a team on what he called a "challenging day" in Harrogate and Broughton Park. (Story and picture page 8). And officials from the Department of Work and Pensions and Job Centre Plus discussed their role in relation to working carers (Picture page 5)

Special treats for carers include a chance to visit the wonderful home and gardens of horticulturalist George Smith MBE on Wednesday 10 June. See 'What's on' page 7.

.. IN BRIEF .. IN BRIEF ..

Cancer patients are exempt from prescription charges for all their medicines from April 2009. Further details and an application form from your GP surgery, hospital or pharmacy.

AskSARA,

the Disabled Living Foundation's award winning website, has been relaunched. Covering all aspects of disability, with new features, design and content, its interactive format provides a personalised information profile. Visit www.asksara.org.uk

Good news for Blue Badge holders

New edition of *Concise Blue Badge UK Road Atlas* includes all UK local authorities' Shopmobility locations, 'on street' parking rules, accessible accommodation, petrol stations, toilets and accessible beaches. It's available for £9.99 inc. p&p (usual price £13.98).

The brand new *Blue Badge Sat Nav* system is designed specifically for disabled drivers and their carers. Costs £199 including delivery.

For further information and to order these products, contact Pie Enterprises on 0844 847 0875 or visit www.thepieguide.com/shop

Carers Direct

The NHS has introduced a new website and helpline for carers. It's called Carers Direct and is available online at www.nhs.uk/Carers Direct or by telephone (free of charge) on 0808 802 0202; Textphone 0800 988 8657 (8am – 9pm weekdays; 11am – 4pm weekends).

Women's magazine *Yours* includes a useful section *Carers in Touch* covering a wide range of caring topics. It's published fortnightly and costs £1.40p.

Channel Islands Travel

Free health care provided under reciprocal arrangements between health authorities on the British mainland and those on Guernsey, Jersey, Alderney, Sark and Herm ended on 31 March 2009. British travellers must pay for any medical treatment whilst visiting the islands so travel insurance is strongly recommended.

Read all about it

Would you like to know more about some of the issues involved in caring for someone with a specific condition...cancer, a stroke, Alzheimer's, cerebral palsy, for example?

We've prepared a list of recent book titles which are available to buy or to borrow from your local library. If you'd like a copy, please call the Information Team on 01423 500555 or 01756 700888.

Carers Allowance

increased from £50.55 to £53.10 on 7 April 2009.

William Merritt Disabled Living Centre

Training courses and open days

at St Mary's Hospital, Green Hill Road, Armley, Leeds. Tel 0113 305 5332

Back Care & wheelchair handling course

1.00 – 4.00 pm Wed 13 May or Tues 14 Jul £30 per person

Equipment for adults - Open days

9.30 am – 3.30 pm

Thurs 14 & Wed 27 May, Mon 15 & Mon 29 Jun. Mon 13 & Tue 28 Jul, Mon 10 & Wed 26 Aug. No appointment needed.

Kit 4 Kidz

Free exhibition - equipment for disabled children Wed 10 Jun, 10.00 am – 3.00 pm
Pudsey Civic Hall, Dawson's Corner, Pudsey

Signedstories.com

This ITV site shows a wide range of children's stories with additional signing and subtitles for children with a hearing disability. Hearing family and friends can listen to the stories, too.

What's a cancer buddy?

If you're affected by cancer, you may welcome the chance to talk to someone who understands how you feel because they've had a similar experience, a 'buddy' with whom you can share support and friendship on a one-to-one basis.

For details visit the Cancer Buddies Network website: www.cancerbuddies.org

Online radio service for carers

Keep in touch with news and information from Carers World Radio. It is broadcast from the UK but includes features from around the globe.

Visit www.carersworldradio.com

Holiday cottage

available free as a break for carer and friend, September 12-19.

Semi-rural, local pub, bus service to Howarth and

Keighley. There are steps / stairs.

For further information contact the Carers' Resource



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The Carers' Resource is a company limited by guarantee. Reg charity number 1049278.

EDITORIAL CONTRIBUTIONS

Contributions (50 - 500 words) are welcomed but may be edited. The views expressed do not necessarily reflect policy of the Carers' Resource. Reference to any service does not imply recommendation.

The deadline for submissions for next issue is 28 June 2009.

HELPING YOUNG CARERS SAVES THE TAXPAYER HUGE SUMS

Every pound invested in a project for young carers saves the taxpayer £6.72p,

This is one of many compelling findings from Manchester University research into young people who look after parents with mental health and substance misuse problems.

The researchers compared the cost of schemes to support young carers with the savings young carers make for statutory services.

They say truancy, underachievement, isolation, mental and physical health, poverty and stress are especially acute for young people affected by parental alcohol or substance misuse or

mental health problems.

And they calculate the savings made by helping young carers to avoid truancy, pregnancy or going into local authority care, as follows:

Avoiding a young person being taken into local authority care, £50,574; improving a young carer's schooling, £47,931; avoiding a teenage pregnancy, £130,405; supporting a young carer to undertake appropriate caring, £7,827.

The researchers say a project for 50 young carers would have to save just three from truancy or local authority care or pregnancy each year to justify its funding.

Simplified health complaints system launched

On 1 April 2009, the health complaints system in England was simplified, with the Health Service Ombudsman becoming the second and final point of contact for complaints.

Anyone who feels their complaint has not been handled satisfactorily by the NHS at local level can now complain directly to the Health Service Ombudsman. Previously the Healthcare Commission, which ceased to exist at the end of March, was involved as the second step in the complaints procedure. To contact the Health Service Ombudsman, call 0845 0154033 or visit www.ombudsman.org.uk

New Care Regulator to protect rights

The Care Quality Commission (CQC) is the new independent health and social care regulator for England, responsible for services provided by the NHS, local authorities, private companies and voluntary organisations.

Regulation and inspection of care homes and home care services are major areas of responsibility. Full details of all registered care providers and copies of inspection reports are available from CQC. Call 03000 616161 or visit www.cqc.org.uk

BAN DISCRIMINATION AGAINST CARERS

The government has announced its intention to ban discrimination against carers by protecting people who are 'associated with' someone who is disabled or ill. Proposed legislation outlined in the *Equality Bill* will mean employers and service providers must not treat carers differently from people who do not have caring responsibilities. This takes into account an historic case won by Sharon Coleman who claimed she was harassed and discriminated against by her employers because she had a disabled son and was treated less favourably than other employees who did not have a disabled child.

FROM OUR POSTBAG

From Linda, Harrogate

'I am receiving help I need but didn't know how to access'

"Thank you, Tina, for your help in filling in my carer's assessment form. I am to receive a carer's grant and am booked for an assessment appointment tomorrow. I also received your letter with information about meditation classes and will let you know how I progress.

"My daughter is still in hospital. She started dialysis two weeks ago and is improving. We hope she will leave hospital and move to respite care in the next few weeks. Her renal social worker is arranging funding.

"Six weeks ago I was alone and at breaking point. Through you and Carers' Resource, I am now receiving the help I need but didn't know how to access."

From Vernon Reeves, Keighley

Care, comfort and consolation during my wife's illness

"I am writing to thank Carers' Resource for the several years of care, comfort and consolation you have provided, mainly through your Skipton office and particularly Barbara Mitchell.

"It is now 14 months since I lost my wife, so I am no longer a carer and feel sure you have many people in much more need of your help. I will always remember your organisation with great fondness and gratitude for the help you have provided to me and countless others."

From Bob Nelson, Harrogate

'About the only thing she missed was my birthmark'

'Ever since I saw your pamphlet in Church Avenue Surgery about specialist support for carers, took it home to read and made the telephone call, everyone at Carers' Resource has been kind and helpful.

'It is difficult for those of us born over 80 years ago to divulge our personal and financial matters but Carol was so kind that I found I could talk to her in confidence. I think the only thing she didn't find was where my birthmark was.

"Carol came back a couple more times and was able to get me benefits I had no idea I was entitled to. Looking after my wife this has meant I have no need to worry about keeping her warm and providing little luxuries for her.

'Keep up the good work.'

From Harold Johnson, Addingham

A breath of fresh air to waft an application through

'My belief that we are fortunate to have such a dedicated, caring and professional team at Carers' Resource has been confirmed by recent direct help provided.

'At a coffee morning, I casually mentioned to Barbara my problems in getting help with a Lasting Power of Attorney application form. Fiona arrived like a breath of fresh air, checked and approved what I had started, then proceeded to take on and complete the necessary arrangements in person, resulting in successful completion.

'A load off my mind, thanks to Fiona and Barbara.'

From M and J Park

'I am 94 and the carer for my son'

*'Thank you for the many interesting and helpful editions of **Choices**.*

'I am the carer for my son aged 64 who suffers from cerebral palsy. I am now 94 and have been widowed for 18 years. We have recently moved to be near our family. We were feeling isolated with our family far away though we were wonderfully supported by our local GP, Dr Carolyn Gill of Ling House Surgery, Keighley.

'We have so appreciated your regular bulletins and to know help was there when required. As we have moved away however, we wish to record our appreciation, to wish you even more success in future and to ask that you remove us from your mailing list.'

Come into the Garden...

The RHS at Harlow Carr Gardens have very kindly given us 50 tickets for carers during Carers' Week, 8 - 12 June 2009.

If you would like to visit the gardens, free of charge, contact our Reception staff on 01423 500555 or write to us by 25 May. Names will be drawn out of the hat and we'll let you know if you've been lucky.

Please let us know a first and second choice of days, and if you plan to attend with the person you care for or alone or with a friend.

The RHS say carers accompanying the person they care for always get free admittance. So if you plan to visit the garden at another time then don't forget to ask for a free admittance for carers.



Maureen Stead

It is with great sadness that we record the death of Maureen Stead, one of our longest serving volunteers and herself a former carer. She helped in so many ways and we all looked forward to her Wednesday afternoon visits when she was most frequently to be found on telephone duty.

Maureen was a friend to many. Her welcoming, confident manner always made callers and staff feel at ease and able to discuss difficult situations with her. It was our pleasure to have worked with her and we miss her very much.



In a splendid year for volunteers, a marvellous Mayor has shown he really does care for carers

"What particularly impresses me is your team spirit," said Councillor John Fox after talking to staff at Carers' Resource. "All of you work cheerfully and well together to help others, and I am grateful for all you do. Thank you and please keep plugging away."

When Coun Fox became Mayor of Harrogate he took as his theme "Year of the Volunteer" and nominated Carers' Resource as one of his two special charities along with Harrogate Hospital and Community Friends.

He quickly delivered on his promise, having a vivid insight into the tough and hidden world of two families in National Carers Week - an elderly couple caring for each other and a mother who copes with three young children. Carer support officers explained how volunteers assist their support carer families across the region.

"Carers are rightly regarded as heroes and heroines in our local society," John observed. "They deserve the support they receive from Carers' Resource which does a fantastic job. It has been a privilege to see its work."

Carers' Resource Chairman Glyn Owen Hughes said: "John Fox has been as good as his word in supporting our work. He presented his awards to volunteers at Bolton Abbey, has held receptions in the Mayor's Parlour and has promoted a splendid



The Mayor and Mayoress of Harrogate with Carers' Resource volunteers at their New Year's celebration at Bolton Abbey

charity dinner along with other high profile fund-raising events.

"We are deeply grateful to him and to his wife Maggie who has supported him splendidly throughout a marvellous year of office. In supporting volunteers, they have shown how much they care."



Officials from the Department of Work and Pensions and Job Centre Plus (pictured with Nina Derbyshire, right) on a fact-finding visit to Carers' Resource. They discussed their role in relation to working carers and said: "You gave us plenty to think about as we work towards fulfilling the National Carers Strategy commitment to improve our services."

Government help with mortgages

The Government's *Support for Mortgage Interest* benefit now covers mortgages up to £200,000 – doubling the previous limit. The waiting period has been reduced by two-thirds to 13 weeks.

This scheme provides mortgage relief to people who are already receiving means tested benefit, such as income support, pension credit or income-based job seekers allowance. Further details from your local Job Centre.

If you're struggling with payments, it's important to act quickly. Contact your mortgage provider – there may be special measures to help in the economic downturn.

Thank you

The past few months have seen us all tightening our belts and we are very grateful to those of you who have still managed to send us a gift. Our thanks go to everyone who has supported us by becoming a Friend of the Carers' Resource or by making a donation including

- Harlow Lodge £500
- AQA for making us their charity of the year 2008: £65
- Potter Group for asking their employees and customers to support Ripon carers by making donations at a pre-Christmas collection: £135
- Mrs Jean Holliday for asking friends an family to make a donation to us in lieu of gifts a to mark a very special birthday: £100
- Bishop Monkton Church of England and Methodist congregations for a pre Christmas collection: £170
- Bettys and Taylors Group Head Office (£4438) and the Hampsthwaite Wednesday Fellowship Group for choosing our Young Carers Project as their charity of 2008: £4700
- Engage Mutual for once again supporting us an donating £223 at an intriguingly named "Job Swap Auction"
- Jeremy Windle and his team at Barclays Bank, Harrogate for their Community Cash Giveaway: £1000
- Skipton's worcnet for choosing Carers' Resource as their 2009 charity
- Collections at the funerals of James Wooldridge (£153) and Maureen Stead (£781)
- An extra special thank you to Jack and Sylvia Parkes who have supported us for many years and have raised over £3,700 for Carers' Resource at raffles at the fortnightly Bishop Monkton dances. Jack and Sylvia work tirelessly to help us and we appreciate all that they do. Thank you too to all who support their fundraising in any way.

BAN DISCRIMINATION AGAINST CARERS

The government has announced its intention to ban discrimination against carers by protecting people who are 'associated with' someone who is disabled or ill. Proposed legislation outlined in the *Equality Bill* will mean employers and service providers must not treat carers differently to people who do not have caring responsibilities.

These proposals take into account an historic case won by Sharon Coleman who claimed she was harassed and discriminated against by her employers because she had a disabled son and was treated less favourably than other employees who did not have a disabled child.

Some good news!

From 1 April 2011, people with severe visual impairment will be able to claim the higher rate mobility component of the Disability Living Allowance. Contact the RNIB Campaigns Team on 020 7391 2123.

*From April 2009, new rules are in force which may affect your **National Insurance** contributions. Provisions of the Pensions Act 2008 enable people to make additional voluntary National Insurance contributions to make up for any gaps in their contribution record. Further details from the Pension Service on 0845 6060265 or visit thepensionsservice.gov.uk*

*The **Challenging Behaviour Foundation** wants to see children and adults with severe learning disabilities have the same opportunities as others regarding home life, education, employment and leisure. Visit www.challengingbehaviour.org.uk or call 01634 838739. Family Support Line: 0845 602 7885.*



Dr Philippa Russell (seated centre), who chairs the Standing Commission on Carers set up to monitor progress on the Government's strategy for carers, praised the "wide range of support offered by Carers' Resource". Accompanied by colleagues, Dr Russell talked to carers and members of staff and said she was impressed by "the tremendous commitment, knowledge and expertise of everyone we met".



MORE MEMORY CLINICS PLANNED - AND THE CARER COMES TOO

A five-year programme of work to improve the lives of people with dementia and their carers has been set out by the Government. The programme is backed by a £150 million programme which includes a national network of memory clinics.

Carers' Resource professionals have broadly welcomed the programme as a step forward in treating people with dementia and in recognising the needs of dementia carers as well.

Catherine Thompson, a Carers' Resource support officer who specialises in helping carers of dementia sufferers, works closely with clinicians. She said: "It is important that memory clinics support the carer and patient.

"The carer is able to talk privately about concerns away from the patient. We then provide ongoing

support for any carer problems."

In Harrogate, Wetherby and Ripon, Carers' Resource has been running memory clinics for several years with NHS North Yorkshire and York. Hundreds of patients referred by GPs have been diagnosed and treated. And their carers have been supported by Carers' Resource.

Clinical Psychiatrist Dr Prathiba Nirodi said: "Patients are given a thorough review with a psychiatrist who will identify impairment through detailed tests. Information about patients' backgrounds, medical history and current medical problems or medication help diagnosis."



Volunteers are coming forward but we still need more

It worked. The day after the January edition of *Choices* announced a major drive by Carers' Resource to recruit more volunteers, the phone began ringing in Jean Eames's office.

The calls were positive and heartening: "I've thought about doing it for some time."..... "My friend and I are both want to lend a hand"....."People who care for others deserve to have others care for them so how can I help?".

Jean, a former GP practice manager who is Carers' Resource's Volunteer Co-ordinator, says: "We have had more than 20 responses and most have already been found roles.

"We particularly need volunteers to support children and families and to help with young carers at

home, at the youth club, on holiday adventures or in their daily activities.

"One caller, aged 84, was interested in something like telephone work for two hours or so each week. Volunteers can be of any age. We will find them a useful and fulfilling job. The more people we have reliably doing a few hours a week, the better."

Jean said: "Volunteers choose from a host of opportunities such as mentoring, driving, stuffing envelopes, organising or helping at a fund-raising event or befriending. We seriously need their help to maintain services."

It takes special people to give a little time to others. Are YOU one of them? Please call Jean on 01423 500555.

What's On

Monday 27 April: Yorkshire Business Market, the Pavilions of Harrogate, Great Yorkshire Showground. Come and see us at our stand.

Thursday 30 April: The Mayor of the Borough of Harrogate's Fundraising Committee's Charity Golf Day, Oakdale Golf Club, Harrogate. Entry £160 for a team of four or £40 for individuals; dinner only £17.50. Details from the Mayor's office 01423 556033

Thursday 21 May: Charity Golf Day, Oakdale Golf Club, Harrogate, organised by the Rotary Club of Harrogate Brigantes in aid of the Young Carers Project. Details of entry and sponsorship opportunities from Barry Pollard 01423 524978

w/c 25 May: Sponsored Walk. Richard Houseman, John Feeny and Chris Proctor are undertaking a sponsored walk in May from Ribbleshead to Bishop Monkton. We wish them lots of luck. If anyone would like to sponsor Richard, John and Chris please contact Anne Wells

Wednesday 10 June: 7.30-9.15pm. A chance to visit the wonderful home and garden of the international flower arrangement artist and horticulturalist, George Smith MBE, at The Manor House, Heslington Manor, York. Tickets £10.50 (includes a glass of wine and an illustrated talk by George Smith MBE) from Anne Wells

Old Gold Collection

Do you have any old, broken or unwanted gold jewellery, from earring backs, chains, rings, bracelets, cigarette boxes sitting in drawers at home? Will you help us by sending us your bits of old gold. We can make a collection and sell it to raise much needed funds for the Carers' Resource.

WE WELCOME NATIONAL DECISION MAKERS

With carer issues forcing their way up the political agenda, top decision makers have increasingly been beating a fact-finding path to the door of Carers' Resource.

And when Shane Hayward-Giles, Programme Director for Caring With Confidence and Carers Direct at the NHS, returned to London from Yorkshire, he declared: "The amount we packed into the day was challenging.....we all learnt a great deal."

Mr Hayward-Giles and his Whitehall team, who are launching a new national information service, heard from carers and support officers how Carers' Resource delivers personalised, localised front-line services.

One member said what he found of most benefit was the "insight into the work of a 'gold standard' service for carers. In talking to carers, he realised their difficulties in using the NHS official website.

Another official found it "very moving" to see support officers



Shane Hayward-Giles (right) and his team with Jack Foster (second from left) and Anne Smyth (centre back)

take on so much emotionally and practically to improve the lives of carers. "Simply listening" was sometimes most important.

She said: "It can be very easy to assume an idea of what carer centres are doing, but seeing it in practice has helped me to understand how the NHS website will be of practical use."

Anne Smyth, Director of Carers' Resource, said: "We have hosted several high-level visits, and our carers and staff have given freely of their time.

"I believe we are helping to shape social care in this country and contributing to improving the quality of life for carers in our region and elsewhere."

'It was a turning point for me - like a door opening'

A taster session to introduce "Caring with Confidence" left carers keen for more.

Bridget Crombie, who lives in North Craven and for several years has cared for her mother, now 88, said: "Someone who knew about caring had put a lot into making the session interesting and informative.

"For me it was a turning point, like somebody opening a door. I was pleased to find it so useful. I hope to do all seven modules when the programme is rolled out."

And Skipton carer Glenys Dent is equally happy to commend "Caring with Confidence" to fellow carers. The advice on household finances was "very informative", and among carers from various backgrounds she found an understanding of the behavioural problems of her son aged 13.

"I will be interested in all aspects of the courses when they get going," she said.

Many carers choose to contact Carers Resource by telephone, but if you're 'email aware' you could send your queries to: info@carersresource.org We have a range of information leaflets which could be attached to our email response - we'd save on postage, too!



Local MPs join for carers in Airedale for New Year's lunch : Left to right: Jo Phipers, Ann Cryer MP, Terry Rooney MP, Carol Street, Barbara Mitchell, Anne Smyth and Clarice Young

carers' resource


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