

CareLine

The FREE magazine for unpaid carers in East Sussex



IN THIS ISSUE

- Share your story of being a carer
- Advance Care Planning
- How carer-friendly is your GP surgery?
- New groups for dementia carers
- Association of Carers Talk & Support service

Contacts for Carers

There are many organisations in East Sussex providing information, support and training for carers. If you would like to know more about what they can offer email, call or take a look at their website. You can also follow many of them on social media.



Care for the Carers
 Telephone **01323 738390**
 info@cftc.org.uk
 Text 07860 077300
www.cftc.org.uk



British Red Cross
 www.redcross.org.uk
 Telephone **01435 866270**
 ESscarerssupport@redcross.org.uk



www.cranstoun.org/service/esfact
 Telephone **07920 786 352**
 esfact@cranstoun.org.uk



Health and Social Care Connect
 www.eastsussex.gov.uk/socialcare
 Telephone **0345 60 80 191**
 hsc@eastsussex.gov.uk



Age UK East Sussex
 www.ageuk.org.uk/eastsussex
 Telephone **01273 476704**
 charles.sheldon@ageukeastsussex.org.uk



ICE Project
 www.iceproject.co.uk
 Telephone **01273 617100**
 alan.icepro@btconnect.com
 jane.icepro@btconnect.com



Wellness Recovery Action Plan (WRAP) courses
 www.coastalwellbeing.co.uk
 Telephone **07507 734 370** or **07598 323 254**
 molly@coastalwellbeing.co.uk
 lucy@coastalwellbeing.co.uk



Headway East Sussex
 www.headwayeastsussex.org.uk
 Telephone **01825 724323**
 trudy.mayes@headwayeastsussex.org.uk



Autism Sussex
 www.autismsussex.org.uk/
 Telephone **0345 450 0060**
 enquiries@autismsussex.org.uk



www.esbhcrossroads.org.uk
 Telephone **01273 234021**
 bhoffice@esbhcrossroads.org.uk



Amaze
 www.amazesussex.org.uk/
 Telephone **01273 772289**
 eastsussex@amazesussex.org.uk



Association of Carers
 www.associationofcarers.org.uk
 Telephone **01424 722309**
 info@associationofcarers.org.uk



IMAGO
 www.eastsussexyoungcarers.org.uk
 Telephone **0300 777 2011**
 info@eastsussexyoungcarers.org.uk



Stroke Association
 www.stroke.org.uk
 Telephone **01323 886920**



Alzheimer's Society Carer Information and Support Programme (CrISP) courses
 Telephone **01273 726 266** or **07799 118 907**
 Jayne.stephens@alzheimers.org.uk



East Sussex Parent and Carers' Council
 www.eastsussexpacc.org
 Telephone **07432 067242**
 admin@eastsussexpacc.org

Welcome to the Autumn edition of **CareLine**



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Inside this issue, you'll find an array of guidance, advice and information for unpaid carers across East Sussex.

It's heartening to be highlighting great examples of how some GP surgeries in the county are really making efforts to identify and support carers who visit their medical practices (pp11-14).

You can also read about the benefits of Advance Care Planning, in an article based on one of the workshops held at our Carers Forum in May this year (pp5-6). For those of you who care for someone with dementia, we're pleased to announce a set of monthly groups for both carers and the person they support - in Bexhill, Hailsham and Seaford (p8).

Finally, if you'd like to volunteer on an exciting new project to capture and chart the stories and experiences of unpaid carers in East Sussex, please see p4 for more information.

We look forward to meeting you at our groups and events across the county. Do say hi if you're caring for a relative or friend – we'd love to meet you and are here to help.

Jennifer Twist, Chief Executive, Care for the Carers



Carers Rights Day is a national campaign to help carers know their rights and find out how to access the support they are entitled to.

Do you want to know about your rights as a carer or the support available to you?

Do you want to help make a difference by supporting the campaign? Get involved, it's easy:

- Tell people
- Use social media
- Write to your MP
- Host an event
- Display a poster

For more information or to get involved visit Care for the Carers website and don't forget to let us know what you are planning! www.cftc.org.uk/campaigns-carers-rights-day

"I wish I had known sooner that it was my right to have a Carers Assessment. It has really helped me to access support."

"I had no idea that as a carer I had rights at work. Now I work flexible hours I juggle and manage life better than I did before."

"Finally . . . I feel able to speak up knowing I will be listened to and if I'm not I will remind them about the Care Act!!!"

Would you like to share your experience of being an unpaid carer?

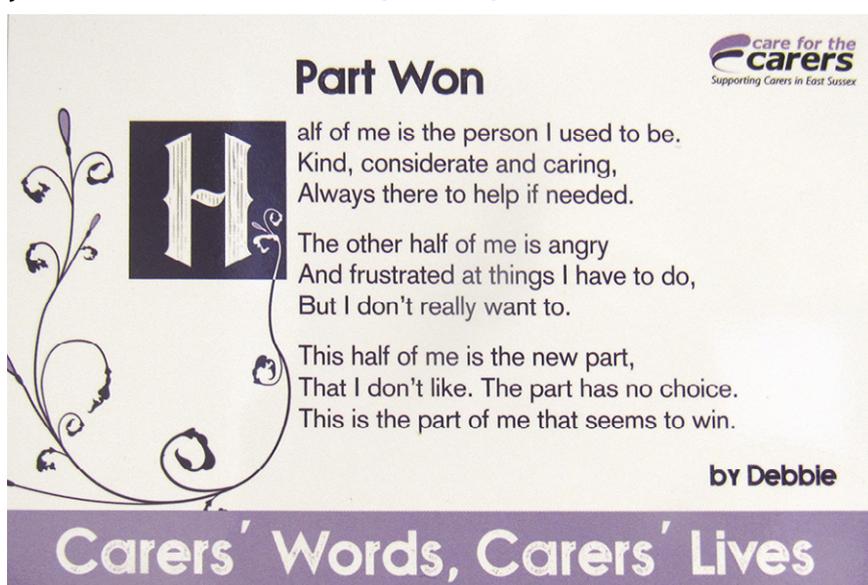
During the past year, Care for the Carers has been working with respected poet and creative arts facilitator, Evlynn Sharp, to capture the stories of individual unpaid carers, through creative writing workshops across East Sussex. As a result, we've been able to create a selection of short films, postcards and a poetry book focused on sharing their experiences.

Would you like to share your story?

Care for the Carers has been awarded Heritage Lottery funding for the next phase of this project, and for this we are looking for more carers to come forward to share their stories of caring. We will be recording additional short films of carers' stories to help raise awareness of the 65,000 unpaid carers in the county.

If you think you might like to take part and highlight some of the issues you face, please contact Amy at amyh@cftc.org.uk or call 01323 738390. And keep an eye out for further updates on the progress of the project.

The Carers' Words, Carers' Lives project has captured the stories of a range of unpaid carers including Charlotte, a young adult carer who supports her mum with cancer, Janice, who supports her disabled adult son, and Jason, a working carer who supported his dad. We are so grateful to everyone who has taken the time to share their stories so far. Find out more about the project: www.cftc.org.uk/blog/carers-words-carers-lives



Part Won

Half of me is the person I used to be.
Kind, considerate and caring,
Always there to help if needed.

The other half of me is angry
And frustrated at things I have to do,
But I don't really want to.

This half of me is the new part,
That I don't like. The part has no choice.
This is the part of me that seems to win.

by Debbie

Carers' Words, Carers' Lives

Time to Talk Counselling Service

Care for the Carers recognises that caring can be an extremely stressful role, and offers a free counselling service open to all unpaid carers in East Sussex. In order to provide the counselling service for free, we use the skills of our dedicated and professional volunteer counsellors, most of whom are students at an advanced stage of their training. We work closely with Sussex Downs College, Wealden Institute and the Link Centre in Plumpton. All counsellors undertake a rigorous application and interview process, and student counsellors have to be approved for practice by their college tutors.

“ I am now able to cope with problems better than before counselling. It felt really good just to talk to a person who was totally independent – carer who received counselling from our Time to Talk service.”



The counselling service is used by a wide variety of carers, ranging in age from our Young Adult Carers from 17, to carers in their 80s and beyond. Many carers find that they want to discuss not only the issues relating to their caring role, but also other important issues including bereavement, loss, trauma, and family problems.

Many carers are simply not able to access counselling elsewhere due to financial constraints, and feedback is consistently positive for the service.

Any carer who is interested in receiving counselling can contact us on **01323 738390** or email info@cftc.org.uk to request a counselling assessment.

ADVANCE CARE PLANNING



Earlier this year at the Care for the Carers Spring Carers Forum in Bexhill, Jane Marquesen Registered Nurse (Community End of Life Educator), St. Michael's Hospice, in Hastings, and Bill Hargood, Project Manager Frailty Pathways Joint Commissioning Team, NHS Hastings and Rother Clinical Commissioning Group, co-presented a workshop specifically for carers about Advance Care Planning.* Here, they outline the key points from the session.

It's not a subject any of us relish discussing, but it's important to ask the right questions when the person you care for is approaching the end of life, both to ensure their wishes are fulfilled, and to reassure you as their carer.

What is Advance Care Planning (ACP)?

ACP is often the document consulted when someone loses capacity to state their own wishes/needs and preferences. It is a voluntary "process that supports adults at any age or stage of health in understanding and sharing their personal values, life goals, and preferences regarding future medical care. The goal of advance care planning is to help ensure that people receive medical care that is consistent with their values, goals and preferences during serious and chronic illness."**

What are the benefits of ACP?

There's a misunderstanding about ACP that it is a funeral plan. Essentially, the process of ACP provides the person you care for greater autonomy, choice and control about how they wish to spend their final days. It respects the person's human rights, enabling a sense of retaining control, self-determination and empowerment. As a result, it provides some relief to a carer knowing that the person they care for has been able to make their own choices.

How ACP can benefit both the cared for person and their carer:

- Improves the quality of end of life care provided for individuals and populations
- There is greater opportunity for wishes to be followed if they have been formally discussed, for example more people die in their preferred place of death
- Reduced unwanted or futile invasive interventions, treatments or hospital admissions, guiding those involved in care to provide appropriate levels of treatment
- Proactive decision making reduces later burden on family and relieves anxiety
- Enables better planning of care, including provision by care providers
- Greater satisfaction, reduced anxiety and depression in bereaved relatives
- The process can itself be therapeutic and enable resolution of relationships
- Enables deeper discussions and consideration of spiritual or existential issues, reflection on meaning and priorities and encourage resilience and realistic hope.

* Sue Lyne, Nurse Consultant for Frailty and Older People/Frailty Practitioner, East Sussex Healthcare NHS Trust (ESHT) was a third co-presenter with this workshop.

There are five steps we suggest you follow for ACP with the person you care for:

- 1 Think about the future:**
What is important to you, what you want to happen or not to happen if you became unwell
- 2 Talk with family and friends:**
Ask someone to be your proxy spokesperson or Lasting Power of Attorney (LPOA) if you could no longer speak for yourself
- 3 Record:**
Write down your thoughts as your own ACP, including your spokesperson and store this safely
- 4 Discuss your plans with your doctor, nurses or carers:**
This might include a further discussion about resuscitation "DNAR" or "Respect" or refusing further treatment "ADRT"
- 5 Share this information with others who need to know about you:**
Through your health records or other means, and review it regularly.



Questions you could ask as part of APC

- At this time in your life, what is important to you?
- What elements of care are important to you and what would you like to happen in future?
- What would you not want to happen? Is there anything that you worry about or fear happening?
- Who would speak for you - your nominated proxy spokesperson or Lasting Power of Attorney?

(If you have questions about Lasting Power of Attorney (LPA), please visit the LPA section of Gov.UK www.gov.uk/power-of-attorney)

These are likely to be highly emotional conversations, so please remember Care for the Carers is here for you as the carers centre for East Sussex. We can guide you through the services available to you as a carer and a former carer, during these difficult times. Contact us on **01323 738390** or email **info@cftc.org.uk**

References:

- ** International Consensus Definition of Advance Care Planning (Sudore et al 2017)
<http://www.goldstandardsframework.org.uk/advance-care-planning>

Carers Group Directory

Care for the Carers Carers Information and Advice Groups

Our Carers Information and Advice Groups are regular meetings for all carers, facilitated by Carer Support Workers. The first half of the meeting gives time to have a cuppa and a chat with other carers, and the second half usually has a guest speaker who brings useful information and advice relevant to carers.

They meet monthly in **Crowborough, Heathfield, Herstmonceux, Sidley, St. Leonards-on-Sea, and Willingdon.**

We have also introduced **a new evening group for working carers or unpaid carers** who may find it easier to meet outside of daytime hours, which takes place at Tesco Community Room, Tesco, Lottbridge Drove, Eastbourne, BN23 6QD on the 4th Tuesday of each month, 6pm - 8pm.

You can find one of our Carer Support Workers every first Wednesday of each month at 12.30pm - 2.30pm, at Concordia Hall, Church Road, St Leonards, at the meetings of the LINKS Project, a support and advice project for asylum seekers, refugees and new migrant communities living in East Sussex.

Carers Wellbeing Groups

Our Carers Wellbeing Groups are regular informal drop-in

groups for all carers, with input at some groups from Carer Support Workers, which meet monthly in **Battle, Bexhill, Broad Oak, Eastbourne, Forest Row, Hailsham, Langney, Ore, Peacehaven, Pevensey, Ringmer, Rye, Seaford, and Uckfield.**

These are usually the 'next step' groups for carers after they have been attending our Information and Advice Groups for 12 months.

Mental Health Carers Support Groups

Our Mental Health Carers Support Groups are regular meetings for carers of people with mental health issues, facilitated by Carer Support Workers. The group meets on the third Saturday of the month, from 10am - 12pm at Tesco Community Space, Church Wood Drive, Hastings, St. Leonards-on-Sea TN38 9RB.

Young Adult Carers (YACs) Groups

Our Young Adult Carers (YACs) Groups are monthly evening groups for carers aged 17-25yrs, run by Carer Support Workers. The first hour is a structured workshop

related to education, training, employment or 'having your voice heard', based on what carers tell us they want to discuss. The second hour is for carers to relax, catch up with each other and access support from the staff present if required. To find out the date of the next group, and to request an invite to the private YAC Facebook group, contact our Gateway service on 01323 738390, email info@cftc.org.uk, or text us on 07860 077300.

Carers' Clinics

Care for the Carers runs Carers' Clinics, which are pre-booked hour-long face-to-face or telephone appointments with an experienced Carer Support Worker. The appointments are an opportunity for carers to talk through any worries or concerns that they have and to discuss what they need and want, and to get advice, information and support regarding their caring role. To book an appointment for a one-to-one support and advice appointment, contact our Gateway service on 01323 738390, email info@cftc.org.uk, or text us on 07860 077300.



Carer receives foot massage at one of our wellbeing groups

Carers Group Directory



Hailsham Wellbeing Group enjoying an afternoon tea

New! Care for the Carers Making Memories groups - for carers of people with dementia

Unpaid carers who care for people with dementia are invited alongside the person they care for to attend new support and activity groups, taking place in Bexhill, Hailsham and Seaford. Carers of people with dementia are also welcome to attend on their own. Each group offers a chance for carers to meet other carers of people with dementia, and have a chat and a coffee. A Carer Support Worker from Care for the Carers will attend each session, which will include activities such as quizzes, music, and reminiscence sessions.

Seaford: 2nd Thursday of each month, 2pm-4pm, at St James Trust Community Centre, 11 Blatchington Road, Seaford, BN25 2AB.

Bexhill: 3rd Wednesday of each month, 2pm-4pm, at St Michaels and All Angels Community Hall, Glassenbury Drive, Bexhill on Sea, TN40 2NY.

Hailsham: 4th Wednesday of

the month, 2pm-4pm. Starting 26 September, at Day Centre, Bentley Grange, Binder Lane, (off Reef Way), Hailsham, East Sussex, BN27 1FA.

Carers please note:

- We ask for the carer to be responsible for the person they care for and any toileting needs they may have. Carers will need to stay for the session and not leave the person they care for during the session.
- We also ask that the cared for person be settled and able to engage. If the person being cared for is at a more advanced stage of dementia and is likely to become agitated or is restless, then the group will not be suitable for them.

Please note that all Care for the Carers groups do not run on Bank Holidays or the week between Christmas and New Year.

Alzheimer's Society Sussex Helpline

Provides support, information and a listening ear. Call 01403 213017 or email: sussex.helpline@alzheimers.org.uk

Side by Side

The Side by Side service helps people with dementia to continue to live independently and remain active members of their local community.

Volunteers will provide support to enable people with dementia to go out and about in their community and keep doing the things they enjoy or to try out new activities. The service is unique to each individual as it is based upon what the person with dementia would like to do.

For further information on any of the above services please email sidebysideeastsussex@alzheimers.org.uk or call 01273 726266.

Memory Lane

Social activities for people with dementia and their carers to attend together. For more information, please contact Carole McHale on 07800 874361.

Dementia Lunch and Supper Clubs

An opportunity for carers and the people they care for to meet, share experiences and meet new friends over a meal or a drink.

Carers Group Directory

- For Seaford and district, please contact Wendy Morley on 07759 370090.
- For Bexhill, please contact Jayne Hicks on 07876 351487.
- For Hailsham, Eastbourne and Rother please contact Lynn Leeves on 07740 338120.
- For Hastings and Rye please contact Louise Vladi on 01424 722309.

Halton Dementia Group

Halton Dementia Group meets on Monday and Friday afternoons at Halton Baptist Church, Old London Road, Hastings. For further information, call 07847 214961.

Dementia Support East Sussex



Dementia Support East Sussex is an independent voluntary initiative offering group singing sessions for those living with dementia, and respite opportunities for carers. Clubs include knitting groups and Crafty Clubs, which take place in Alfriston, Bexhill, Ditchling, Eastbourne, Hadlow Down, Hailsham, Hastings, Horem, Heathfield, Lewes, Uckfield, Newhaven, Polegate, and Peacehaven. The service has a commitment to bringing carers, cared-for, and the community

together through the joy of singing and performing. New 'Dementia-friendly Drop-ins' will introduce close working with couples, using tactile sensory items, to create recall opportunities for exploring and sharing. Volunteers always welcome.

Please contact Cliff Slack on 07869 619861, email whitegates@mail.com or visit www.dementiasupport.me.uk

Cranstoun East Sussex Family & Carers' Team

East Sussex Family & Carers Team supports people who are being affected by someone else's substance misuse and mental health issues (dual diagnosis). The ESFACT team offers advice and signposting, drop-ins, support groups and 1-1 sessions for clients as well as workshops and training for our clients and volunteers across East Sussex. ESFACT also works in partnership with East



Dementia Support East Sussex

Sussex Recovery Alliance in Harold Place in Hastings on Wednesdays and Thursdays. Drop in session: Tuesdays from 10am-12pm at 3VA Meeting rooms, Eastbourne.

For more information call Emma 07920 786352 / Maxine 07795 953951 email: ejones@cranstoun.org.uk / mkerr@cranstoun.org.uk ESFACT, 3VA, 8 Saffrons Road, Eastbourne BN21 1DG

Know Dementia

Memory Moments Café

An informal café for people with memory problems and their family supporters/carers. Includes tea, coffee, and cake. A little fun and laughter with games, talks, music and dance.

Musical Moments

Share a musical experience with people with memory problems and their family supporters/ carers by joining our choir led by classically trained singer/ musician Mae Heydorn. No experience necessary, only a desire to enjoy singing.

Cost is £2 per session.

For more information, contact Know Dementia on 01373 494300 or email info@knowdementia.co.uk

Forget Me Not

Forget Me Not is a support network for all post-dementia and Parkinson's disease carers. It provides an opportunity for carers who have lost a loved one from any form

Carers Group Directory

of dementia or Parkinson's disease, or who have recently placed them into a care home, to meet with other individuals with similar circumstances. The group meets on the last Thursday of each month, 2-4pm, St Marks Complex, Green Lane, Little Common, Bexhill-on-Sea.

For more information, please contact Rosie on 07889 343111, or email

rosie_costar@hotmail.co.uk

The Cranbrook Forget Me Not Club is a day club for people with memory problems or dementia, which meets at The Cranbrook, Pembury Road, Langney, BN23 7FD, on Monday, Wednesday and Friday mornings from 10.30am to 12pm. 50p per session. Contact Eddie Wood on 01323 768880 for further information.

Dementia Carers Support Group

The Dementia Carers Support Group also meets at The Cranbrook, Pembury Road, Langney, BN23 7FD.

From 2 - 4pm every second Monday of the month, the group provides support, information and a chance to talk openly and in confidence with other people who are unpaid carers for someone with dementia. For more information please contact Mary Wood on 01323 768880. Please note, the group is able to provide a separate room for the cared for person to go with someone there to look after them and provide tea/coffee and a general chat, while carers attend the support group.

If you know of a group that is not included here and would like to see it promoted in future *CareLine* editions please let us know by:
emailing: info@cftc.org.uk
or calling: 01323 738390


Supporting Carers in East Sussex

www.cftc.org.uk

If you have already opted out of receiving CareLine, please bear with us while we continue to process the GDPR consent data we have received over the past few months. If you have any concerns in the meantime, please contact us at info@cftc.org.uk

Contact us


Supporting Carers in East Sussex

Care for the Carers

Web: www.cftc.org.uk

Telephone: 01323 738390

Email: info@cftc.org.uk

Name _____

Address _____

Postcode _____

Telephone _____

Email _____

Please complete and post this to our FREEPOST address:
Care for the Carers, FREEPOST RTAC-GURC-XUJC
Highlight House, 8 St Leonards Road, Eastbourne BN21 3UH

I am a carer

- Sign me up to receive CareLine
- Please update my address
- Send future editions of CareLine by email
- Please contact me about the help available
- I would like to be part of the Carers Voices network

I am no longer a carer

- Reason _____
- Please unsubscribe me from CareLine
- Please send me the "After Caring" booklet

How GP surgeries can help unpaid carers

We all need to visit a GP at some point, whether it is as a carer for someone you care about, or for your own wellbeing. It's of great benefit to you as a carer and to the care system in general if all staff at medical practices are aware of how to identify if someone is an unpaid carer. This is because many unpaid carers can be unaware of the assistance and benefits they are entitled to as part of their caring role. Having someone in a surgery setting acknowledging the hard work the carer does can make all the difference to a someone in a caring role – turning what might have been a bad day into a good day. Read about some examples of local medical practices that have been putting systems in place to try to support and signpost unpaid carers to the help that's on offer in East Sussex.



The Lighthouse Medical Practice, Eastbourne

By Pauline Barron, Associate Practitioner & Carers Lead, The Lighthouse Medical Practice

The Lighthouse Medical Practice operates across two surgeries in Eastbourne. Here, Lighthouse's Associate Practitioner and Carers Lead, Pauline Barron, explains the initiatives the practice has put into place, and is currently developing, to help ensure it's as carer-friendly as possible, and crucially, that patients and staff are aware of all the carer-related initiatives in action at the surgery.

Noticeboards – Our Patient Forum looks after our notice boards. At our College Road surgery we have a carer information display, and are in the process of replicating that at our Ian Gow site.

Carer Forms – I have created two carer forms, one for adults and one for young carers, to gather information about their caring role, so that we can keep an up-to-date carers register and to support our carers, signposting them to other agencies who can help them. These are tweaked regularly based on feedback from patients about any useful points that should be included or clarified. For example, we have recently adjusted the form to note if a carer is retired or not. Without the retired option we would get regular comments that a person is retired, not unemployed. We ask if a carer is working so that we can inform them that they have rights and certain benefits they might be able to claim as a working carer, and to contact organisations such as Care for the Carers to find out more.

Carer Template – this is an internal template for our staff to use to transfer the notes to our system after a patient has submitted a carer form.

Website – The plan for our website is to have a 'Carer' tab, so that patients can access information from us, download carer forms, and see our carer policy.

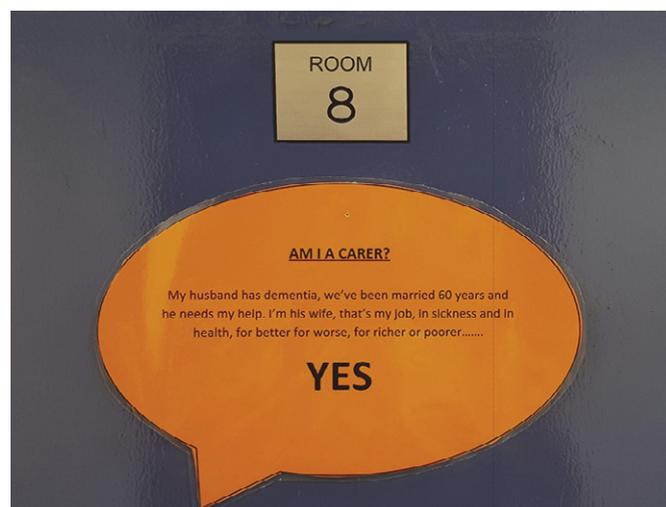
Care summary – After submitting a carer form, we update the patients' record on our system. This means that if they have consented to their care summary being shared and were taken ill elsewhere, professionals would know the patient is a carer and of any medical information like allergies, medication they are taking and so on.

CRESS – We like to encourage our patients to have a Carers Respite Emergency Support Service (CRESS) plan in place should anything happen to them. We ask the patient to let us know the details of their plan so that if necessary the surgery could call Adult Social Care in an emergency situation. You can find out more about how to set up a CRESS plan, and a Carers Card, via Care for the Carers: www.cftc.org.uk/carerscard

Carer Training – I work closely with my colleague Charlotte at the Practice, and we have encouraged all surgery staff to attend internal training, so that we can cascade any new carer-related information to all staff members. We hope to arrange a Carer Awareness Training session with Care for the Carers soon, and we have carer awareness as an ongoing agenda item at our regular monthly reception and nurse meetings.

Patient Forum – we have a named Carer Lead within our Patient Forum. The Carer Lead also attends our flu clinics to help spread the word about our support for carers and to encourage people to identify and register themselves with us as a carer. The Patient Forum had a young carers focus recently and its quarterly newsletter will feature an article or information about carers in each issue. For example, a recent newsletter contained an article about the CRESS card.

Posters on doors – For Carers Week I put notices on all the doors in the building, rather than confining the information to the noticeboards, which may not be seen by as many people. We noticed patients looking at them as they went through the doors, so because of that, and after positive feedback from members of staff, we decided that the posters are useful, so we have left them in place permanently for now.



Employer Policy for Carer employees – We are in the process of collating an internal policy for employees who are carers. Employers for Carers offer information about this (<https://www.employersforcarers.org/business-case/join-us>) and we are also seeking advice about it from Care for the Carers.

Bird-in-Eye Surgery, Uckfield

Tessa Edwards, Practice Manager at Bird-In-Eye surgery explains how it encourages its staff to 'Think carer' within various aspects of their roles.

Working with staff

To help carers who are patients at our practice, Bird-in-Eye surgery staff undertake training within their 'protected learning time' (PLT). This ensures that new staff members gain a good understanding about what Care for the Carers is, and what it, as the carers centre for East Sussex residents, can offer to carers. Our health professionals are also advised how to refer carers to Care for the Carers for assistance.

We've appointed a dedicated staff member as a "Care for the Carers Champion". They are the go-to person for the administration team if they have any questions about carers.

Staff are actively encouraged to contact Care for the Carers if they or family members are carers.

Getting noticed

To help grab the attention of people who may be carers, we put posters up in prominent spaces in the waiting area, and have a dedicated section of the website that contains information about Care for the Carers, and about caring in general.

We keep Care for the Carers cards in each clinical room and on the reception desk, so that they are at hand for clinicians to give to any carers or potential carers.

We are lucky to have a very active and engaged Patient Participation Group – it has a Facebook page and on this we have promoted Care for the Carers to its members.

Care for the Carers uses one of our rooms on a fortnightly basis to meet with carers. This helps us to build valuable relationships between carers, our staff and Care for the Carers support workers. Susanna from Care for the Carers attends our multi-disciplinary meetings (MDT) regularly. This helps us to share information about carers who have confirmed they are happy to be identified and direct referrals made.

Carer-friendly GP practice checklist



Carole Gregory, Development Officer at Care for the Carers, delivers Carer Awareness Training as part of her role. Here, she outlines some key activities that medical practices could introduce to become more carer friendly.

If you work within a GP practice you could review what you currently do and consider how you could make some positive changes with the help of the following checklist. And if you're a carer, but not sure if your GP practice has carer-friendly policies, you could show them this article or ask them to get in touch with Care for the Carers about how we can help.

1 Find spaces for promoting information for carers

- A noticeboard where you can display information – let staff and partners know about it
- A place for *CareLine* magazines and carer information leaflets
- Electronic patient information screen – if your surgery has one, please contact us for a slide you can use to inform patients about Care for the Carers
- Ensure the carer information your surgery provides is up to date (literature and website)

2 Identify yourself

- Put the name or picture of your Carers Lead on a poster informing people who to contact about carers issues at the surgery
- The Carers Lead could wear a Carers Ambassador badge
- Talk to people and let them know about your involvement with supporting carers,
- And, if required, staff who are carers

3 Spread the word

- Share the message that you are a 'Carer Friendly' practice with as many people as possible, as often as you can – on your website, newsletter, practice booklet
- Look for appropriate opportunities to have a conversation with those who you think might be in a caring role, including staff, and give them a leaflet or contact details

- Ensure your team know and they are also identifying opportunities to raise awareness
- Encourage, if possible, carers to get involved with your Patient Participation Group (PPG)
- Consider sending identified carers a welcome letter offering information about your carer-friendly practices

4 Make a difference

- Refer or encourage carers to make contact with Care for the Carers to access information and support – are you using the Carers Social Prescription?
- Support campaigns including Carers Week and Carers Rights Day, to raise awareness and involve your patients – have an information table on display at these times, share social media (photos work well), send text alerts – plan ahead
- Evidence the good work you do with carers, it will support Care Quality Commission inspections
- Consider if you can be more flexible with appointments for carers, ask if carers on your carers' register? Do you have an Enhanced Support Plan (learning disability team) in place for the carer and cared for person? Are you offering health checks to carers specifically?

5 Remember – think carer

- It is important that EVERYONE is involved
- Book Carer Awareness Training for all the team to support positive change and support for carers
- Stay in touch with Care for the Carers - sign up to receive our newsletter, *CareLine* and updates
- Contact Care for the Carers if you have any questions or need further resources – invite us to your Multidisciplinary team meetings
- Develop or update any internal and external carer-related policies or protocols
- Ensure you support employees who are carers – part of building a Carer Friendly Workplace



We'd love to hear about other surgeries in East Sussex who are working well with carers. Let us know about yours: caroleg@cftc.org.uk

References:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/713781/carers-action-plan-2018-2020.pdf

www.gov.uk/government/publications/carers-action-plan-2018-to-2020

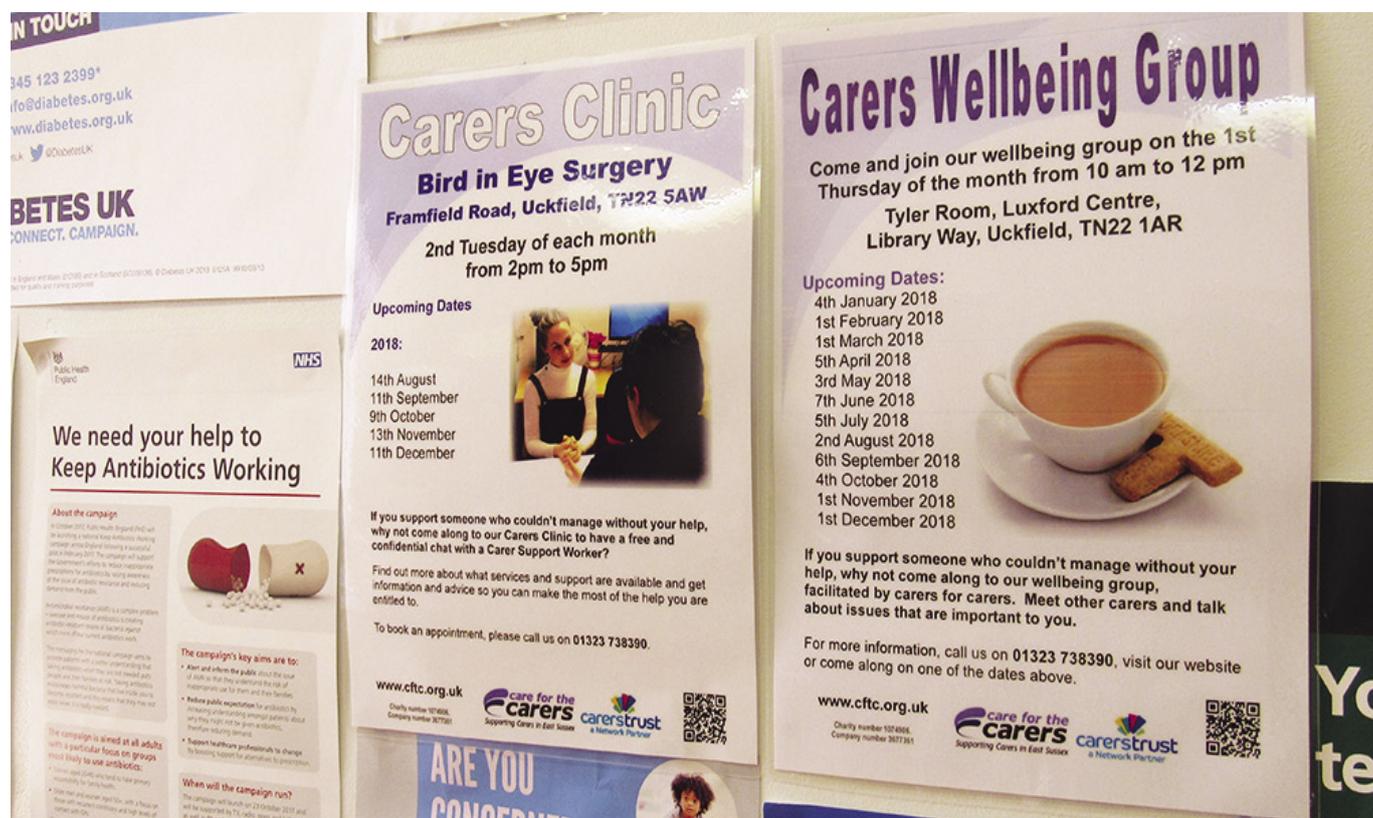
Carers Clinics

A Carer Support Worker from Care for the Carers attends each of the 23 clinics we run across East Sussex.

Carer Support Workers are specialists in carers' rights, and here to support you - they meet face to face with carers at locations close to home for up to an hour.

Please note that you will need to book in advance for most clinics, by calling us on **01323 738390**.

You can see a list of clinics on our website: **cftc.org.uk/one-to-one-support-and-advice**



Carers Action Plan

The Carers Action Plan announced by the government in May earlier this year highlighted the need for quality standards for carers information and provision from GP surgeries: "NHS England (NHSE) will work with the Care Quality Commission on the development of quality standards for carer friendly GP practices, and is developing a framework of questions (quality markers) that can be used by doctors' surgeries to demonstrate how effective they are in recognising and supporting carers.

The questions and ideas have been taken from what carers, and their representatives, have told NHS England matters to them." - NHSE, Spring 2018.

Until the framework of questions is finalised and announced, you may find our carer friendly GP practices checklist overleaf useful.

Please contact Carole at Care for the Carers if you would like to make your GP Practice Carer Friendly - we can help.

Talk & Support from Association of Carers

Did you know that Association of Carers can offer carers a sympathetic ear on the end of the phone? Talk and Support is a telephone support service for carers. A volunteer and carer are carefully matched, and the volunteer will then call at a mutually convenient time so the carer can discuss, in confidence, how they are feeling.

This helps reduce the sense of isolation that can be experienced by carers, offers companionship, and gives carers the chance to express how they are feeling in a confidential and non-judgmental environment. It provides a carer space to talk about things they may not feel able to raise with friends or family members, or the person they are caring for. Talk & Support is a six month service initially, starting with a weekly call, which gradually reduces down to once a month. There is potential to extend the service if necessary.

“My telephone calls from a volunteer have been a lifeline at times. They are great and have made all the difference. I can get very down at times, and it’s good to be able to speak in confidence with someone who understands” - a carer who used the Talk & Support service.

In addition to Talk & Support, Association of Carers also work in partnership with Relate and Counselling Plus to offer carers up to 8 sessions of telephone counselling. This is often valuable to those who have been bereaved.

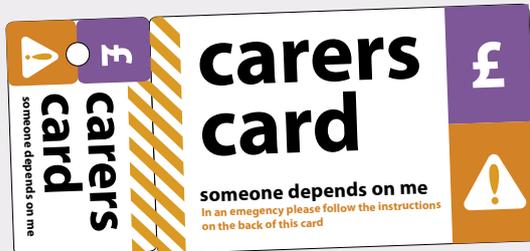
If you, or someone you know, could benefit from either of these services, or you are interested in the Association’s various volunteering roles, then call Association of Carers on **01424 722309**, email **info@associationofcarers.org.uk**, or contact them online at **associationofcarers.org.uk**. You can visit them during office hours at Jackson Hall, Portland Place, Hastings, East Sussex, TN34 1QN.



THE EAST SUSSEX CARERS CARD

has three functions:

- Identifies you as a carer in an emergency
- Emergency Respite plan
- A discount card



As well as providing a discount from participating businesses, the East Sussex Carers Card also enables you to set up a CRESS (Carers Respite Emergency Support Service) plan as part of your carer's assessment. Care for the Carers can also help you to set up a CRESS plan if you do not want a carer's assessment.

Discounts for carers

If you do not wish to put an emergency plan in place but would still like to benefit from discounts for carers you can apply for a Carers Card directly from Care for the Carers by phoning 01323 738390, or by filling in a short registration form on the Care for the Carers website at www.cftc.org.uk/get-a-carers-card. This card is also available to parent carers of children.

Discounts can be gained at a variety of retail and leisure venues in East Sussex. We are working to add new businesses all the time and each month, *CareLine* will feature new businesses that have signed up to the East Sussex Carers Card scheme!

Don't forget you can get hospital parking for £1.60 at both the Conquest Hospital Hastings and Eastbourne DGH by showing your Carers Card.

To see the full directory of hundreds of services, local businesses, retail and leisure attractions, visit the Care for the Carers website: www.cftc.org.uk/get-a-carers-card

Welcome to the latest businesses to sign-up to the Carers Card:

BUTLIN'S PRIVILEGE HOLIDAY CLUB

Enjoy Butlin's online deals, plus an extra £20 off on holidays and Live Music Weekends at Butlin's Bognor Regis, Minehead and Skegness. £20 off applies to new bookings only for Butlin's family breaks. This offer does not apply to two-night breaks or rooms for two.

See full information on the offer on the Carers Card directory link above, or contact Butlin's directly:

Tel: **0330 102 5286**

www.butlins.com/phc

DISCOUNT HOME TEXTILES

Quality bedding, curtains, soft furnishings, bed frames, mattresses and bedroom furniture at discount prices. Get 5% off all online purchases using code: carers5 at checkout.

Tel: **0161 222 8891**

Email: info@discounttextiles.co.uk

www.discountthometextiles.co.uk

FIRST CALL INKS LTD

Carers receive 15% discount off purchases online and in-store, using offer code 430060 or by showing your Carers Card to the cashier.

477 Seaside, Eastbourne, BN22 7SA

Tel: **01323 430060**

Email: sales@firstcallinks.co.uk

www.firstcallinks.co.uk

HERINGTONS SOLICITORS

Free 30 min consultation with any carer or their family about Lasting Powers of Attorney, Court Protection and benefits advice. Contact Tracey May, F.Inst.Para, directly.

Offices in Battle, Bexhill, Eastbourne, Hastings and Rye.

Tel: **01323 411020**

Email: tmay@heringtons.net

www.heringtons.net

NATURAL FITNESS & THERAPY CENTRE

Yoga, pilates and tai chi classes, plus therapies and treatments including osteopathy, massage, acupuncture, physiotherapy and counselling. Carers get 15% off all pilates and some yoga classes, and 10% off some therapies.

Royal Parade, Eastbourne, East Sussex, BN22 7AQ

Tel. **01323 732024**

Email: info@nftceastbourne.co.uk

www.nftceastbourne.co.uk

MEADS CARE

Care for people living with dementia, and/or mental health challenges. Carers Card holders can get 10% off day and respite visits, and 10% off every 10 hours booked for community/home care visits. Home Care available in Eastbourne and 10 mile radius.

26 Denton Road, Meads, Eastbourne, BN20 7ST

Tel: **01323 732632**

Email: enquiries@nifinaraltd.com

www.meadscore.com

QUEENSMEAD RESIDENTIAL CARE HOME

Long-term residential care, respite, day services and short stay convalesce. Carers Card holders receive 10% discount off day services (lunch included) or 2 for 1 offer on 2 course lunch - carer goes free.

Victoria Road, Polegate, BN26 6BU

Tel: **01323 487931**

Email: reception@queensmead-care.com

www.chanctonbury-care.com

STONE NESS SHORT BREAKS

Self-catering short breaks for carers with the person they care for in a newly built two-bedroom bungalow. £50 per night for two people. Pets by arrangement. 10% discount to Carers Card holders.

Jean Burgess - Stone Ness Walled Garden, Ashurst, Tunbridge Wells, TN3 9SU

Tel: **01892 740305**

www.stonenesswalledgarden.org

THE VIEW HOTEL

Carers Card holders receive 10% discount off food in the hotel's Artisan Restaurant.

Grand Parade, Eastbourne, BN21 4DN

Tel: **01323 433900**

Email: info@theviewhoteleastbourne.com

www.theviewhoteleastbourne.com

Please mention the Carers Card at time of booking