

# CARERS VOICE

## Newsletter

Autumn/Winter Issue | October 2019



## Hello from our New Chief Executive, Sonia Mangan

**As the nights draw in, moods can change with some enjoying the comfort and cosiness of Autumn and Winter months, whilst others find this time of year difficult and often very isolating.**

My first message to you as the new Chief Executive for Carers Support West Sussex is; do not be alone as the year draws to an end. Get involved with our great Charity as there are so many ways we support people who are caring for others.

We know that being a carer can have a huge effect on us, our lives and our plans: nearly 50% of carers provide more than 90 hours of unpaid support every week. If you are a carer please keep in contact with us, we invite you to join one of our 55 local carer groups or come along to an event.

We know that there are many carers not receiving any support. Based on evidence on the growth in unpaid carers it suggests there are now over 94,000 carers in West Sussex. If you know of someone (else) who is caring – talk to them

about the support that we offer, sometimes the best way of raising awareness is hearing it from a friend or neighbour.

We know that many carers in West Sussex don't know about the help available. When you have read this newsletter send it on to someone else who may need our help or support us in some way by becoming a volunteer or even raising money for us.

I have heard from many carers in my first three months and a common theme prevails; as a result of getting involved with Carers Support, I no longer feel alone.

Thank you.



## "...from despair to hope"

Our recent Volunteer Away Day at Chichester Harbour was a great success and enjoyed by all who joined in. We wanted to show our appreciation to our volunteers who contribute over 1,200 hours a month helping support our 25,000 registered carers.

Volunteers who give us their time and commitment find it tremendously rewarding and are very proud of the work they do.

"My most positive experience whilst volunteering has been hearing the voice on the other end of the line - either through words or tone - move from despair to hope" - Craig Lawrence, Macmillan Carer Wellbeing Team Volunteer.

Can you spare some time to volunteer? Carers Support has something for everyone with varying levels of commitment. For opportunities, take a look at: [carerssupport.org.uk/volunteering](http://carerssupport.org.uk/volunteering)

Wendy Taylor,  
Volunteer Co-ordinator





## Robert Adams our new Chair of Board of Trustees

We are delighted to announce our new Chair of the Board of Trustees, Robert Adams. Robert brings a wealth of experience from the charity sector.

"With the encouragement of my colleagues on the Board of Trustees, our keen executives and their enthusiastic teams, we are at the beginning of a new chapter of development. Naturally this presents us with new challenges but it also affords a great opportunity to do more for our carers and the people they support" – Robert Adams.

Robert succeeds Alan Botterill who has served as Interim Chair for the past twenty months. Alan agreed to take on the key role at short notice and is to be congratulated on his significant contribution and guidance through much change during his time in office. He will continue to serve as a Trustee for the time being.

## Carer Learning and Wellbeing Programme 2019/20

**Have you been to one of our Carer Learning and Wellbeing workshops? We are running 64 workshops between August 2019 and June 2020 in eight locations across the county.**

We have two brand new sessions this year; 'End of Life' and 'Coping with Caring'. The 'End of Life' workshop offers a chance for carers to talk with professionals and ask some of the tough questions around caring for someone coming towards the end of their life. 'Coping with Caring' looks at managing the relationships carers have with the people they care for and how to deal with some of the emotions around caring, like managing guilt and anxiety.

The programme also sees the return of popular workshops such as 'Wills and Power of Attorney' and 'Creativity and You', both delivered by our partners, Kreston Reeves Solicitors, Irwin Mitchell Solicitors, Mayo Wynne Baxter Solicitors and the Outreach Officer at Weald and Downland Living Museum, who all support us in delivering the programme throughout the year.

"I learned about power of attorney, deputyships, inheritance and social

support. All the information was really useful. I was able to ask questions and clarify my own legal queries" – 'Wills and Power of Attorney' attendee.

Spaces are limited so please book your place early at [carerssupport.org.uk/clwp](http://carerssupport.org.uk/clwp) or call us on 0300 028 8888.



"It was really nice to try something new in the company of other carers. You could share experiences if you wanted to, or just enjoy being with others and taking your mind onto other things."

- 'Creativity and You' Workshop Attendee

## Carers Discount Card

We are excited to announce that Kaye Stanford has been appointed as our Business Engagement Co-ordinator to lead on our new carer focused service, the Carers Discount Card.

We know that carers often find it hard to get out and do things as often money can be tight. We plan to work in partnership with West Sussex businesses to be able to offer discounted services to recognise the invaluable contributions made by our unpaid carers.

"To ensure we target the businesses carers want to access, we will be conducting a short survey for both carers and professionals. We would appreciate it if you could take the time to complete the survey and tell us your views" - Kaye Stanford, Business Engagement Co-ordinator.

If you have a suggestion for a local business who would like to improve carer health and wellbeing, then please do share your contacts and ideas with [kaye.stanford@carerssupport.org.uk](mailto:kaye.stanford@carerssupport.org.uk)



## Carers Rights Day 2019 - Thursday 21<sup>st</sup> November

**We will be holding various events to help carers find out about the support they are entitled to.**

### Legal Workshops

Irwin Mitchell Solicitors in Crawley and Chichester, and Bennett Griffin LLP in Worthing, will be hosting legal workshops for carers to answer their questions around Wills, Power of Attorney, Trusts, Deputyships and Financial Planning.

The workshops are FREE to attend, but booking is essential. Please visit [carerssupport.org.uk/carersrightsday/](http://carerssupport.org.uk/carersrightsday/) to book or call 0300 028 8888 for more information.

### Questions for DWP

There is also a chance for you, as a carer, to submit your questions regarding benefits to be answered by a Department of Work and Pensions (DWP) advisor.

Submit your questions via twitter by including the hashtag #carersquestions and tweet them to [@carerswsussex](https://twitter.com/carerswsussex) by 14 November.



## Young Adult Carers

Daniel Hales is our new Shine Co-ordinator working to develop services for Young Adult Carers (18-25) across the county. The Shine team run carer groups and organise fun activities and workshops, which offer the chance to make friends with other young adult carers in a similar situation.

## Isle of Wight Trip

Our young adult carers love the chance to all get together. This year, through some very generous donations, we were able to make this possible for the 23 young adult carers who attended our trip to the Isle of Wight in September.

Our young adult carers enjoyed an extended break from their caring roles. They socialised with old and new friends; we challenged them to step outside their comfort zones, to learn new skills building their confidence and self-esteem.

"I could see an immediate impact with one young adult carer who suffered from travel and water anxiety. Not only did she make it on the train and the ferry, but she was also kayaking and paddle boarding! She faced and overcame her fears" - Daniel Hales, Shine Co-ordinator.

A big thank you to Song Birds Choir and Three Oaks Trust for their generous donations towards the trip.







## Meet Up at the Sikh Carer Group, Crawley

Earlier this month, Sonia Mangan, Carers Support Chief Executive, was invited along to meet carers from the Sukhmani Sikh Carer Group at their Gurdwara (temple) in Ifield, Crawley.

The group was created in 2016 to inform and improve the health and wellbeing of carers within the Punjabi-speaking Sikh community, through a combination of one to one support, group activities and monthly carer group meetings. We are pleased to say that we now have a group of carers who have worked collectively to improve carer access to information and support within their community.

"There was such high expectations, that my caring role had become mentally and physically demanding. Even though I had my own health issues, I would never say 'no' to what was being asked of me. Carers Support helped me to access some much needed equipment and respite" - Carer Group Attendee.

If you wish to improve carer health and wellbeing within your local community, then get in touch with our Carer Engagement Co-ordinator, Adeelah Khan, on 0300 028 8888 or email [network@carerssupport.org.uk](mailto:network@carerssupport.org.uk)



## Melody for the Mind

A free informal singing group for people living with dementia and Parkinson's disease and their families and carers. The group meet at Broadfield, East Grinstead and Southwick libraries.

Please contact the libraries direct for meeting times and dates or visit - [westsussex.gov.uk/libraryevents](http://westsussex.gov.uk/libraryevents)

## Breaking Down the Stigma around Dementia

**World Alzheimer's Day was on 21st September. We are guessing that if you're one of our extremely busy dementia carers, this day may have quietly passed you by.**

This year, the focus was on stigma and on trying to break down the stereotypes and myths that still seem to accompany a dementia diagnosis.

Families who are living with dementia are facing a debilitating illness that can be frightening and exhausting. There are still many people who just don't understand the reality of life with dementia.

So what can we do to challenge the stigma and how can you respond when you encounter it?

The Alzheimer's Society have lots of helpful advice on their World Alzheimer's Day website. You can

read it online at [alzheimers.org.uk/get-involved/world-alzheimers-day](http://alzheimers.org.uk/get-involved/world-alzheimers-day) or, come along to one of our friendly dementia Carer Groups and share ideas on how to deal with stigma with other carers.

For details of our Carer Groups, or if you want to talk with someone one to one, please contact our Carer Response Line on 0300 028 8888.

## Dementia Awareness for Carers, Crawley

Our friendly and interactive dementia awareness sessions are an opportunity for carers to learn from each other by sharing their experiences of caring for someone living with dementia.

Sessions take place in Crawley and are delivered by one of our Dementia Carer Wellbeing Team staff.

- Thursday 12 December 2019, 10.15am to 12.15pm
- Wednesday 12 February 2020, 10.30am to 12.30pm

A diagnosis of dementia for the person you care for is not necessary to attend.

For venue details and to book your free place, please contact Dennis Hodgkins on 0300 028 8888 or email [info@carerssupport.org.uk](mailto:info@carerssupport.org.uk)



## Carer Equipment Service

### Equipment and assistive technology to help you in your caring role

As a registered carer, you may be eligible to access free equipment through our Carer Equipment Service (CES), which can help you to maintain and enhance independence in your caring role. We have a range of equipment to offer, from a bath and sink plug that prevents flooding and scalding, to a hot water dispenser that makes a hot drink at the press of a button.

*"The sensor has given me a better night's sleep as I'm not having to get up and check if my dad is okay when I hear any movements."*

*"The 2-in-1 Digital Calendar Clock has been a tremendous help for my husband and makes life easier for remembering times and appointments."*

*"The one cup hot water dispenser has been ideal as my husband can use it to make himself a hot drink if I'm not around!"*

To find out what is available, visit our website [carerssupport.org.uk/ces](http://carerssupport.org.uk/ces) or to discuss what would be most appropriate for you and the person you care for, please call our Carer Response Line on 0300 028 8888.

### Day And Night Clock: Images Show Time of Day

This wall clock has a large 10 inch clear display making it easier to read, and clearly shows the difference between daytime (picture of blue sky with sun) and night-time (picture of dark sky with moon). It can help people who feel disorientated or confused around keeping track of time.

Ideal for people with:

- Reduced memory



### Magiplug: Prevents Flooding and Scalding

The Magiplug is a bath plug that prevents water overflow and flooding. Using a pressure-activated system, the plug will automatically open to release excess water in the bath when a certain depth of water is reached. The plug also changes colour - from dark to light green - to warn the user when the water gets too hot.

Ideal for people with:

- Reduced memory
- Learning disabilities



### Droplet Mug and Tumbler: Reduces Risk of Dehydration

This mug and tumbler encourages people to keep hydrated by monitoring fluid consumption. The smart base (pictured below) can be programmed with friendly voice messages and reminder light settings. It also has an illuminating nightlight function allowing the user to easily locate their drink.

Ideal for people with:

- Reduced memory
- Frailty issues





## Time Out from Caring

**When you are caring for a loved one it's really important you get some time for yourself.**

Below is a list of short break providers in West Sussex - please contact them directly to book. Some services may offer free trials.

### Age UK West Sussex - Daybreak Respite for Carers

This service provides a carer-focused respite service for people living with dementia and/or frail and older people. You and your loved one must both be registered with the service provider and the daybreak service. The weekly service runs from 10am to 3pm in the following areas: Littlehampton, Burgess Hill, Haywards Heath, Crawley, Bognor Regis.

**How to book** - Call: 01903 792015 | Email: [daybreak@ageukwestsussex.org.uk](mailto:daybreak@ageukwestsussex.org.uk) | Cost: £29 per session + registration

### British Red Cross Home from Hospital

The British Red Cross Home from Hospital Service offers free, short-term care and support in the home for people being discharged from hospital, and/or their carers. The service includes shopping, befriending and support for health visits.

**How to book** - Call: 01293 612523 | Email: [sahwestsussex@redcross.org.uk](mailto:sahwestsussex@redcross.org.uk) | Cost: Free

### Crossroads Care South Central: Respite Support

As a carer registered with Crossroads, you can access subsidised home respite care to help give you a break from your caring role. The service includes specialist care for specific conditions (i.e. peg feeding, epilepsy, dementia and Parkinson's).

**How to book** - Call: 01903 790270 | Email: [admin@crossroadscare-sc.org](mailto:admin@crossroadscare-sc.org) | Cost: Between £8 to £22 per hour

### Independent Lives: Time Out (Adur)

The service provider has trained staff in dementia specific care and offer day trips in Shoreham and Lancing.

**How to book** - Call: 01903 2192482 | Email: [carersrespite@independentlives.org](mailto:carersrespite@independentlives.org) | Cost: £32.50 per person

### The Salvation Army: A Welcome Break (Worthing)

Welcome Break aims to provide carers the opportunity for respite whilst also offering a friendly environment for the person being cared for. Trips, activities and lunch are included in the session price.

**How to book** - Call: 01903 234497 | Email: [lois.rhodes-holt@salvationarmy.org.uk](mailto:lois.rhodes-holt@salvationarmy.org.uk) | Cost: £25 per session

## Plan for Emergency Respite Support?

If you as a carer are suddenly taken ill, have an accident or are called away for work urgently, then Crossroads Care Emergency Respite Service is there to ensure that your loved one is looked after. Care in the home can be provided for up to 48 hours or 72 hours over a weekend or bank holiday so that other care arrangements can be made.

This service is funded entirely by West Sussex County Council and is subject to staff availability. Carers must be registered with Crossroads Care to access this service.

#### How to book

Call: 01903 790270

Email: [admin@crossroadscare-sc.org](mailto:admin@crossroadscare-sc.org)

Cost: Free



We may also be able to help pay towards the cost of respite breaks through our Carer Health and Wellbeing Fund. Please contact us on 0300 028 8888 to find out more.

Prices and information listed are correct at the time of publication.

**"It's wonderful to know that I will be listened to, reassured and advised..."**

**Few of us plan to become a carer, but 1 in 8 of us will take on a caring role at some point in our lives.**

For some people, this can happen very suddenly; a loved one is taken ill or your child is born with a disability. Whilst for others, it can gradually creep up on you with a slow and steady decline in your loved one's health, where they are no longer able to manage on their own.

Wherever you are in your carer journey, you are not alone. We are here to help you manage your caring role through practical, emotional and financial support.



Many of the carers we talk to contact us through our Carer Response Line - 0300 028 8888 – and we receive an average of 1,358 calls per month. The line is staffed by a team of Carer Wellbeing Support staff, who are able to provide information and specialist support.

We understand that talking over the phone is not always possible or convenient. That's why we have a dedicated email address – [info@carerssupport.org.uk](mailto:info@carerssupport.org.uk) – for carers, and professionals working with carers to contact us. As well as an online chat option through our website – [carerssupport.org.uk](https://carerssupport.org.uk).

**Carer Response Line Opening Hours:**

**Monday to Friday, 9am to 5pm**  
**Wednesday, 9am to 7pm**  
**Saturday, 10am to 12 noon**

**If you need support or information out of hours, below is a list of organisations who can help you.**

**Age UK Advice Line: 0800 678 1602**  
Open 8am – 7pm, every day of the year.

This advice line is a free, confidential national phone service for older people, their families, friends and carers. They can offer advice around what benefits to claim, answer any questions around retirement and/or choosing the right care home.

**The Silver Line: 0800 470 8090**  
Open 24 hours, every day of the year.

A confidential, free helpline and friendship service for people aged 55 and over. Can help connect people with local services in their area and offer regular friendship calls.

**Drug and Alcohol Wellbeing Network: 0300 303 8677**  
Open Monday to Friday, 9am – 5pm, Saturday 10am–2pm.

DAWN provide support to West Sussex residents affected by drugs and/or alcohol, their families and wider communities.

**FRANK: 0300 123 6600**  
Open 24 hours a day, 7 days a week

Call the FRANK helpline for information, support and advice on drugs and alcohol.

**Rethink Asian Mental Health Helpline: 0808 800 2073**  
Open Monday to Wednesday, 4pm – 7pm, Tuesday to Thursday 12pm – 3pm.

Offers culturally sensitive listening and information for the Asian community in English and Asian languages (Gujarati, Punjabi, Hindi, Urdu). Service is open to anyone affected by mental health issues and their carers. Calls to the number are free and will not show up on your phone bill.

**Switchboard: 01273 204050**  
Open Wednesday to Thursday, 7pm - 9pm.

This helpline provides support and information for those in the LGBTQ community. It offers connections to specially developed services, including Older People's 50+ project.



## Continued Support from Squires Garden Centre, Crawley

Squires are demonstrating their support again for the local carers community by selecting us as their Charity of the year for 2020. Last year, a total of £1,526 was raised which has been of great help in improving carer health and wellbeing. Thank you Squires!

### Help us Fundraise while you Shop!

For every purchase made through AmazonSmile, Amazon will donate 0.5% of the net purchase price (excluding VAT, returns and shipping fees) of eligible purchases to selected charitable organisations.

To help support our work, simply:

1. Go to [smile.amazon.co.uk](https://smile.amazon.co.uk) and login into your regular Amazon account
2. Choose Carers Support West Sussex from the charity options
3. Do your shopping as usual

## Voice of a Volunteer

Craig Lawrence shares his rewarding experience of volunteering with us.

"Reflecting back on the difficult times my family had as carers of someone with cancer, I knew there was a huge need to support carers. I saw that Carers Support had the tools and resources to help carers, and that's why I decided to volunteer and join the Macmillan Carer Wellbeing Team.

The team identify carers who could benefit from one-on-one support and I make contact with these carers for regular follow up calls. Carers appreciate having someone who they can talk to about the stresses of being a carer and about the roller coaster ride of being a carer for someone with cancer.

My most positive experience whilst volunteering has been hearing the voice on the other end of the line - either through words or tone - move from despair to hope. The phone calls have helped carers recharge a bit and feel more empowered, so that they can return in a better frame of mind to their caring role.

I would recommend volunteering with Carers Support as you will be surrounded by incredibly talented, committed, warm and generous people who are making a difference to the lives of many carers in our communities."

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- Craig Lawrence, Macmillan Carer Wellbeing Team Volunteer



Working with  
**MACMILLAN  
CANCER SUPPORT**



### How to keep in touch

Visit [www.carerssupport.org.uk](http://www.carerssupport.org.uk)  
Email [info@carerssupport.org.uk](mailto:info@carerssupport.org.uk)  
Call **0300 028 8888**

### Follow our social media channels to stay up to date with wellbeing information and groups:

 [facebook.com/CarersWSussex](https://facebook.com/CarersWSussex)  
 [@carerswsussex](https://twitter.com/carerswsussex)  
 [@carersSWS](https://www.instagram.com/carersSWS)  
 [carerssupportwestsussex](https://www.linkedin.com/company/carerssupportwestsussex)