

WORKING WITH GPs TO GET IT RIGHT FOR CARERS

Devon Carers work with primary care was recently recognised at a Carers Trust conference organised with Department of Health support. Carers workers from across the UK learnt about working with primary care, and the main speech was given by Devon Carers.

Dr Moira Fraser, Director of Policy and Research at Carers Trust said: "In a county as large and varied as Devon, a one-

size-fits-all approach to working with GP practices or carers just isn't going to work. What Devon Carers has shown is that a flexible can-do approach, fitting strategy to the circumstances, really makes a difference. Carers and GP practices get more support, and everyone wins."

Matthew Byrne, Manager of Devon Carers, said: "To be recognised nationally as an example of good practice reminds us how far we have

come. It was a real honour to be invited to talk about what Devon Carers staff and our many colleagues in primary care have achieved together. He continued: "We can always do more though. We would encourage carers to get involved in their local Patient Participation Groups, and to let us know about how their practices are supporting carers."
Matthew Byrne - Devon Carers Manager

NEWS IN BRIEF

Calling parents and school governors!

Devon Carers staff have worked with schools to identify and support Young Carers for many years. We are keen to hear from carers – especially those who are governors – who might be able to help with this. If you

are interested please contact Annette Eaton on ☎08456 434435 or email ✉a.eaton@westbankfriends.org.

Why not give us a poke?

If you use the internet – whether you email, tweet, poke or simply browse – we would be very pleased to

have you visit us at ☎www.devoncarers.org.uk, to like us on Facebook (just search for "Devon Carers") or to follow us @DevonCarers.

Coming out of hospital?

If you or the person you care for has recently come out of hospital you might be able

NEWS IN BRIEF (continued)

to benefit from extra help and practical support. If you have experience of discharge (good or bad) we would also appreciate your feedback to help us plan and promote the service. To find out more please contact the Helpline on **08456 434435**.

Matthew Byrne - Devon Carers Manager

THE FAMILY FUND

The Government have announced that the Family Fund will continue to receive a £27.3 million grant fund to help low income families with disabled or seriously ill children.

Last year in England the fund helped more than 50,000 families and the average amount awarded was £574. Family Fund, the UK's largest grant giving charity, is designed to make life easier for low income families with disabled and seriously ill children and young people.

The money can be used for days out, garden play equipment, computers, toys,

and kitchen appliances like dishwashers and washing machines. The commitment to continue the fund follows an independent review conducted by the Moorhouse Consortium which concluded that the Family Fund is successful in providing support to low income families.

More information, including eligibility criteria, an application form and guidance on how to apply, can be found at www.familyfund.org.uk

Simon Rapsey - Lead Practitioner Parent Carers

SUPPORTING PEOPLE WITH DEMENTIA IN DEVON

A new Devon Dementia Support Service, funded by Devon County Council to provide Dementia Support Workers across Devon, was launched by Alzheimer's Society in March.

The service is open to all Devon residents who have dementia and their carers. Dementia Advisors are available to provide information, support and advice on any aspect of

living with dementia.

Dementia Support Workers are available to provide specialised advice about dementia and offer ongoing planning, advice and support. The service can also offer free dementia awareness raising talks.

The service can be contacted on **0300 123 2029** (available Monday-Friday 9:00am-5:00pm) or by email at [devon@](mailto:devon@alzheimer.org.uk)

alzheimer.org.uk.

The Alzheimer's Society also provide volunteer befrienders to support people with dementia to continue to take part in their local community. If you would like to volunteer please contact them on **0300 123 2029**.

Matthew Byrne - Devon Carers Manager

DISABILITY HATE CRIME HELPLINE LAUNCHED

0808 802 1155

A new free telephone helpline for people with learning disabilities who have been victims of disability hate crime has been launched.

The new 24-hour free helpline, Stop Learning Disability Hate Crime, has been launched by hate crime support organisation Stop Hate UK in England and Wales.

Anybody who has experienced, witnessed or knows someone who is experiencing learning disability hate crime can contact the helpline on 0808 802 1155 for support and information.

Stop Learning Disability Hate Crime is free to call from landlines and most mobiles and the number won't show on a phone bill.

Calls to the Stop Learning Disability Hate Crime helpline will be answered by trained staff and volunteers, who understand the impact learning disability hate crime has on victims.

Calls are confidential and callers will be asked whether they need on-going

support. Referrals will be made where consent has been given by the victim.

Stop Hate UK will also follow up with callers and offer additional support, referrals or signposting where appropriate.

All incidents will be reported to the local police by Stop Hate UK, either with the victim's details for investigation purposes, if that is what the victim wants, or without the details of the victim for information and monitoring purposes.

Hate crime has a significant impact on victims, their families, friends, carers and on the wider community.

Those who have experience of working with victims of learning disability hate crime tell us that some people believe that the incidents they have experienced are not serious enough to report to the police or they simply experience too many incidents to report, often on a daily basis.

For other victims, they may not know that what

they have experienced is hate crime, although they might know it is wrong, or they may be experiencing hate crime and think the perpetrators are their friends.

The helpline can support people to identify their experiences as hate crime or mate crime.

We know from the British Crime Survey that disability hate crime is underreported. This is particularly true of learning disability hate crime. Stop Hate UK's new helpline offers victims and witnesses an opportunity to report to an independent charity with specialist knowledge of learning disability hate crime. This service will benefit individuals and communities by increasing confidence in reporting processes and raising awareness.

Julia Blood - Lead Practitioner Learning Disability

NORTH DEVON & TORRIDGE

STAFF CONTACT DETAILS:

Local Development Manager: Lynsey Self

Lead Practitioner - Parent Carers and Carers Support Worker: Simon Rapsey

Lead Practitioner - Young Carers: Marion Welch

Carers Support Workers: Ruth Butler, Carolyn Hill, Sarah Ince, Sam Major and Bryony Maycock

Young Carers Support Worker: Jim Harvey and Ann Arnaouti-Baan

Welcome to the pages of the newsletter covering events in **Northern Devon**. If you have any questions about anything on these pages, or you would like to submit copy for the next newsletter, please contact Lynsey, Marion or one of your Carers Support Workers at Devon Carers. These pages can be used for local information and forthcoming events relating to caring. Call ☎ **08456 434 435** or email ✉ northern@devoncarers.org.uk to reach us by Monday 15th July 2013.

CARERS WEEK 10-16

JUNE 2013 – EVENTS IN NORTHERN DEVON...

Tuesday 11th June: 4.30pm-6.30pm - Free bowling session

at Let's Go bowling in Barnstaple. This has been organised to coincide with a Young Carers drop-in session but carers of any age would be very welcome to book a place and join in!

Tuesday 11th June:

Awareness-raising with the Co-Op: Across Devon, staff from Devon Carers will be taking part in an awareness-raising campaign with the Co-Op on Tuesday 11th June. The Carers Trust is the Co-Op's charity of the year and together we will be trying to identify and reach out to more carers by staffing information stands in Co-Op stores across the county. We want to get out to as many stores as we can so please

look out for us in your local Co-Op on Tuesday 11th June.

Wednesday 12th June: Carers Pampering Day hosted by

Bideford Wellbeing Centre. Come along and enjoy a 30-minute treatment just for you. Therapies available include Massage, Reiki, Reflexology, Indian Head Massage, Facials, Oriental Foot Massage and Hypnotherapy. Staff from Devon Carers will be providing tea, coffee, cake and other sweet treats so that you can sit and relax before and after your treatment.

There will be a small charge of £4 per carer and treatments will be limited to 1 per person so that as many people as possible get a chance to take part. Unfortunately there is no disabled access to the Wellbeing Centre which is located at the top of 3 flights of stairs. We will be happy

to provide an arm to lean on to support anyone that needs help getting up the stairs but if this is not possible for you, please let us know and we will find out if it is possible to make arrangements for you to receive a treatment at a future date in a more accessible venue.

Date to be announced: Carers

Day at Rosemoor: The kind people at RHS Rosemoor are offering us a generous discount so that we are able to pay for 30 carers to visit the gardens on a date during Carers Week.

You may already know that entry to Rosemoor is free for you as a carer at any time if you visit with the person you are caring for. However, on our Carers Day, you can get free entry with one of our tickets if you come alone or **on this date only** if you choose to bring the person you are caring for, one of our tickets will enable free

entry per couple. On the day, you will need to meet Devon Carers staff at the entrance to Rosemoor to gain admission and then you will be free to wander the gardens at your own pace. Lunch will not be provided but there is a restaurant on site as well as picnic facilities. There are only 30 carer places available so please ring the Northern team of Devon Carers as soon as you can to register your interest and receive further details. Remember booking is essential for the bowling, pamper day and Rosemoor events. Please ring **08456 434435** and ask to speak to anyone in the Northern Devon team for details.

LOSS & SEPARATION COURSE

This free course for carers will be running 10.30am - 2.30pm on Wednesday 26th June at the Freedom Centre in Barnstaple. The purpose of the workshop is to support you in dealing with the losses and changes you have experienced as a result of being a carer and to bring about positive changes you might want in order to take the best possible care of yourself. This free workshop will be facilitated by David Humeniuk of the Counselling for Carers service and a light lunch will be provided. To

book your place, please contact Sally or Jack at Devon Carers on **08456 434435**.

NEW HEARING LOSS SUPPORT GROUP FOR BARNSTAPLE

A group to support people with acquired hearing loss has recently started in Barnstaple. This small, informal group will now meet monthly and is an opportunity for people with hearing loss to meet other people in a similar situation. Monthly groups are also running in Ilfracombe and Torrington. For further information please contact Lyn Sheppard at the See Hear Centre on tel: **01271 373236, 07831 515809** or via e-mail at seeheard@livingoptions.org

ST JOHN AMBULANCE CARERS SUPPORT PROGRAMME

Places are still available for the next 4-session Carers Support Programme provided by St John Ambulance. The course will take place in Barnstaple 10:00am - 1:00pm on Thursdays 20th June, 4th July, 11th July and 18th July.

For bookings and further information please contact Emma Healey on tel: **01392 822646**.

MY LIFE AS A CARER

My name is Sonia, I'm 28 years old and I'm my mum and

my disabled brother's carer. I have lived in Barnstaple since 2005, with my husband and 2 children. In 2007 my mum and brother decided to move here from Portugal because they didn't have anybody to look after them.

My mum has several health problems causing difficulty walking and doing her daily house work. She lives with my older brother who has mental health and learning disabilities. For me looking after them, was a simple and loving thing to do because until now we spent our lives caring for each other and we will continue to do so. In Portugal when I used to care for them nobody called me a carer or offered me any support for carers who are looking after members of their family so, it was quite strange for me being called carer. However, I completely agree and appreciate all the support, help and all the training that Devon Carers offers me and all other carers. Sometimes its quite difficult to complete all the targets as a carer and get time to be there always when my mum needs me and to have time for myself and for my own family.

Sonia Kahane, North Devon

CARER LED ANNUAL SURVEY

Thank you to those of you who completed our annual survey or have otherwise provided feedback to us about our services.

The full report will be posted on our website under the Participation Section, on the 'Carer Led' page.

Key Messages:

- Overall, carers who responded, are satisfied with the service Devon Carers provides: 97% of respondents stated that they were satisfied or very satisfied.
- Generally, our services are well received, demonstrating high levels of satisfaction.

For example:

- 92% for Alert Card
- 88% for Carers Support Work Service
- 98% for the Helpline
- We need to do more to make people aware of the way in which they can provide feedback: only 50% of people were aware of the feedback mechanisms available
- We need to continue to offer a range of ways for people to feedback about our services. Most respondents preferred to use 1:1 methods, eg via telephone calls, letters, surveys, and emails.

For more information, including a breakdown of carer demographics and the quality of life experienced by respondents, please take a look at the report on our website from May.

Please keep the feedback about our services coming: we really need and value it! I finished working with Devon Carers on 26th April but someone new will be appointed soon and details will be posted on the website. Thank you to everyone who has commented on our services and supported me in my role.

*Sam Alford - Lead Practitioner
Carer Led Participation*

TRAINING - LOOKING AFTER ME COURSES

The popular "Looking after Me Courses", will be returning later in the year, as yet locations are undecided.

These courses run for two and a half hours a week, for a total of six weeks. Each week looks at six different topics that affect carers, for example tiredness, or communication. Feedback from carers is positive, and many carers report how beneficial it is to meet other carers. The gains for most carers attending

this course cannot be underestimated. Ring 08456 434 435 for more information and to register interest.

There are going to be four Loss and Change training sessions in the following locations; Barnstaple, Exmouth, Exeter, and Newton Abbot, during the month of June. This is something that carers mention frequently, their cared for is no longer the person they used to be, this can be for many reasons such

as in dementia, or potentially many other conditions. These sessions are designed to help carers come to terms with losses such as these, and how to deal with the changes in their lives that occur. Sessions run from 10.30 am – 2.30pm with a light lunch. We anticipate great demand for these courses, ring 08456 434 435 to book your place.

*Sally Radcliffe - Lead
Practitioner Training*

Devon Carers Voice

Changes to Involvement

As of April 1st 2013 Devon Carers Voice is working as part of Healthwatch, delivering engagement and involvement of carers as a special community of interest.

Community Council of Devon has been awarded the contract to set up and support the development of Healthwatch Devon (HWD) as the new health and social care consumer watchdog, and collective voice for the people of Devon.

They will be taking forward the excellent engagement work that has previously been provided by Devon LINK and the Fusion led service user networks. Devon Carers Voice has been the carer voice of the Fusion network.

How will the changes affect me?

If you are already registered with us then Devon Carers Voice will continue to send out opportunities for engagement or involvement. We will keep you updated through the newsletter and website and will

continue to support carer representatives who attend regular board meetings.

There will also be additional opportunities for involvement or engagement with the wider Healthwatch Devon and we will keep you updated with these.

What could I get involved with?

There are opportunities for carers to attend, help plan or chair bi-annual generic forums and /or quarterly specific forums for carers of a person with either a mental health issue or with a learning disability.

Carers can sit as representatives on locality boards. There are also opportunities to respond to questionnaires and wider documents, take part in radio interviews, attend workshops on specific topics and have a say in health and social care matters that affect your role as a carer.

What have carers been able to have a say on recently?

A carers policy for North Devon Healthcare Trust (this also covers all Community hospitals across Devon). Respite care, carers have been able to enter into a dialogue around this to help inform future decisions.

Accessible transport in North Devon, carers were able to take part in a question and answer session with bus transport managers.

Carers were also able to hear from a Devon Welfare Rights benefit adviser who outlined the pathways carers could take, either to apply for benefits or to appeal benefit decisions.

To find out more or to get involved

To have a say on matters that could affect your caring role then please contact Penny Jerrard on ☎08456 434 435 or ✉p.jerrard@westbankfriends.org.uk or visit 🌐www.devoncarersvoice.org.uk.

Penny Jerrard - Involvement Programme Manager

CARER SUPPORT GROUPS

BRAUNTON The Mariners Arms, South Street	Tue 11/06, 09/07, 10/09	2:30pm - 4:00pm	Carolyn Hill ☎08456 434 435
ILFRACOMBE Burrow House, Oak Tree Gardens	Thu 27/06, 25/07, 26/09	2:00pm - 4:00pm	Mel ☎01271 863685
SPACE 4 U Carers Social Club, Ebberley Arms, Bear Street, Barnstaple	Every Wednesday	2:15pm - 4:15pm	Ruth Butler ☎08456 434 435
SOUTH MOLTON Garden Room, Amory Centre	New group in development – contact for dates and times		
BARNSTAPLE OAKWELL (For carers of someone with Alzheimers or Dementia) Bickington	Wed 19/06, 17/07, 21/08, 18/09	call to confirm details	Denise ☎01271 327252
HOLSWORTHY Holsworthy Hospital, Dobles Lane	Wed 10/07	2:00pm - 3:30pm	Bryony Maycock ☎08456 434 435
NORTHERN DEVON FORUM FOR AUTISM AND RELATED BEHAVIOURS Coffee Morning Thu 25/07, 26/09 10:00am - 12:00noon (Roundswell Community Centre), Swimming Sat 08/06, 06/07, 03/08 5:00pm - 6:00pm (Torrige Pool, Northam) 28/05 & 07/06 2x 3-hour essential First Aid sessions. Contact for details. Sat 17/08 6:00pm - 9:00pm Big Sheep evening with North Devon Downs Group. Contact Lin Harding ☎07923 481332			
HOLSWORTHY PARENT CARERS SUPPORT GROUP , Meets fortnightly on Mondays 10.30-12 at Holsworthy Hospital, Dobles Lane, Contact Angela Brock on ☎01288 381437 for details.			

CARER SUPPORT GROUPS (MENTAL HEALTH)

BARNSTAPLE alternating between Alex Link and Barum Gate	Mon 17/06, 15/07, 12/08	10:00am - 12:00noon	Carolyn Hill ☎08456 434 435
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MEMORY CAFES

TORRINGTON The Plough Arts Centre	Thu 11/06, 11/07, 08/08	Ring for information: Graham Bowen ☎01805 625801	
BARNSTAPLE Castle Cafe, Barnstaple	Fri 07/06, 05/07, 02/08	10:00am - 12:00noon	Community Mental Health Team ☎01271 311630
SOUTH MOLTON The Amory Centre	Thu 13/06, 11/07, 08/08	11:00am - 1:00pm	Judith Ward ☎01769 573101
NORTHAM Northam Hall	Fri 21/06, 19/07, 16/08	10:00am - 12:00noon	Sharon Star ☎01237 459337
ILFRACOMBE St Phillip & St James Parish Centre	Fri 14/06, 12/07, 09/08	10:30am - 12:30pm	Fiona Gordon ☎01271 311630

CARER SUPPORT GROUPS (LEARNING DISABILITY)

NORTHERN DEVON FAMILY CARERS GROUP Training Room, Rose Hill, Northam Lodge	Tue 09/07 (Training Room, Rosehill, Northam Lodge)	Ann Deadman ☎01237 441604
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PARENT CARER VOICE

PARENT CARERS VOICE chaired by Jo Boydd	Tue 21/05 & 16/07 Forum Meeting 10.15am - 12.30pm, The Cedars Hotel, Barnstaple. Wed 05/06 Northern Locality event (time and details tbc)	☎www.parentcarersvoice.co.uk Jo boydd ☎jo.boydd@talktalk.net
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OTHER SUPPORT GROUPS

ILFRACOMBE SINGING FOR THE BRAIN Vision Community Centre, Slade Valley Road	Tue 04/06, 18/06, 02/07, 16/07, 06/08, 20/08	2:00pm – 4:00pm	Trevor☎07540 920 685
BRANCHING OUT DEMENTIA GARDEN Therapeutic gardening activities for people with dementia and their carers. Sessions held every Friday at Torrington 1646. Contact Louise Rushton ☎07540 100139			
DEVON CARERS SUPPORT LINE & COUNSELLING SERVICE Call for more information or to book an appointment. This service is free to all carers - contact David Humeniuk ☎01626 325621			
LOSS & SEPARATION COURSE Wed 26/06, 10.30am - 2.30pm Freedom Centre Barnstaple. Contact Sally or Jack at Devon Carers on ☎08456 434435			
ST JOHN'S AMBULANCE 'CARING FOR CARERS' COURSE , Whiddon Valley Community Centre, Barnstaple - 4 sessions Thu 20/06, 04/07, 11/07 and 18/07, 10:00am - 1:00pm followed by lunch. Contact Emma Healey ☎01392 822646			