

CARING MATTERS

Spring/Summer 2019

A FREE magazine for carers in Dorset

Primary care is a key focus of new national plan for carers

NHS England's Long-Term Plan for carers emphasises the importance of developing primary care services to cater for their needs.

To help this happen, Quality Markers are being developed with the Care Quality Commission. These will identify Carer-friendly GP practices that promote:

- the identification of carers among their patients
- health checks
- flu jabs
- referral/signposting to advice and support.

The aim is to reduce carer breakdown and improve quality of life. *Cont'd on P 4*



CARERS LEAD: Claire Downton-Jones

It's Carers' Week from June 10-16. You can read more on P 16.



Local Government in Dorset underwent a major change on April 1. Find out if it will affect you as a carer on P 7.

Tips on coping with dementia changes

THE St Ambrose Cottage Carers Centre in Westbourne offers free monthly workshops for carers looking after people with dementia who live in the Bournemouth, Christchurch and Poole Council area.

The workshops are for small groups of carers and run by qualified health professionals.

The sessions look at practical tips and guidance to assist in managing changes in understanding and behaviour associated with dementia.

Course content includes helpful tips for communication, managing general confusion, low mood, apathy, anxiety and agitation.

There are also follow-up sessions for carers, to share what worked and what they might try in the future.

Emotional support to reduce isolation

NINE Carers Emotional Support training courses are being held from April 2019 to March next year in the Dorset Council area. The course teaches carers how to:

- understand the common symptoms of dementia
- how to cope and manage common challenging behaviours specific to the person they care for
- recognise stress in themselves and the impact it has on both them and the person they care for
- develop helpful strategies and learn about services that could help.

The key aims of the training are to:

- support carers by providing training and advice on caring for a family member with dementia
- support carers' wellbeing through various means
- improve access to carers training in the north and west of Dorset
- improve carers' understanding of dementia: diagnosis, types, stages, changes in care needs, behaviours and end-of-life care
- to provide emotional support so that carers feel less isolated.

If you would like to find out more about the courses, please call 01305 214500 and ask for Christina Whitchelo.

If you require Caring Matters information in an alternative format, please call: **01202 458204** for carers of people living in **Bournemouth Christchurch and Poole Council area** and **01305 221016** for carers of people living in the **Dorset Council area**.

Oakley Friends offer support, advice and a warm welcome



CIVIC THANKS: From left, the then Mayor of Poole, Cllr Lindsay Wilson, Oakley Friends Ann Nicoll (holding the presentation clock), Wendy Barnes and Jennifer Seymour and the then High Sheriff of Dorset, Jacqueline Swift DL.

OAKLEY Friends is a volunteer group of carers and former carers who have experience of looking after people with dementia.

They offer support to people who are currently looking after someone with the disease, helping them to cope with the difficult tasks ahead of them.

Last year their contribution was recognised with a Civic Award (see picture).

Oakley Friends meet on the last Wednesday of each month at The Canford Magna Centre, Oakley Lane, Canford Magna, near Wimborne. Carers are welcome wherever they live.

Meetings starts with a friendly get-together followed by discussions, either with a professional speaker or just self-help advice.

Twice a year there is a 10-week training course on offer, covering a wide range of topics, including:

- Memory Assessment Service
- Medical aspects
- Poole Lifeline
- Legal matters
- Continence problems

Carers certainly feel they benefit from attending the courses. For example:

I cannot thank Oakley Friends enough for their loving support. Its a lifeline for me and the course has been wonderful.

* * *

Lovely experience, very friendly and most sessions had a light-hearted element.

For information about future courses, contact:

| | |
|-------------|--------------|
| Judy Barnes | 01202 021705 |
| Ann Cole | 01202 631356 |
| Ann Nicoll | 01202 690554 |

or email:
oakleycom@oakleyfriends.co.uk

There is no annual membership fee, but a voluntary donation of £10.00 is gratefully received.

Plan focuses on primary care

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It is not obligatory for practices to adopt the NHS England Quality Markers for supporting GP practices to become carers friendly, but they could be used towards CQC inspections if they do.

The plan says that around 5.5 million unpaid carers in the UK will benefit from greater recognition and support.

It pledges to identify and support them, particularly those from vulnerable communities.

The adoption of carers' passports, through the pan-Dorset Carers Card, will be encouraged. This will identify someone as a carer, and will be complemented by developments in electronic health records.

The plan also pledges to help health and social care organisations to support carers, including young carers, to avoid them reaching breaking point and ending up in hospital.

WORKING TOWARDS CARER-FRIENDLY GP PRACTICES

CLAIRE Downton-Jones is Carers Lead at the Eagle House practice and Families Medical Centre in Blandford.

Claire explained: 'Having Carers Leads at GP practices is vitally important in supporting carers with early information and signposting.

'Patients caring for a loved one need to be aware of what their practice can offer to help them manage their own health and caring role.

'Alongside this, most practices have support for carers to be involved and informed about the person they are caring for.'

Claire sends out carers information packs and will often be a port of call for advice from other members of the practice staff to help them when they are working with carers.

'The practice wants to keep carers well, as they play a vital part in the support and care of someone,' said Claire.

'Knowing that someone is a carer can help them get better support for their physical and mental health wellbeing.

'So please let your practice know that you are caring for a loved one so that they can ensure that your caring role is noted on your patient record..

'And be sure to keep the practice up to date with any changes in your situation or contact details so that staff are in the best position to help.'



CARERS LEAD: Claire Downton-Jones.

Providing support for Carers Leads

Lizzie Adams (pictured) took up her new role to support GP practices to become more carer friendly in October last year.

As a Carers Engagement Facilitator, her first point of call with practices is the Carers Lead that each one has (see story opposite)

'A key part of my role is to make sure that Carers Leads in all of Dorset's practices are well supported,' she said.

'They are very important in helping to improve the service that GPs and their staff can offer carers which make such a difference to carers' lives.'

In some areas, Carers Leads meet together to exchange ideas, which Lizzie says works brilliantly and which she would like to see happening across the county.



CARERS ENGAGEMENT FACILITATOR: Lizzie Adams

Joining forces to help people with multiple needs

MANY carers are looking after someone with both health and social care needs. Having to deal with many different services makes life more difficult and complicated.

Now services are far more integrated, as demonstrated at the Weymouth Hub, based at Westhaven Hospital. Duty

workers and admin coordinators are based there to make sure care is joined up. The hub has one point of access with three health and social care coordinators taking calls seven days a week. There is input from social care, community nursing, community therapy,

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Joining forces to help people with multiple needs

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the ambulance service, the consultant geriatrician, local GPs, community psychiatric nurse, community matrons and the voluntary sector.

With access to all IT systems for all teams and a strong belief that this is everyone's hub, there is a 'can-do' attitude.

For local teams it's a central point of co-ordination where they can easily access information, care resources and support.

Leonardo Trust offers financial help

THE Leonardo Trust is a registered charity providing financial assistance to unpaid carers.

'We know that being a carer is hard work and finding time for yourself can be difficult, that's why we are the *Carers Emergency Service*,' says new manager Donna Blanche.

'Whether you need a short break, domestic help, sitting service, urgent repairs, furniture, domestic appliances, gym membership, driving lessons, counselling, advocacy or something else, we can help. We can also support carers groups with seed funding, trips out, meals and so on.'

For more information or to download an application form, please go to: www.leonardotrust.org. Alternatively you can email info@leonardotrust.org or telephone 01202-698325



Twenty local nursing and residential care homes also have direct access.

Transformation of services has been achieved using existing resources.

Questions to help staff identify carers

A NEW scheme to help health and social care staff identify someone as a carer is to be launched in June.

A card that will fit into the back of the staff identity lanyard prompts them to ask four questions:

- Do you look after someone?
- Are you looking after yourself?
- Do you have all the help and support you need?
- Are you (or the person you care for) well?

Debbie Hyde, Carers Joint Commissioning Manager for Bournemouth, Christchurch and Poole Council, said: 'We hope this will help staff to identify someone as a carer so that we don't miss an opportunity to offer them the help and support they are entitled to.'



These 6 authorities form Dorset Council

All change, but carers need not worry

MAJOR reorganisation of local government in Dorset came into operation on April 1.

Nine original councils have now formed two unitary authorities: Bournemouth, Christchurch and Poole Council and Dorset Council, for the rest of the county.

Each authority will deliver all local government services in their areas.

This change is designed to help protect local services, generate further economic growth, reduce costs, and provide more efficient councils.

But how will it affect services for carers? Jan Thurgood, BCP Council's Director

of Adult Social Care, said: 'A top priority for us has been to ensure that all carers living in Bournemouth, Christchurch and Poole have continuity of services when we start the new BCP Council.'

'Carers and the people they care for will not experience changes in the services which they are receiving as we move into the new council.'

'We place great value on the role that carers provide and will be ensuring that we engage very closely with carers so that we continue to provide quality services, which meet the needs of carers across the Bournemouth, Christchurch and Poole area.'

New Bournemouth, Christchurch and Poole Council



PRAMA charities - providing support to many people in many different ways

PramaCare came into existence in 1982 when GP Dr Chris Moran formed a group of volunteers to help people when they left hospital to go home. Thirty-seven years later there are now three linked Prama charities, speaking up for - and providing services for - older and vulnerable people in the community in Poole, Bournemouth and East Dorset. The aim is to reduce isolation and enable them to stay independent for as long as possible. The original handful of volunteers has now grown to more than 200 and there are 300 paid staff.

Take a trip - it will do you good and others too

IMAGINE if you could set off on a wonderful holiday abroad, a refreshing UK short break or even a fascinating day trip, knowing that you would be sure of a great time and that vulnerable people would benefit too.

You can - if you book with Ferndown-based PramaTRAVEL or Barrington Tours, part of the PramaLIFE charity.

As Sara Keets, of PramaTRAVEL, explained: 'These services have become just one of a number of innovative ways to help raise funds for our local charitable work.'

It is a fully-fledged travel agency which provides some package holidays as well as organising bespoke trips to a destination of your choice.

PramaCARE at home PramaCARE offers support at home when some of life's day-to-day tasks like dressing or cutting your nails becomes difficult or impossible. Each package of care is tailored to the individual and there is a sitting service to give carers a break.

Five hundred clients now receive care and 800 use the toe-nail cutting service. Support is also given to people with an acquired brain injury.

The Care Quality Commission rated the 'care' category in its inspection as 'oustanding'. To find out more Tel: 01202 207300 or visit pramacare.org.uk

Sara added: 'Our team at the Barrington Centre in Ferndown works tirelessly to ensure we cover all your travel needs.

'There is a dedicated tour guide and the itineraries are carefully reviewed so we can advise on concerns such as mobility problems.

'Our UK destinations include places of historical significance, for example Bletchley Park, cultural trips to theatres and museums, experience days, river cruises, steam trains, castles and country houses, as well as local sites of interest.

'We even cater for specialised requests such as the Olympia Horse Show,
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PramaLIFE, working in the community

PramaLIFE is a community outreach programme across the Bournemouth, Poole and East Dorset areas, including the Barrington Centre.

A wide range of activities and services is on offer to tackle social isolation and support independence, self-sufficiency and dignity. Activities include:

- dementia and age-friendly clubs

- chaplaincy and befriending
- carers' support groups
- local community activities and
- inter-generational programmes.

Some clubs focus on specific hobbies like gardening, sporting memories or keep fit.

Some support people living with dementia, others simply provide a space where you can natter over coffee!

There are also social group trips out by minibus.

Mental health help 'on the go' for young people

YOUNG people in Dorset will have improved access to mental health services through a new online resource which has been commissioned by local health and care organisations.

The service – Kooth – will give young people between the ages of 11 and 18 (up to their 19th birthday) unlimited access to professional online counsellors along with moderated forums, self-help materials and a mood journal, where they can record their thoughts and feelings.

Young people are encouraged to identify their own goals and monitor progress with their counsellor, charting movement as progress is achieved.

The Kooth site is accessible at any time, via any connected device, helping to eliminate the stigma often associated with asking for help.

Kooth has been commissioned by Dorset Clinical Commissioning Group (CCG), Dorset Healthcare University NHS Trust, the former Dorset County Council, Bournemouth Borough Council and the Borough of Poole.

Public Health Dorset's Head of Programmes Jo Wilson said: 'We know that around one in 10 young people are experiencing mental health issues. It's important that those who need help can get the support when and where they need it.'

'Young people have been telling us they want to be able to access advice on the go, so it's great we've now got Kooth, which they can use from any device connected to the internet.'

Log on to the Kooth service at www.kooth.com.

Why not take a trip with PramaTRAVEL?

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Widecombe Fair and a visit to the Poppy Factory in Richmond.

'Our upcoming short UK breaks include York and North Wales.

'For those wishing to travel further afield there are guided package holidays to Italy, Paris, USA, Dubrovnik and Israel,' said Sara.



For further information please visit <https://www.thebarrington.online/barrington-coach-tours> or call today on 01202 894858 and start travelling!

News for young carers

Megan snaps up a photography prize



Proud young carer Megan receives her award from Roz Scammell, President of Bournemouth Rotary, organisers of the competition

A step towards independence at age 18

MEGAN is 15 and a young carer for her mum who has various health problems.

She is currently in year 11 studying for her GCSEs and is very passionate about cooking and photography.

Recently Megan entered the Young Photographer of the Year competition run by Bournemouth Rotary.

On a trip out to Lulworth Cove, she took some stunning pictures, which went on to win her a category prize in the competition.

Megan is looking forward

to attending Saturday art classes at Bournemouth University to strengthen her art skills.

She enjoys attending the young carers group every week and being able to spend some time with friends.

She has been involved in various sessions of box-fit activities and helping and learning new skills in cooking.

She is looking forward to summer to enjoy some more activities and hopes to attend the Young Carers' Festival.

POOLE'S young adult carers can attend regular groups, giving them an opportunity to socialise, have a break away from caring, have fun and meet other young carers in a similar situation.

For young adult carers who are approaching the age of 18, the prospect of these regular meetings coming to an end can be daunting.

This is especially so as some of them have

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Register as a carer with your local council for information and advice

REGISTERING as a carer with the Carers Information Services provided by local councils will help you to keep up to date with all the local carers events, training courses and more. It's quick, easy and free to join.

When you join you will receive a welcome pack that includes information and advice about carers services including local support groups.

You should join with the council responsible for the person you are caring for (even if this is not your local council).

The person you are caring for should be aged 18 or over if they live in the Dorset Council area or can be any age to join in the Bournemouth Christchurch and Poole Council area.



You can get help as a carer regardless of whether the person you care for gets support from the council or pays for their own care.

One of the benefits of registering is the free Carers Card.

This card offers a range of discounts on goods or services including:

- days out and activities
- travel and holidays
- health and beauty
- sport and fitness
- places to eat and drink.

Information about where you can use your card is available on the Carers Card website and new information is added regularly.

Please turn to pages 14/15 for contact telephone numbers for local authorities.

Taking a step towards independence at 18

Cont'd from previous page

been attending group meetings regularly for years.

To combat this, and with the support from CRISP Carers Support Service and Nando's in Poole, Poole Young Carers are working towards providing opportunities for these young people to meet socially and independently away from the normal group.

This will give them the opportunity to make their own decisions about continuing to meet with their peers once the time comes for them to move on from the Young Carers Service.

CRISP Carers Support Service will also be able to continue to support these young adult carers as they move forward into adulthood.

Online space for you to keep your information

ONE mother's experience as the carer of a disabled child has led to her developing an online space where personal health and wellbeing information can be stored together.

Nicola Murgatroyd says that My Liferaft provides comprehensive support for carers and the cared-for person. All your information will be stored safely and easily, allowing only people chosen by the cared-for person to access it.

It's not just about the facts and figures; you can store information about you such as "I love a cup of tea with my medication!" or "I'm scared of injections!" This allows those who care for you to know what helps you and makes you feel better.

MyLiferaft is designed for people with a disability or long-term medical condition. It helps with the management of critical

information that carers need to know, for example appointments and paperwork.

Using the platform joins everything up in one easy-to-access place, avoiding constant repetition, and allows for a data trail to help ensure that vital health and care information isn't lost. MyLiferaft allows you and your care circle to:

- store your health and care information in one secure place

- control the flow of information so you choose who sees what and when
- keep track and be reminded of appointments, assessments and health patterns
- share your care information with those who support you
- hear about new technology solutions and how they can help
- read informative articles on care and wellbeing
- save time so you can enjoy doing the things you like with the people you love.

MyLiferaft collates information to create a hospital passport and an 'all about me' sheet of information, enabling carers to know the likes and dislikes of the cared-for person.

There is also a journal to record feelings and goals and measure achievements.

The standard service is completely free. To create your free account, go to www.MyLiferaft.com and click on Try Now.

You can also join the MyLiferaft community and receive regular newsletters, as well as reading

blogs on different care, wellbeing and health topics.

A premium account costs £12 a month but holders of the Dorset Carers Card (see page 12) are offered a 20 per cent discount. Details are on www.mycarerscard.co.uk

For more information about MyLiferaft go to <https://www.myliferaft.com>



Help and where you can find it

Social services for carers are provided by the council where the cared-for person lives:

- Bournemouth, Christchurch and Poole Council
- Dorset Council (for the rest of the county).

Social Services Helpdesk for any enquiry about Social Services in Poole for an adult:

call 01202 633902
text relay 18001 01202 633902
e-mail sshelpdesk@poole.gov.uk.

To make a comment or complaint about Social Services in Poole:

call 01202 261159,
e-mail comments.adultsocialcare@poole.gov.uk

Children's Social Services duty desk:

call 01202 735046

On the web: www.bcpccouncil.gov.uk

Bournemouth Christchurch and Poole Carers' Service

To find out about support for carers of people living in Bournemouth Christchurch or Poole contact the Carers Centre:

call 01202 458204
e-mail carersupport@bcpccouncil.gov.uk

Drop in on Tuesdays between 2 and 4. and Fridays between 10 and 12 at

Care Direct provides information to help people find the services they need in Christchurch and Bournemouth:

call 01202 454979
minicom 01202 454874
email caredirect@bournemouth.gov.uk

in person call at the office. Mon-Fri
[Town Hall Annex, St Stephen's Road, Bournemouth, BH2 6EA.](#)

To make a comment or complaint about Social Services:

call 01202 458953
e-mail socialcarecomplaints@bournemouth.gov.uk

Children's Services:

Multi-Agency Safeguarding Hub (MASH)
call 01202 458101

On the web: www.bcpccouncil.gov.uk

St Ambrose Cottage, Alumhurst Road, Westbourne, BH4 8ER.

Carers Support on the web: go to www.CRISPweb.org to find local support and to join the Carers Information Service online.

Help and where you can find it



To find support for young carers call:

BOURNEMOUTH and CHRISTCHURCH:

Sarah Norris
call 01202 456230,
email Sarah.Norris@bournemouth.gov.uk

POOLE:

Maggie Harris
call 01202 261550,
email m.harris@poole.gov.uk

DORSET:

email youngcarers@dorsetcc.gov.uk
call 01305 225677

Emergency Duty Service number

for Bournemouth, Christchurch and Poole is 01202 657279

The Our of Hours Emergency number for Dorset is

01305 858250

DORSET support to carers is available from several sources.

If you, or the person you care for, is already in contact with Adult and Community Services, you can speak to your social worker or care manager for further information and advice. Each local office has a carers' caseworker who is there to support carers.

If you are not receiving any support from Adult and Community Services, and are not sure what to do next, contact:

The Adult Access Team, Dorset Direct, 01305 221016,
email adultaccess@dorsetcc.gov.uk or write to: **Adult Access Team**, Dorset Direct, Dorset Council, County Hall, Dorchester, Dorset DT1 1XJ.

To register as a carer go to www.dorsetforyou.gov.uk/carers

NB Some new numbers are included in this directory. Others will remain the same as before until the autumn.

Connections that can make all the difference

NATIONAL Carers Week this year takes place between June 10 and 16. The theme is Getting Connected.

The charity Carers UK, which organises the week annually, says that everyone has a part to play in connecting carers and helping them to get the support they need.

This could include an employer creating carer-friendly policies by listening to the experiences of their workforce, a GP practice offering an annual health check or alternative appointment times or a leisure centre offering special deals.

Connect to advice and information

Find out about the different ways you can get advice and support including what financial help is available.

Connect to services

A carer's assessment looks at what support you might need as a carer and is a great start when you take on a caring role.

Connect to friends and family

Greater understanding from friends, colleagues and the public can make all the difference.

Connect to other carers

Carers' groups are an ideal way to

Carers do all this and more for family and friends who are older, ill or have a disability...



...all while trying to maintain a life of their own.

Help Build Carer Friendly Communities carersweek.org

find others who will understand.

Connect to technology

Technology could help make your home safer and your life as a carer easier. Technology can also help carers connect with each other through online forums providing emotional support.

For contact numbers, see pages 14/15

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Come for tea and cake

The Carer Support Service for Bournemouth, Christchurch and Poole is inviting carers to call in at the Carers Centre on Tuesday June 11 from 2pm to 4pm for a cup of tea and piece of cake, no need to book, just call in. The centre is at St Ambrose Cottage, Alumhurst Road, Westbourne, BH4 8ER.

There is also a trip to Bucklers Hard Maritime Museum in Hampshire on Thursday 13th June.

Bookings for this will be taken from 9am on 14th May by calling the Carers Centre on 01202 458204.

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