

# CARERS NEWS

Over 29 years supporting carers

[www.derbyshirecarers.co.uk](http://www.derbyshirecarers.co.uk)

Winter 2016

Edition 82

## CARERS INVITED TO A SPECIAL CELEBRATION SERVICE AT THE 'CROOKED SPIRE'

We have organised a special day for carers and their families in December to enjoy seasonal treats and take some 'me time' to listen to carols and mingle with friends.

Why not come down to our seasonal celebrations on the 8th December 11.45am at the world famous 'Crooked Spire'? (St. Mary's Church)

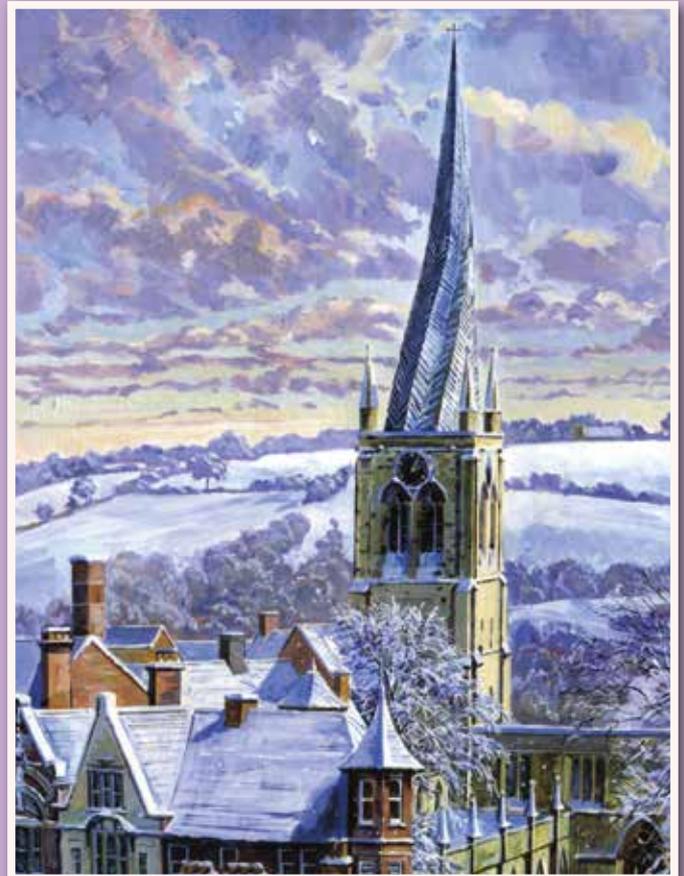
This Derbyshire Carers' Association special event offers carers a golden opportunity to meet other carers and DCA staff from across the county, old friends and make new ones in an informal and relaxed setting.

Attended by the Revd. Patrick Coleman, there will be readings, a school choir singing carols and poems all celebrating carers and the positive impact they make.

Attendees will be then treated to refreshments and mince pies and the chance to mingle in a seasonal setting.

DCA CEO, Narinder Sharma said, 'What better way of celebrating carers at this time of year than by holding a very special celebration service. This event will always raise the profile of the tireless work carers do.'

Come along and enjoy the festive fun. Please phone Head Office on 01773 743355 or Chesterfield Office on 01246 222373 to book your place.



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# DEAR FRIENDS

## DERBYSHIRE CARERS ASSOCIATION

Ripley Head Office  
(Temporary Offices still in Ripley)  
Tel: 01773 743355

Chesterfield Carers Centre  
69 West Bars  
Chesterfield  
S40 1BA  
Tel: 01246 222373

Glossop Office  
Volunteer Centre  
Howard Town Street  
High Street East  
Glossop  
Derbyshire  
SK13 8DA  
Tel: 01457 858383

## CARERS CENTRES

Chesterfield  
69 West Bars, S40 1BA  
Open 10am - 3pm  
Monday to Friday  
Tel: 01246 222373

Derby Carers Centre  
22 Mallard Way  
Pride Park  
Derby  
DE24 8GX  
Tel: 01332 200002

## KEEP UP TO DATE WITH DERBYSHIRE CARERS ASSOCIATION

- [www.derbyshirecarers.co.uk](http://www.derbyshirecarers.co.uk)
- [info@derbyshirecarers.co.uk](mailto:info@derbyshirecarers.co.uk)
- [www.facebook.com/derbycarers](http://www.facebook.com/derbycarers)
- [@derbyshirecarer](https://twitter.com/derbyshirecarer)

**We've moved temporarily; Our Derby Carers Centre has temporarily moved to 22 Mallard Way, Pride Park, Derby. DE24 8GX. We will return to the City Centre soon "Watch this space"**

Derbyshire Carers Association is a Company Limited by Guarantee. Company Number: 3250078

Registered Charity No: 1062777

DCA will try to ensure the accuracy of any information given. However, the Association accepts no liability for any actions taken as a result of such information.

As another year comes to a close I hope you will be able to celebrate the New Year in good spirits with family and friends. I think now is an ideal opportunity to look back and highlight what's been happening over the past few months.

2016 was a busy time for all. We've been through many developments. We've achieved a huge amount. Within carer support we have made good progress working closely with our partners that include the Royal Hospitals, Derbyshire County Council and Derby City Council, the CCG's creating a roadmap for the future of carers in Derbyshire and surrounding areas to get to an independent future for Derbyshire. We have new strategies and creative ways in which to serve our carers and new award winning initiatives to engage with 'hidden' carers. As ever, we here at DCA are in complete awe at the work you do every day and will be here to support you and your loved ones as we as an organisation go from strength to strength.

DCA are currently in the process of tendering for Carers services across the County. We are working very hard and encouraged at the prospect of developing our support service to meet increasing demands. I will of course communicate the result of this development in due course. **We hope commissioners will value our work as much as you have.**

It continues to be important for us to use our time wisely and move forward as decisively and swiftly as we can in 2017. We will continue to work together in order to develop an even more successful, stable organisation offering continued provision in Derbyshire.

I would like to thank all DCA staff for their unwavering support and dedication during these challenging and changing times. As always the future will bring its own challenges but I'm sure by working together, keeping focussed on our priorities and putting carers first we can realise our ambitions on behalf of them.

Due to the 'Carers Clinics' success this year Derbyshire Carers are down to the last 7 in the HSJ 'CCG & Local Authority Integrated Commissioning for Carers' award category. The results will be announced in late November.

Thank you to those of you who have got involved in our fundraising activity. Over the last 12 months we have managed to raise considerable funds and will step up our efforts again in 2017. If you could assist us by dropping off a collection box or help at an event please get in touch.

As always our dedicated staff and volunteers are the backbone of DCA without whom we could not function to support carers old and new. I hope you enjoy this new edition of Carers News and we welcome any suggestions you may have to develop this resource for you.

Kindest Regards

*Narinder*



**NARINDER SHARMA**  
CEO – Derbyshire Carers

## DEMENTIA SERVICES

It has come to our attention that, after a commissioning decision, Dementia Services in Derbyshire will now be delivered by Making Space. Making Space, like DCA, deliver support services right in the heart of the community. We will continue to work closely with them.



## ANNUAL CARERS' BALL PROVES A HUGE SUCCESS!

Carers from across the whole of Derbyshire gathered together at an exquisitely decorated pavilion at Derbyshire County Cricket Club in Derby. Carers and their families danced the night away to a fabulous live band at Derbyshire Carers Association's Carers' Ball.

This annual event, much loved by carers, is always popular and this year proved no exception with nearly 200 carers turning out in force to have a swinging time together with DCA staff and volunteers.

On the night, the man on the microphone and Compère for the evening was DCA CEO, Narinder Sharma. There was a 'carers' raffle with lovely prizes including an exclusive cricket bat signed by the county team, free Thorntons and an unlimited buffet enjoyed by all.

Singers for the evening were the fabulous David Skyers and glamorous Rose Devine. The evening was rounded off beautifully as carers took to their feet and danced the night away. The evening was such a success everyone was reluctant to return home and already are definitely looking forward to the next one.

Narinder praised hard working staff and volunteers with a 'huge thank-you' to everyone attending and making this year's Carers' Ball such a wonderful night. The building was beautifully decorated and perfectly reflected the mood of the evening. Old friends were able to chat and new friendships were made.

As part of the evening, DCA held an extraordinary general meeting to change the constitution to meet service demand and enable cross county growth of the Association and resonate beyond Derbyshire boundaries. Derbyshire Carers Association is growing and expanding at a pace and will move into surrounding counties to form a larger 'Carers Association' that will encompass the region and provide suitable ongoing support for many more carers.

The Carers' Ball is part of a line-up of exciting DCA events including our celebration events in Derby and Chesterfield during December 2016.

Call Derbyshire Carers Association to book for next year on 01773 743355.

### THORNTONS

DCA would like to say a big thank you to Thornton's for donating a box of Thorntons chocolates to each Carer who attended our Carers Ball on Friday 7th October 2016. The chocolates made Carers feel very special as they arrived at the event.





## TIME SWAP



CAN YOU GIVE AN HOUR OF YOUR TIME TO RECEIVE AN HOUR OF SOMEONE ELSE'S TIME?

GARDENING · SHOPPING · COMPUTER SKILLS · MUSIC · LESSONS · LIFTS · DECORATING · VISITING PEOPLE · COMMUNITY PROJECTS · SEWING & MUCH MORE

## SWAP TIME NOT MONEY!

To find out more Tel: 01629 532049 or Email: [timeswap@derbyshire.gov.uk](mailto:timeswap@derbyshire.gov.uk)

You can join the scheme at: [www.derbyshire.gov.uk/timeswap](http://www.derbyshire.gov.uk/timeswap)



DERBYSHIRE  
County Council  
Improving life for local people

## COURSES FOR CARERS

Are you interested in attending an introduction to Moving and Handling? This one day practical course would benefit;

- Carers who have little or no previous moving and handling training
- Carers who wish to update their moving and handling knowledge and skills
- Carers seeking answers to basic moving and handling problems encountered daily

We are looking to set up a course, if you would like to register interest in attending please, contact Nicola on 01773 743355.

## A CORDIAL INVITE

...To a Carers' Auction. DCA are holding an exciting auction in March with **James Lewis** to raise funds for carers. We are offering high quality, hard to purchase items.

The auction is part of a line-up of exciting events for 2017 including other fundraising events, a carer's afternoon tea, carers' bingo, a carers' ball and carer celebration services in Derby and Chesterfield.

The event will be held on 18th March from 6.30pm at the Mercure Hotel, Burton Upon Trent. All funds raised are for hardworking carers.

Tickets and tables can be booked through Nicola on 01773 743355.



## SUCCESSFUL CARERS' WEEK ROUNDED OFF IN STYLE

Laughter and smiles greeted visitors to special events hosted by DCA to celebrate another wonderful Carers' Week in Derbyshire style.

People from all over the county assembled at carer events at Derby Cathedral, Derbyshire Cricket Ground, The Postmill Centre, Royal and Community Hospitals, Ilkeston Football Club, Sainsbury's and a variety of other venues facilitated by DCA and partners.

The last day saw a particularly busy Carers Tea Party with craft stalls and dancers with a chance to get together and have some fun. An emotive Derby radio interview with a Derbyshire carer in his 90's called Victor, who discussed his long caring role for his wife, rounded off a wonderful week in the county.

Nationally, Carers Week highlights the work carers do day in and day out. Caring is not an issue that society can afford to ignore as caring will touch each and every one of our lives – whether we provide care for a loved one or need care ourselves.

The success of National Carers' Week has led to an increase in extra publicity for the general public, but also for carers so they realise there is help out there. We don't stop there though, our teams work 52 weeks a year to ensure carers are identified, supported and advised so please give us a call to find out how we can help you.

Carers Week 2017 is planned to start on June 12th and we have already been busy developing a fun packed week for carers.

## CARERS AND CHESTERFIELD ROYAL HOSPITAL

### – IN PARTNERSHIP!

Chesterfield Royal Hospital has recognised how important carers are to the welfare of patients both in and out of hospital. In October 2016 Rebecca Cowley was seconded to the Royal in order to implement an overarching policy that recognises the value and contribution that carers make to the welfare of their loved ones.

### CARERS FORUM

A Carers Forum was held at the Chesterfield Royal in October with discussions between the project lead and carers concerning their experiences of the Royal both as carers and helped to identify carer priorities and concerns. This feedback is crucial to the project underway and will be used to formulate recommendations made to the hospital regarding policies and training.

There will be several Carer Forums held at the hospital over the next 6 months to involve as many carers as possible. If you would like to take part please register your interest using one of the following:

Email: [rebecca.cowley@nhs.net](mailto:rebecca.cowley@nhs.net)  
or telephone 07816 283615



Carers with DCA's Rebecca Cowley (far left) & Lyn McNair (far right)

### CARERS SURVEY

We would also greatly appreciate feedback from any carers that have recently had experience with Chesterfield Royal Hospital whilst the person they care for was admitted to and stayed in the hospital.

If you would like to contribute, please visit [www.derbyshirecarers.co.uk/hospital/partnership/working](http://www.derbyshirecarers.co.uk/hospital/partnership/working) to fill in the confidential feedback form.

## SOMERCOTES MEDICAL PRACTICE

### LOCAL MEDICAL PRACTICE NOMINATED FOR A NATIONAL NHS LEADERSHIP RECOGNITION AWARD.

SOMERCOTES MEDICAL PRACTICE in the Amber Valley and South Derbyshire Clinical Commissioning Group were shortlisted for an impressive national award at a glamorous event in London.

The awards event recognises a noticeable impact on patient engagement, highlights working with people who use the services and goes the extra mile to create a legacy of listening and responding.

Somercotes Medical Practice alongside Derbyshire Community Foundation Trust were placed in the spotlight after becoming finalists in the NHS Patient Champion of the Year for their excellent leadership, promotion, facilitation and management of the new 'Carers Clinics' initiative in partnership with Derbyshire Carers Association.

This is a new opportunity for carers to meet advisors and health professionals within the GP practice and discuss their caring needs and complete a carers' assessment. The response from this initiative amongst health staff and patients has been very positive and there is new momentum to develop the initiative further afield.

## CAMPAIGN RELAUNCHES IN DERBYSHIRE

### TO HELP SUPPORT UNPAID CARERS.

The campaign, called Britain's Best Breakfast in Derbyshire, is appealing to people to host a breakfast event for friends and family – and raise cash. Money raised from events will go towards supporting carers.

Breakfast is the most important meal of the day. It gives us fuel and energy to help us get through the trials of the day. Many carers skip breakfast because they simply don't have time to prepare or eat it.

Derbyshire Carers' Association supports over 15,000 carers and their families and are striving to reach more. With offices across the county and drop-in centres in Derby and Chesterfield, the charity is ideally placed to offer support and guidance needed for people in a caring role.

There are seven million unpaid carers in the UK and over the next 30 years this number is expected to increase by 3.4 million, and three in five of us will

become a carer at some point in our lives.

There is no job description for caring. Carers learn as they continue through their caring journey and often have to give up work and social life to provide care. These initiatives will ensure suitable advice continues to be on hand.

#### Can you help?

Whether it's a bowl of cereal, a pastry or a fry up, Derbyshire Carers' Association is egging you on to get involved and hold an event.

The charity wants you to help raise funds for the 130,000 unpaid carers in Derbyshire.

Visit [www.derbyshirecarers.co.uk](http://www.derbyshirecarers.co.uk) for ideas, tips, information and down-loadable media.



## DERBYSHIRE CARERS' PROJECT UP FOR NATIONAL AWARD

The Derbyshire Carers Association's (DCA) 'Carers Clinics' project has been shortlisted for a prestigious national award.

Each year the Health Service Journal Awards (HSJ) attract around 2,000 applications from across the UK, so to be shortlisted, for the second year in a row, is a considerable achievement and a coup for Derbyshire as we have become a county leading the way in carer support.

The HSJ Awards are a chance to come together as a community, celebrate achievements and how people have transformed patient care. Created in 1981, the awards are the largest celebration of excellence in UK healthcare, highlighting the most innovative and successful organisations, people and projects in the sector.

Since the launch of the award nominated Carers Pledge project in 2014 Derbyshire Carers Association have been working in closer partnership with GP Surgeries and other organisations, encouraging them to reach out to carers in their own organisations and within the community.

Following the success of the project it was recognised carers would benefit from a more flexible and accessible service from DCA within their own GP Surgery – and that's where the Carers Clinics come in.

Many carers visit their GP regularly so Carers Clinics allow our support workers to meet carers at a time and place convenient to them. Carers can contact their surgery to book an appointment to talk about their caring role, have a carers assessment and potentially access their carers personal budget.

Currently 18 GP practices host Carers Clinics each month currently being delivered in Amber Valley and soon in South Derbyshire. These include Somercotes Medical Centre, Park Surgery, Whitemoor MC, Ashbourne Surgery, Ripley Medical Centre and Parkside Surgery to name just a few. (All surgeries are listed on the DCA website). Ultimately DCA aim to roll the scheme out across the County and Derby City in the near future.

Due to the success of these initiatives this year Derbyshire Carers are down to the last 7 in the HSJ 'CCG & Local Authority Integrated Commissioning for Carers' award category.

DCA CEO, Narinder Sharma said, ' This is a welcome recognition for DCA, our partner surgeries and the initiatives that we all work so hard to introduce. The benefits to the lives of Carers through our Carers Clinics are very real, to be shortlisted for such an impressive award is great news for Carers and for Derbyshire as a whole.'

A DCA Support Worker added, 'we have increased the carers identified in a single GP surgery by over 800%! The clinics champion the vital work carers do and recognise the need for " talking time " for carers. It is a wonderful example of joint working where the lives of carers have been improved by the delivery of a local service.'

For information on how your GP Surgery can get involved please call 01773 743355 or email [info@derbyshirecarers.co.uk](mailto:info@derbyshirecarers.co.uk) . Visit our website [www.derbyshirecarers.co.uk](http://www.derbyshirecarers.co.uk) <https://awards.hsj.co.uk/2016-shortlist>

## THE CARE ACT

### – POSITIVE CHANGES FOR CARERS IN DERBYSHIRE

The Care Act 2014 came into force in April 2015 and modernises and consolidates the law on adult care in England into one statute and has been described as the biggest change to the law in 60 years. Key changes include the introduction of national eligibility criteria, a right to independent advocacy and a cap on care costs faced by self-funders.

The Care Act has replaced most current law regarding carers and people being cared for. It outlines the way in which local authorities should carry out carer's assessments and needs assessments; how local authorities should determine who is eligible for support; the new obligations on local authorities; and how local authorities should charge for both residential care and community care.

It focuses on well-being as a guiding principle and gives landmark new rights to carers in Derbyshire, for the first time giving them the same entitlements to assessment and support as those they care for.

We at DCA welcome carer recognition and the need to support carers to live their own lives at the same time as caring for a loved one.

A DCA spokesperson said, "DCA would encourage carers to get in touch to find out what's available to them in light of changes to the Care Act. It is estimated nationally that millions of carers do not claim benefits and support they are entitled to." How has the Care Act affected you? Get in touch on 01773 743355.

## LOOKING AFTER SOMEONE? KNOW YOUR RIGHTS!

**Carers' Rights Day** is a national event held every year to ensure that carers know their rights regarding benefit entitlements and learn about the practical support available to help them in their caring role.

To mark this special event, Derbyshire Carers' Association are inviting carers to visit our information stand at The Derby Intu Specsavers on the 25th November between 10am and 3pm. The outreach event offers visitors the opportunity to find out more about DCA, what support we can offer and what rights carers have. We will be holding similar events in the county in Ripley and Alfreton on the same day please visit our website for more.

It is estimated that millions of carers do not claim benefits and the support to which they are entitled.

This event has been designed to equip them with sufficient knowledge, information and resources to aid their everyday life as a carer. Whether you are a carer or whether you work in a health and social care setting, we hope that this occasion will prove equally useful.



There are some pieces of legislation which can be beneficial for all carers to know. These are:

- Your right to an assessment
- Your right to request flexible working
- Your right to not be discriminated against

Call us on 01773 743355

## CHESTERFIELD ROYAL HOSPITAL PARTNERSHIP

One of our support workers has been seconded to The Chesterfield Royal Hospital as Project Lead for the Carers CQUIN project for 9 months. During her time at the hospital she will develop and implement an overarching improvement plan for carers including young carers, carers for patients with learning disabilities and sign the hospital up to John's Campaign in line with NHS England's commitment to carers published in May 2014. It aims to:

- Recognise the role of informal carers and respond to their needs to ensure there is continuity of care for those cared for.
- Ensure carers are involved from the moment of admission to hospital until the moment of discharge.
- Carers are given the choice to be involved in the care of their loved ones, act as partners in care and have clear communication with carers about what they can expect, when and from whom.

- Sign up to the Derbyshire Carer's pledge, John's campaign and Young Carer's pledge.
- Develop key standards for carers which are approved by the board.
- Proactively provide relevant carer's information and support.
- Ensure carer input into staff awareness training

Rebecca is running carers Forums and distributing carer surveys to give carers the opportunity to feedback about their experiences when using the Trust's services to shape the improvement plan to ensure carer's needs are met.

If you would like to take part in a Forum or would like a feedback survey sending out, please contact Rebecca Cowley: [rebecca.cowley@nhs.net](mailto:rebecca.cowley@nhs.net)

(Johns Campaign: the right to stay with people with dementia in hospital.)

## PAMPERING SESSION

### – FOR GLOSSOP CARERS SUPPORT GROUP

On the 13.12.16 at 1 – 3:30 PM. The venue will be the Central Methodist Church Glossop, Chapel Street, SK13 8AT

Half an hour Therapy sessions will include massage in various forms, Reiki, Indian head massage, manicure's and facials. \*Blood pressure and cholesterol check (to be confirmed, free of charge).

Tickets cost £2.50 per session, please contact Valerie Logan on (01457) 858383, to book your place.

Glossop carers night out (December 2016) The Prince of Wales public house, Mill Street, Glossop. 13.12.16 at 7pm. Light buffet provided. (The Public House does not have accessible toilet)

# SUPPORT GROUPS

## CARER COMMUNITY AND SUPPORT GROUPS

### BUXTON

Buxton support group meets the first Wednesday of each month at: Vault, 2-4 High Street, Buxton, Derbyshire, SK17 6EW. 11.00am – 12 noon

### CHADDESDEN

Chaddesden Support Group meet the third Tuesday of each month at: The Fire Station, Nottingham Road, Chaddesden, DE21 6PF. 10.00am – 12 noon

### CHAPEL EN LE FRITH

Chapel en le frith meet the fourth Monday of each month at: Chalkers Snooker Club, Unit 6 Redmoor Mill, Buxton Road, New Mills, SK22 3JT. 2.00pm - 3.30pm

### CHESTERFIELD

Chesterfield Carer Community meet every second Wednesday of the month, 2pm at the Monkey Park Café (former Tile Studio), 128a Chester Street, Chesterfield, S40 1DW. Please contact Lyn McNair on 01246 222373

### DERBY CITY GRACE GROUP

Derby City Grace Group (for those that have recently lost a loved one) and Guise Group (male carers group) meet the last Wednesday of each month at: The Book Café, 21 Corn Market, Derby, DE1 1QH. 10.30am – 11.30am

### GLOSSOP

Glossop group – Please call Valerie Logan on 01457 858383 for more information

### HEANOR

Heanor Support Group meet the second Monday of each month at: Park Court Community Centre, Next to the Fire Station, (under Archway of Sheltered Housing), Heanor, DE75 7DS. 10.30am – 12 noon

### HILTON

Hilton Support Group meets bi monthly at: Wellbrook Medical Centre, Welland Road, Hilton, Derby, DE65 5GZ. 10.00am-12 noon

### ILKESTON

Ilkeston Support Group meet fortnightly every Wednesday at: Ilkeston Community Hospital, Heanor Road, Ilkeston, DE7 8LN. 1.00pm – 3.00pm

### LONG EATON

Long Eaton group meets the third Monday of each month (except Bank Holidays) at: Outlook (in the Conservatory), 99 Briargate, Long Eaton, NG10 4BQ. 2.00pm – 4.00pm. Please contact Pat Desborough (DCA volunteer) on 01159 720449 for more information

### RIPLEY

Ripley Support Group meets the first Tuesday of each month at: Field Terrace Community Rooms, Field Terrace Off Slack Lane, Ripley, DE5 3HL. 10.30am – 12 noon

### SHIPLEY

Carers Do Lunch meet the third Thursday of each month at: Shipley Garden Centre, Hassocks Lane, Ilkeston, DE75 7JB. 11.00am – 1.00pm (carer's receive 20% discount). Please contact Head Office on 01773 743355 for more information

### SOUTH NORMANTON

South Normanton Support Group meet on the first Thursday of each month at: The Post Mill Centre, South Normanton. 2.00pm – 4.00pm

### WHITTINGTON MOOR

Whittington Moor Support Group meet the second Tuesday of each month at: The Peter Webster Centre, Whittington Moor, Chesterfield, S41 8LQ. 10.00am – 12.00 noon

Support Groups in Mickleover and Alvaston are run independently. Please call the Derby Centre on 01332 200002 for more information and contact details for each group.

For further information on support groups please contact Head Office on 01773 743355

## CARERS SUPPORT IN DERBYSHIRE IS CHANGING

Currently, there are a number of different carer organisations providing support to carers. From April, 2017 there will be one countywide organisation which will offer all services to carers including

- The provision of information, advice and guidance
- Carer assessment and support planning
- Delivery of carer personal budgets
- Support for carer support groups
- Training for carers

The advert for this new contract is out and organisations who are interested in providing this service will bid as part of a competitive process. The interviews will take place in November and carers will be involved in the selection process. The new organisation will be publically confirmed at the beginning of February through this newsletter. The new organisation will provide the Carer service from April 2017.



## THESE BOOTS ARE MADE FOR WALKING

A group of Derbyshire Carers Association staff, volunteers and other supporters are planning to lace up their walking boots and endure an exciting coast to coast walk along the historic Hadrian's Wall route raising funds for carers.

The 84 mile [135 km] route begins in the west from Bowness-on-Solway past Roman forts and settlements finally ending in Wallsend on the east coast. This dramatic trail has stunning views, varied terrain and takes in areas of outstanding natural beauty. The group ambitiously propose to complete the route over five days, walking in excess of sixteen miles per day, stopping to camp along the way.

This event planned for spring will not only raise awareness of the work Derbyshire Carers Association does, but also enable us to fund many more events for carers.

### WHAT COULD THIS EVENT FUND?

- £50 – 8 carers spending an hour bowling
- £100 – 10 carers to attend a pottery decorating session
- £200 – 21 carers entry to Chatsworth at Christmas
- £500 – 25 carers to attend a relaxation and therapy day
- £885 – 3 carers a Monday – Saturday break, ensuite room with breakfast at the Kiloran Trust in London.

Up for the challenge? If you would like to get involved please contact us on 01332 200002 or email [info@derbyshirecarers.co.uk](mailto:info@derbyshirecarers.co.uk)



# QUESTIONNAIRE

## DCA SERVICE EXPERIENCE

**Each year we like to know if we are providing a good service.**

**Let us know about the service you have received from Derbyshire Carers Association.**

1. Please indicate your gender  Male  Female  Other  Prefer not to say
2. Please indicate your age  18-35  36-50  51-65  66-75  
 76-85  86-95  Over 95  Prefer not to say
3. How were you made aware that you are a Carer?  
 G.P  Hospital  At home  Information, i.e. leaflets  
 Other - please give details.....
4. How did you hear about Derbyshire Carers Association?  
 Derbyshire County Council, i.e. Adult Social Care, Call Derbyshire  
 GP Practice  Hospital  Family or Friend  
 Other - please give details.....
5. How quickly did we respond to your enquiry?  
 within a week  2 – 4 weeks  5 – 7 weeks  more than 7 weeks
6. How easy or difficult did you find accessing support through Derbyshire Carers Association?  Very easy  Quite easy  Quite difficult  
 Very difficult  Not sure
7. What support did you receive? (tick all that apply)  
 Carer Assessment and Support Plan  Information and Advice  
 Telephone support  Support Visit – GP surgery, Home visit, for example
8. Did the support you receive help you in your caring role?  Yes  No
9. Were you happy with the amount and quality of information given?  Yes  No  
 Other - please give details.....
10. Was the service carried out professionally?  Yes  No
11. How satisfied were you with the overall service you received from Derbyshire Carers Association?  Very satisfied  Not very satisfied  Don't know
12. Could the support that you received have been improved?  Yes  No  
 Other - please give details.....
13. As a Carer, do you think you can still take part in the things that are important to you?  
 Yes  No  Not sure  Other - please give details.....  
.....

**Thank you for filling in this questionnaire, your feedback is very important to us. Please return to our postal address: White House, The Willows, Slack Lane, Ripley, Derbyshire. DE5 3HF**

# HOW YOU CAN HELP

Derbyshire Carers Association is a not for profit charitable organisation, which means we rely greatly on donations from the public. To make a donation today, just fill out the form below and return to: **Derbyshire Carers Association, White House, The Willows, Slack Lane, Ripley, Derbyshire DE5 3HF 01773 743355**

## TEXT DONATIONS

To make an instant donation just text: **DERB25** and the amount (for example: DERB25 £10) to **70070**

## DONATION FORM

I WOULD LIKE TO DONATE	
Please make cheques payable to: Derbyshire Carers Association	

**MAKE YOUR DONATION GO FURTHER WITH** *giftaid it*

**MAKE YOUR DONATION GO FURTHER BY AN EXTRA 25%**

I confirm that I am a UK taxpayer and I want Derbyshire Carers Association to treat my donation and all donations I make from the date of the declaration and until I notify you otherwise as Gift Aid donations. Please tick

YOUR DETAILS			
TITLE			
NAME			
ADDRESS			
		POSTCODE	
EMAIL			
TELEPHONE			
SIGNATURE		DATE	

## THANK YOU

