

NEWSLETTER
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Gloucestershire

Carers **Hub**

Winter Newsletter 2020



“Refer Today,
So You **Don't**
Have to Worry
Tomorrow”



Happy New Year!

With winter in full swing and spring on the way, this newsletter is full of information which you may find useful, including an update on things happening around the county and further updates of Hub activity. We would like to share with you some good news, updates and what's happened and will be happening in your area.

We have received great feedback from our new learning and training schedule with more planned for this year as well as some craft workshops.

We are working with independent therapists to deliver some treatments which are available to all carers.

Dates to Remember



From February - March 2020

- **Tuesdays during term time (from January) 13:00 - 14:30**
Allsorts, Cheltenham Parent and Carer Drop in at St Pauls Community Hub (middle of Manser St) Cheltenham GL50 9HG
Please call Clarissa at Allsorts on **07794 009663**, Alexis at St Pauls Community Hub on **07786 335578** or just drop in. Children are welcome too.
- **Tuesday 4th February, Tuesday 3rd March 2020**
10:00 - 11:30
Gloucester Support Group, Roots Café, Alvin Street, Gloucester, GL1 3AG
Pop in for a cuppa and a chat.

- **Friday 7th February 2020**
Time to Talk Day
Find events on www.time-to-change.org.uk
- **Friday 7th February 2020**
Safer Internet Day
Parents and carers can download free resources from www.saferinternet.org.uk to support and to raise awareness of staying safe online.
- **Thursday 20th - Wednesday 26th February 2020**
National Chip Week
- **Friday 21st February 2020**
Shrove Tuesday
- **Friday 21st February 2020**
19:00 - 21:00 - Story Telling
Moving Stories Café, The Folk of Gloucester.
- **Tuesday 25th February, Tuesday 24th March 2020**
10:00 - 12:00 - Forest of Dean Support Group - Café 31, Cinderford
Pop in for a cuppa and a chat.
- **Sunday 1st March 2020**
World Book Day
Events will be happening at children's schools and nurseries around the county.
- **Friday 13th March 2020**
World Sleep Day
Raising awareness about sleep and its importance. Further updates are available on www.worldsleepday.org
- **Saturday 21st March 2020**
19:00 - 21:00 - Story Telling
Moving Stories Café, Roots Café.

Your Feedback

We value your feedback and have attached a short survey. We would be grateful if you could complete this and return it to us in the pre-paid envelope. The survey is also available online using www.surveymonkey.com/r/Z3XF23P should this be an easier option for you. Tell us how we are doing and how we could make improvements for you and we will compile and analyse the information. This will help us to improve the services we provide to carers across Gloucestershire.

- Information, advice and guidance from our trained local welcome team
- Full Carers assessments, support planning and reviews by our community based support team
- Training and support for you as a Carer
- Signposting for other services
- Benefits, financial advice and guidance with benefits courses new for 2020
- Befriending and mentoring
- Professional counselling service
- Carers Emergency Scheme
- Carers breaks
- Access to support groups

Some of the ways we can support you include

MEET THE TEAM



Denise Pittaway
Key Worker

Hello, allow me to introduce myself!

I joined The Gloucestershire Carers Hub in July 2019 having previously worked for Guideposts as part of the Carers Emergency Scheme Level 2 provision.

My background before that was primarily in supported housing. In that role I was able to offer support to vulnerable adults in many different housing services for example: High support services for adults with substance misuse, prolific offending, survivors of domestic abuse, adults with learning disabilities and older people. My family and I were also foster carers for children and young people for almost 20 years.

Having provided support to so many individuals over the years

there were highs and lows. However, the successes were always the focus as they far outweighed any obstacles encountered along the way.

Being able to provide positive outcomes for an individual or family is what we all get up for in the morning and being in a 'front facing' customer focused role has always given me immense satisfaction.

Joining The Gloucestershire Carers Hub and working with such inspirational carers is both satisfying and rewarding on so many levels not least because hearing from carers the difference a 'carer break' makes to their lives is immeasurable. I remember feeling so chuffed when my first 'carer break' was awarded! **#whatwedomatters**

If you are a carer or look after someone and you have not already registered with us at the Gloucestershire Carers Hub please get in contact with us by calling our team on **0300 111 9000**, emailing **carers@peopleplus.co.uk** or alternatively visit our website by going to **www.gloucestershirecarershub.co.uk**

Get in touch:

☎ 0300 111 9000

@ carers@peopleplus.co.uk

🌐 www.gloucestershirecarershub.co.uk

f twitter.com/@GCarersHub

📺 facebook.com/@Gloucestershirecarershub

The Gloucestershire Carers Hub in the Community BAME Event – Friendship Café



The Gloucestershire Carers Hub attended the Black, Asian and Ethnicity Minorities (BAME) Event organised in partnership with Gloucestershire County Council and NHS Gloucestershire Clinical Commissioning on 23rd October 2019 at the Friendship Café in Barton Street, Gloucester.

Four members of the team attended the event from the Gloucestershire Carers Hub. There were at least five other organisations at the event including;

- **The Alzheimer's Society** - www.alzheimers.org.uk
- **POhWER** - www.pohwer.net
In Gloucestershire, POhWER provides advocacy services to those who are affected by mental health issues and those who lack capacity in making important decisions. These services include Independent Mental Health Advocacy (IMHA), Independent Mental Capacity Advocacy, (IMCA), Independent Health Complaints Advocacy and Independent Care Act Advocacy which includes Independent Advocacy for Adult Social Care Complaints.
- **Glos Assistants** - www.glosassistants.org.uk
Gloucestershire's Help, Care and Support Noticeboard.
- **Your Circle** - www.yourcircle.org.uk
A directory to help you find your way around care and support and connect with people, places and activities in Gloucestershire.
- **Inclusion Gloucestershire** - www.inclusiongloucestershire.co.uk

To ensure individuals are involved and included across the county.

- **Gloucestershire Young Carers** - www.glosyoungcarers.org.uk - The event was advertised within the Gloucestershire Carers Hub, across social media, GFM / BBC Radio Gloucester and the Community team at Gloucestershire County Council.

The event was incredibly well attended. We were initially aiming for around 50 people to attend, but approximately 95 attended on the day.

People from the Chinese, Polish, Syrian, Bengali, Gujarati and the Afro Caribbean Community attended. Each of the organisations took it in turns to introduce themselves and the services that they offered.

Presentations were given by the various organisations including the Gloucestershire Carers Hub. Interpreters were present for those whose first language was not English. There was also a presentation by a carer about her carer journey that was quite emotional to listen to.

An Asian buffet lunch was provided. During lunch and after the event, interested carers came to speak to us at our stall, and the team also spoke to carers at their tables.

We had at least 30 expressions of interest and our team were busy contacting interested carers following the event to discuss their needs and requirements. We are actively seeking to increase our involvement and engagement within BAME communities.

What's On



Tuesday 11th February 2020

Box Frames
9:30am - 11:30am

Delivered by Dixie Dot Crafts

Cirencester Fire Station,
Cirencester

Make a beautiful box frame
to take away with you

Tuesday 25th February 2020

Jewellery Making
10:00am - 12:00pm

Delivered by Dixie Dots Crafts

Sherbourne House, Sherbourne
Close, Stonehouse

Make some beautiful jewellery
to take away with you



There is a full programme of courses available throughout the county. For a full copy, please contact us by:

☎ 0300 111 9000

@ carers@peopleplus.co.uk

🌐 www.gloucestershirecarershub.co.uk/events

Benefits of Attending a Support Group

- Meet with people in similar situations to yourself
- Form friendships and relationships
- Share experiences with others
- Gain information and advice
- Gain support from your peers

There are many support groups that run throughout the county.



Are you a Carer in Forest of Dean?

Pop in for coffee and a chat at our carers group.
Meet with other carers and discover what's on offer at the 'Gloucestershire Carers Hub'

We meet on the fourth **Tuesday** of every month.

Venue: Cafe 31, 31 Market Street, Cinderford, GL14 2RT

Time: 10:00 - 12:00

Contact:

0300 111 9000

carers@peopleplus.co.uk



Are you a Carer in Gloucester?

Join us at our new carers group.
Pop in for a coffee and a chat.
Meet with other carers and discover what's on offer at the 'Gloucestershire Carers Hub'

We meet on the first **Tuesday** of every month.

Venue: Roots Community Cafe, 69 Alvin St, Gloucester. GL1 3AG

Time: 10:00 - 11:30

Contact:

0300 111 9000

carers@peopleplus.co.uk

gloucestershirecarershub.co.uk



Warm and Well

Throughout the winter months we have sessions being run by Warm and Well called Healthy Homes.

How They Work

These will provide key information on benefits available, reducing fuel bills, insulation and other valuable benefits which may be available to you for your home to stay warm and save money.

To book your place, please see the what's on programme.





Training Highlight – The Girl with the Curly Hair

the curly hair project^{ltd}

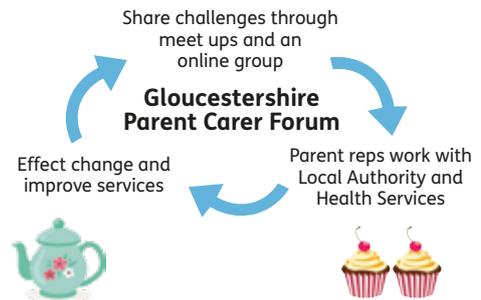
Introduction to Autistic Spectrum Disorder

Earlier in December we put on a workshop for our parent carers and it was delivered by “The Girl with The Curly Hair”.

The workshop contained information to support parents when caring for a child with ASD. They covered a variety of topics and support strategies. Our parents were able to meet each other and discuss their concerns, issues and also share experiences. Some of our parents said the workshop was inspiring and informative, they had learnt about different approaches when handling situations and felt more confident in overcoming issues which may arise in their caring role.

We are looking forward to having some more workshops being delivered by “The Girl with The Curly Hair”. Look out for them in the What’s On Programme.

Gloucestershire Parent Carer Forum



How can you get involved?

Join the Committee

Host or come along to social events

Attend training

Become a parent rep

Our Forum is a voice for those with lived experience of being a Parent Carer (This means parents and/or carers of children with any disability, SEN, condition, impairment or additional need). We can create a bridge to the providers of statutory services to help build better services for all families of disabled children in Gloucestershire.

Find out more or get in touch

 www.facebook.com/Gloucestershireparentcarers
 info@glosparentcarerforum.org.uk
 07494 704564

Healthylifestyles Gloucestershire

Free-to-use Healthy Lifestyles Service (HLS)

HLS is a free flexible service for people living in Gloucestershire. We motivate, support, advise and plan to help you be your best self, creating a bespoke tailored package that fits around your life. We can meet face to face for most appointments, or if you would prefer, telephone appointments.

With a mix of face-to-face, phone, and on-line support for up to 12 weeks you can find the right time to keep in touch with your Healthy Lifestyles Coach. Whilst we don't write exercise plans like personal trainers or diet plans like nutritionists, we do support you to help you stick to whatever change you decide to make for good.

Would you like to:

- Stop Smoking for good
- Lose weight in the new year
- Drink less alcohol in Dry January
- Get more active in 2020

You must:

- Live in Gloucestershire, or
- Have a GP in Gloucestershire
- Be aged 18 or over

To get involved:

Call 0800 122 3788 (speak to a member of the team)

Or visit www.hlsglos.org/referral (let a coach contact you)

How Can Your GP Help You?



What Can They Do?

Your GP can provide you with invaluable support, advice and information. There are services that can support you to look after your own health including occupational therapists, physiotherapists, continence advisers and dieticians which they can direct you to.

What Should I Tell My GP?

Tell your GP that you are a carer as soon as possible. It can then be recorded on your medical records.

If your GP knows you are a carer and are likely to be under pressure at times, they will be able to offer more tailored advice and, if necessary, provide more support when they diagnose and treat you in the future.

If you are a carer, your GP could help provide information and advice on the following.

- Medical conditions and treatments for the person you care for
- Arranging appointments for you and the person you care for to be seen at the same time
- Repeat prescriptions delivered to your local pharmacy to save you picking them up
- Providing supporting letters and information to enable you and the person you care for to access benefits such as Attendance Allowance or the blue badge scheme
- Health check-ups for you as a carer

“ *Life can become hectic especially if you have lots of caring responsibilities, but it's important not to neglect your own health needs.* ”

Carers sometimes carry on regardless through coughs, flu, stomach upsets and worse; but do not put off seeing your doctor if you are not feeling yourself.

Register with your GP today.



Winter Warmer

Carers Hub Recipes

Chicken & Ham Lasagne

- 6 boneless skinless chicken breasts*
- 225g no pre-cook dried lasagne sheets*
- 200g grated mozzarella and 25g parmesan*
- 2 bay leaves and 200g young spinach leaves
- 140g sliced smoked ham*, cut into strips
- 200ml white wine and 500ml milk*
- 100g butter*
- 100g plain flour
- ½ medium onion, sliced

Step 1 - Put the chicken in a saucepan with the onion, bay leaves and wine. Pour over enough water to cover. Put the lid on and gently simmer.

Poach gently for 15 minutes, or until the chicken is just cooked. Move the chicken to a board and strain the liquid into a jug.

Step 2 - Melt the butter in a large saucepan over a medium heat. Stir in flour and cook for 1 min. Gradually add the milk, stirring between. After all the milk, stir in the strained liquid and continue cooking for 2/3 mins. Heat oven to 200C/180C fan/gas 6.

Step 3 - Cut the chicken into small chunks and stir into the saucepan. Add the ham and spinach and cook until the spinach has wilted. Spoon a third of the chicken mixture into a 3-litre lasagne dish. Top with a third of the lasagne sheets. Repeat the layers twice, ending with lasagne. Scatter the cheeses on top and season with black pepper. Bake for about 25 mins or until the lasagne is tender, the topping is browned and the filling hot.

*meat-free vegetarian or vegan alternative

Carers Emergency Scheme.

Please remember to register on the carers emergency scheme to ensure that the person you care for is looked after in an emergency. **For those who are already registered on the scheme** - The call centre which handles Carers Emergency Scheme activations has changed from Worcestershire Telecare to Amica24. The number remains the same, it is 0845 056 8035.



Gloucestershire Carers Hub - Carers Emergency Scheme

The Carers Emergency scheme's focus is to offer reassurance to you that should an unexpected situation arise whereby you are unable to provide care, then interim emergency support can be arranged at this potentially difficult time.

The service consists of two distinct levels, offering flexibility and a level of choice, to suit your needs as a carer.

Both levels of the scheme offer assurance that should an activation be required, your details, details of the cared for and any named responders are held securely and not disclosed to any parties other than those authorised. The scheme can be activated 24 hours a day, 365 days a year.

Examples of cards:



Level One

This is for those of you who have family, friends or neighbours that would be willing to provide care and support in your place without prior notice.

To register, you can contact the Gloucestershire Carers Hub via phone, email or self-refer on the website to request registration. Registration may be as simple as providing basic details over the phone or having a form sent for completion and return.

Once registration is completed you will be issued with a small card to carry identifying you as a Carer; this includes the relevant number to be called in case of activation and a membership number. **Please note that anyone you nominate must be able to access your property.**



Level Two

This is for those of you who do not have anyone to step in or do not have family or friends available to provide unplanned, necessary care at short notice.

Should an activation of level 2 occur, the cared for will receive support from experienced care workers for up to 48 hours (72 over a bank holiday). This gives time for you, family, friends, or other relevant organisations to consider the best options should you not be able to return to caring after this window.

To register for level 2, you can contact the Gloucestershire Carers Hub via phone, email or self-refer on the website.

You will have the opportunity to speak with a friendly, trained, local, advisor to explore your needs which would include contingency planning.

They will check that the scheme will be able to meet the needs of the person you care for. Certain caring situations are not covered but we will work with you to identify alternatives.

If you are accepted on level 2 of the scheme, you will receive a registration pack from Gloucestershire Carers Hub, including a plan to be completed which details the daily care and support needed. We can help with the plan, if required. Once registration is completed, you will be issued with a small card to carry identifying you as a carer. This includes the relevant number to be called in case of activation and a membership number.

To find out more...

Email:
carers@peopleplus.co.uk

Call:
0300 111 9000

Visit:
gloucestershirecarershub.co.uk

Gloucestershire Carers Hub is a commissioned service by Gloucestershire County Council and NHS Gloucestershire Clinical Commissioning Group.



Volunteer with Us!

Volunteers make a difference to carers lives.

There are many different ways you could help us including:

- Volunteer group facilitator
- Telephone befriender
- Information pack collators and mail shot supporters
- Data inputter

Contact carers@peopleplus.co.uk or Call **0300 111 9000** to register your interest.

Resources and Helplines

Take a look at our free digital resources available to all registered carers. There is a wide range of information, including topics such as the importance of nutrition when caring for someone.

Please contact us for more information and to have access to the code. You will find various downloads, e-learning programmes and general information all in one place from Carers UK.

Gas Emergency Number 0800 111 999
National Power Cut Helpline 105