

# Carers Champions' Bulletin

January 2017

Welcome to the Carers 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.**



## Carers Champion Training - 9th March

The next round of Carers Champion Training is booked for Thursday 9th March at Birchwood Leisure Centre, Hatfield, from 9.30am - 12.30pm. As well as information for newer Carers Champions, there will be presentations on the following topics: Supporting dementia carers; supporting carers in a hospital setting; supporting parent carers; and supporting the carers of drug and alcohol users.

So there will be plenty of discussion time! All are welcome to attend, especially those of you who were unable to attend the last training event held on 1st December. Contact me, David Cadogan to book your place - 01992 58 69 69 or email [david.cadogan@carersinherts.org.uk](mailto:david.cadogan@carersinherts.org.uk)

## Carers Champions - Peer Group Meetings

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

- Bushey - 12th Jan (Attenborough Surgery, Bushey)
- Watford & 3 Rivers - 17th Jan (Sheepcot Medical Centre, Watford)
- Hertsmere - 19th Jan (The Red House Surgery, Radlett)
- Stevenage - 2nd Feb (Manor House Surgery, Stevenage)
- North Herts - 9th Feb (Garden City Surgery, Letchworth)
- Lower Lea Valley - 14th Feb (Warden Lodge Medical Practice, Cheshunt)
- Dacorum - 28th Feb (Bennetts End Surgery, Hemel Hempstead)
- Welhat - 2nd March (Burvill House Surgery, Hatfield)
- Upper Lea and Stort Valley (and Villages) - 7th March (Quaker Room, Hertford)

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

## Diary Date: Young Carers Conference

Don't forget to book your place at our Young Carers Conference on Thursday 16th February 2017 at The Forum, Stevenage. From 9.30am - 2pm. It would be lovely to see you there.

## Stevenage Carers Champions host successful Christmas Party

Around 50 carers enjoyed a Carers Christmas party, on 13th December at Asda, Stevenage, as the store provided the Community Room for free.



Wendy Darnell, from Stevenage Carers Champions

Peer Group, said: "All the carers I spoke to thoroughly enjoyed it and said it was lovely to meet new carers. Everyone was asking when the next one would be. This event wouldn't of been such a success without the joint effort of everyone involved in organising it."

## Loiza Lad, Carers Champion at Parkfield Surgery, Potters Bar, has shared the following:

One of our patients has written a book about caring for someone with dementia that you may like to tell your carers about. The book features cartoons, tips and advice, including dealing with negative emotions. You can learn more at [www.dementiadiva.co.uk](http://www.dementiadiva.co.uk)

## Carers Champion - Multi Branch Surgeries

Being the Carers Champion in a multi-branch practice is becoming a more frequent occurrence. So what do you do if you are based in Surgery A and don't normally work at Surgery B? Carers there may not have the awareness and access to the information and services available to them that you'd like them to have.

When at your branch surgery tell any carers you meet how they can contact you at your 'home branch' - but more importantly, make sure your name and contact information is very clear on a carers notice board or waiting room screen with your direct dial phone number and/or your email address. And yes, keeping the noticeboard up-to-date is a challenge. Make sure that any events you organise for carers encompasses and is accessible to ALL your carers.

Ideally you need to have someone you can rely on at your branch surgery who has some level of knowledge of caring - they can direct carers to Carers in Hertfordshire and then feedback to you. Your Practice Manager can (and hopefully will) help organise a deputy for you to share the load - hopefully someone with some experience in a caring role.

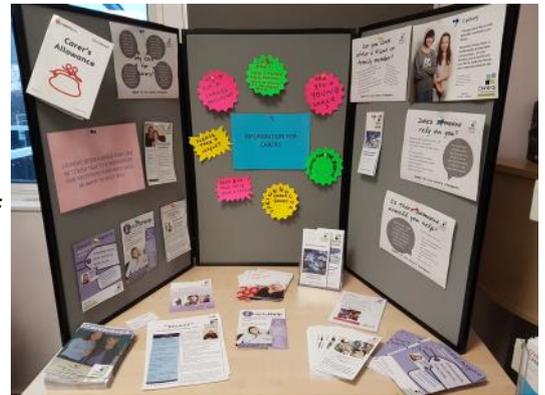
Many thanks to all of you who got back to me about this.

## Carers' Noticeboard Competition

Some Carers in Hertfordshire colleagues have been out and about dropping off the latest edition of our Carewaves magazine at surgeries and they have given me some informal feedback on Carer information displayed. Some of the comments were positive, but there was also some disappointing feedback.

In order to provide you with a little extra motivation to review the information available for carers in your surgery and do up your notice boards Carers in Hertfordshire is inviting you to join in a little competition.

All you have to do is send me, David Cadogan, a couple of photos - one of your Carers' Notice Board and one showing its location in the waiting room. The marking criteria will be based on **content**, **position**, and general **attractiveness**. Email your entry with the name and address of your surgery to me: [david.cadogan@carersinherts.org.uk](mailto:david.cadogan@carersinherts.org.uk)  
Photos need to be sent in before 1st March and they will be featured in the next bulletin. If you take part you will get a 'Good Practice' certificate and the best two will win a bottle of Prosecco!



**A very prominent display at the Spring House Surgery (WGC) - thank you Kerry!**

### **Tips about the relevant information for carers, which should be regularly updated and ought to include (but not limited to) ...**

- Name of the Carers Champion and ideally a photo of them.
- 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.

## Carers Champion/Carers Lead training event - some of the proposed actions

<p>Young Carer Support (Laura Green):</p> <ul style="list-style-type: none"> <li>• Use the Equal Opportunities Form to identify Young Carers;</li> <li>• Liaison with school;</li> <li>• Referrals from other services, e.g. palliative care;</li> <li>• Asking direct questions during initial appointments;</li> <li>• Asking the right questions - “we assess patients, and ask who is important to them and how they help”;</li> <li>• Proactively using awareness and knowledge of our families.</li> </ul>	<p>Supporting Dementia Carers (Amanda Noble):</p> <ul style="list-style-type: none"> <li>• They could be contacted and welcomed by a link person rather than leaving it up to them to initiate contact. (Do not leave a leaflet instead of having a conversation);</li> <li>• Make an occasional call from a familiar person just so they know they are not forgotten;</li> <li>• Give some flexibility in appointments (within reason) or telephone appointments;</li> <li>• Ensure that all Dementia Patient Carers are clearly identified as such on the Register – Read Code 918y (EMIS) &amp; XaZ4h (SystemOne).</li> </ul>
<p>Drug &amp; Alcohol Carer Support (Su Bartlett):</p> <ul style="list-style-type: none"> <li>• Invite me to talk to your PPGs and/or to staff at your Practice Development Sessions;</li> <li>• Display Carers in Hertfordshire drug and alcohol specific posters and leaflets in your waiting rooms;</li> <li>• Invite carers of patients with a long-term health conditions related to sustained alcohol or drug use into the surgery for a coffee morning where I will provide information on the support available to them.</li> </ul>	<p>Community Navigator Service (Tom Watkins and Loiza Lad):</p> <ul style="list-style-type: none"> <li>• Find one carer per day for the next week that you can tell about Herts Help and what they can do to support them;</li> <li>• If you don't already find out who your local Community Navigator is and introduce yourself, see how you can help each other!</li> <li>• Consider helping your local Community Navigator to set up a regular clinic in your practise, you could be that valuable link between them and your surgery!</li> </ul>
<p>Support for carers in a clinical setting (Dr Kirstie Moore):</p> <ul style="list-style-type: none"> <li>• Keep working on your carers register and code accurately;</li> <li>• Make your practice ‘carer friendly’;</li> <li>• Use Carers in Hertfordshire as a brilliant resource;</li> <li>• ALWAYS THINK ... COULD YOUR PATIENT BE A CARER? Be alert to it all the time.</li> </ul>	<p>Carer Practitioners (Amanda Mann and Liz Millbank):</p> <ul style="list-style-type: none"> <li>• Promote the rights of carers - raising awareness and build networks and partnerships with other organisations who support carers across the county;</li> <li>• Promote carer's access to information and support: HertsHelp, The Carers Registration form and the updated County Council website;</li> <li>• Continue to support joint commissioning by CCGs support to carers in health settings, such as GP Carers Champions and Carer Friendly Hospitals.</li> </ul>
<p>Community Pharmacy Presentation (Helen Musson):</p> <ul style="list-style-type: none"> <li>• Make local community pharmacies aware of what you are doing for carers i.e. Carers Champion;</li> <li>• Set up good communications with your local community pharmacy about how to share carer information when identified and the support available;</li> <li>• Make your patients and their carers aware of services that are available in the community pharmacy to support them;</li> <li>• Support community pharmacy staff to be trained to be carer aware and pro-active in identifying, referring and supporting carers through multi-disciplinary training ie share your local events and see if they want to be involved;</li> <li>• The Local Pharmacy Committee can act as facilitator of electronic information and champion support for carers to local community pharmacies in Hertfordshire to reduce variation and improve consistency.</li> </ul>	

For further information and support call me, David Cadogan on 01992 58 69 69 or 07917 186841  
Alternatively, email me at [david.cadogan@carersinherts.org.uk](mailto:david.cadogan@carersinherts.org.uk)