

Carer Champions' Bulletin

April 2017

Welcome to the Carer Champions' Bulletin - a chance to share updates, promote and explore good practice and highlight opportunities to identify and refer carers. Oh yes and a chance for us to say "Thank you" for your hard work!

David Cadogan, GP Liaison Officer.



Next Carer Champion Training - Thursday 22nd June 2017

Carer Champion Training is booked for Thursday 22nd June at Birchwood Leisure Centre, Hatfield, from 9.30am - 13.30pm. This event will focus on the needs of newer Carer Champions and those less confident in their role. As a back to basics event it will



look at **why** supporting carers is so important, the needs of unpaid family carers and **how** you, as Carers Champions/Carers Leads can act as a leader within your organisation - your work with colleagues and identified carers and patients who don't yet recognise themselves as carers.



Email me, david.cadogan@carersinherts.org.uk to book your place.

CCG funding and expectations of Carers Champions 2017 - 18

The Local Incentive Schemes that fund the work your practices do to support carers have yet to be signed off by Hertfordshire's two Clinical Commissioning Groups (CCGs). However, the good news is that both CCGs will continue to support our activity for carers.

The detail of that support will be released in due course and we will share this with you when we know more!

Peer Group Meetings

Upcoming dates, meeting from 12.30pm – 2pm unless otherwise stated:

- Bushey - 12th April (Attenborough Surgery, Bushey)
- Watford & 3 Rivers - 25th April (Sheepcot Medical Centre, Watford)
- North Herts - 4th May (Garden City Surgery, Letchworth)
- Lower Lea Valley - 9th May (Warden Lodge Medical Practice, Cheshunt)
- Stevenage - 11th May (Manor House Surgery, Stevenage)
- Hertsmere - 17th May (Schopwick Surgery, Elstree) from 1pm - 2.30pm
- Welhat - 1st June (Burvill House Surgery, Hatfield)
- Upper Lea and Stort Valley (& Villages) - 7th June (Quaker Room, Hertford)
- St Albans & Harpenden area - 14th June (Midway Surgery, St Albans) from 11.30am - 1pm
- Dacorum - 20th June (Bennetts End Surgery, Hemel Hempstead)

These meetings are your main opportunity to meet with fellow Carer Champions and get support from Carers in Hertfordshire.

Tell us about your plans for Carers Week 2017 (12th-18th June)

Have you got any plans in place for Carers Week? If you have, please tell us about them so we can add them to our Carers Week 2017 website page. Just to give you some inspiration, events we have planned include a pamper morning, information events, a first aid workshop and even a family barge trip for parent carers and their children.

To share your event details with us and to be included in the Carers Week website page, email my colleague, clare.campbell@carersinherts.org.uk

Changes in Dementia Care and Support Services from March 2017 onwards

Dementia Care and Carers in context:

- There are around 14,000 Dementia patients in Hertfordshire and 3,000 Dementia Carers registered with Carers in Hertfordshire.

Existing Support for Dementia Carers from Carers in Hertfordshire:

- Dementia Carer Forums - six per year - the locations for the remainder of 2017 are:

Wednesday 17th May - Letchworth Monday 10th July - Hemel Hempstead	Wednesday 20th September - Stanstead Abbots Wednesday 22nd November - St Albans
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- Other Dementia Support includes:

<ul style="list-style-type: none"> • Improving nursing respite care • Day Care • Dementia Handbook – Hertfordshire County Council • Young Onset Dementia and people with Learning Disabilities and Dementia 	<ul style="list-style-type: none"> • Sourcing paid carers • Missing Person's Protocol and Form • Newsletters • Dementia Carer Focus group/ Representatives at strategic commissioning meetings.
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The New Service Model of Care

Lot 1 - Community Support:

- Delivered by a partnership led by Age UK Hertfordshire. Carers in Hertfordshire is one of the partners. The support will be flexible and seven days a week.
- Locality Workers (one per district) and a Carer Support Worker (Claudia Sabeta - contact details below).

Lot 2 - Extra support when needed:

- Alzheimer's Society will provide 1:1 support to people newly diagnosed with dementia, carers & families within EMDASS.
- Monthly wellbeing telephone checks will be made to all non-active cases.



Lot 3 - Specialist support

- Carers in Hertfordshire will be hosting four Admiral Nurses for the county (1 x Band 7 and 3 x Band 6), working with Dementia UK. We are in the process of recruiting.

The Referral Process

HertsHelp Single Point of Access (SPA): **0300 1234 044 / info@hertshelp.net**

Otherwise speak with:

Claudia Sabeta, Locality Worker (Carers Support) - **07376 423538 / carers@hertswise.org.uk**

Carers' Noticeboard Competition Results

As mentioned in the last bulletin, Carers in Hertfordshire colleagues have been out and about visiting surgeries and provided me with some informal feedback on carer information displayed. Some of the comments were positive, but there was also some disappointing feedback. So what do we do? The lovely display that Kerry had produced for Spring House Medical Centre in Welwyn Garden City, really shows what is possible with a little effort, and so to try and get similar displays at other practices the Carers Noticeboard Competition was born!



Spring House Medical Centre, Welwyn Garden City: Thank you for providing the inspiration for the competition Kerry!



Jackie at Fairbrook Medical Centre, Borehamwood, has maintained a high standard of notice board for years - providing a wide range of information to carers. This picture doesn't show the refreshed noticeboard at its best but Jackie is a deserving winner.



The Elms Surgery, Harpenden, has two boards and Carer Champion Emma has been making really good use of it! Well done Emma.



I was so impressed at Cara's noticeboard display at the Little Bushey Surgery, Bushey. It is packed with information - it just had to be a winner!

Many thanks also to Amanda from Fernville Surgery, Hemel Hempstead, and Abi from Wallace House, Hertford.

Tips about the information to display for carers

The information should be regularly updated and include:

- The name of the Carers Champion & ideally a photo.
- Carewaves and other Carers in Hertfordshire leaflets.
- Information on local peer support groups: Carer Support Hub/Carer Cafes.
- Carer training and learning opportunities.
- Information relating to benefits advice and Carers Assessments.
- Carer breaks information (Make a Difference fund/ Respite - Crossroads Care).
- NHS Health Checks publicised and Flu Clinic invites.
- Details of practice events for carers such as coffee mornings.
- Keep changing the board layout: surprise your colleagues and patients!

