

FREE Counselling for City Residents

The Carers Federation offers free counselling to all Nottingham City residents. If you are interested in accessing the service please contact **Sam Powell, Counselling Services Manager on 0115 962 9328** or via s.powell@carersfederation.co.uk. If you are looking to speak with someone about your experience of being a Carer or Cared for, we are here to listen and offer support. Please get in touch if you want to find out more.

What Clients Have Shared about their experience of Carers Federation counselling:

- Healing is possible.
- I don't need to be scared of my feelings or overwhelmed by them. I learned this by watching my counsellor not be overwhelmed by them.
- My old template was pretty faulty. Reasonable when it was formed, but faulty in the long-term.
- It's ok for it to be about my needs.
- All of me is acceptable, some of it's not so pretty, some of it I don't like, but it's all human.
- Reaching out to another person when you need help is a sign of strength not a weakness.
- Anger is just another emotion.

- We can only know ourselves in relationship. If the relationship isn't a good one, we learn to believe lies about yourselves. If it's a good one, we can learn to love ourselves.
- The only way to heal some of the losses is to mourn them. I can endure the losses which can't be corrected and I can get what I need to go on.
- Expressing something you want that you can't have and being understood, far from being futile, is incredibly healing.
- There is nothing wrong with having needs.
- Other people's boundaries are just that, theirs, and say more about them than they do about me.
- That mistakes are just that, mistakes, and can be learned from.
- For reasons beyond my understanding, having someone witness your pain and stay with you through it is incredibly powerful and healing. Going through your own pain teaches you to stay with others through their pain. This makes it worth going through.
- We never stop needing other people.

Exploring patient and carer experiences of mental health crisis services

Nottingham Healthwatch are teaming up with Healthwatch Nottinghamshire for another insight project to explore experiences of adults seeking help during a mental health crisis, following some concerning feedback received by Healthwatch.

They are busy planning the details of the project but will be looking to:

- Evaluate the experience of the process for seeking support for during a crisis episode, this includes the phone call to the Crisis Resolution Home Treatment team and initial assessment.
- Explore the impact of this process, this includes any impact on subsequent treatment and care, and patient and carer quality of life during and immediately after this crisis episode.
- Identify any interactions with community or acute mental health services which lead up to a mental health crisis situation, and whether this influences experiences of seeking support during the crisis episode.

They will be gathering all this feedback during autumn and winter, and releasing their report in early 2016.

Do you have experience of crisis services as either a patient or carer?

They want local people who have experience of these services to help direct the project and ensure that they are asking the right questions, and to help gather evidence from local people using these services.

If you're interested please send an expression of your interest to their Volunteer Co-ordinator **Richard Mayer** richard.mayer@healthwatchnottingham.co.uk or telephone **0115 859 9510**, and we'll send you some more details about the project.

If you would like to add an article or have a suggestion for future topics please contact Stephanie Staton either by telephone 0115 962 9311, post or email s.staton@carersfederation.co.uk. We would love to hear your thoughts. (If you no longer wish to receive this newsletter please let us know and we will remove your details from the database)



Carers Federation Limited is registered in England as a company limited by guarantee
Registered office: 1 Beech Avenue, Sherwood Rise, Nottingham NG7 7LJ
Registered number 3123142 Registered charity number 1050779

Caring & Sharing

Summer/Autumn issue 2015



healthwatch

How do you find Information and Advice for Care and Support Services in Nottingham?

Recent changes brought in by the Care Act 2014 mean that Nottingham City Council now have a duty to provide information and advice for all adults regarding the care they, or someone they care for, receive.

Nottingham City Council also have a duty to provide carers with information about what support is available to them and how they could access it.

Healthwatch Nottingham are keen to ensure that people like you are able to access the information and advice they need when accessing care services in Nottingham city. They are supporting Nottingham City Council to find out how you currently get information on care and support services and what is good or difficult about this.

If you would like to contribute to this you can access an online survey using the link below. Or you can contact their office on **0115 859 9510** to request printed copies and a FREEPOST return envelope. Completing the survey should take 5-10 minutes. <https://www.snapsurveys.com/wh/s.asp?k=144059554756>

Your responses will be used as part of a report for the council and will help to develop Nottingham City Council's Information and Advice Strategy.

Please be assured that no personal information will be shared between Healthwatch Nottingham and Nottingham City Council.

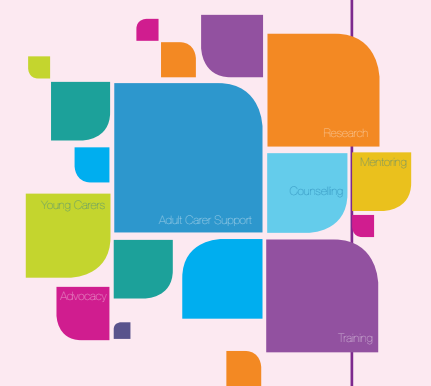


Invitation to Carers Federation AGM & Carers Rights Day Event

Carers, both members and non-members are invited to join us for our **AGM** held alongside **Carers Rights Day Event on Thursday 19 November 2015**. Further details are enclosed; if you would like to attend or would like to become a Trustee or nominate someone to become a Trustee please return the reply slip in the pre-paid envelope.

We do hope you will be able to join us, the event starts at 10.30am - 2.00pm, we have two guest speakers, Peter Morley from Nottingham City Council providing an update on the Care Act and Christina Yardley from Actons Solicitors on the Power of Attorney.

We will also have information for carers on their rights and entitlements.



Adult Carer Support Services



“Carers First” – Adult Carers City Service (Nottingham City Council)

“Carers First” continues to provide a holistic support service to unpaid carers in the Nottingham City area. Carers receive emotional support and have an individual support plan. The service provides Statutory Carers Assessments on behalf of the City Council, where there is no care package in place. Carers, without a care package in place, can access a short term Respite service to help maintain their caring role. The Carers First team and the carer identify the range of support that can include support from the service and referring/signposting to other relevant services. For more information on the full range of support on offer Telephone: 0115 962 9369. Visit the website www.carersfederation.co.uk

Rushcliffe Carer Support Service



The Rushcliffe service started on 1st March 2015. Carers in Rushcliffe receive a bespoke service delivered by a Carers Federation support worker and the named Carers Champion in each medical practice. The aim is to ensure carers are informed of their rights and receive appropriate support with their caring role. For further information contact:

Gerry: Monday-Wednesday – 07738 882 556
Margaret: Wednesday-Friday – 07739 237 443
E-mail: rushcliffecarers@carersfederation.co.uk

Carers Champions Service



A new service for unpaid carers across all medical practices in the area. To work with Practice Carers Champions in identifying unpaid carers, informing carers of their rights and providing information. Ensuring unpaid carers are appropriately supported. To work with schools to look at recognition and support for young carers.

For further information call or text: 0115 962 9314 or 07738 994 053 E-mail: nneacarers@carersfederation.co.uk

Sign up to Carers Federation Social Network, available for all adult carers registered with the Carers Federation. For more information visit www.supportgateway.co.uk or Contact: Hazel – 0115 9629314 or Carla – 0115 962 9369

Young Carers Transitions Project

The Young Carers Transitions Project is into its second year and the number of referrals to the project has increased substantially. Young Carers aged 14-19 from Nottingham City, Broxtowe, Gedling and Rushcliffe are being offered 1-1 mentoring support and life-skills workshops to support them as they transition to adulthood.

We have responded to young carers needs by offering more 1-1 mentoring sessions and one-off life-skills workshops and events. This year we have run a number of short sessions for the Action for Young Carers evening groups and offered a number of Saturday workshops as well as taking a group of young carers to the University of Nottingham Carers event and attending the Nottingham Jobs Fair.

Over the next months we will be offering further workshops around confidence-building, employability skills, everyday first aid, and decision-making. We are also going to be working with Central Nottingham College and Bilborough VI form College to develop carers support groups for their students.

If you are interested in finding out more about the project or would like to make a referral please contact Naomi Sykes. n.sykes@carersfederation.co.uk or 0115 962 9335.

Alternatively you can find more information at www.carersfederation.co.uk/services/mentoring/transitions-project/



The ‘Future Pulse Media Team’ have been busy going out and about in Nottingham over the past few weeks to talk to young people about their experiences of health services in the city.

Visit: <https://futurepulsenottingham.wordpress.com/media-team/> to hear their top tips!

The team of ‘Mystery Shoppers’ are also busy visiting various health services and feeding back their views so we can approach services and make recommendations to improve accessibility.

There are now a significant number of health services who have been awarded or are working towards the ‘You’re Welcome Standard’ and the ‘15 Steps Challenge’. Look out for ‘Future Pulse’ accreditation stickers across the city.

Our volunteer base continues to grow, if you know anyone under 25 who would like to be involved they can email: futurepulse@carersfederation.co.uk You can follow ‘Future Pulse’ on twitter for more updates.

Action for Young Carers

Update

One of our longest standing support workers, Becki Smith is now the proud mother of a beautiful little girl. Unfortunately we’ve had to say goodbye and good luck to Rachael Morritt as she emigrates to Australia.

Steph Smith is now in place as the new Carers Assessment worker as changes to the Care Act mean that all young carers are now entitled to an assessment in their own right. We have had very positive responses from families and young carers, stating they are receiving support from Adult Social Care sooner than previously. The process will continue to be monitored to ensure it is fit for purpose and that young carers and families understand their rights.

Funding

AYC continues to receive donations through the local giving facility <http://localgiving.com/charity/aycnotts> which helps deliver respite activities for young carers, all donations are greatly appreciated.

AYC would like to thank everyone for their generous donations this year, including Daisy Fancourt and family, helping to fund a young carers trip to France and New Appeals for supporting a number of families around passports and other young carer events.

Quote from a young carer: “I have made so many friends its like being part of a family”

Young Carer App/ Schools/ID Cards

Around 110 young carers are now signed up to the young carers app, this has been a fantastic self assessment tool for young carers to be able to use and indirectly stay involved with the service and helps identify when a young carer has additional needs. They also help in school when a young carer needs time out.

Workers have attended parents evenings at schools across Nottingham resulting in identifying young carers. Schools continue to champion the service by referring young carers into the service, working closely with support workers and setting up young carer groups in school. The team have now planned to set-up young carers groups in schools during 2015/16.



Respite/activities

A London based company: Create have worked jointly with AYC enabling young carers to attend both a 3 day music course and 3 day drama course, both projects were highly successful and great fun, the young carers had a fantastic time and were able to perform in front of their parents.

During the summer the young carers were offered a wide range of various activities: making bath bombs at the Lush shop, picnicking at Wollaton park, film day as well as a family day held at the Nottingham University. Two residential trips were held over the summer, one an over night stay for five young carers on a narrow boat with lots of team building activities linked in the next day.

