

YEAR TWO | CARERS ASSESSMENT & SUPPORT SERVICE

You Care, We Care

Over 30 years supporting carers

www.derbyshirecarers.co.uk

2018 / 2019



HRH
The Princess
Royal

VISITS DERBYSHIRE CARERS
TO CELEBRATE 30 YEARS OF
SUPPORTING CARERS



IN THIS ISSUE

Royal Visit page 3

Finding Carers page 5

Carers Journey 6

Carers Needs page 8

Community Engagement page 10

Carers Training & Breaks page 12

Young Carers in Transition page 16

Next Year for Carers page 18



In partnership with





DEAR FRIENDS

DERBYSHIRE CARERS ASSOCIATION DELIVERY CENTRES

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Derbyshire Carers Association
3 Park Road
Ripley
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66-68 St Peters Street
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DE1 1SN
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OUTREACH OFFICES

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South Lodge
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Chesterfield
S40 2BF
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High Peak
Jubilee Day Centre
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Tel: 01663 745500

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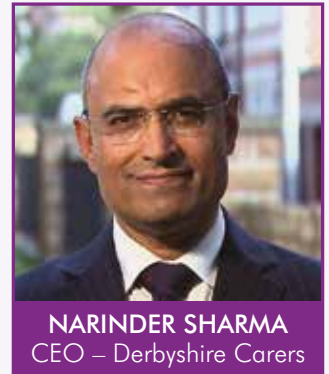
Year 2 - What a year it's been! With 1617 new carers registered, a royal visit, a rock song on the radio, new staff and volunteers, innovative projects... it's been extraordinarily busy yet wonderfully productive. Carers are the heartbeat of this charity and all our endeavours revolve around how we can best meet their needs and exceed their expectations. In this way, carers become stronger and communities become more inclusive.

We have received funding for a befriending project, targeting the most isolated and vulnerable clients. For lone carers particularly, this can be crucial. Carers are community heroes yet so often remain hidden in the home. Each day we speak to lots of carers who are going through complex emotions – guilt, fear, desperation. For those who are lone carers, the struggle can be even greater as they shoulder burdens without the assistance of siblings or neighbours. The cumulative effect of such stress can result in ill health.

Carers often forget to look after their own health and wellbeing so we've scheduled many activities throughout the year and across the county, dedicated to giving them some precious and ongoing 'me-time' – pamper days, canal trips, candle-making and soap-making, glass-painting. We've also provided training for carers in First Aid and manual handling, teaching relevant skills to help them look after their loved one.

A carer's sense of identity can be strongly affected by a caring role. It's often a demanding and exhausting timetable, juggling work and domestic circumstances. It's often a moral quandary too – how much of the responsibility should they take on, the need to empower the person they care for to make their own decisions yet protect them from being overwhelmed. Marriages and family dynamics can come under heavy

pressures. Having Derbyshire Carers Association help to navigate support services and make referrals can be a weight lifted.



NARINDER SHARMA
CEO – Derbyshire Carers

We've been working a lot with young carers, sourcing fun activities like the music project where young people (aged 10-12) wrote, recorded and performed their own pop song and produced a video. Our work within schools is proving a powerful tool in advancing a sense of social responsibility, with prefects guiding younger student-carers and clearly empathising with their needs.

The visit from HRH Princess Royal in January added a buzz of excitement to Head Office, with local carers thrilled to chat to the Princess and heartened to find that she was incredibly knowledgeable about the issues that affected them.

I must acknowledge the superb team at Derbyshire Carers Association, with 50 members of staff, all of whom are committed to protecting and empowering vulnerable carers, increasing their comfort and security, whilst creating a springboard for their ambitions and success. Their talents and experience stimulate the ideas and initiatives that propel us forward.

Huge thanks to the Commissioners in Derbyshire County Council. Their support enables us to reach more and more carers and give them the service to match the need.

Kindest Regards

Narinder

A ROYAL VISIT

Derbyshire Carers Association were thrilled to welcome The Princess Royal on Tuesday, 15th January 2019, as she unveiled a plaque to mark the thirty year anniversary of our charity.

Narinder Sharma, Chief Executive Officer of Derbyshire Carers Association says, "Getting royal recognition for their hard work and dedication was a real boost for carers. They are compassionate, hard-working local champions who give their time and energies selflessly."

The Princess Royal spent over an hour chatting to carers and staff about the need for respite and the importance of connecting with isolated carers. Many of the guests commented on her empathy and her genuine grasp of the pressures and struggles when looking after someone with long-term health needs.

Young carer Alex Walker (12 years old) was "over the moon" to be invited to the celebration and said, "This was an amazing once-in-a-lifetime experience to meet royalty and get to tell my story of how the DCA Young Carers Project helped me."

Carers came from across Derbyshire, along with the Mayor of Amber Valley Angela Ward, High Sheriff of Derbyshire Lucy Palmer, Jude Boyle, James Gracey and Julie Voller from Derbyshire County Council, Chris Poulson from Derby City Council and Cllr Alex Dale.

For Derbyshire Carers Association, this was a marvellous opportunity to raise awareness of carers and their needs, putting the spotlight on these community heroes.



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ABOUT US

Carers are family and friends who look after a loved one who due to illness, disability, mental health problems or an addiction could not cope without their help and support.

Derbyshire Carers Association (DCA) is a voluntary organisation which has supported unpaid Carers throughout Derbyshire for over thirty years. Life at DCA began when a local Carer recognised the lack of support for families supporting a loved one and wanted to make a difference to the many Carers all over Derbyshire.

The Association thrived over the following years introducing new services and opening new Carers Centres in Ripley, Chesterfield, Derby City and High Peak. In April 2017 DCA was awarded the Carers Service Lead Provider contract from Derbyshire County Council. Previously services for carers have been delivered by multiple agencies as well as by Adult Social Care. Having Carers Services in one place reduces duplication,

confusion and creates an open front door for all Carers. This was also an opportunity to introduce new services that enhance the wellbeing of Carers including training, breaks and partnership activities.

CELEBRATING YEAR ONE

The first year of the Derbyshire County Carers Assessment and Support Service was a massive success, celebrating great achievements and introducing new initiatives that increased awareness, support and coverage. 1542 new Carers registered with the service following referral from services including GP Practices, Hospitals, Adult Social Care Voluntary Partners and self referrals. We provided 6613 Carers with information, advice and guidance and completed 1795 Carers Assessments.

Our Community Engagement Service was launched and Carers from across the County accessed our Carer Support Groups, Training and Activities.

INTRODUCING YEAR TWO

Learning from successes in year one and engaging with Carers at Groups, Forums and via our Carer Support Work Team we were energised to ensure year two built on all that was great in year one.



FINDING CARERS

The 2011 Census reported there were over 6.4 million Carers in the UK, however not enough carers are likely to be receiving the support they need or are entitled to. One of the main obstacles to carers getting the right support is awareness – both self-identification and identification by health professionals.

Self-identification can be problematic as many carers, understandably, see their relationship with the person they care for as one of being a parent, child, neighbour, friend or partner and don't recognise 'carer' as a term they would use. (Carers Trust)

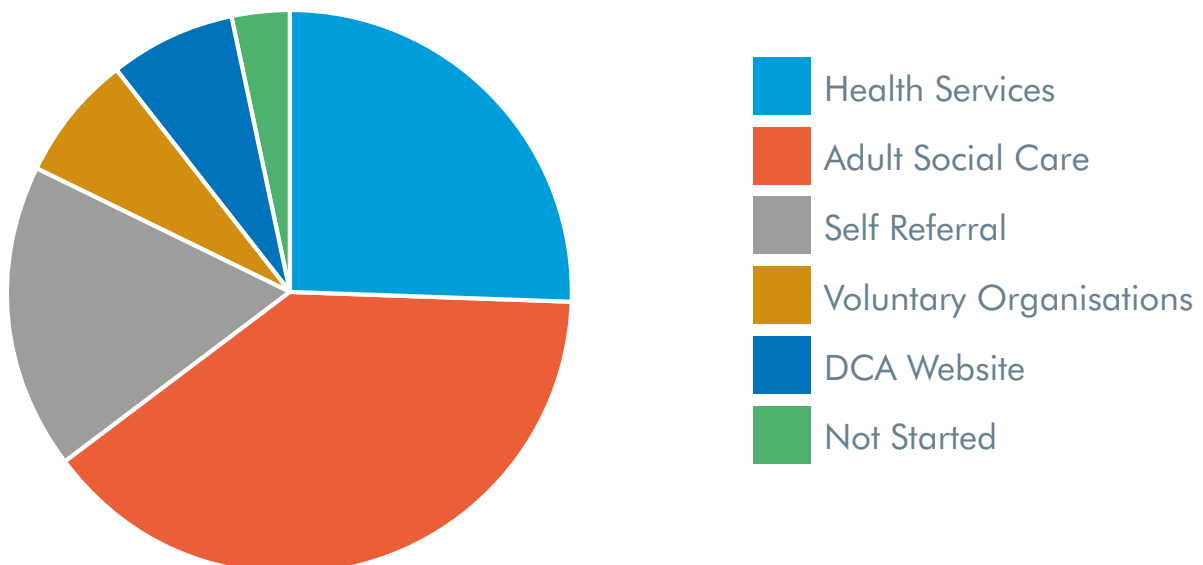
Ensuring all Carers are aware of Derbyshire Carers Association and receive high quality support is paramount to us all. With this in mind we have built close links with GP Practices across the County as well as Hospitals, Voluntary

Organisations and partners in Adult Care. Carers accessing their services can be referred into DCA for a Carers Assessment and ongoing support.

In year two we registered **1617** new Carers to Derbyshire Carers Association

"Thank you for the help received"

Referral Source



CARERS JOURNEY

TRIAGE

Every Carer we support is individual, some Carers are new to caring whilst others have been caring for a long time. We reach Carers at all different times of their Caring journey. This is why our services need to be person centred and available for the right Carers at the right time. The County Carer Support Team

have introduced a very effective triage system. Skilled, experienced and knowledgeable Carers Support Workers have the first contact with Carers to determine their level of need and urgency.

TIER ONE

Carers will be given access to information they require to stay healthy and safe and will be provided with information that is clear, accurate and in a relevant and suitable format to meet the Carer's and their family's needs.

This is low level need and can include telephone information, advice and support as well as signposting to other services.

Our Carers Support Groups will also be included to increase peer support and connect Carers together with their local community.

TIER TWO

The diversity of all Carers and their unique circumstances is acknowledged and respected throughout all we do.

For Carers with greater needs we can include a Carers Assessment Support Plan - which embodies the role of the Carer and reflects the support we have agreed to provide as well as an Emergency plan.

We also offer bespoke training to empower and educate Carers to support their caring duties. This includes manual handling and first aid.

TIER THREE

When caring is having a substantial impact on a Carers emotional, physical or psychological health we offer a more in-depth service to help reduce inappropriate caring, increase support and ensure Carers are aware of all of the help available to them.

This may include a referral to an Occupational Therapist or Adult Care to introduce additional services to reduce pressure and increase assistance.

Carers may still access a Carers Assessment but will receive additional ongoing support until the Carer feels in control and able to manage their responsibilities.



Clara's Story

Clara was referred to Derbyshire Carers Association in December 2018 as she was feeling overwhelmed by her caring role.

Clara's son Rory had an accident when he was a teenager, resulting in a severe head injury, sustaining life changing injuries and being confined to a wheelchair.

Rory has been totally dependent on his parents who have provided all necessary support since the accident and put their own lives on hold to be able to provide care to their son.

More recently Clara and her husband Bill were experiencing their own physical health issues including stoma, arthritis, a knee replacement, kidney injury, diabetes and mobility issues which have impacted on them being able to provide necessary support to Rory. Because of this they had to source the support of carers which has made them feel guilty about not being able to care for their son like they used to.

Another issue Clara reported was their garden which was needing some attention.

Clara and Bill talked about how they used to love spending time in their garden relaxing, however due to a combination of providing necessary care to Rory and their own health issues they found themselves in a position where they couldn't take care of the garden as they used to which impacted on their wellbeing.



Stock image

THINGS WE DID:

Joint Carer's Assessment completed for Clara and Bill resulting in:

1. They received a Personal budget which has enabled Clara to be able to go out for a coffee with her friend and to pay for taxis. It has also allowed Bill to purchase a new tablet which has enabled him to stay connected to the internet. This is paramount to his wellbeing for the times when he is unable to leave home due to providing necessary care to his son and his own health issues.
2. DCA providing emotional support with the aims of trying to help them come to terms with the fact they are unable to look after their son as they used to and for when they maybe unable to look after him in the future.
3. A referral to the Local Borough Council Garden Assistance Programme: Clara was given support to complete relevant

forms, obtain the identification and other requirement and ensure all the necessary information got to the relevant section of the Council.

HOW IT HELPED:

- Clara is now enrolled on the garden assistance programme therefore her garden and hedges are maintained on a regular basis which has had a positive impact on the whole family (due to meeting the criteria she receives this for free).
- Clara goes out for coffee with her friend and Bill is now able to stay connected to the internet which has also a positive impact on his wellbeing.

CARERS NEEDS

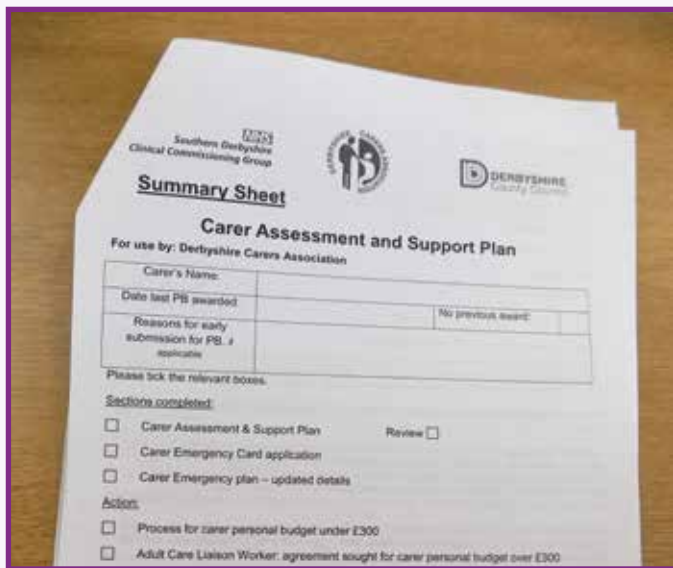
CARERS ASSESSMENTS

A Carers Assessment is a method which we use to determine the roles and responsibilities and necessary care provided by a Carer, what support is already being provided and how caring is impacting on a Carers health and wellbeing.

We are then able to put together a Support Plan co-produced with the Carer identifying what needs to be done, by whom and when. We ensure that carers are respected as expert care partners and have access to the services they need. Most Carers Assessments are completed in the home with a skilled and experienced Carer Support Worker. In year two we completed 2185 Carers Assessments.

EMERGENCY PLANS AND CARDS

Derbyshire County Council offer an Emergency Card scheme to give Carers reassurance by completing a Plan for the Cared For person should there be an emergency for the Carer meaning they were unable to care. This could be if they suffer a sudden illness or need unplanned surgery.



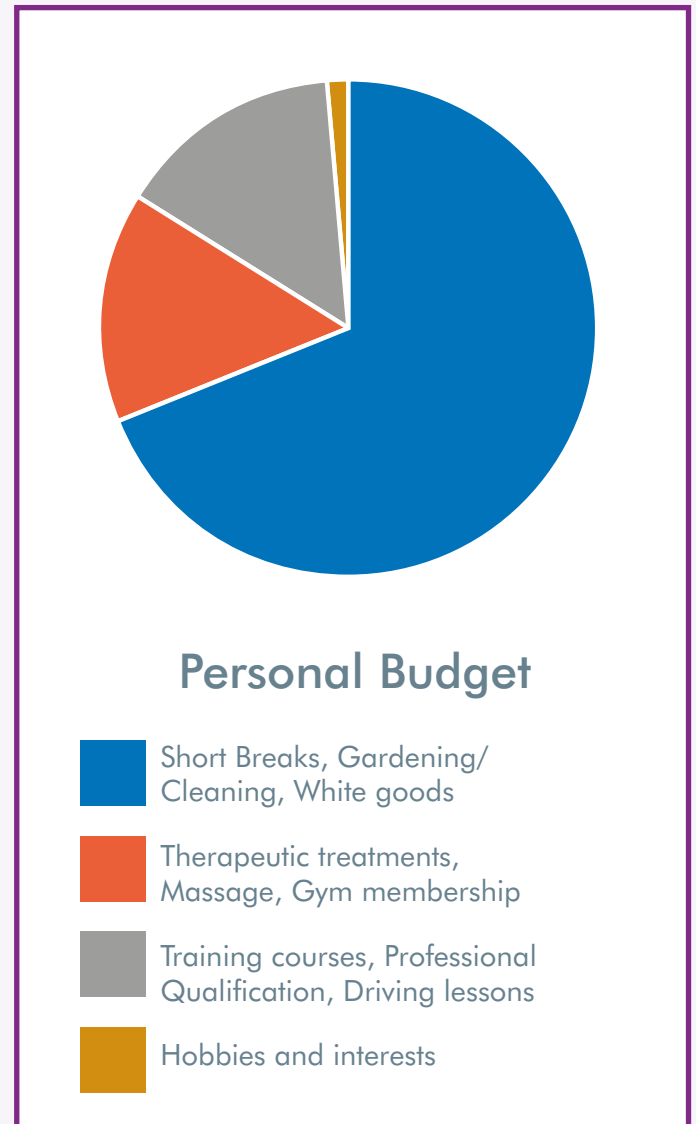
Derbyshire County Council provide Carers with an Emergency Card with a unique reference number to activate should there be an emergency. Derbyshire Carers Association complete Carers Emergency Plans alongside a Carers Assessment to increase peace of mind for Carers. In year two DCA completed 1566 Emergency Plans with Carers.

CARER PERSONAL BUDGET

Following on from an assessment Carers may be able to access a budget to help with additional costs of caring. This may contribute towards the costs of an item or equipment such as washing machines, breaks away from caring and training.

"Thank you for the personal budget it means a lot"

In Year two, on behalf of Derbyshire County Council we administered 1874 Carer Personal Budgets.



Joan's Story

Joan cares for her son Anthony who lives with her and has a brain tumour, epilepsy, learning difficulties, depression and mental health issues, including paranoia and a "reduced mental capacity to understand".

Joan also experiences her own medical condition and has undergone a series of operations, which have had a significant impact on her life and has resulted in her taking a lot of medication.

Her son requires a high level of care and supervision including: administering his medication; organising his clothes and assisting with any fine motor activities which he finds difficult (ie fastenings and shaving); preparing all his meals; helping with personal hygiene (he can experience

incontinence – including night time support); organising all his personal and social activities and providing transport; accompanying him to all appointments as he experiences short term memory loss and sometimes doesn't understand what is being said to him; providing company for him (if left alone for more than about 30 minutes he become very paranoid and agitated) and maintaining all household tasks.

She reports that her son is currently seeing 3 different consultants and 2 different nurses every month and has a support worker who is scheduled to take him out for 3 hours a day for 3 days a week

Joan also cares for her elderly parents as much as she can, but this is limited due to the caring role she provides for her son.

Joan has been taken off ESA and is now on universal credit of £194 plus her carer allowance. She has found it a struggle and has tried to appeal with the help of Citizen's Advice, but to no avail. Her elderly parents help her out financially which she doesn't like.

Joan experiences feelings of exhaustion and overwhelming tiredness. She is concerned for the future for all the people she cares for and is extremely worried about her financial situation. She reports she feels "awful" asking her elderly parents for financial help, but that without it she wouldn't be able to provide the activities her son requires to manage his condition.

She reports she can't afford to go out herself or on holiday and that the only time she has to herself is when her son goes out with a support worker. "If he doesn't go out or the support worker is ill, then I can't go out either".

THINGS WE DID:

A Carers assessment was completed with a recommendation that a personal budget is awarded to enable the carer to take a break away from her caring role. Joan hopes to have an "overnight stay somewhere with a nice meal or spa weekend for a treat".



Stock image

HOW IT HELPED:

Joan reports that without the support of DCA and without the award of a personal budget she wouldn't be able to afford a break and would "go under".

COMMUNITY ENGAGEMENT

CARER SUPPORT GROUPS

Peer Support Groups can be a valuable resource for many Carers who are able to attend and share their thoughts, successes, frustrations and care with one another. Carers may feel more connected to their local community and build friendships with other Carers. DCA have many long-standing Carer Groups which are facilitated through the generosity of dedicated Volunteers. There are currently 16 Carer Support Groups offered by DCA. In year two we have strengthened these existing Groups to ensure they are accessible and offer a variety of support activities, training and information sessions.

In Year Two we introduced new Groups following requests and suggestions from Carers. Our Learning Disability Coordinator Peter has liaised with Carers throughout the County and together introduced two new Groups specifically for Carers supporting a loved one with a Learning Disability. The Independent Living Action Group is a quarterly forum for people (and interested carers) who are living at home with parents, living in Supported-Living arrangements (in smaller, or larger groups) or living independently. The purpose of the forum is to share experiences, positive and negative of living at "home" wherever that may be, of what people do, can't do, and would like to do.

We also continue to work together with other services including Derbyshire Dementia Support Service, BME (Black and Minority Ethnic) Communities and GP practices to offer partnership Care Support Groups to increase choice and accessibility for all Carers throughout Derbyshire.

"You gave us hope and light"

Every month over **370** Carers attend a local Carer Support Group.

CARERS PLEDGE

The Derby and Derbyshire Pledge is a real commitment to the people who dedicate themselves to helping others and often have to fight every day to get the help they and their loved ones need.

So many unwaged carers across Derby and Derbyshire are not identified or supported. Signing of the pledge is a real partnership commitment to improving the future health and well-being of all carers and recognising the value of their caring roles.

Carers play such a vital part in the health and wellbeing of those they care for so it is only right that we should help and support them as well. To help enable carers to get the support they need to live their lives, or to continue or get back into work, this pledge is a major step and will help everyone involved. Derby and Derbyshire is taking a lead and is putting better support at the heart of our integrated health and social care system.



Maxine's Story

Maxine is a carer for both of her parents. They have been diagnosed with vascular and Alzheimer's dementia, and have additional health conditions that affect their mobility, their ability to maintain the home, and engagement with the community.

Maxine also provides a supportive role for two grandchildren, making them breakfast and taking them to and from school.

Maxine was supporting her parents with most aspects of their day to day needs and was visiting them numerous times during the week, as well being in contact by telephone at all times.

THINGS WE DID:

A DCA support worker helped Maxine apply for a personal budget, which she has used to pay for a gym membership.

DCA support worker also applied for an emergency carers card for Maxine.

Maxine also expressed that the Carers Assessment was a form of intervention and that through the assessment she has realised how stressed she was and put additional support into place after the conversation we had.

HOW IT HELPED:

Maxine realised how stressed she was and that she need to do something about it.

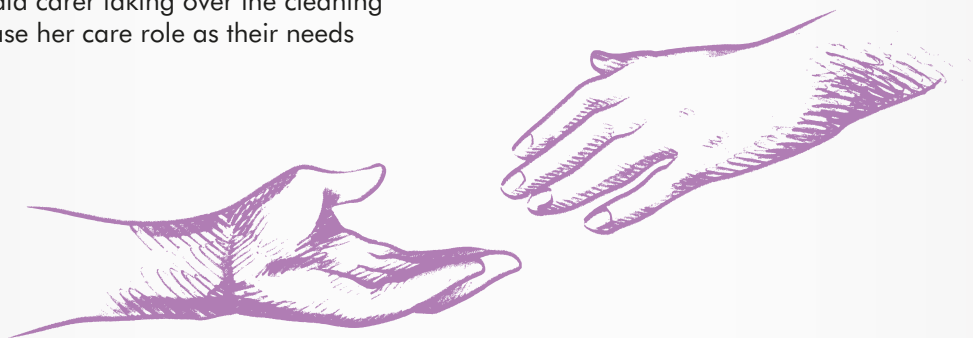
Maxine has employed a carer to help and support her parents for 4 hours a week, with the intention of them building a relationship and the paid carer taking over the cleaning and increase her care role as their needs increase.

Maxine is managing to attend the gym at least once a week which creates some time and space for herself, and allows her to stop thinking about everything else.

Maxine has expressed her appreciation in the role DCA plays – 'I would feel very alone if I didn't know that you and the rest of the team were there if needed'.



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CARERS TRAINING AND BREAKS

CARERS TRAINING

Within year two we have continued to offer first aid and manual handling courses to Carers across the County. This has given greater confidence and reassurance to Carers on how to lift and carry a loved one safely without it impacting on their own physical health as well as help to support a loved one in a medical emergency including choking and resuscitation.

In year two 138 Carers attended a manual handling or first aid course. We have also partnered up with Walking for Health to provide walking groups over the spring and summer. 204 Carers have joined us at one of the walking groups.

CARERS WEEK

Carers Week is a national awareness raising and celebration of Carers that DCA always participate in. This year we created a programme of events, activities and awareness raising trying to ensure we offered all Carers a local event.

"Thank you for the Carers ball"

Our Cromford Canal walk and boat ride was a huge success with over 75 Carers joining us on the day. In Shirebrook and Chesterfield we hosted Carers Information events where we were joined by BBC Radio and many services throughout the County to inform local Carers of what support is available as well as raising awareness of Carers on BBC Radio Four.

In South Derbyshire we hosted a Carers walk at Calke Abbey which again was well attended by local Carers.



CARERS RIGHTS DAY

This year we focused on Mental Health Carers and together with Core Care Standards at the Derbyshire Healthcare NHS Foundation Trust we hosted a Mental Health Carers Express at Kingsway Hospital.

Staff and Volunteers within the trust listened to short presentations from a range of Carer Groups and Services to increase their awareness and be able to confidently signpost Carers within the Trust.



Andrew Bomford from the World at One interviewing Carers during Carers week for Radio 4

Sophia's Story



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Sophia contacted DCA recently, very emotional and not knowing where to turn. She cares for her Husband who had been in respite care.

Overnight he had wet the bed because he cannot get up and that morning she could not get him up.

She was unable to lift him due to her own back problems and was crying that she could not change the bed or clean him up.

She said before he went to respite he had some movement but now could not move at all. He has prostate cancer, lives with Dementia and is hard of hearing.

HOW IT HELPED:

The outcome was that GP decided husband required admission to hospital and ambulance was called. Following on from this, nursing care was arranged with the District Nurse.

DCA called Sophia a couple of weeks later and she was much happier that care had been put in place for her Husband and she was not having to do his personal care or lifting any more. She said she had also managed to get out to see a friend she had not seen for a while and was feeling much better in herself.

Sophia said she had gone blank on that day and felt no one was listening to her. After calling us and getting the help from our support worker she finally felt listened to. Sophia was grateful for all the help put in place.

THINGS WE DID:

1. Call GP Surgery who had told Sophia they had no appointments, I made them fully aware of the situation and they agreed for a GP to do a home visit asap.
2. Brokerage who were going to call Sophia to inform her of ongoing care available to her as they would have to pay for care.



LEGAL, FINANCIAL AND EMPLOYMENT HELP

Many Carers have to leave employment or reduce hours because they are unable to achieve a work/life balance. Having greater compassion and understanding as well as introducing policies such as flexible working and time off for appointments can help Carers remain in employment for longer.

DCA have received funding from Learn Direct to help support Carers in Employment. We are working with small and medium employers to introduce the Carers Pledge which will enhance, develop and support new policies and procedures which will increase flexibility and support for Carers to help them remain in employment.

We completed research with the University of Derby around Carers in Employment and the benefits of remaining in employment. Most Carers reported that they wanted to stay in employment because it gave them financial support, reduced isolation and loneliness as well as having an identity for themselves.

"As a Carer I realise how important your work is"

LEGAL CLINICS

In year three we will be introducing a finance clinic alongside our legal clinics. This will be to help Carers plan for the future including care home fees.

We see the importance of Carers getting the correct professional advice, especially in these times of cut backs to traditional advice giving services.

We offer a free legal advice clinic in partnership with Rothera Sharp Solicitors. Clinics are held in Chesterfield, Ripley, Derby and Long Eaton each month and Carers can access a free 30 minute consultation either during a clinic or over the telephone if they are unable to attend.

Carers can ask questions on issues concerning them including Lasting Power of Attorney and Care Home Planning. During year two over 220 Carer accessed a free legal clinic with us.



Free Advice Clinics 2019

Do you need some free legal advice?

Rothera Sharp Solicitors and The Carers Association are joining forces to provide weekly legal clinics from 4 locations across Derbyshire, including: Derby, Ripley, Chesterfield and Long Eaton.

Our experienced solicitor will be on hand to advise you on a range of matters, including:

- Wills, Probate & Trusts
- Care Home Fees
- Powers of Attorney
- Moving House
- Family Matters
- Personal Injury
- Dispute Resolution
- Business matters

Locations and times of each clinic can be found overleaf

Adam Cotterill - Solicitor

Adam is one of our experienced clinic advisors and he will be on hand to offer visitors advice that is tailored to each individual, in a friendly manner that is easy to understand. Adam grew up in Derbyshire and he is delighted to be involved in his local community and ensuring residents have access to legal advice whenever they may need it.

Rothera Sharp solicitors offer you a proactive and forward thinking approach – supporting and guiding you through the legal maze. We pride ourselves on the personal service we deliver to our clients, creating long-lasting relationships built on trust.

We will also have a new Financial Advice Clinic

Davy Hudson will be running the financial advice clinic in Derby on the 4th Tuesday of every month. Providing specialist, face-to-face advice on a range of matters:

- Investment Planning
- Inheritance Tax Planning
- Retirement Planning
- Intergenerational Planning
- Later life planning

Davy Hudson is a Chartered Financial Planner and a member of the Institute of Financial Planners (IFP).

Member of Rothera Sharp Solicitors Ltd

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Jill's Story

Jill is caring for her mum who has complex arthritis and care needs throughout the day and night time. No social care is involved at this time Jill is living in the same home has given up full time work to care and only works a few hours on a zero hour contracted basis.

Jill has some struggle with anxiety and depression and has limited access to the wider world often due to the wellness of her mum. She is happy to do the care for her mum though recognises that this has changed with her mum's poorer mobility.

This has meant they are not as able to go out as often to socialise or enjoy things as previously.

Working zero hours contract has benefits for accepting work at times when her mum is well enough to be left, the down side is that her earning is limited. Jill's hobbies and interests are dependent upon mum being well enough to be left. She is reliant upon public transport to access wider world so going out takes longer than she would like.

Jill has no other family members nearby to give support or respite, and she expressed a need for some intervention of care or sitting service support for her mum.

Jill wanted a Personal Budget to attend singing lessons to build the voice and promote experience and confidence with singing. This hobby enhances her wellbeing and helps with managing complete escape from the caring role.

THINGS WE DID:

1. A request for Personal Budget award for Jill to support wellbeing and mental health with singing lessons.
2. Jill identified that mum was now worsening in condition with mobility. A referral was made to DWP home visiting team to come to the house to offer support at home with access to the higher rate Attendance Allowance.
3. A referral to Social care to look at support for sitting service and pendant call alarm was also made.

HOW IT HELPED:

In Jills own words

"I received a cheque this morning, which will ensure that I can undertake my course of singing workshops in the autumn and, also, consolidate these with further individual singing and coaching sessions, as well.

Also, thank you for suggesting that we might be eligible for the Higher Rate of Attendance Allowance and for arranging for the DWP Visiting Team to come and help us with the application. As you know, the application was successful and we are now in receipt of this, as needs during the night have increased."

Outstanding Telecare referral is still in process for call alarm.



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YOUNG CARERS IN TRANSITION

DCA has a dedicated Young Adult Carers Worker who supports Carers aged 18 to 25 as well as liaises with Universities, Colleges and employers to increase awareness, flexibility and compassion for Young Adult Carers.

Our Carers Assessment and Support Service links in closely with the Young Carers Service creating a holistic whole family approach and ensuring Young Carers are identified and supported when working with Adult Carers with a family.

Our aim is that Young Carers or Young Adult Carers, are able to thrive and develop educationally and fulfil their aims outside of their caring roles.



Jack's Story

Jack cares for his wife, Dianne who requires palliative care and has multiple health issues. Dianne

also experiences severe pain and poor functional transfers and mobility. She is also at high risk of falls particularly when her cognition deteriorates.

Jack reports that Dianne is "really struggling to walk around the bungalow" and the couple use a glideabout commode as a transfer chair which Jack pushes. Her difficulties are exacerbated by recurrent infections and muscular/skeletal difficulties.

Jack himself sustained multiple fractures resulting in ongoing pain and reduced range of movement in his shoulder and back problems following a motorbike road

traffic accident. He uses a walking stick and crutches for mobility and has a recliner chair and profiling bed for his comfort.

Dianne requires a high level of care and supervision including: administering her medication; assisting with transfers and washing and dressing, including personal hygiene after toileting (which both Jack and Dianne find embarrassing) and continence care and night time care; preparing all meals and drinks; supporting with all household chores and maintenance; providing all transport needs together with accompanying her to the many appointments she needs to attend and being vigilant and responding to any slight changes in her condition in order to pre-empt a uncontrolled deterioration in her status.



Stock image

Jack experiences feelings of exhaustion and overwhelming tiredness. He worries and is concerned for the future and is extremely worried about what would happen to Dianne in the event of an emergency. He says their situation is worsening – especially Dianne's mobility – and with Jack not in particularly good health himself: – the demands and physicality of his caring is increasing and taking a greater toll on his own health. The couple also now reluctantly feel that 24 hour respite care would be required in the event of an emergency.

THINGS WE DID:

A Carers assessment was completed with the following recommendations and actions:

DCA support worker referred to the Social Services Occupational Therapist for the provision of permanent ramping and an adapted toilet (Biobidet) which will allow Dianne to attend to her own toileting needs. This will preserve the couple's dignity and Dianne's autonomy. Ramping will help manoeuvring Dianne's wheelchair and thus reduce the strain placed on Jack's back. DCA support worker assisted in the completion of a detailed contingency plan including advice and the formulation of a comprehensive care plan including "in the event of death care plan" and the names and contacts of medical practitioners for advice and guidance. This was used by Jack when visiting 24 hour facilities to ensure they would be able to

provide an appropriate level of care. DCA worker then applied directly online for a Carer's Emergency Card.

DCA worker submitted an assessment for the provision of a personal budget to allow Jack some time away from his caring role.

HOW IT HELPED:

Jack reports that the provision of the Biobidet helped reduce the anxiety he felt having to assist Dianne attend to very personal hygiene tasks whilst allowing for a dignified way for her to clean herself independently or with minimal assistance. It also reduced that strain on Jack's back and pain experienced when bending over in confined spaces to assist. He reports that the adaptation has greatly improved the couple's health and wellbeing both physically and mentally thus sustaining and easing Jack's caring role.

Jack reports that both he and Dianne feel very much reassured following the formulation of a comprehensive care plan and contingency plan and the application for a carer's emergency card. Jack reports that without the support of DCA and without the award of a personal budget he wouldn't be able to afford to socialise and that he found it relaxing and better prepared him as Dianne's health continues to deteriorate.

NEXT YEAR FOR CARERS

In Year Three we will continue to offer all of the existing support for Carers including Carers Assessments, Information, Groups and Training. However, through consultations with Carers and feedback from our Carer Support Workers we are introducing a whole range of new services which will improve the lives of Carers living in Derbyshire. These include:

“Derbyshire Carers you do a fantastic job”



CARERS VOICE

We ensure that the needs and wishes of Carers are threaded through all that we do. In Year three we will be inviting Carers to join our Carers Voice project and be actively involved in the development of our services.

We will be hosting focus groups and completing telephone and postal questionnaires to review services and empower Carers to be actively involved in the future development of services.



TELEPHONE

BEFRIENDING SERVICE

Many Carers find it difficult to leave the person whom they care for, this may be due to the person being vulnerable and unsafe if left alone, feelings of guilt leaving a loved one at home, transport issues, mental and physical health issues and increased anxiety for the Carer.

Many Carers don't have a social outlet or a chance to hold a conversation, general friendly chat or talk about their role as a Carer. DCA Volunteers can regularly call Carers who are feeling isolated and lonely for a friendly chat.



PARTNERSHIP WORKING

DCA has established partnerships with a number of health, voluntary and statutory services to increase the support we offer and build greater links between our services.

Our Community Engagement Team is a group of skilled and experienced members who all work in areas which increase awareness of Carers, improve access to services and increase partnership working.

DCA's Learning Disability Coordinator has been a key member of Learning Disability Partnership Boards and LD Services consultations ensuring that Carers Voices are heard and represented.

Our Carers in Employment Service is building partnerships with employers across Derbyshire to ensure there is more support to help Carers remain in employment. Our Community Development Team has developed partnerships with other voluntary and health services to increase peer support through activities such as groups, events and training.

During year two we have worked in partnership with Links CVS to increase the support available to Carers within BME communities. Together we have introduced BME Carer Support Groups and enhanced the way that we identify and support Carers from all backgrounds.

Our long standing relationship with the University of Derby has been strengthened during year two as we have worked together on a number of research projects which will help raise awareness of Carers and issues which impact them. We are delighted to announce that we have a University of Derby Research Assistant based at Derbyshire Carers Association.

This will further develop our research into Carers issues and help DCA and other services better understand what is important to Carers and how their needs can be better met.



WHAT YOU SAY ABOUT OUR HELP

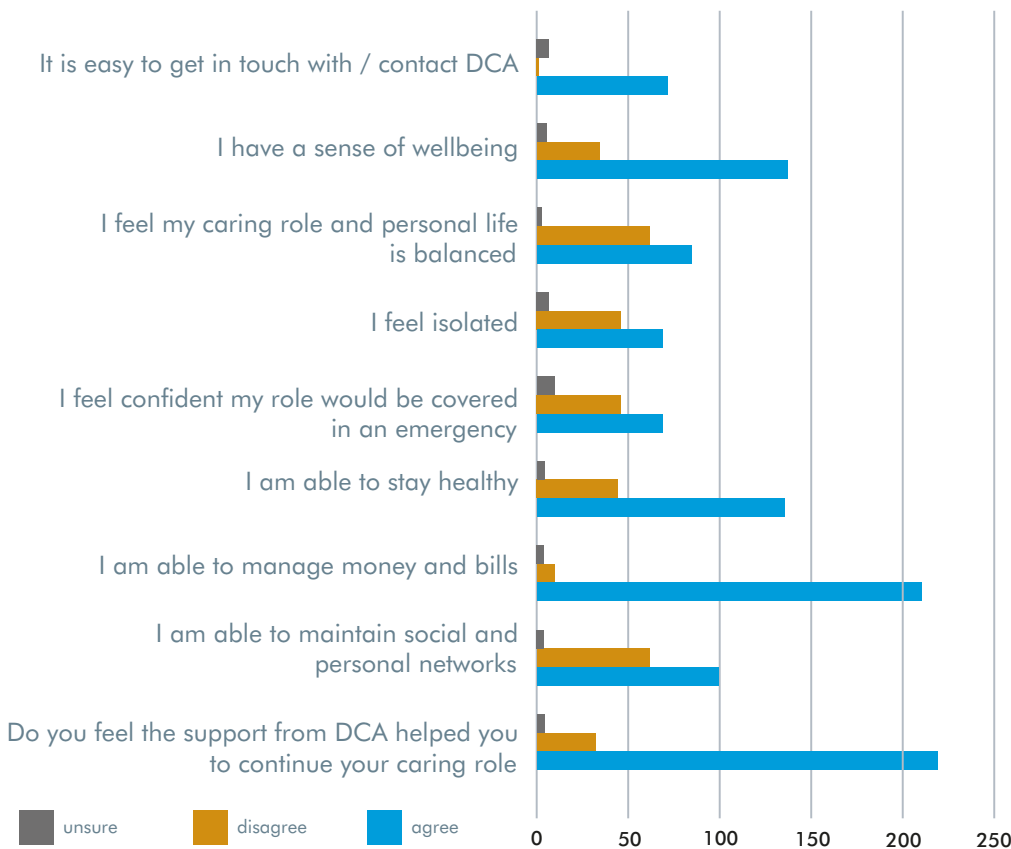


CARERS ARE A CRUCIAL – AND OFTEN UNRECOGNISED. OUR JOINT COMMITMENT SHOWS HOW DERBY AND DERBYSHIRE WANT TO CREATE A PLACE WHERE CARERS ARE VALUED AND SUPPORTED BOTH IN THEIR CARING ROLE AND AS INDIVIDUAL.

OVER THE NEXT 12 MONTHS WE WILL CONTINUE TO WORK WITH CARERS TO BRING THE COMMITMENTS TO LIFE TO ENSURE CARERS ARE VALUED AND SUPPORTED IN THE INCREDIBLE WORK THEY DO.



Evaluations September 18 – April 19



1617

New Carers identified

16

Carer Support Groups

2185

Carers Assessments completed

1566

Emergency plans completed

1874

Carers personal budgets administered