

# Wirral Carers Newsletter

## Summer/Autumn 2011

### Welcome to the Summer/Autumn Edition

#### Hi everyone

We had a successful Carers Week event at Wirral Met College in June. Over 178 carers had a therapy such as a manicure, massage or a new hair do! The feedback we received was really positive with carers telling us "what a lovely experience, absolutely wonderful idea who ever had thought of it", "what a truly relaxing experience, I feel so pampered having my nails done, it was just what I needed".

Many carers took advantage of the information which was available from agencies such as Mental Health Family Support, Age UK, The Get into Reading Project, Department of Adult Social Services. Stroke Society, Family Tree and of course WIRED.

Sainsbury's in Upton donated 200 cakes and Wirral Met provided carers with a well deserved cup of tea or coffee served by the catering students in the restaurant. Many carers had the chance to catch up and share their stories and show off their hair do's or treatment.

As well as the therapies on offer the carers who booked a therapy with us were also entered onto the free prize draw for 6 prizes which included a Health Farm Day for 2 people and vouchers for various therapies at the Conway Park Hair and Beauty salons.

The names were drawn from a hat by the Mayor of Wirral, Councillor Moira McLaughlin who was also invited to have a manicure. The Mayor then spent time chatting to carers and met with Ken McDermott, the Chair of Wirral Carers Association.



### Happy Retirement

#### Dear All

This is to let you know that I will be retiring from Family Tree at the end of July. From 1st August the Carers Services Manager will be Iain Mayoll.

Iain will be accessing any correspondence sent to this e-mail address until he is able to set up his own account. The Family Tree e-mail family.tree@cwpa.nhs.uk is not affected.

A big thank you to all of you for your support and help over the last seven years.

**Best Wishes - Sue Gladden**



### Dol Peris Guest House

We have recently opened a respite/emergency respite facility for adults with learning/physical disabilities, sensory impairments and challenging behaviours. We offer a range of activities and opportunities to develop interpersonal skills to be incorporated into their ongoing essential lifestyle plans. Individuals may visit with friends or family. Whatever their aspiration, we aim to empower and offer services of the highest quality.

We can cater for seven individuals. We also have a ground floor suite for people with physical disability and have an a large room on the upper floor that can be used as a self-catering suite for individuals that require less support and more independence, or individuals that wish to bring their own support staff or family members. Please visit our website [www.dolperis.net](http://www.dolperis.net)

**Dol Peris, Llanberis, Gwynedd LL55 4HA**  
**Telephone - 01286 870350**

### The Devonshire Resource Centre

We are holding bi-monthly drop-ins for people with dementia and their carers.

The dates are:

Saturday	13th August	2-4pm Afternoon Tea
Tuesday	16th August	5-7pm Cheese and Wine
Saturday	8th October	2-4pm Afternoon Tea
Tuesday	11th October	5-7pm Cheese and Wine
Saturday	10th December	2-4pm Afternoon Tea
Tuesday	13th December	5-7pm Cheese and Wine

**Sue McBryde Community Services Co-ordinator Age UK Wirral 0151 653 4404**



#### Nursing Care at Home

**Views sought from patients, carers and family members**  
**Help us get the voice of patients heard and complete our online survey**

<http://www.surveymonkey.com/s/D39CCV2>

The Queen's Nursing Institute would like to know about your experiences of receiving nursing care at home. Your views are very important in helping the Queen's Nursing Institute to find out what works well and where improvements could be made. The Queen's Nursing Institute is a charity dedicated to improving nursing care for patients at home.  
Closing date 16th September 2011

**If you visit**  
**[www.wirralcarers.co.uk](http://www.wirralcarers.co.uk) and have**  
**any ideas or feedback please**  
**contact us on;**  
**Carers helpline 0151 670 0777**

**We do appreciate hearing from you.**  
**The views and suggestions in this newsletter are those**  
**of individual contributors and not necessarily supported**  
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**and services mentioned in this newsletter.**

### A Nice Cuppa Tea

#### A Nice Cuppa Tea - Author Roz Tranfield

*The true story of a mother's struggle with Alzheimer's and a daughter's love.*

*It is not a biography or a medical book. Nor is it a self-help book. It is a story told from the heart, meant to show a lighthearted side as well as the hardship of the illness. It is hoped the story will give people an insight into the caring of an Alzheimer's sufferer but also let other carers know they are not the only ones to go through this, and they don't have to do it alone.*

*An essential read for anyone who knows someone with Alzheimer's..*

**Contact Amazon for a copy of this book. [amazon.com](http://amazon.com)**



### Win Vouchers for a Facial and Massage

Roz Tranfield is a great supporter of carers and understands the issues they have. Roz has very kindly donated vouchers for a facial and a massage at her beauty salon in Wallasey.

If you would like to a chance at winning a treatment please enter our FREE draw by calling the carers helpline on 0151 670 0777 and giving us your name and details by Friday 30th September 2011

The 2 lucky winners will be notified after the draw on Monday 3rd October 2011.

### Déjà Vu Dementia Centre of Excellence

Déjà Vu is a specialised respite day care facility for individuals with Dementia, in which we provide a 24 hour service providing day care at any time night or day. Our service is innovative in that we provide the unique dusk till dawn night care service, providing day care throughout the night this aimed at people who have disrupted sleep patterns and are active throughout the night.

We have three sessions per day; day care, evening care and night care in each session providing a unique day care experience consisting of a range of activities and therapies etc. The aim of the service is to improve the quality of life of individuals with Dementia and their carers and to enable people to live at home as long as possible.

To refer people to our service, phone 0151 348 0227. We will arrange for a home assessment. Please contact Paul on 0151 348 0227 for more information.

## Short Breaks for Carers



The Department of Health announced new resources of £400 million to be made available to the NHS over four years to enable more carers to take breaks from their caring responsibilities. The NHS Operating Framework 2011/12 made clear that:

*PCTs should pool budgets with Local Authorities to provide carers' breaks, as far as possible, via direct payments or personnel health budgets. For 2011/12, PCTs should agree policies, plans and budgets to support carers with Local Authorities' and local carers' organisations and make them available to local people.*

Carers short breaks should be focused on the need for carers to have a break away from their caring role, and aim to increase the range of breaks available to carers, provide personalised breaks, and make breaks accessible to a wider range of carers. The recently revised carers' strategy, Recognised, Valued and Supported: next steps for the Carers' Strategy (DoH 2010) sets out clearly the need for carers to have a life outside of their caring role

Some examples of short breaks from the Department of Health (DoH) Carers Demonstrator sites which took place between 2009 – 2011 have been as diverse as:

- guitar lessons
- courses and training
- spa treatments
- weekend breaks
- gym membership
- cinema tickets.



In some demonstrator sites personalised breaks took place amongst groups of carers or in other cases with carers and the person they care for. This approach offered a holistic provision of short break provision, which in some cases involved other family members.

## What resources are available for Wirral Carers

For Wirral Carers this equates to £2.76 million over four years, which is estimated at £690 k per year.

**NHS Wirral and Wirral Department of Adult Social Services would like to hear your views as a carer on what provision of short breaks you would like to have available to support you to take a break from your caring role.**

**You can offer your views:**

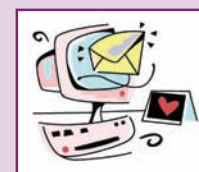
- **personally at the next meeting of the Wirral Carers Association on Wednesday 28<sup>th</sup> September 2011 10.30am at Wallasey Town Hall**



- **or by phone, call the Carers Helpline on 0151 670 0777 (Monday to Friday 9am – 4.30pm)**



- **or by email [carers.support @wired.me.uk](mailto:carers.support@wired.me.uk)**



- **or by post, send to - Freepost RSJK-ZYAT-CESG, Wired, Unit 7 Wirral Business Park, Upton, Wirral CH491SX**



**Your views are important, they will be collated and fed back to you through the next Carers Newsletter.**

## Carers Personal Budget

If you're a carer, the Carers Personal Budget is a payment which aims to give you a break. It can help you pay for leisure activities, buy services you need, and have a life outside of caring, and in that way support your own caring role.

- Are you currently in receipt of a personal budget?
- Would you like to talk with other carers who have been/going through the experience?
- Would you like to hear information that could help you?



A group of carers have been meeting on an informal basis and helping each other with the process. If you would like to come and meet more people like yourself and discuss personal budgets please call Jacqui Canning on the carers helpline on 0151 670 0777.

## What is the Carers Association?

The Wirral Carers Association was launched in October 2009. It was agreed with carers that Wirral needed a place for carers to meet and raise issues which affect them and the people they care for and for policy/decision makers to listen to them. There are 45 members who are all carers.



This is a chance for you to tell other carers who will tell the policy makers and decision makers the problems you are experiencing.

According to the 2001 National Census there are over 37,500 carers on the Wirral, many of them providing over 50 hours of care per week to loved ones.

Many carers do not know about the association and its aims and objectives, so therefore, do not make a contribution.

*"I don't want access to integrated services...I want to help create them. I want more than consultation. I want co-production, to work on the challenges as an equal partner"*  
(Quote from a carer).

Within the Wirral Carers Strategy, it has been identified that carer involvement is a priority in the development of service design and delivery

### Involving Carers to help make improvements

When you're caring for someone daily you rely on family and friends, health and social care workers, agencies and community services to help you. But not all Carers have positive experiences and sometimes feel that the people and services that should offer support fail them.

Wirral has a Carers Action Group, which involves Carers and staff from health and social care to try to address some of these issues. The work so far has been to identify which of the priorities set out in the national Carers Strategy are important locally. The first was 'Carers will be respected as expert care partners and will have access to integrated personalised services they need to support them in their caring role'. A number of initiatives have been started such as:

- Dignity and Respect Carers Feedback forms produced by Wirral LINK.
- The Carers Association is collating information about poor communication when dealing with services.
- Accident and Emergency at Arrowe Park Hospital are piloting a scheme around involving Carers in 'the patient's journey' while in hospital.
- Improved working with Carers in assessments, consultation and involvement.

The chair of the Wirral Carers Association and the members would like to invite you to the next meeting on **Wednesday 28<sup>th</sup> September 10.30am at Wallasey Town Hall** where the Carers Action Group will be looking at the next priority and actions for Wirral Carers. You will be warmly welcomed. If you would like to attend any of the Carers meetings but cannot because of your caring responsibilities then please call Jacqui Canning on the carers helpline 015 670 0777.