



Volunteers and donations - here's how you can help

FEELING THE PINCH BUT WE'RE IN IT TOGETHER

by Glyn Owen Hughes, Chairman, the Carers' Resource

Small things can change a carer's life. Time off for a wife caring for an elderly husband with Alzheimer's. New skills for a parent carer to get a job. A £10 Christmas present for a young carer.

Those are just three examples from the hundreds I could relate from the past few weeks to illustrate how our services work for carers - services which we are determined to maintain despite the financial challenges which like so many others the Carers' Resource is facing.

Are we feeling the pinch? It would do no service to carers or professionals to pretend that we are not. However I am writing this article specifically to give reassurance of our continued commitment to providing the best possible service for carers and those for whom they care.

Some supporters have asked whether they can give extra help to help us surmount the financial constraints. The answer is a resounding YES, and that help

will be especially welcome in two ways.

HOW YOU CAN HELP

VOLUNTEERS: Help us deliver our information service. Organise or support a fundraising event. Perhaps you could take on administrative tasks. Back up the work of our carer support officers with follow-up visits or phone calls - we call this task "befriending" and a most useful and fulfilling one it is. Gemma Nicholson, our Volunteer Coordinator, will be pleased to hear from you.

DONATIONS: Perhaps you could nominate us for fundraising at your sports club, workplace, church or children's school. Or find out about becoming a Friend of the Carers' Resource, for regular, tax-effective giving. Whatever the size of your donation, it will be received with heartfelt thanks, as are gifts which well-wishers may be able to leave to us in their wills. Our fundraisers, Anne Wells (Harrogate office) and Mary Blackwell (Broughton Park



office), will be pleased to hear from you.

Prime Minister Gordon Brown in his party conference speech referred to the "five million people doing amazing work as carers". These are encouraging words at national level and we can only hope they will be given substance at local level. Action cannot come too soon. For our part, we remain as committed as ever to delivering the services carers need and deserve.

If you can help us *in any way*, we will be eternally grateful. Please get in touch with me through any of the Carers' Resource offices.

VIV HOBMAN, a talented care professional who knows about carers, becomes a Carers' Resource trustee. Page 7



Influential all-party Select Committee of MPs urges Ministers to support carers centres. Page 3

PROFESSOR SUE YEANDLE on the risks to society if the health of carers breaks down. Page 5



.. IN BRIEF .. IN BRIEF ..

The Land Registry has produced a guide for couples who want to change the way in which they own their home in order to reduce the inheritance tax due when they die.

It's called *Joint Property Ownership* and is available from any Land Registry Office or online at landregistry.gov.uk/assets/library/documents/public_guide_018.pdf

Agony Aunt Gwen is online to help at **Age Concern** – for love, loss, leisure and family worries, click on www.ageconcern.org.

The **Family Fund Extra** scheme launches in October. The Family Fund already provides grants for around 4800 low income families each year.

Family Fund Extra is available to all families looking after a disabled child or young adult and offers discounts on a wide range of goods – electrical items and holidays, for example.

Call Family Fund on 0845 370 4080 or visit www.familyfund.org.uk.

Struggling with energy costs?
The Carers' Resource has prepared a list of organisations which advise / assist with energy issues. Tel: 01423500555 / 01756 700888

National Phobics Society is now called **Anxiety UK**. Contact on 08444 775 774 or online: www.anxietyuk.org.uk.

Can't sleep? If you're kept awake by hot flushes, back and neck pains or general restlessness you may be helped by the *Chillow* – a fluid filled cushion that can cool and soothe. It's available from makers Soothsoft for £19.95 (£2.95 p&p) Tel: 08700 117174 or visit www.chillow.co.uk

All about us – help for people with learning disabilities to enjoy sex and relationships. CD-ROM available from national charity fpa (Family Planning Association). Costs £19.99 from fpa on 0845 122 8690 or visit www.fpa.org.uk.

NHS Direct Online information is instantly available in Arabic, Bengali, French, Gujarati, Korean, Polish, Portuguese, Punjabi, Somali, Turkish and Urdu.

Medical guidelines for airline passengers - our article in *Choices* May 2008 (p.2) prompted a huge response. You may be interested in a new pamphlet published by the Equality and Human Rights Commission and the Department for Transport. Copies available from the Carers' Resource on 01423 500555/01756 700888.

Every year around £660m of carers' benefits goes unclaimed – some of it could be yours. Call the Carers' Resource for further information.

Raise me up

If you need to raise the height of your chairs, sofa or bed, you may not need to buy new furniture. Fit furniture raisers. Details from the Carers Resource: 01423 500555 / 01756 700888

Cold Weather Payments will go up this year from £8.50 to £25 per week. Further details from your nearest Jobcentre Plus or Pension Centre (listed in your phone book); www.dwp.gov.uk or call the Carers' Resource on 01423 500555 / 01756 700888

Time out tinnitus campaign

Are you one of the estimated 7million people in the UK who've experienced tinnitus? Don't let it get you down – contact the Royal National Institute for the Deaf (RNID) Helpline: Tel: 0808 808 6666; Textphone; 0808 808 0007; SMS (short message text service): 0780 0000360

Eating Disorders Association is now **BEAT** – national support for those who wish to tackle eating disorders. Helpline: 0845 634 1414; Youthline: 0845 634 7650; online: www.b-eat.co.uk

Eye tests are free for over 60s even if you think there's nothing wrong with your eyes, your optician can detect problems you're unaware of – and save your sight. So, don't delay. Make an appointment today!



Choices is published by:

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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 2 December 2008.

MPs RECOMMEND OVERHAUL OF CARER BENEFITS AND URGE GOVERNMENT TO BACK CARERS CENTRES

The Work and Pensions Select Committee has published its report *Valuing and Supporting Carers*. The Committee took evidence from a wide range of sources and visited Australia and the Carers' Resource to learn about effective support for carers at first hand.

The Committee made a large number of recommendations covering the responsibilities of the Department of Work and Pensions (DWP) and the Government as a whole.

The DWP should take a stronger and more proactive lead in Government policy on carers. The Government has been urged by the MPs to ensure that carers across Britain are supported by centres like those which Carers' Resource runs in Harrogate, Craven, Airedale and Ripon.

The all-party Work and Pensions

Committee says sustaining the ability of carers to look after family or friends is "of critical importance" when carers save the Exchequer an estimated £87 billion a year.

After leading MPs and Government advisers on a visit to The Carers' Resource in June, Bradford North MP Terry Rooney described the Resource as "absolutely brilliant" and declared: "I would like to see it replicated in the rest of the country on a more permanent funding basis."

In their report, the MPs from the three main parties back their chairman's view that first-stop shops for carers should exist nationwide.

The Government is required to respond to the Select Committee's report by the end of November.

How to find out about Employment and Support Allowance

Employment and Support Allowance (ESA) is replacing Incapacity Benefit and Income Support paid for new claimants.

People already receiving 'old' incapacity benefits will initially continue to do so, if they still satisfy the entitlement conditions.

A key feature of ESA is the new style medical assessment which examines what people can actually do, rather than their incapacity for work, and will identify what support they may need to return to work.

Most people claiming ESA will be expected to take appropriate steps to prepare for return to work – attending work-focused

interviews with a personal advisor, for example.

People with an illness or disability that means they are unable to undertake any form of work-related activity will get increased financial support and will not be expected to prepare for a return to work.

Further details from your nearest Jobcentre Plus or call the Carers' Resource on 01423 500555 or 01756 700888. We can supply Carers UK briefings on ESA and executive summaries of the government's consultation *No-one written off: reforming welfare to reward responsibility* (see also www.dwp.gov.uk).

FROM OUR POSTBAG

We enjoy hearing from readers, especially about experiences to which other carers can relate. Please keep those letters coming in. Two carers recently wrote to praise their carer support officer, as the following edited extracts show.

'YOU ARE A BUSY LOT - KEEP UP THE GOOD WORK'

"Writing to thank Dawn Tesseyman for "all your hard work for Mum", Mrs W of Wetherby says: "I'm not sure what you put on Mum's attendance allowance form but it certainly did the trick. I'm awaiting bank statements etc and I'll let you know the outcome as the amounts keep coming.

"All your hard work has not gone to waste. Dr Nirodi put a bomb behind Leeds re assessment as she thought they were not doing enough and they had closed the file even though no-one had paid Mum a visit. We had a scare when she started hyperventilating and was taken to Harrogate Hospital but it turned out she was not eating properly.

"So the Rapid Response nurses came to check on her. We have found her a gardener and cleaner, she has lunches from the Country Fayre people which she enjoys and is generally spoiled by us. I could do with some of the same myself! You are a busy lot at the Carers' Resource - keep up the good work."

'WITHOUT FIONA, WE WOULD STILL BE FLOUNDERING'

"I feel very compelled to write to you to sing the praises of Fiona McKinnon-Evans who is a carer support officer within your practice," said carer Mrs S in a letter to her GP at St Andrew's Surgery, Keighley.

Mrs S's son suffers from profound autism and behavioural

difficulties and is described by his mother as obese and often incontinent. The house bathroom was inadequate and help had been sought from social and health services four years ago.

Enter Fiona. "She was pleasant, uplifting to speak to and always totally reliable, and I knew she would never let go of the bathroom issue until it was totally resolved," Mrs S wrote.

"She regularly rang both us and the services to plead our case and I cannot speak too highly of her extreme diligence. Without her intervention, I feel we would still be floundering, stressed, worn-out and disheartened. The bathroom is now well under way and we are delighted.

"Thank you for a fantastic service and especially Fiona who is a great asset."

Do you have a joint account?

For many couples a joint account makes sense – either party can sign or take out money and if one dies, the other can access the account.

However, there can be problems if one party loses their mental capacity. To protect the interests of that person, the bank must freeze the joint account until they are satisfied that the other account holder possesses the necessary power of attorney to administer the account.

It may be better to set up small individual accounts for use in the short term, should it be necessary to freeze a joint account.

Thank you to everyone who has made a donation over the past few months including:

Helpers and donors at our street collection in Harrogate on September 27 which raised £407 in under three hours. With more collectors, we can do even better next year!

Harrogate Lions for their donation of £250

Staff from the Royal Bank of Scotland who gave £159 from a recent Dress Down Day.

Nel Whatmore, the talented local artist, who gave £570 to the Young Carers from the sale of gifts. See her beautiful work on www.nelwhatmore.co.uk

Harrogate Ladies Forum for their donation of £100.

Up and Running of Harrogate for organising a Fun Run and 10k Road Race in Harrogate on Sunday September 28. Over 160 runners raised well over £2000 for the Mayor of Harrogate's chosen charities, Carers' Resource and Harrogate Hospital and Community Friends. Sponsors ASDA and Harrogate Spa Water provided water and bananas and the Rotary Club of Harrogate marshalled the event.

Finally a special thank you to Stuart Clark and Dan Marsden (pictured below) from our Young Carers' team who took part in the Road Race in their own very individual style.





'Risks to society if carers' health breaks down' - says Professor Sue Yeandle

HOW CAN BRITAIN AFFORD NOT TO SUPPORT CARERS WHOSE SELFLESS UNPAID WORK SAVES BILLIONS FOR THE STATE

When Gordon Brown's Government finally decides the shape of care services, on which a six-month national debate is currently taking place, the question of cost will undoubtedly arise.

The question is whether the Government will be able to afford the objective it set itself earlier this year, namely to establish a support system for those looking after friends and relatives that is "fit for the 21st century"?

Many experts would put the question the opposite way round. When the all-party Work and Pensions Select Committee says unpaid carers save the public purse £87 billion a year, much the same as the NHS, how can society NOT afford to support them properly?

Professor Sue Yeandle of Leeds University, whose most recent visit to the Carers' Resource was as an adviser to the MPs' Committee, says: "As a country we need to face up to the prospect of demographic change with more and more old people needing care. *(It is estimated that within 20 years a quarter of the entire adult population will be over 65—Ed.)*

"This change requires a really

well resourced voluntary sector and a home care system in which care centres play a vital role. Caring can be incredibly stressful and there are great risks to society if the health of carers breaks down."

She applauds The Carers Resource for identifying caring problems at an early stage and for identifying the often hidden army of young carers and supporting them at home and school.

If she has her wish and State support for carers becomes more generous and long-term, thus allowing more secure planning for the future, The Carers Resource would have "no difficulty in demonstrating the quality of the work they do", she says.

Professor Yeandle, the mother of two sons of university age, brings family caring experience - for a sister with MS and her father supporting her mother - to leading Leeds University's research partnership with Carers UK. She directs a project which explores the support needed by carers of working age who wish to combine paid employment with their unpaid caring role.

Interviewed for CHOICES, she highlighted two conclusions from



the report which the Select Committee, headed by Bradford MP Terry Rooney, presented to the Government in August.

The committee called for the "outdated" system of benefits to be replaced. It also said most carers were of working age and their ability to remain in work or return to work after caring was essential to both the Government's employment target and to employers not wishing to lose their valued skills.

Sue Yeandle said: "We need to have regard to the health and financial situation of carers of working age and make sure they stay in mainstream society. Among all the carers whom we treasure and must support, they are the largest group."

A £1 billion Home Energy Saving Programme was announced in September. Every home in Britain could save at least 50% on energy saving products such as loft insulation and cavity wall insulation – an average saving of £300 a year per household. Eleven million lower income and pensioner households will qualify for these installations completely free of charge. Find out what's available on the Government Helpline: 0800 512 012.

Autism Alert Cards from the National Autistic Society (NAS) have been developed in conjunction with adults with autism and parents, to be carried by people with autism, enabling them to identify their needs in situations where they may find communication particularly difficult – when shopping, travelling or when involved with the police or emergency services. More information from NAS on 0845 070 4004 or visit nas.org.uk

Telecare can bring peace of mind and independence to carers and cared-for

It's not an unusual story - a wife with moderate dementia and a husband whose hearing and sight are not what they were.

So when his wife began to wander about at night, setting the microwave going for long periods and opening the washing machine or dishwasher in mid-cycle, her husband Dennis was worried that he wouldn't know.

The solution came by way of telecare, a system of various sensors placed around their Yorkshire home and linked to a control unit which connects to a telephone line alerting the couple's daughter Carol.

Should her mother leave the house between 10 pm and 9 am, Carol receives a call. What a load off Dennis's mind. The sensors have given the couple part of their life back, he says.

All over the country, local councils are offering a range of

telecare solutions so that people can continue to live as independently as possible.

Kerry Warner, who runs telecare across Harrogate and Craven for North Yorkshire County Council, says: "We tailor solutions to the need of an individual. It's all quite straightforward - often as simple as the user wearing a pendant to alert the carer or control centre. Telecare doesn't replace the carer, it gives extra support and reassurance that help is available if needed."

Carers interested can see telecare in use at a show flat at Greenfield Court, Wetherby Road, Harrogate, by calling Kerry on 07966 901063 or 01423 553120.

Sensors can detect falls, flood, natural gas, carbon monoxide, extreme temperatures, movement from beds, chairs or property, triggering help 24 hours

a day throughout the year. Once a sensor is activated, an operator at the call centre contacts a family member, neighbour or emergency services.

Example 1, A detector clipped to a person's clothing or worn around the waist in a pouch raises an alarm if the wearer falls. **Example 2, An entry system** allows the user to remotely open the door only when they feel comfortable about the caller. **Example 3, An epilepsy sensor** under the mattress monitors for tonic clonic seizures and calls the carer or monitoring centre for help.

Catherine Thompson at the Carers' Resource says: "Telecare isn't intended to replace carers but to give them part of their lives back, as Dennis says."

For further information, contact Catherine on 01423 500555.

Memories will be made of music on this very special evening

Ten years after the death of her mother Vera Beeforth, Anna Jackson is organising a "Last Night at The Proms" tribute concert in her memory.

Anna, Information and Development Officer for the Carers' Resource in Airedale, says: "Mum and I always enjoyed watching the Last Night concert from the Albert Hall. A dream which she was never able to fulfil was to attend in person."

In true Last Night tradition, the concert at Ingleton Community Centre on Saturday November 22 will feature familiar classical pieces and then a "Rule Britannia" and "Jerusalem" finale

which Anna says "will require lots of audience participation".

With tickets costing just £10 and proceeds to the Carers' Resource, Anna is hoping for a great response from carers, supporters, professionals and members of the public. "Everyone is welcome," she says.

A "shining stars" presentation will enable the audience to remember not just Vera but others who have touched, or still share, their lives. Each star will represent an individual whom someone wants to be remembered with gratitude. If you would like to your 'Shining Stars' to be included please



contact Carers' Resource.

Anna Jackson said: "The Carers' Resource has provided a very supportive and welcoming work environment for me for the past two years, and I know my mum would approve of our supporting the organisation this way."

For tickets, please contact Anna on 01756 700 888



INTRODUCING OUR NEW TRUSTEE

On Viv's wish list for carers - that crisp, clear blue sky

Viv Hobman says that when she was invited to become a trustee of The Carers' Resource, she "did not even have to think about it".

Recently appointed Head of Children's Social Care for Calderdale Council, she says: "I knew I could relate to the Director Anne Smyth and to her enthusiastic and talented team and to what they are trying to achieve for all carers especially the young ones.

"I feel I have a real understanding of the needs of young carers after working in that area of social care for some years. There are so many ways in which we can and must support them."

Viv Hobman has lived in Harrogate since 1989 and has two grown up children living in Leeds. She took up her new post in Halifax in July having worked in children's services for most of her career. Most recently she was general manager for children's care at North Yorkshire County Council where one responsibility was the Young Carers contract for the Carers' Resource.

"I feel passionately about the quality of services we deliver for children and are pleased when the children themselves can help



to plan them," she declares.

Already there are unmistakable signals of a productive relationship between the Carers' Resource and its new trustee. Anne Smyth welcomes Viv Hobman's "keen understanding of the breadth of our work", while Viv says she has been inspired by the Resource's role in supporting disabled children by working with their parents.

As well as "putting something back into the community in which I live" as a new trustee, Viv lists theatre, entertaining with friends, reading and travel (to Botswana shortly) as personal interests.

But nothing comes really close to being "out in the open with friends under a crisp, clear blue sky".

Caring at Christmas (1)

Thinking about your Christmas shopping and worrying about the credit crunch? Why not buy online and save your wallet and your feet? Go to our webshop at buy.at/carersresource for hundreds of high street and specialist websites to browse through at home. Set it as a short cut on your pc to make life even easier. It costs you nothing and the Carers' Resource receives commission from the retailers. Happy shopping!

Caring at Christmas (2)

Businesses and individuals can buy personalised Christmas cards and the Carers' Resource will get 50% of the value of the cards you order. View over 70 designs when you visit www.creationchristmascards.co.uk/carersresource

Caring at Christmas (3)

If you or your business donate to charity, please consider choosing us. At Christmas, carers can feel even more isolated. A raffle prize or donation helps us to make up hampers for Young Carers and their families – perhaps the only gift they will receive.

What did you say?

Deafness can be a two way problem. Hard of hearing people struggle to take in what is being said whilst the person talking communicates in an unhelpful way – often by shouting!

The Royal National Institute for the Deaf (RNID) publishes useful communication advice:

Tips for deaf or hard of hearing people

Tips for hearing people
Available from the Carers' Resource on 01423 500555 / 01756 700888 or online:

www.rnid.org.uk/information_resources



Harrogate District Allotment Federation presented a cheque for £2,000 to the Carers' Resource Young Carers team.



Christmas Card Order Form 2008

Card Ref	Card title	Price per pack	No. of packs	Total price per design
1	Special Tree	£3.25		£
2	Nativity	£3.00		£
3	Robin and berries	£3.00		£
4	Carrying the tree	£3.00		£
5	Reindeer	£3.00		£
6	Donkey and snowman	£3.00		£
Subtotal				£
Post and packing				£
Total				£

Some designs sell out early. Should this occur, please tick below to advise what we should do.

- Send alternative cards - Ref No:-
- Refund
- Donation to Carers' Resource

Postage and Packing

Up to 5 packs	£2.50
6 to 10 packs	£4.50
11 to 20 packs	£6.50

Name	
Address	
Postcode	

Cheque enclosed for £ payable to The Carers' Resource

Delivery details

Please send this order form, together with payment before 28 November, to:
 Christmas Cards, The Carers' Resource,
 11 North Park Road, Harrogate HG1 5PD



Taking the Next Step

Want to learn a new skill?

Looking to develop a new interest?

Need help with reading, writing or maths?

The Changing Lives Project at the Carers' Resource offers professional and confidential advice on any aspect of learning and work and is now available to both carers and non-carers.

Our friendly experienced Changing Lives team are on hand now to talk to you or your friends and family about taking the next step.



carers' resource

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