

Carers

Support Services and Resources



November 2019



Dear Carer

During the summer of 2017 the Southern Trust through its Carer Support Team organised a number of engagement workshops and focus groups and developed a questionnaire to find out about carers' knowledge and experiences of short breaks, their needs and what they thought would support them in their caring role.

Summary reports with action plans and feedback flyers have been developed and are available to download from the Carers Section of the Southern Trust website at:

www.southerntrust.hscni.net/services/1581.htm

We have now had a chance to review and consider the feedback and as there would appear to be limited knowledge of the supports and resources available for carers across the Southern Trust area, we have developed this booklet to provide an overview of the existing carer support information, services and resources so that carers can follow up and access the support they need.

This booklet is divided into 9 sections:

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Unless stated otherwise, all information and resources referenced are available to download from the carers' page on the Southern Trust website at:

www.southerntrust.hscni.net/services/1581.htm

Or

Contact the Trust's Carers Coordinator Tel: 028 3756 6284

Email: carers.coordinator@southerntrust.hscni.net

Section 1: What you told us and what we have done:



About your caring role

Caring is a major influence on your day-to-day life. You clearly see your role not only as your duty but also something that you want to do for your loved one as a mother, father, wife, husband, son, daughter etc. often to the detriment of your own health and wellbeing.

About your main concerns

The main issues of concern identified by carers are issues that we have been working to address:

- ❖ The need for financial, emotional and practical support and regular information and where to access this locally
- ❖ The challenges in understanding the system and navigating health and social care services
- ❖ Carers' Assessments to be carried out by well trained staff with an understanding of carers issues and provide effective, sensitive support
- ❖ The impact of caring role on the carer's own health and wellbeing, in particular mental and emotional wellbeing
- ❖ Need for replacement carer cover and contingency planning for the cared for person
- ❖ Availability and accessibility of day opportunities, day care and volunteer placements for cared for person
- ❖ Training and support to be become more involved in shaping health and social care services



What we have done

We have developed an action plan outlining the key actions the Trust will take during 2018/20 in response to your feedback.



This includes:

- Continuing staff training on Self Directed Support, Direct Payments, Awareness of Carers' Issues and Rights, Carers' Assessments and carer support services available locally
- Development of a Self Directed Support and Direct Payments Factsheet for carers
- Continuing to review and update information for carers with carers
- Development of poster outlining existing carer support groups, when and where they meet and who to contact should you wish to join
- Development of a directory of short break opportunities
- Continuing to progress: Review of Day Services, tender for the provision of additional day time opportunities and Community Mapping to identify existing local opportunities for people with a disability
- Developing a family based Shared Care Scheme that provides short breaks (respite) for adults with a mild to moderate learning disability through specially recruited carers known as host families
- Seeking additional recurrent funding for Carers' Cash Grants and agreeing standardised thresholds across all Programmes of Care
- Exploring ways of delivering or signposting carers to discounts available locally
- Seeking additional recurrent funding for carer engagement and activity workshops

Progress will be monitored by the Trust Carers Reference Group*

* see page 32

Section 2: Carer Support Services provided by the Trust

Many of the activities and supports you suggested to make life better for carers already exist or are being progressed so a key focus for the Trust is to ensure that more carers are made aware of these.



You can help by telling other carers

All of this information is available to download from the carers page on the Southern Trust website at:

www.southerntrust.hscni.net/services/1581.htm

or

by contacting the Trust's Carers Coordinator

Tel: 028 3756 6284

Email: carers.coordinator@southerntrust.hscni.net



Provision of financial, emotional and practical support

The Southern Health and Social Care Trust recognises the essential and valuable role that carers play in the delivery of safe and effective care to the person cared for and as such is committed to ensuring that carers are supported in their caring role. The Trust does this in a number of ways:

- Through Trust services
- Through commissioned services
- By referral or signposting to other service providers
- By raising awareness of the support services available locally

Southern Trust Carer Support Services

In terms of carer support provided by the Trust this may include:

- ❖ Carer's Assessment and development of Carer's Need and Support Plan
- ❖ Self Directed Support and direct payments
- ❖ Carer's Cash Grants
- ❖ Shared Care Scheme
- ❖ Carer information and resources
- ❖ Carer's Reference Group
- ❖ Carer Forums for specific programmes of care e.g. mental health, learning disability, autism, children with disabilities
- ❖ Carer focus groups and other engagement and involvement methods
- ❖ Health and wellbeing training and activities
- ❖ Practical skills for carers
- ❖ The Carers Coordinator who can assist you to access the information, Trust staff member or help you need to support you in your caring role.

Carer's Assessment and development of Carer's Needs and Support Plan

When a person is being assessed for health and social care services the Northern Ireland Single Assessment Tool (NISAT) is used by staff to carry out the assessment. If a person is eligible for health and social care services (even if they have chosen not to avail of those services) their carer or carers are entitled to an assessment of their own needs.

The assessment is not a test of the carer's financial situation. It is a conversation for the carer to focus on how caring impacts on them and the information discussed can be compiled over a number of visits. A carer may wish to talk in confidence to the person who is carrying out the assessment, without the person they care for being present.

The person who carries out the assessment will give the carer an opportunity to speak frankly about their own feelings and challenges. This assessment will be confidential.

The purpose of the Carers Assessment is to:

- ❖ Ensure that the carer is recognised for the support they provide and that they are valued in their caring role
- ❖ Identify any help or support they may need
- ❖ Assess if the carer is eligible to avail of a short break
- ❖ Provide information on local support services such as carer support groups or benefits advice
- ❖ Explore whether the carer wishes to stay in work or return to work and how to make this happen

- ❖ Discuss and agree contingency plans for emergency situations or when the carer is unable to care because of ill health or other reason.

Over the past year there has been a regional review of the Northern Ireland Single Assessment Tool (NISAT). Carers and staff from the Southern Trust area have been involved in developing the new version which became the standardised tool early in 2017. This tool incorporates a component which focuses on the needs of carers and this is now called the Carer's Needs and Support Plan.

The new tool provides a holistic assessment of the support needs of carers to enable them to continue in their caring role. It is anticipated that there will be better outcomes for carers using the new approach. Carers will be provided with a copy of their support plan detailing what has been or what is to be put in place to assist them to maintain their caring role. It will also include contingency plans in the case of an emergency or if the carer is taken ill or is incapacitated.

It is vitally important that a carer has a Carer's Assessment as this is the gateway to a range of other support services such as Self Directed support, short breaks and carers cash grants.

If you are caring for someone who is receiving health and social care services from the Trust and you have not been offered a Carers Assessment, contact their key worker, speak to your GP or contact the Trust's Carers Coordinator.

Self Directed Support



Self Directed Support describes ways in which individuals that have been assessed as needing social care support are enabled to have more choice and control in how their care and support is provided so they can have greater levels of control over how and by whom their care needs are met.

A fact sheet on using Direct Payments or Self Directed Support to access Flexible Short Breaks has been developed in partnership with the Carers Reference Group and is available on the Carers Website page.

Further information on Self Directed Support is available from Aiden McCullagh.

Tel: 028 3831 2852 Mobile: 0788 771 4278

Email: aiden.mccullagh@southerntrust.hscni.net



Carers' Cash Grants

The Southern Health and Social Care Trust has a ring fenced budget of £20,000 each year to provide support to carers who are experiencing high levels of stress due to their caring role. A carer of someone who receives services from the Memory Service (dementia), services for older people, Children with Disabilities, Family and Child Care, Autism, and Adults with Physical and Sensory Disability Teams may be eligible for a Carers Cash Grant as one of the potential outcomes of a Carers Assessment.

In addition to the generic budget for cash grants the Mental Health Division and Adult Learning Disability Teams have ring fenced budgets to provide cash grants for carers of those who use their services.

Shared Care Scheme

Shared Care is a family based scheme that provides short breaks (respite) for adults with a mild to moderate learning disability through specially recruited carers known as host families. Host families offer care in their own home. This can include both day and overnight care and anything from a few hours a week to regular weekend stays.

The Trust is currently seeking to recruit more host families for Shared Care. Previous experience of caring for an adult with a mild to moderate learning disability is not essential. The Trust will complete a series of assessments with prospective host families and provide training to support them in their role.

For further information, please contact:

Angela Murnion, Shared Care Manager Tel: 028 3025 6790

Sharon Humphries, Social Worker Tel: 028 3756 4533

Margaret McShane, Social Worker Tel: 028 3025 6790

Email: firstname.surname@southerntrust.hscni.net



Children's Disability Services Short Breaks Team

The Children's Disability Services Short Breaks Team coordinates a reliable and flexible short break care service designed to give the parents/carers of children with disabilities a break. This can be anything from a few hours to overnight stays and may be provided in a family setting in a short break carer's home or out and about in the community with a befriender or as a member of an activity group.

The team also coordinates a similar service to provide respite for the parents of children who have complex health care needs and /or challenging behaviour and who are known to the Children with Disabilities Social Work Team. This can range from day respite to overnight stays, provided in a family setting in the respite carer's own home.



The Trust is currently seeking to recruit more Short Break Carers for both these schemes.

Short break Carers go through the same assessment process as a foster carer and are approved at a fostering panel to provide short term/ shared care family based breaks for children with disabilities only. Short Break Carers can be contracted on a fee paid basis to work on a full-time or part-time basis or can be paid on a sessional basis

If you would like further information or are interested in becoming a fee paid Short Break Carer, please contact the Short Breaks team on 028 3756 4350 or Email:

shortbreaks.team@southerntrust.hscni.net

Understanding the system and navigating health and social care services

The Southern Trust wants to ensure that carers receive help and support to access services so that they are quickly navigated to the support that they need. If you need information on carer support services in your area, or help with a specific query in relation to your caring role you can contact: The health or social care professional who visits or contacts you or the person you care for most often for example: District Nurse, Occupational therapist, Social Worker.

The contact details for all Trust health and social care teams are included in the Carers' Useful Contacts list which can be found by going onto the SHSCT website, clicking on Our Services then clicking on Carers information:



www.southerntrust.hscni.net/services/1581.htm

If you do not have regular contact with a health or social care professional or do not know who this person is, you can contact:

The Trust's Carers Coordinator

Tel: 028 3756 6284

Email: carers.coordinator@southerntrust.hscni.net

Dementia Day Care (Specialist)

The Trust provides day care places for older people over 65 years who have a diagnosis of a Dementia illness at Edenderry Specialist Dementia Day Centre in Portadown and at Bramblewood Specialist Dementia Day Centre in Newry.

Accessing the service

Following a referral to the Memory Service Team for older people, an assessment of the needs of the person for whom the service is requested will be undertaken by a social worker or community psychiatric nurse. During the assessment, information will be provided about the services available and any charges involved.

Contact details for the Memory Service Teams

Armagh and Dungannon

Mullinure Health and Wellbeing Centre
St Luke's Hospital
Loughgall Road, Armagh

Tel: 028 3741 2428

Craigavon and Banbridge

Edenderry House
18 Gilford Road
Portadown BT63 5ED

Tel: 028 3833 3332

Newry and Mourne

Cloughreagh House
Millvale Road, Bessbrook
Newry BT35 7EH

Tel 028 3083 6970

Delirium and Dementia

If you are worried that there has been a sudden change in the behaviour of someone you care for and they are more confused than normal, this is an excellent introduction to Delirium. There are other clips available on dementia as well.



https://youtu.be/l8ObbH_for0?list=PL8WVc2H7O1ARJz6KFt41DUSNgAtmqUgK1

Section 3: Carers Support Services commissioned by the Trust

In addition to the carer support services it provides, the Trust commissions the following carer support services to provide support advice and guidance in the local community:

Carers Trust NI – support for adult carers



Carers Trust Northern Ireland is commissioned by the Southern Trust to provide support services 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.

This includes:

- ❖ Support and choices available to carers
- ❖ Carer support assessments to help carers get the right support
- ❖ Training and social events for carers
- ❖ Information and support to access advice on benefits
- ❖ Information on the Southern Health and Social Care Trust's carer support services.

Carers Trust can also provide information and advice over the phone or by email which can help the carer manage their caring role. And if they can't help, they can put the carer in touch with the service or support organisation that can.

Further information on the Carers Support Service is available Monday - Friday, 9am - 5pm:

Call the helpline and information service: Tel: 0782 693 0508

(The cost of calls to a mobile phone from different operators and mobile providers may vary.)

If you can't get through because the lines are busy or wish to call outside opening hours, you can leave a message and Carers Trust NI will call you back within one working day.

Alternatively you can email: price@carers.org

Or find us online:

[Carers.org/carers-support-service northern-ireland](http://Carers.org/carers-support-service-northern-ireland)

www.facebook.com/CarersTrust

www.twitter.com/carerstrustni

CAUSE - support for those caring for someone with a mental health diagnosis



CAUSE's team of dedicated Carer Advocates offers one-to-one help to individuals when they are supporting a loved one's recovery. CAUSE is peer-led which means it is run by carers for carers, they know from direct personal experience the issues carers can face.

For further information, please contact:

Therese Connolly, Carer Advocate Team Leader, (Newry & Mourne) (Craigavon & Banbridge)

Tel: 028 9065 0650 / 0773 821 0628 Email: therese@cause.org.uk

Arlene Wilson, Carer Advocate Team Leader, (Armagh & Dungannon, Tuesday, Wednesday & Thursday AM only)

Tel: 028 9065 0650 / 0773 062 3867 Email: arlene@cause.org.uk

Action Mental Health (AMH) Adapt - support for those caring for someone with an eating disorder



AMH Adapt aims to promote and increase knowledge, and provide greater understanding and awareness of eating disorders in the community.

AMH Adapt has adopted a recovery approach to provide help and support to people with eating disorders, and their friends and families. It also advocates and lobbies for specialist services.

For further information, please contact:

Vanessa Baird Tel: 028 3839 2314 Email: vbaird@amh.org.uk

Alzheimer's Society - support for those caring for someone with dementia



The Alzheimer's Society is a membership organisation, which works to improve the quality of life of people affected by Dementia. Many of the members have personal experience of dementia, as carers, health professionals or people with dementia themselves, and their experiences help to inform the work of the society.

For further information, please contact:

Armagh & Dungannon Office: Tel: 028 8775 3812 Email: kelly.meeke@alzheimers.org.uk

Craigavon & Banbridge Office: Tel: 028 3839 4440 Email: carole.murray@alzheimers.org.uk

Newry & Mourne Office: Tel: 028 3025 6057 Email: pauline.murphy@alzheimers.org.uk

Section 4: Other Carer Support Services

In addition there are a number of other services that carers in the Southern Trust can access:

Financial support and advice

Within the Southern Trust area there are 6 organisations providing free, confidential information and advice to assist people with money, legal, consumer and other problems.

Community Advice Services	
<p>Community Advice Armagh Mon- Fri (9am - 5pm) 9 McCrum's Court , Armagh, BT61 7RS</p>	<p>028 3752 4041 0300 123 3233 donna.morris@communityadvicearmagh.com</p>
<p>Community Advice Banbridge Mon- Fri: (9.30 am - 2pm) 77 Bridge St, Banbridge , BT32 3JL</p>	<p>028 4062 2201 0300 123 3233 advice@cabanbridge.org.uk</p>
<p>Mid Ulster Advice Service (MIDAS) Mon- Fri: (9am - 5pm) and Sat: (9.30am - 12.30pm) The Junction, 12 Beechvalley Way, Dungannon BT70 1BS</p>	<p>028 8775 0211 advice@stepni.org</p>
<p>Community Advice Craigavon Monday - Thursday: 9.00am - 5.00pm Friday: 9.00am – 4.00pm</p> <ul style="list-style-type: none"> • Mount Zion House, Edward Street, Lurgan • Portadown Health & Care Centre, Tavanagh Avenue, Portadown <p>The advice line operates 9.30 - 1.00pm</p>	<p>028 3836 1181 enquiry@advicecraigavon.com</p>
<p>Community Advice Newry, Mourne & Down Monday to Friday 9:30am to 4:30pm (Clinics in Crossmaglen, Kilkeel & Newry) Ballybot House, 28 Cornmarket, Newry, BT35 8BG</p>	<p>0300 303 0306 kellie@advicenmd.com</p>
<p>Liaise - Lurgan Independent Advice and Information Service Mon–Thurs (9am-4.30pm) and Friday (9am – 1pm) Mount Zion House, Edward Street, Lurgan, BT66 6DB</p>	<p>028 3832 5764 028 3832 4680 jim@mzhouse.org</p>

This information is also included in the Useful Contacts List available to download from the Trust website at: www.southerntrust.hscni.net/services/1581.htm

Both the Southern Trust and Carers Trust NI have fast track referral arrangements for carers with Community Advice Craigavon and Newry, Mourne & Down.

For a copy of the Southern Trust fast track referral form, please contact the Trust's Carers Coordinator Tel: 028 3756 6284 Email: carers.coordinator@southerntrust.hscni.net

Good Day Good Carer - Support for older carers

The Confederation of Community Groups (CCG) has been commissioned by the Health and Social Care Board to deliver a Telephone Support Service for Older Carers to:

- ◆ Provide a listening ear for carers and an opportunity to be heard
- ◆ Provide information and advice to support carers
- ◆ Identify support services for carers



The Southern Trust provided funding to the CCG to establish a medical reminder scheme as an additional part of the service.

For further information on Good Day Good Carer or to refer to the service, please contact: Pat Quinn on: Tel: 028 3026 1022. Email: pquinn@ccgnewrycommunity.org

Age NI - Support for older people and the carers of older people



www.ageuk.org.uk/northern-ireland

Age NI is the leading charity in Northern Ireland dedicated to helping everyone make the most of later life. Age NI believe in a world where everyone can love later life and work every day to achieve this. Age NI help thousands of people every year, providing companionship, advice and support for older people who need it most.

Age NI Advice Service

Every year our Advice Service deals with thousands of calls from older people in need. Call us today to make sure that you are receiving all the help and support available to you.

Call Freephone 0808 808 7575 (8am – 7pm 365 days a year)



Rosie's Trust

Rosie's Trust is a small Northern Ireland-based charity who provides support to people who are either terminally ill, undergoing treatment for cancer or elderly people who are living with a disability who might be struggling to care for their companion pets in a practical way.

If you would like to refer to the service or apply to be a volunteer with Rosie's Trust, please contact:

Marc O'Neill

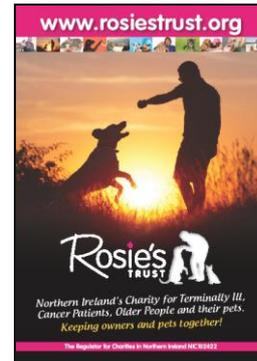
Development Officer, Rosie's Trust

Tel: 0771 848 3946

Email: marco@rosiestrust.org

www.rosiestrust.org

www.facebook.com/rosiestrust



Action For Children - Support for young carers

The Trust ensures that young carers identified are referred to the Regional Young Carers Support service for carers aged 8-18. This service from Action for Children provides:



- ◆ Young carers needs assessment
- ◆ Personal support, advice and guidance
- ◆ Individual and group support
- ◆ Trips and activities during school holidays
- ◆ Help to access specialist services
- ◆ Help to access universal services such as leisure and youth services

Action for Children Service

We raise awareness, identify and provide direct support to children and young people who look after or help to look after someone in their family who is unwell or disabled, including children caring for parents who have mental health or substance misuse problems.

For further information: Tel: 028 4062 6516

Family Support NI - Information on a wide range of family support services and registered childcare provision in Northern Ireland

familysupport NI.gov.uk

www.familysupportni.gov.uk/

Helping You Find the Services You Need

Parentline NI – offering an impartial, non-judgemental listening ear and providing advice, support and guidance



Parenting a child or young person can be hugely rewarding, however at times it can be challenging. Many carers can often feel like they are on their own with little or no support.

Call Parentline NI today for advice, support or guidance.



Parentline NI is open from 9am to 9pm Monday to Thursday, 9-5pm Friday and 9am to 1pm on Saturday. Our service is available through a range of different channels including telephone, face to face and online.

Call us for FREE on: 0808 802 0400

You can also call and leave a message outside of our opening hours, and we will get back to you within two working days.

Email: parentline@ci-ni.org.uk

Cancer Focus Family Support Service



This is for children/young people and their families where a significant adult has been diagnosed with cancer. They provide a range of supports to parents and young people on an individual and group work basis.

Contact: Michelle Wooderson, FSW for the Southern Trust area

Email: michellewooderson@cancerfocusni.org

Tel: 028 9066 3281

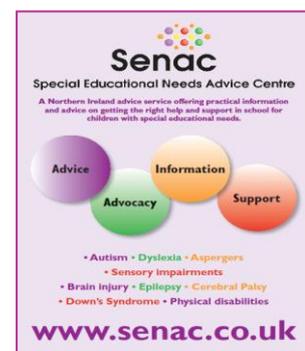


Senac – Special Educational Needs Advice Centre - Support for children with special educational needs



This is a Northern Ireland advice service, based in Belfast, offering practical information and advice on getting the right help and support in school for children with special educational needs.

www.senac.co.uk



The Family Choices service run by Loughshore Care Partnership supports family members in the ACBC Council area where a loved one has received a palliative diagnosis and has chosen to return or remain at home for end of life care. Our volunteers provide practical and social support to the family. This may include a 'Home from Hospital' package, house cleaning, making meals, pet care, helping children with homework, befriending and post-bereavement support.



For further information: Tel: 028 3885 1911 Email: slnra@btconnect.com

Side by Side Service - Helping people with dementia do the things they love.

With the support at each session of the same volunteer, the person with dementia can get out and about and keep doing things they enjoy.



Contact: Hazel Haworth 0748 408 9108

Rethink Mental Illness



Rethink Mental Illness and the Meriden Family Programme have created Caring for Yourself to help people with mental health problems and carers, family and friends.

If you support someone with any mental health condition, this guide is for you. You may have a relative struggling with anxiety, depression or bipolar disorder, a friend with psychosis, schizophrenia or a personality disorder. Whatever the diagnosis, Caring for Yourself can help you to develop skills and new ways to cope.

This self-help guide consists of eight books which offer tips and exercises on how to look after your own wellbeing as well as supporting the person you care for, covering topics such as finding the information you need and coping with relapse.

- ❖ Booklet 1 Introduction
- ❖ Booklet 2 Being a carer
- ❖ Booklet 3 Information
- ❖ Booklet 4 Communication skills
- ❖ Booklet 5 Problem solving and goal achievement
- ❖ Booklet 6 Relapse management and staying well
- ❖ Booklet 7 Recovery and hope
- ❖ Booklet 8 Taking care of yourself

Further information: www.rethink.org/

Deafblind NI

Deafblind NI is part of the national charity Deafblind UK offering tailored support, information and advice to people living with both a vision and hearing impairment.

According to the Department of Health, you are deafblind if your combined sight and hearing loss cause difficulties with communication, access to information and mobility. Deafblind NI offers the following **FREE** services:

- Two monthly support and social groups in the Belfast and Coleraine areas, who enjoy a range of interesting and accessible activities
- An outreach service to provide information and one-to-one support to help people meet their challenges
- Support and advice on bespoke digital inclusion technology, including demonstrations of software and products, allowing members to try the tech before making an informed decision on which item may be best for them to buy
- Friendly phone calls to members to check on their wellbeing. For some members, this may be the only contact they have all week
- A befriending service for any deafblind people who feel lonely or isolated, or would like support to access social opportunities
- Birthday and Christmas cards or phone calls
- A quarterly magazine, *Open Hand*, available in various accessible formats, including large print, XL print, XXL print, Braille, and audio CD, containing news, useful information and features
- Access to our helpline for good advice for members, family and carers
- Access to our heavily subsidised accessible holiday caravans in North Wales and East Anglia
- Free Deafblind awareness sessions for organisations and other community groups

If you require any more information please contact:

Paula Meenan
Senior Engagement Officer
Deafblind N.I.
3rd Floor Arnott House
12-16 Bridge Street
Belfast
Co Antrim
BT1 1LU

Mobile: 0787 688 1012

Email: paula.meenan@deafblind.org.uk

Website: www.deafblind.org.uk

Law Centre NI

www.lawcentreni.org



- Do you use or need social care services?
- Does your family member or loved one use or need social care?
- Are you a carer?
- Are you an adviser, social worker or other professional needing guidance on social care law or want to refer a client for help?

The Law Centre's health and social care hub provides free and independent legal advice and assistance to help you understand and secure your entitlements to social care.

For free & independent legal advice call: 028 9024 4401
Monday to Friday, 9am to 1pm and 2pm to 5pm



Section 5: Resources for carers

The Trust through its Carers Reference Group has developed a number of information resources and mechanisms that are up-dated on a regular basis and available to download from the carer page on its website. www.southerntrust.hscni.net/services/1581.htm

or, contact the Carers Coordinator

Tel: 028 375 66284

Email: carers.coordinator@southerntrust.hscni.net



Existing Resources include:

Carers Register



There has been ongoing promotion of the Trust's Carers Register which enables the Trust to keep in touch with carers and provide them with information on events and training to support them in their caring role.

The Carers Register also provides opportunities for carers to have their say on service developments and improvements as it can alert them to proposed service changes and provides information on current consultation questionnaires and focus groups.

We currently have 822 carers registered and receiving regular updates and information. Service teams also have their own carer databases.

If you would like regular information on financial, emotional and practical support and how and where to access this locally, please contact the Carers Coordinator or complete the application form at the back of this booklet and return to:

Carers Coordinator

Promoting Wellbeing Team

John Mitchel Place

Newry

BT34 2BU

Carers Assessment leaflet



The Carers and Direct Payments (Northern Ireland) Act 2002 came into effect on 29 March 2003 and requires each Trust to make information generally available in its area about the right of a carer to an assessment, now known as a Carers Needs and Support Plan and to take steps to ensure that carers in its area have access to such information.

A DVD explaining how the carer assessment process may support carers can also be viewed at: <https://vimeo.com/168960312>



Useful contacts for carers

The Trust has been working to develop a directory of carer support services. The aim is to make this directory available to the public. Until this is available the Useful Contacts list continues to be up-dated on a regular basis and made available on the Carers webpage. This contains contact details for organisations providing financial, emotional and practical support for carers.

Carers Trust NI Information Leaflet



Carers Trust Northern Ireland is commissioned by the Southern Trust to provide support services for anyone in the Southern Trust area 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.

Carers Trust also provides information for carers on its website and through Facebook and Twitter:

Carers.org/carers-support-service-northern-ireland

www.facebook.com/CarersTrust

www.twitter.com/carerstrustni

Posters have been designed and distributed to all GP surgeries and libraries in the Southern area. All Trust facilities are also being encouraged to display a poster in waiting areas so that carers know where to access support.



Good Day Good Carer Information leaflet



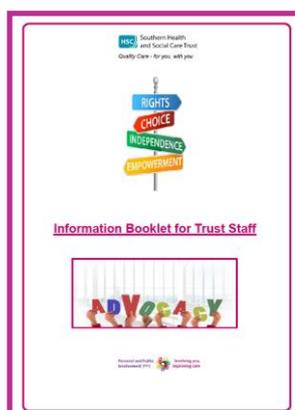
The Confederation of Community Groups (CCG) has been commissioned by the Health and Social Care Board to deliver a Telephone Support Service for Older Carers to:

- ◆ Provide a listening ear for carers and an opportunity to be heard
- ◆ Provide information and advice to support carers
- ◆ Identify support services for carers

For further information on Good Day Good Carer or to register for the service, please contact: Pat Quinn on 028 3026 1022

Email: pquinn@ccgnewrycommunity.org

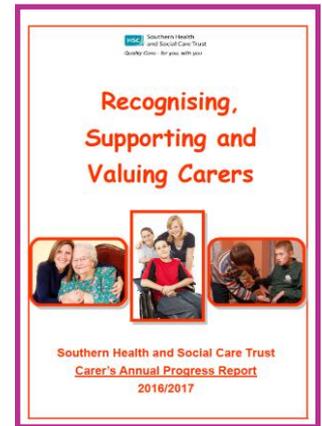
Advocacy Information Booklet



This information booklet has been designed to improve staff understanding of: what advocacy is; its role in the health and social care context; and to provide a list of advocacy services currently available within the Southern Trust area. It will also be of interest to existing advocacy service providers, service users and their carers; as well as advocates themselves, all of whom have a clear interest in how advocacy services are being used in a health and social care setting.

Carers Annual Report

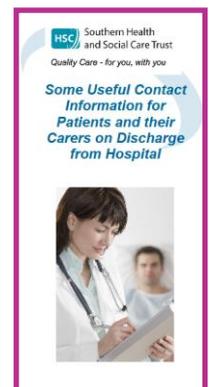
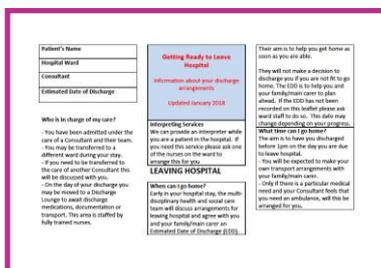
This is produced each year in Newsletter style and provides information on the progress the Trust is making in raising awareness of carers issues and embedding mechanisms and processes within the Trust to ensure that the recommendations under the themes of the Caring for Carers strategy and the objectives set by the Health and Social Care Board Carers Strategy Implementation group are addressed in partnership with carers, voluntary and community sector providers and other stakeholders. It also provides details of the financial, emotional and practical support available locally and information to help carers understand the system and how to navigate health and social care services.



Hospital Discharge leaflets

When a patient is admitted to hospital, they will receive an information sheet to help them prepare for discharge.

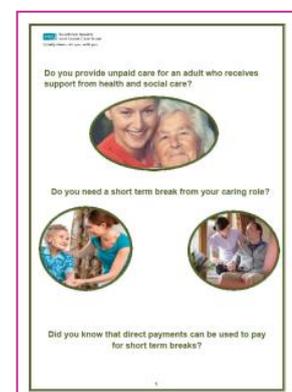
A leaflet is also available for carers, providing some useful contact information to support them with the initial discharge arrangements, particularly if they are new to the caring role.



Flexible Respite Direct Payments Fact sheet

This fact sheet provides information on:

- ❖ Short breaks
- ❖ Direct payments, who is eligible and how to apply
- ❖ What the money can be spent on



Carers Support Groups Booklet

This has been developed in response to carer feedback and provides details of existing carer and other relevant support groups in the Southern Trust area, when and where they meet and who to contact should you wish to join.



Promoting Wellbeing resources to support positive mental health and emotional wellbeing

There are a range of self-help booklets available on topics such as:

- ❖ Anxiety
- ❖ Depression and Low mood
- ❖ Sleeping problems
- ❖ Panic
- ❖ Five Ways to Wellbeing
- ❖ Simple steps to improve your mental wellbeing



There is also a list of mental health services available in the Southern Trust area and a link to the NI Direct website where you can search for a mental health support service in Northern Ireland to meet your needs

These are all available at the following link:

www.southerntrust.hscni.net/livewell/MentalHealth.htm or by contacting deirdre.mcparland@southerntrust.hscni.net

Tel: 028 3756 4460



Promoting Wellbeing resources to support other areas of health and wellbeing

Information and resources for other areas of health and wellbeing can be found at <http://www.southerntrust.hscni.net/124.htm>

Other useful websites for carers



This government website provides information on a range of topics including:

- ❖ Information and advice if you live in Northern Ireland and care for someone including your rights, support services and money issues
- ❖ Information about benefits and tax credits, how to get help returning to work, how to claim benefits and what to do about benefit fraud
- ❖ Information for people with disabilities on topics including employment, financial support, accessibility and rights
- ❖ Information for parents including your child's health and safety, education, child maintenance, childcare options, adoption and fostering
- ❖ Information and advice on healthy living, health services, illnesses, having a baby, mental health and protecting the vulnerable
- ❖ Information on buying, selling and renting property, paying rates, tenants' rights, housing and planning
- ❖ Information on crime prevention, what to do if you're a victim or witness of crime, the justice system and going to court.

Website: www.nidirect.gov.uk/



The new Carer website www.carersdigital.org contains all local information, two e-learning programmes for carers and FREE access to the care co-ordination app jointly.

Carers need to register to use the website and all e-learning.

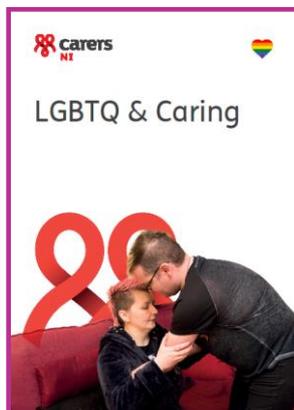
To receive the app for free, users need to use the free

➤ To register without using a code:



LGBTQ & Caring

This information booklet explores the experiences of LGBTQ and caring, and outlines what support is available



www.helplinesnetworkni.com

Helplines Network NI is a membership-led organisation consisting of over 30 different helplines operating across Northern Ireland. The helplines provide a variety of vital support services including, information, advice, counselling, a listening ear and be-friending, and offer immediate support to those with a wide-range of health and wellbeing needs, often for those who are the most vulnerable in our community. Many of the services take place over the phone, but some can help via email, text and in some cases with live web-chat.

Not all helplines are free to call, so please check each website for more information.

From 1 July 2015 all numbers starting 0800 or 0808 were made free for consumers to call from mobile phones as they were from landlines. This change only affected 0800 and 0808 numbers.

To find out how the cost of calling other 'service' numbers has changed starting 084 087 09 and 118 - please visit www.ukcalling.info/freephone

For more information and queries about the Network email Judith McLean – judith.mclean@hscni.net

Mencap - Your rights in hospital



This easy read booklet uses Photo Symbols to explain the rights of people with a learning Disability when they are in hospital.

Other guides available include:

Know your rights – Getting the support you need in hospital

Know your rights - Sorting out problems with your hospital care

Further information is available at: [.www.mencap.org.uk/health](http://www.mencap.org.uk/health)



Cancer Caring Coping Resource

This new information support for families affected by cancer has been developed by the School of Nursing and Midwifery at Queen's University Belfast, Belfast Health and Social Care Trust and The Northern Health and Social Care Trust.

The website has been co-designed by families affected by cancer to provide real life experiences and examples on how to cope in the role of carer; provide tips and techniques and sign post to available supports.

Website: www.cancercaringcoping.com

Section 6: Training for carers

Training for Carers Protocol

The Trust in line with the guidance document 'Training for Carers in Northern Ireland Issues and Opportunities.' (DHSSPSNI) has developed a 'Training for Carers protocol' which outlines good practice for the staff of the Southern Health and Social Care Trust who may come into contact with carers and/or their families.

As part of this document an appendix providing information on training available to carers both within the Trust and outside has been developed.

This can be accessed on the Carers page of the Trust website:

www.southerntrust.hscni.net/services/1581.htm



Practical skills for carers

The Trust can provide training for carers in areas such as:

- ❖ The use of aids and equipment
- ❖ Lifting and bathing
- ❖ Giving medicine
- ❖ First aid
- ❖ Dealing with, for example, catheters, PEG tubes and colostomies
- ❖ Behavioural management
- ❖ Specialist training such as sign language.

For further detail on how to access this training please contact the key worker for the person for whom you care.

Promoting Wellbeing Training Programme

The Promoting Wellbeing Division provides an annual programme of training to build knowledge, skills and capacity for the promotion and improvement of health and wellbeing. Details of the courses on offer are provided on a quarterly basis in the PWB Training directory and include topics such as:



- ✓ Home accident prevention
- ✓ Parenting Programmes
- ✓ Food and nutrition
- ✓ Positive mental health and stress management
- ✓ Physical activity

✓ Self-management

Our current programme is available at:

To book a place on any of the training or for further information please contact:

Orla Clarke Tel: 028 3756 4454

Email: orlae.clarke@southerntrust.hscni.net

Training and social events provided by Carers Trust NI

Carers Trust Northern Ireland is commissioned by the Southern Trust to provide generic adult carers support services. This includes training and social events for carers.

Regular training and social events across the Southern Trust area are free to carers. Welcoming sessions are run by experienced staff and will:

- ❖ Help you develop your own caring skills, knowledge and expertise
- ❖ Give you the chance to meet other carers in a relaxed environment
- ❖ Support you to look after your own health and wellbeing

Sessions are usually held in the day time; however this can be flexible to meet carers' needs.

Topics for the sessions will cover areas such as:

- ❖ The caring role
- ❖ Work
- ❖ Finance
- ❖ How you feel
- ❖ Time for yourself
- ❖ Managing at home



Please contact Carers Trust for details of upcoming events or to join the mailing list to ensure regular up-dates.

Tel: 078 2693 0508

Email: price@carers.org Website: Carers.org/carers-support-service-northern-ireland

Newry & Mourne Lorraine Murphy Tel: 0770 281 9109 lmurphy@carers.org

Armagh & Dungannon Ruth Allen Tel: 0770 281 9112 rallen@carers.org

Craigavon & Banbridge Michelle Moulton Tel: 0770 281 1111 mmoulton@carers.org

Section 7: Involvement opportunities for carers

The Trust's Carers Reference Group

This group is chaired by the Assistant Director for Older People's Services and includes carers and carer support organisation representatives as well as key Trust staff. The group develops an annual Carers' Action Plan to address the ongoing needs and issues relating to carers in the Southern Trust area. It meets on a quarterly basis to discuss and monitor progress on the implementation of the Carers' Strategy and the Trust Carers' Action Plan. The outcomes of the group to date include ensuring greater carer involvement, promotion of carer's assessments, the innovative use of direct payments and Self-Directed support and ensuring greater availability of carer driven services and information.

If you are interested in working with the Trust to shape and develop services for carers to ensure that they are supported in their caring role and available to attend four meetings a year from 10 am-12.30 pm, we can provide:

- ❖ Support and training
- ❖ Reimbursement of out of pocket expenses
- ❖ The opportunity to learn more about and influence the Trust's carer support services

For further information and details on application, please contact the Carers Coordinator:

Tel: 028 3756 6284

Email: carers.coordinator@southerntrust.hscni.net

There are also a number of programme specific carer forums across the Trust.

Currently the following programmes of care have a carers' forum:

- ❖ Mental Health
- ❖ Adult Learning Disability
- ❖ Cancer Services
- ❖ Autism Services
- ❖ Children with Disabilities
- ❖ CAMHS
- ❖ Dementia
- ❖ Residential and Day Care Older People

For further information and details on application, please contact the key worker or the Carers Coordinator.

Opportunities for carer involvement in planning and shaping health and social care services

Details for involvement opportunities and the relevant contact details can be found on the Trust website at: www.southerntrust.hscni.net/contact/2525.htm

Training for carer involvement in planning and shaping health and social care services

An eLearning Personal and Public Involvement training module is available on the Engage website.

<http://engage.hscni.net>

Engage is being developed as the one stop website for involvement in health and social care.



For more information on involvement within the Southern Trust, please visit: www.southerntrust.hscni.net/about/1600.htm or contact the PPI Team at:

Tel: 028 3756 4472

Email: ppi.team@southerntrust.hscni.net

Section 8: The Trust's Carer Support Framework

The Southern Health and Social Care Trust recognises the essential and valuable role that carers play in the delivery of safe and effective care to the person cared for and as such is committed to ensuring that carers are supported in their caring role. The Trust does this in a number of ways:

- Through Trust services
- Through commissioned services
- By referral or signposting to other service providers
- By raising awareness of the support services available locally

The Trust's Carer Support Framework includes:

- ❖ A Lead Executive Director for Carers to provide overall direction and drive for carer's support within the organisation
- ❖ A Non-Executive Director for Carers
- ❖ A Carers' Reference Group to coordinate and address the on-going needs and issues relating to carers in the Southern Trust area. This group is chaired by the Assistant Director for Older People's Services. Membership comprises Trust senior managers who have been nominated as they have the lead brief for carers in their programme of care, the Trust's Carers Coordinator, carer support organisation representatives and carers from across each of the Trust's three localities with experience of different programmes of care. The main aim of the group is to support carers to engage in the planning and review of services and to champion the rights of carers within the Trust.

The outcomes of the group to date include ensuring greater carer involvement, promotion of carer's assessments, the innovative use of direct payments and ensuring greater availability of carer driven services and information

- ❖ The Carer's Reference Group develops an annual Carers' Action Plan in line with the DHSSPS (NI) Carers Strategy 'Caring for Carers - Recognising, Valuing and Supporting the Caring Role' (January 2006) and associated DHSSPS (NI) Standards for 'Adult Social Care - Carer Support Services' (June 2008) and meets on a quarterly basis to discuss and monitor progress on the implementation of the Carer's Strategy and the Trust Carer's Action Plan
- ❖ In addition, a Carer Focus group comprised of key Trust Staff representing all programmes of care meet on a quarterly basis to discuss best practice in taking forward the objectives of the Carers Action Plan

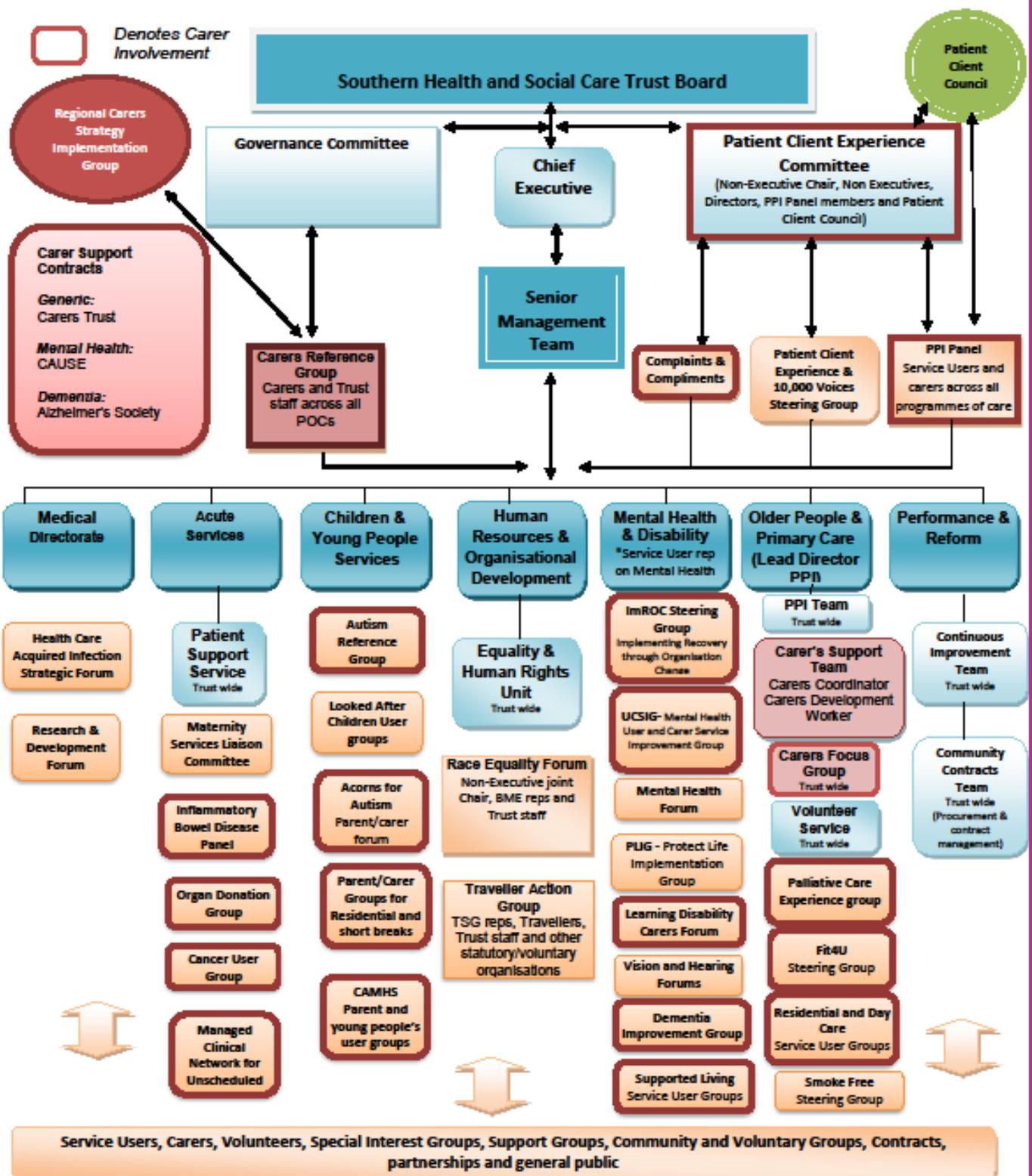
- ❖ Quarterly reports detailing the performance of the Trust in relation to the objectives laid out by the Health and Social Care Board Carers Strategy Implementation group are scrutinised by the Trust's Governance Committee, Senior Management Team and Trust Board before submission to the Health and Social Care Board
- ❖ The Carers Coordinator supports the implementation and ongoing development of the SHSCT Carer Strategy. The Coordinator supports the role of carers across the SHSCT area by actively identifying their needs and developing services and actions to address these with the support of SHSCT Directorates and teams as well as partner organisations. The Coordinator also provides a navigation service to improve access to Trust support services and information for carers, and staff from other relevant organisations that are working to support carers
- ❖ The Coordinator has a lead role in supporting the SHSCT Carers' Reference Group including supporting the work streams that are identified by this Group. The Coordinator develops relationships and appropriate communication networks with carers and carers organisations and identifies and ensures a high profile for the needs and issues faced by carers, ensuring that where possible effective solutions are found to address these. The Coordinator works closely with the Health & Social Care Board Carers Strategy Implementation Group and other relevant organisations that are working to support carers and address their needs

Each programme of care nominates a Staff Carers focus group representative to ensure that carers' issues and the drive to improve carer support remains a priority within service teams and that progress is discussed and reviewed regularly at team meetings.

- ❖ The Trust holds contracts with a number of organisations to provide support to carers in the local community- Carers Trust NI (generic services), CAUSE (mental health), Alzheimer's Society (dementia), and Action Mental Health (AMH) Adapt (eating disorder)

The flow chart overleaf outlines the Trust's Carer Support Framework and accountability mechanisms.

SHSCT Carer Support Framework & Accountability Flow Chart



Section 9: Useful Contact numbers for Carers

Southern Trust Carer Support Team

Tel: 028 3756 6284

Email: carers.coordinator@southerntrust.hscni.net

Website: www.southerntrust.hscni.net/services/1581.htm

Carers Trust

Helpline: 0782 693 0508

Email: price@carers.org

Website: <https://carers.org/country/carers-trust-northern-ireland>

CAUSE

Helpline: 0845 603 0291

Website: www.cause.org.uk/contact

Alzheimer's Society

National Dementia Helpline 0300 222 1122

Website: www.alzheimers.org.uk/info/20028/contact_us

Regional Emergency Out of Hours Social Work Service

Tel: 028 9504 999

Website: [www.belfasttrust.hscni.net/RegionalEmergencySocialWorkService\(RESWS\).htm](http://www.belfasttrust.hscni.net/RegionalEmergencySocialWorkService(RESWS).htm)

Southern Trust GP Out of Hours Service

Tel: 028 3839 9201

Website: www.southerntrust.hscni.net/contact/1612.htm

The Benefit Enquiry Line

Tel: 0800 220 674

Text phone: 0800 243 787



Notes

Carers Register Application

Your name: _____

Address: _____

Postcode: _____

Your phone number: _____

Email: _____

Your Date of birth: _____

I am happy for my details to be kept on this register

Please sign: _____

Name of person cared for: _____

What is the condition of the person you care for e.g. dementia, mental health?

What age is the person you care for?

Under 18

19-65

Over 65

Are you or the person you care for from the Black or minority ethnic community?

Carer

Person cared for

Please specify preferred language: _____