

# Dementia Carers Forum

## Notes of a meeting held on

<b>1</b>	<b>Present</b>	
	Carers 15 Speakers: Adam Thapar & Sam Balding - Hertswise Stuart McInosh – Crossroads Care Hertfordshire North	
	Sally Stratford Calvinder Kaur Mandair Diane Archer	Carers in Hertfordshire
<b>2</b>	<b>Welcome</b>	
	All carers and speakers were welcomed to the forum, and informed that it was a very relaxed and informal session so that the carers could participate in the discussion.	
<b>3</b>	<b>Hertswise and Crossroads Hertfordshire North</b>	
	<p>Adam Thapar, project manager for Hertswise talked to the carers about what services they offer and how the project runs. (Descriptions of the services have been taken from Age UK and Crossroads Hertfordshire North websites)</p> <p>Hertswise is an innovative countywide service designed to support people living with dementia, low level memory loss or mild cognitive impairment as well as their loved ones and carers. Our teams aim to ensure that people of all ages, living anywhere in Hertfordshire, are able to easily access information and advice, activities and support regardless of whether they have (or want) a diagnosis. The service is delivered by a partnership of community and voluntary groups, including Age UK Hertfordshire, Hertfordshire Independent Living Service, Herts Mind Network, and Carers in Hertfordshire.</p> <p>Hertswise can offer group based activities designed by service users, or 1-1 sessions for those in need of individual support. Information and Advice is available for all aspects of your life, for example; claiming benefits, Lasting Powers of Attorney, community care, health services - and any other queries that you may have. Hertswise will also provide carers with the opportunity to relax and share their experiences in a friendly, supportive environment among other carers and professionals.</p> <p>We can offer much of our support for free, however we do ask for a contribution of £5 for each session at our Hertswise Dementia Hubs and £3 for each of the 10 weekly Hertswise sessions. Carers can attend all sessions at no cost. If you have any questions or concerns about accessing these services, please contact our partners at <a href="#">Herts Help</a>, who will be pleased to answer your query.</p>	

Herts Help are the first point of contact for Hertswise support, and will have access to a multitude of services within Hertfordshire that may be able to assist you in getting the help you need.

Please visit the following link to find out times and venues of all the Dementia Hubs and support groups: <https://www.ageuk.org.uk/hertfordshire/our-services/dementia-support/hertswise/>

Hertswise now have a Young Onset Dementia Worker for Hertfordshire, Sam Balding. She explained her role to the group.

My role as the Young Onset Dementia Worker for Hertfordshire involves helping people to access services across Hertfordshire and creates groups for people to access support. I can offer 1-1 support for people to rebuild their confidence and access services they wish to continue with. I also run a group in Hatfield and we have an activities group that moves around the East and North of the county. I will be setting up new groups as and when the need arises.

I also deal with working age benefits and help with filling in benefits forms as well as helping with LPA and benefit checks.

To access any of this support please call the number below.



Stuart McIntosh from Crossroads Hertfordshire North introduced himself to the group and explained the different services that Crossroads offer.

Crossroads Care Hertfordshire North provides support for unpaid family carers and the people they care for in Hertfordshire. Our service is available in the towns and villages of North Herts, Stevenage, Welwyn, Hatfield, Dacorum, St Albans, East Herts and Broxbourne. We provide flexible packages of help and support to carers and their families in the home and in the community.

We are a network partner of Carers Trust, Britain's leading carer support charity. As one of the largest UK schemes, we work with over 1200 carers, providing the special quality of care that gives carers the peace of mind to let someone else step into their shoes – giving them a break from their caring responsibilities. We connect carers with other support in the community and can provide a listening ear at one of our friendly cafes.

You may not think you're a carer but if you spend regular time caring for a friend or family member get in touch. We provide short breaks funded by the local authority or privately purchased.

With our '**Helping You Care – Breaks Service**' our professional Support Workers effectively replace you as the carer in the home, for a short break.

You can have 18 hours of free respite to help you when you need it most. A trained professional Support Worker can provide support for your loved one in or out of the home.

If you are an adult carer over 18 and support someone who is also over 18 you may be eligible for a carer's break which is of no cost to you: carer breaks are based on **need** not finances.

**Caring for Life – Homecare Service**' is an extension of our main respite service which focusses on meeting personal goals; this may involve physical support including personal care and also emotional support.

Our aim with the '**Caring For Life – Homecare Service**' is to meet the needs of the person you care for. In discussion with you and the person receiving care, we produce a personal care plan which may include any or all of the following:

- Meal preparation and assistance with feeding if required
- Bathing, dressing and undressing
- Continence management
- Assistance with medication
- Assistance with mobility and transfers

## Shopping

Light domestic duties, including laundry

Support for activities outside the home, for example hobbies and socialising

Support for attending appointments, for example hospital, dentist, hairdressers

Overnight care

For more information and to find out if the service is in your area call us now on **(01462) 455578**

We aim to ensure that the '**Caring For Life – Homecare Service**' meets the assessed needs of the person. Crossroads Care Hertfordshire North recognises the diversity and levels of complexity with all types of disability and all long term conditions. The length of time for these services will vary and are discussed at the assessment.

Our aim is to enable carers to have a life of their own alongside their caring responsibilities

## **Respite Centre**

The Crossroads Care Respite Centre in Roebuck, Stevenage provides day services 5 days a week, Monday, Wednesday, Thursday and Friday 10 am to 4pm, Tuesday 9.30am to 2pm.

The centre was opened by the then Stevenage MP Barbara Follett in 1996. We continue to provide care and support for up to eight clients a day. The Respite Centre is an example of best practice with regard to dementia care, person centred care and carer support.

We always involve the clients and carers in the planning and running of the Respite Centre. Staff actively seek out and listen to clients to find out about their hobbies and pastimes, hear their thoughts and ideas and plan activities accordingly. Activities such as quizzes, dominoes, bingo, crafts and reminiscence keeps minds active and stimulated, as well as providing valuable social interaction. New assessments and care plans are in place for each client attending the centre. Clients choose their own lunches, which are provided through Herts Independent Living Service (at cost). Transport is available on Wednesdays, Thursdays and Fridays, provided by Hertfordshire County Council. A nominal charge is applicable for the Respite Centre session.

## **Carers' Cafés**

If you are looking after someone who otherwise couldn't manage without your help, and wish to meet new people, socialise and get information about services

and local activities, why not come along to one of our Carers' Cafés. There is no need to book and there is no charge.

If you need someone to stay with your cared-for in order for you to attend the café, give us a call on 01462 427 013.

### **Stevenage**

Meets every Monday morning from 10 am to 12 noon at The React Building, Roundmead Hall, Roundmead, Poplars, Stevenage SG2 9PQ.

### **Harpenden**

Meets the second Thursday of every month from 10.30 am to 12.30 pm at The Cross Keys, 39 High Street, Harpenden. AL5 2SD.

### **Hitchin**

Meets the first and third Wednesday of every month from 10 am to 12 noon at Woodlands, Hitchin Boy's School, off Bancroft, Hitchin, SG5 1JQ .

### **Hoddesdon**

Meets the second Tuesday of every month from 10 am to 12 noon at Nonna's Kitchen, The Clockhouse, Brewery Road, Hoddesdon, Herts EN11 8HF.

### **Letchworth**

Meets on the second and fourth Thursday of every month from 10 am to 12 noon at The Broadway Hotel, Broadway, Letchworth SG6 3NZ.

### **Cheshunt**

Meets on the fourth Wednesday of every month from 10.45 am to 12.30 pm at Cedars Park Meeting Room, Theobalds Lane, Cheshunt EN8 8RU.

### **Welwyn Garden City**

Meets on the first Tuesday of every month from 10.30am to 12.30 pm at Humphrey's Coffee Shop, First Floor, Campus West, Welwyn Garden City AL8 6BX.

Please visit the website on the following link: <https://crossroadshn.org.uk/> or call (01462) 455578 for more information about any of the services.

Two carers then informed us of the local groups that they support:

- Ware Dementia Carers Support Group  
The Beefeater Ware, Marsh Lane, SG12 9QB  
2<sup>nd</sup> Monday of the month 10am -12noon

	<p>Contact 0300 123 4044 or call the group co-ordinator on 07769655802</p> <ul style="list-style-type: none"> <li>• Singing Down Memory Lane Every Thursday 1.45 – 3.15pm St Pauls Church Hoddesdon £4.00 per session Contact Lynn Cook 01992 441034 for more details</li> </ul>	
<b>4</b>	<b>Clarification/Questions/Comments on the presentation</b>	
	Question	How reliable is the service from Crossroads?
	Answer	<p>It is a reliable service, if for some reason the usual support worker is not available then we would offer another worker and cover the slot.</p> <p>We have 800 clients and 140 members of staff.</p> <p>We can offer regular slots or one off depending on the carers needs.</p>
	Question	Is it difficult to get support workers, especially in Hertford?
	Answer	Yes it is difficult, right across care. Some areas are a bit more difficult than others due to the rural nature of the county but not Hertford.
	Question	Do you charge extra for night?
	Answer	Hertfordshire county council will pay £16.50 for a night; you would pay £16.95 privately.
<b>5</b>	<b>Carers experiences of services</b>	
	<p>The last section of the forum we asked carers to share some experiences of services that they had used in Hertfordshire. The following were raised by carers:</p> <ul style="list-style-type: none"> <li>• Pill dispenser box with alarms – these are medication boxes that have an alarm that goes off when the person needs to take their medication. Carers found them to be very useful. Hertscare line provides these along with other useful bits of equipment. Hertscare website is on the following link: <a href="http://www.care-line/telecare">www.care-line/telecare</a></li> <li>• Lasting Power of Attorney – carers need to be aware of this and how important it is to put in place. Age UK can help with this and a number of other important issues.</li> </ul>	

Their website is: <https://www.ageuk.org.uk/hertfordshire/our-services/information-and-advice/>

call 0300 345 3446 (Monday to Friday 9am -4.30pm)

email [info@ageukherts.org.uk](mailto:info@ageukherts.org.uk)

- Carers in Hertfordshire had very good young carers support
- Ware Road Day Centre, Hertford was very useful, I paid privately for this, which used to be £42 per day plus £5 for lunch
- Belmont day Centre, Hoddesdon offered day-care and respite care. They have day-care on Saturdays which is very useful.
- Live in Carers – we paid privately again for these this cost us £130 per day
- Direct payments from Hertfordshire County Council were awarded to us – this has been a problem as I have been unable to recruit a personal assistant. This has been ongoing for 12 months – I believe it is due to the amount that I am able to pay per hour.
- Benefit advice is essential for carers – Money Advice can assist with this alongside Age UK  
<https://www.moneyadviceservice.org.uk/en>  
<https://www.ageuk.org.uk/hertfordshire/our-services/information-and-advice/>
- Home improvement Services – part of Hertfordshire County Council, Adult services is also a good service. It offers specialist equipment such as pressure pads, door sensors etc.
- Herts equipment service/Herts Action for Disability are also available to support people.

## 7 Any Other Business

Carers and the speakers were thanked for attending and invited to stay for lunch.

If there are any issues that carers would like to look at in future forums then please let Sally Stratford know on 01992 586969 or [sally.stratford@carersinherts.org.uk](mailto:sally.stratford@carersinherts.org.uk)

Next forum **Monday 12<sup>th</sup> March 2018** at The Stanborough Centre, 609 St Albans Road, Watford, Herts, WD25 9JL 10am until 12.15pm, please call 01992 586969 to book a place.