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Carers Trust are Co-operative Charity of the Year

Helping Young Carers aged 14-25 years

24 January 2013 saw the official launch of Carers Trust as the Co-operative's Charity of the Year, with the aim to support young adult carers aged 14-25 years.

Over 200 events were held nationally in Co-operative Food Stores with the main launch event being held in Manchester. The event was attended by Peter Marks CBE (Group Chief Executive of The Co-operative), Thea Stein (Chief Executive of Carers Trust) and Jade Ewan (member of the Sugababes, songwriter and actress).

Jade, a young adult carer herself, said "As someone who has been, and still is, a young adult carer, I'm really pleased to be able to support others through Carers Trust."

CRCC attended two local launches in Cambridge and Whittlesey (see photos pg 2 & 9). This marks the start of a joint year long fundraising campaign and we have a very special part to play locally.

There are approximately 50 Co-op outlets (food, banking, pharmacy and funeral directors) in our area which are proactively fundraising for us and we have local Ambassadors (Margaret Pearce Higgins, Helen Kingsley and Zerah Flemming (a Young Adult Carer)) who will be getting to know these outlets over the year.

The launch has already resulted in Tracy Hyland, Young Carers Manager securing a bag pack to raise funds for young carers locally. Also the Cambridge Co-op (at Brookgate) has 7 fundraising events planned for the year and were very taken with Zerah Flemming and her positive endorsement of how CRCC has personally helped her.

The Co-op and Carers Trust have identified four key themes for support:

Time for Change: Developing social development, career opportunities and financial security.

Time out: Providing residential breaks.

Time to connect: New website for young carers.

Time to be heard: Support to develop skills and confidence to secure financial support and reduce barriers in education or finding employment.

Come Dine with Me: Customers, staff and members to host a dinner party.

Take a Break for Carers: Customers, staff and members to hold tea parties/coffee mornings.

24/7: Recognising those who care 24/7. **Fundraising event on 24 July 2013.**

How can you help? Keep a look out at your local Co-op outlets to see if we have any promotional material on view and thank members of staff for supporting us and wish them well over the year ahead. Please report any local fundraising that you see planned or that has taken place to **Pauline Lutman, Fundraising Development.**

Email: pauline.lutman@crossroadscarecambridgeshire.org.uk or Tel: 01480 499090.



Margaret Pearce Higgins (2nd left) CRCC Chair, and Zerah Flemming (3rd left) a Young Adult Carer, with Co-operative Brookgate staff at the launch.

Carers Trust and Crossroads Care Cambridgeshire

Carers Trust is a new charity which was formed by the merger of The Princess Royal Trust for Carers and Crossroads Care in April 2012. HRH Princess Anne is the President, Hilary Devey the Vice President and the name will become more familiar as things take shape.



Carers Trust works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems. With their Network Partners, they aim to ensure that information, advice and practical support are available to all carers across the UK.

We are proud to be one of 200 Network partners of this leading charity and, as a separate charity in our own right, to have the flexibility to respond to local needs.

The website has lots to offer **carers and professionals**, including discussion boards, chats and masses of information. If you don't have a computer, ask someone to show you www.carers.org.

Carers Trust England Committee

Congratulations to CEO Helen Brown, elected to Carers Trust England Committee. This will be a fantastic opportunity for Helen and CRCC.

Carers in Peterborough...

Carers Conference on 24th April 2013 at The Fleet, PE2 8DL

A free day designed for and with carers. The programme will include some targeted workshops requested by carers, such as dementia and challenging behavior, how to cope with someone with mental health issues, and relaxation and stress relieving. All will be delivered by a multidisciplinary approach including voluntary sector organisations.

Dementia Awareness Day a success

Peterborough's Dementia Awareness day on 16th January was such a success that people asked for it to be repeated. Over 89 people attended, including GPs, District Nurses, Housing staff, clinical staff, voluntary organisations supporting carers, carers and cared for. Crossroads Care Cambridgeshire were happy to speak and to provide trained Carer Support staff, so that people with care needs could be supported to attend.

Dementia Strategy Steering Group

Peterborough Adult Social Care is preparing a Dementia Strategy for Peterborough, which will form part of the overall health and social care dementia strategy for Cambridgeshire and Peterborough. CEO Helen Brown attends the multiagency steering group to represent carers' interests. Making plans for the future is essential, as we strive to help diagnose and support more people with dementia.

Caring with Confidence-type courses in Peterborough in April-June

Peterborough City College with Peterborough City Council are proposing to provide courses for carers. Originally proposed as New to Caring, but based on Caring with Confidence sessions, feedback from carers at February's Carers Partnership Board was that experienced carers had benefitted and wanted to be able to access these too. Call one of the numbers below if you are interested.

Services and Support in Peterborough

There's more information about carers' services and support in the 'Services and Support available to carers' leaflet. To access services please call Peterborough City Council on **01733 747474**.

7 million reasons to care:



seven million
reasons to care

77,866 reasons to care in Cambridgeshire and Peterborough Make carers count

Carers Trust's latest call to action "7 million reasons to care. Make carers count" is based on the latest Census (2011) figures.

Why is a Call to Action necessary? Because there are more carers and people with care needs than ever before, but the financial climate is very challenging and significant changes in health and social care structures and funding may reduce support. We all need to ensure that the real value of caring is understood and resourced. After all, the hidden contribution of caring is £119 billion per year, but eligibility criteria for local authority social care support is likely to becoming higher.

As NHS Choices says: *"A carer is anybody who looks after a family member, partner or friend who needs help because of their illness, frailty or disability. All the care they give is unpaid."*

Many carers don't see themselves as carers. It takes carers an average of two years to acknowledge their role as a carer. It can be difficult for carers to see their caring role as separate from the relationship they have with the person they care for, whether that relationship is as a parent, a son or daughter, or a friend.

It's likely that every one of us will have caring responsibilities at some time in our lives."

As the population increases and the number of older people does too, it is no surprise to find that the number of carers in Cambridgeshire has increased by 19% to over 60,000 and by 20% to 17,690 in Peterborough since the last census in 2001.

Carers are the largest source of care and support in each area of the UK. It is in everyone's interest that they are supported. Why?

- ◆ Taking on a caring role can mean facing a life of poverty, isolation, frustration, ill health and depression.
- ◆ Many carers give up an income, future employment prospects and pension rights to become a carer.
- ◆ Many carers also work outside the home and are trying to juggle jobs with their responsibilities as carers.
- ◆ The majority of carers struggle alone and do not know that help is available to them.
- ◆ Carers say that access to information, financial support and breaks in caring are vital in helping them manage the impact of caring on their lives.

(Ref: Carers Trust Key Facts page, www.carers.org)

Information, financial support and breaks are proved to be valuable in maintaining carer health and wellbeing and enabling better care at home for longer for the cared for.

We all need to work together to ensure that there's a much better network of support for all carers.

Important changes to benefits concerning carers

The Government is in the process of making the biggest changes to the Benefits System for decades. Carers are urged to seek advice about the impact of these changes. Although Carer's Allowance is remaining as an independent benefit, working-age carers on means-tested benefits will move onto the Universal Credit. Many carers argue that they need an extra bedroom, for instance, but non-pensioner households face changes in Housing Benefit and a "bedroom tax" Discretionary payments can be made for people on Council Tax Benefit who are in financial hardship.

If you are unsure about your rights or are experiencing problems with your claim, get advice immediately from: Your local Carers' Centre (Peterborough), a housing aid centre, your local Citizens Advice Bureau, your Local Authority or other local advice centre, or visit the Shelter Get Advice pages. Frequently Asked Questions are answered on www.carersuk.org.

There are also big changes planned following the publication of the **Draft Social Care Bill** last year. The Government asked the public for their opinions on the reforms - and now a Parliamentary Committee is examining the draft Bill and listening to carers' views before it makes recommendations to the Government. Carers Trust and Crossroads Care Cambridgeshire made comments on the draft Social care Bill.

Adult carers rights have been strengthened by new law for adults but not for young carers. The **Children and Families Bill** was published on 5th February 2013 and is a significant opportunity to improve the lives of young carers - please take the chance to give your views by telling your MP or comment at www.parliament.uk.

Carers Trust have an explanation and draft email for MPs on their website www.carers.org.

Concerning Changes in carer's support locally

Peterborough City Council are reviewing the eligibility for social care, which is likely to increase to substantial and critical. Fewer people will be eligible for funded care and this impacts on their carers.

Cambridgeshire County Council are changing the carer support groups as the current contract comes to an end. In a letter to carers, Commissioner Elaine Fleet explained: "this brings an exciting opportunity to improve Carer Support arrangements still further by looking for ways to develop **more support** for **more Carers** in their local community settings. Work to achieve more effective and sustainable levels of Carer Support with equal access is underway with the help of our Carer team, partners who we work with (Carers Partnership Board, NHS and Voluntary Organisations) and of course you the Carers yourselves. Whilst a few of you may be anxious about what happens next, I am writing to assure you that it is our highest priority within Adult Social Care to continue to support Carers throughout the County until new Carer in the Community Support Models are in place."

Exactly what that future arrangement might look like for individual groups is still in the development stage, but from 1st April the County Council Carer Support Team will carry on co-ordinating the various groups and all Carers will still have an opportunity to attend a Group.

Cambridgeshire County Council will provide Stress Management and Moving & Handling sessions.

Carers Groups, Health & Well Being Days and Advocacy

As the contract ends, it's a chance to share what we all achieved... and why it is so important for carers to have social group options.



Our contract to run carers support groups and Health & Wellbeing days comes to an end on 31st March. During the 3 years we have supported carers who have had many benefits from attending the groups, trips and days. Many carers who have attended have no other involvement with "Social Services" and so have really benefitted from events being run by CRCC.

In October 2012 we sent a questionnaire to 160 people who have attended the groups/events to ask for their feedback to help inform future support provision. We received 84 responses, which is a great reflection on how strongly people felt. We are very grateful to everyone who completed and returned the questionnaire as it has also helped us evaluate the service we delivered to you.

Some interesting facts from the questionnaire:

- 81% of people receive no break other than the Carers Groups or Health & Well Being Days
- 77% of carers felt less stressed after attending Carers Groups or Health & Well Being Days
- 65% of people said attending the groups and days maintained their wellbeing
- 80% of carers felt less isolated thanks to the Carers Groups and Health & Well Being Days



See page 5 for information on the transition of carers group support to Cambridgeshire County Council's Carer Support Team.



What you said about the events

Almost 400 people benefitted from Carers Groups and Health & Well Being Days.

“Carers are providing help and support thus saving NHS and Council a vast amount of money - They deserve and need a great deal of acknowledgement and recognition”.

“To anyone thinking about attending a carers event, I'd say ‘It is well worth the effort and very helpful for information and psychological support’”.

These are some other things they said.

“Carers Groups and Health & Wellbeing Days give our system a much needed physical and psychological boost”.

“They were days of (ME TIME) when I could relax and recharge my batteries”.

“Look forward to them as the highlights of life”.

“They are essential to my sanity, and to relieving my stress. These groups are expertly organised and run by dedicated support workers who care”.

“These breaks mean a lot to me firstly they get me out of the house for a social and pleasure purposes, and to be somewhere I feel relaxed and in the company of others whom we all have something in common, so can easily relate to one another, and while we do, it has the effect of lessening the burden, even just for a few hours, that we all carry by being a carers”.

What you said about our staff organising the events

“An excellent service with good communication”.

“Caring thoughtful and perceptive”.

“All have been extremely helpful and understanding”.

“Extremely helpful and cheerful”.

“Absolutely brilliant. No one has ever failed to completely answer any problem I have had. They are completely dedicated, totally professional and essentially very approachable at all times. It is the first time in my entire life when I have experienced an organisation that says exactly what it does, and does exactly what it says”.

“I would emphasise what an invaluable role Crossroads play in maintaining the health and well being of carers. After all if carers are not fit to care the burden will fall heavily on the NHS and other agencies”.

Carer support from Health and GP budgets

Carers Services Prescriptions



Cambridgeshire

NHS Cambridgeshire funds support for carers through an award-winning innovative Carers Prescription Service. The aims are to improve recognition and support for carers within GP practices and to offer information and a one-off break to carers, especially to avoid a crisis.

Many other counties are seeking to introduce a similar support model to fit in with local services. The Royal College of GPs (RCGP) is in the process of sending out the 'Supporting Carers in General Practice' DVD to more than 1,000 GP practices across England that have requested a copy so far - and the RCGP tells us that the number is growing by the day. GPs will then be put in touch with their local carers' services, so through the prescription service GPs in Cambridgeshire (but NOT yet Peterborough) should be ahead of their colleagues!

To date, 789 prescriptions have been issued. However, many surgeries still have some way to go to be as carer-aware and responsive as RCGP would like. If you are in your practice, please look for carer information, make sure they have you registered as a carer and congratulate them if they are doing well. Please remind them to contact us if they are not.

Carers Support in Addenbrooke's Hospital

NHS Cambridgeshire funds us to provide a Carers Support Officer within Addenbrooke's. The aims are to improve recognition and support for carers within professionals and teams and to offer information and solutions for carers, especially to avoid a crisis or admission or enable early discharge. Sarah and Caroline can be found at the office on The Main Concourse unless they are visiting people on the wards and developing links with Doctors and Consultants.

So far, they have helped over 250 carers who were either patients in hospital themselves or visiting the person they care for in hospital. If you'd like to volunteer to help, see page 11.

Clinical and Local Commissioning Groups

NHS Cambridgeshire makes way on 1st April to the new Clinical and Local Commissioning Groups (CCG and LCG) who take over their budgets. So far, there is no Lead for Carers in the CCG (which covers Cambridgeshire and Peterborough). We hope that this is developmental - and not a lack of priority for carers or low understanding of how important carers are in preventing worsening health and making savings in their budgets!

Lensfield Medical Practice - take a bow!

One of the carers who attends the Carers Groups and Great Shelford group said:
"Just wanted to let you know about my positive experience at Lensfield Medical Practice.

At recent visits I see carers newsletters on display and a carers poster up.

Also my husband had a dementia review and I was asked about what help I had and about caring. I think this is wonderful given all the hard work that has gone into this area. Thank you so much".

If you have had a positive experience with your GP, please let us know.

Young Carers

It has been an extremely busy time in Young Carers. We are now **Young Carers Project** rather than Young Carers Hunts - Fenland. As we are one service it made sense to have one name!

Projects are up and running for the year and include Healthy Eating, Multimedia, awareness raising and themed pieces of work.

We have been developing our sessions in schools, with more intensive work with Young Carers and this certainly is having a positive effect on students, staff and the service itself. We would like to expand that work and are currently seeking funding for it to continue. We need to raise £40,000 every year for young carers.

The groups are running well and we are looking to start new groups in Ramsey and St Ives in April 2013. All activities have been full and the Young Carers certainly enjoy a good day out.

Young Carers raised over £1500 themselves in December alone! A fantastic effort! More fundraising activities will be undertaken this year so we would love all the staff to get involved.

Our partnerships are expanding and the raising of the profile of Young Carers can only be positive. We are now doing more work with our county partners - Centre 33 - and the Young Carers get to meet each other at county events.

2012 saw the launch of our new Cambridgeshire county-wide Young Carers leaflet and website, in conjunction with Centre 33. If you haven't seen a leaflet, please email us (info@cambsyoungcarers.org.uk) and we can send you one or alternatively it is available to download from our and the Cambridgeshire Young Carers website (see below).

2013 is certainly going to be an exciting year for Young Carers and we will be supporting any events organised by the Co-op, as Carers Trust is the Charity of the Year with the emphasis on raising funds for Young Adult Carers aged 14-25 years.



Tracy Hyland (front left) Young Carers Manager, at the Co-operative Charity of the Year launch in Whittlesey.

Two Young Carers, Jo and Tye, from our Project are working with The Children's Society on a new national initiative "Young Carers in Focus", a programme designed to increase awareness of the tremendous unpaid work undertaken by Young Carers and often not recognised. The programme is also to connect Young Carers from across the country to support each other through a Social Media site called *Make Waves*.

The new county-wide Young Carers website has been launched. Development of the site was possible due to a grant from Cambridge Community Foundation. Young Carers participated and were excited about the links to chat rooms and support from the national YCNet website.

Please have a look at the site at www.cambsyoungcarers.org.uk. We would love to hear your feedback and what you think the site should include.

Tracy Hyland, Young Carers Manager

We have received support from the
 Cambridge Community Foundation



Young Carers with Cllr Colin Hyams, Huntingdon Town Mayor, who funded a trip to watch an Ice Hockey game in Peterborough.



Supporting young carers in Cambridgeshire

Thank You!

We do receive many compliments about the service we offer.

It was especially heart warming to receive the letter opposite from a carer who we supported through our ICER service when he became ill, to care for his wife and fulfil her wishes to die with dignity in her own home.

We have supported many carers and people in similar situations, through NHS, council and charitable funding, to allow them to have a choice in their final days.

18-02-2013

Dear Sir/Madam

I have to write to say an enormous thank you to your wonderful team (Marcia, Paula, Clare, Scott and Tracey) who all showed such loving care, patience and compassion while sitting with my late wife.

Because of them I was able to keep [my wife] at home and I shall be eternally grateful for that. She would have hated being in hospital.

It is at times like this when one finds out that kind and loving people do still exist in this self centred and "me first" world.

It has restored my faith in humankind.

God bless you all.

Sincerest regards,

Our very first Care Voucher - are you looking for a gift?

Christmas 2012 saw the sale of our first Care Voucher. The voucher was bought to enable the lady's mother some time off from caring for her father over the Christmas period.

Very often people have difficulties deciding what to buy a loved one as a present and a break from their caring duties for a few hours might be something that they really appreciate. We are expert and sensitive at being people's first experience of having support from someone outside of the family.

Vouchers can be purchased for three or more hours of care. Please call us on **01480 499090** for more information.

Community Groups for Adults

One of our CSWs, Vince, supports two clients in individual sessions to give their carers a break. Having got to know both men, Vince suggested that they might want to use some of these sessions to meet up together and do something more sociable.



Now every month, Barry and Tony meet at a place of their choice and combine their hours so that they can have a longer session, have lunch together, enjoy a drink out, go bowling, play pool or choose to visit somewhere like The Raptor Centre. Having an extended break once a month as well as their regular shorter sessions, also enables their family carers to have more flexible and varied breaks from their caring role. Barry and Tony would welcome others who might want to join them once a month.



Please contact your Care Coordinator for further details.

Volunteers needed - do you have any spare time?

Did you know carers are the largest volunteer group in the country? They save the economy £119,000,000,000 (£119bn) every year.

They are unpaid and give up their time free of charge to help their loved ones or friends, very often sacrificing employment, free time and holidays. Carers often volunteer to help others too, if the demands of caring allow - keeping their minds active and helping others.

At CRCC, we have 20 Volunteers, including Trustees and Carol Adams (former Finance Officer) who provides admin support in the office; and Session Workers at groups for children with disabilities. We are looking to expand our team of Volunteers at CRCC, for projects such as helping at Addenbrooke's and with groups or carer training, or running a stand at a Co-operative event in conjunction with the Co-operative Charity of the Year.

If you are interested in becoming a Volunteer or if you have an idea that you would like to put forward please let us know - we might not have thought of it before! Tel: **01480 499090** or email care@crossroadscarecambridgeshire.org.uk.

Cambridge Community Services need Volunteers too

They are looking for volunteers to take part in Patient-Led Assessments of the Care Environment (PLACE). PLACE assessments only look at buildings and related non-clinical services like catering, as the quality of care and all other things that go to make up a good experience are dealt with by Care Quality Commission, Healthwatch and others.

You'll be part of a Patient Environment Action Team (PEAT) and given 6 weeks notice of inspections, which are due to start in April. Recent personal experience of hospital in-patient care is useful. Assessors don't need any particular knowledge but should have an ability to understand and good communication skills. Hospitals and CCS in-beds throughout the county will be assessed and expenses, refreshments and free parking are provided.

If interested, please contact **Sharan Johal** at sharan.johal@ccs.nhs.uk or Tel: **01354 644372**.

Employment - could you use your skills to help others?

We are always looking for special people who can help carers and people with care needs. It is THE CHANCE TO MAKE A REAL DIFFERENCE. We offer a competitive annual salary, a comprehensive training package, subsidised transport and the possibility of affordable accommodation. If interested (or you know someone who fits the bill) call **01480 499044**, email care@crossroadscarecambridgeshire.org.uk or see our website www.crossroadscarecambridgeshire.org.uk.

Autism Friendly Screenings

Did you know that Cineworld and Odeon Cinemas hold autism friendly screenings of films?

The screenings are organised by Dimensions (www.dimensions-uk.org) in conjunction with the cinemas. It is not available at all cinemas so please check the Dimensions website for details.

Lights are on low, sound is turned down, trailers are omitted and people can bring their own food, make noise and move around the cinema as they feel comfortable.

Got a query? Contact us – we're happy to help!

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Office Hours

Monday-Thursday 9am-5pm
Friday 9am-4.30pm

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- lunch and day care
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CARERS
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The Crossroads Care trade mark
is a collective mark.



Welcome to our new staff

We are delighted to welcome some new staff to CRCC.

Melanie Gray has just joined us as Chief Operating Officer/Deputy Chief Executive. Melanie has a wealth of experience gained in a range of roles including change, project and people management as an occupational psychologist and management consultant and more recently in a Commissioning role at Cambridgeshire County Council. Melanie will be responsible for our adult care services.



Tracy Hyland joined us in August 2012 as Young Carers Manager. Many of you involved in the Project will have already met Tracy who has done lots since joining CRCC including appearing on prime time TV with Children in Need in November and soon to be on Newsround.

Caroline Porter joined us as Carer Support Officer based at Addenbrooke's Hospital. See page 8 for more of what Caroline's job involves.

Sylvia Pearson joined us as a Health & Social Care Trainer. Sylvia will be delivering a range of training courses in conjunction with Julie Thorogood.

Forthcoming Events

12 March for 10 weeks

Caring for Healthy Memories Group

Training Room, Crossroads Care Cambridgeshire St Ives office

Two hour group run by Huntingdonshire Older People's Mental Health Team for relatives or individuals who are experiencing forgetfulness. This group offers support and education on memory.

Tel: **01480 415364** for details.

4 February-30 November

Staying independent, safe and well

Library Roadshows

Last year, library visitors across Cambridgeshire had the chance to find out about local services to help them stay independent, safe and well by visiting the Your Life, Your Choice Roadshow.

If you missed out there are more opportunities to come along in 2013!

See www.yourlifeyourchoice.org.uk, pick up a leaflet from your local library, or call **Adult Social Care Enquiries** on **0345 045 5202**.

18 April & 27 June Cambridgeshire Carers Partnership Board

15 April & 10 June Peterborough Carers Partnership Board

Your chance to lobby your representatives to ensure your voice is heard and carers issues are raised.

