

DO YOU CARE?



Photograph from 'Planning Time For You' on 7 July 2009

INFORMATION AND NEWS FOR CARERS

CARERS TOGETHER

Autumn 2009



Produced by
Carers Together

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**The views in this
newsletter are not
necessarily those of
Carers Together**

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USEFUL NUMBERS FOR CARERS

AGE CONCERN Hampshire - Information/advice	0800 328 7154
AL - ANON for relatives	020 7403 0888
ALCOHOLICS ANONYMOUS	0845 769 7555
ALZHEIMERS SOCIETY - Helpline	0845 300 0336
BRITISH RED CROSS - Medical Loan	01962 877732
CARERS ACTIVE LISTENING LINE (CALL)	08000 3 23456
CLEAR ACTION PLANNING FOR EVERYONE	01794 519495
CHILDLINE	0800 1111
DWP - Job Seeker Direct	0845 60 60 234
DWP - Pensions Service	0845 60 60 265
ELDER ABUSE	0808 8088 141
HAMPSHIRE COUNTY COUNCIL - Information	0800 028 0888
HAMPSHIRE COUNTY COUNCIL	01962 841841
HEADWAY (Acquired Brain Injury)	023 9273 1931
LOCAL POLICE STATIONS - ALL	0845 045 45 45
MENCAP Helpline (Learning Disability)	0808 808 1111
NHS DIRECT	0845 46 47
PARENTLINEPLUS	020 7284 5500
PARKINSON'S DISEASE SOCIETY HELPLINE	0808 800 0303
SCOPE HELPLINE	0808 800 3333
SOCIAL SERVICES DIRECT	0845 600 45 55
SAMARITANS	0845 790 90 90
SENIORLINE	0808 808 7575

Do you have an issue to raise or a comment to make? LET US HAVE YOUR VIEWS - HAVE YOUR SAY

Why not send in an article, or write to us at **Carers Together?**

We will withhold your name and address from the newsletter at your request, but cannot print anonymous letters/articles.

COPY DATE FOR THE NEXT ISSUE - 29 January 2010

Send your copy by email: info@carerstogogether.org.uk or by post

ADVERTISING IN THIS NEWSLETTER

Carers Together are happy to include some advertising for organisations who offer a service to carers. 'Do You Care?' is distributed to 6,000 addresses across Hampshire. There is a small charge towards our costs and space is limited to half a page or less per advertisement. Should any organisation wish to use this facility please contact Carers Together.

Web Addresses

All appropriate web addresses are given in this newsletter, but to view the web pages online go to www.carerstogogether.org.uk and open the newsletter where the web links are live.

Help us fund raise for Carers Together

Every time you search the web you can raise funds for Carers Together - it costs you nothing and helps the charity. Please go to <https://fundraisers.everyclick.com/myresources>

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STOP PRESS

NEW FORMS and information about Lasting Powers of Attorney are available from 1 October 2009. Find on: www.publicguardian.gov.uk/forms/Making-an-LPA.htm

This publication is provided by Carers Together in Hampshire

Carers Together is an independent charity run by carers, with carers, for carers.

It is a consortium of individual carers and also groups run by carers for the benefit of carers.

All people who care for a relative, friend or neighbour are welcome to become members.

Carers Together tries to support carers in the way they wish to be supported, responding to their changing needs as required

This newsletter provides independent news, views and items of interest for people who care.

We welcome input from carers - make sure your voice is heard and can influence the future activity of health and social services.

Your support is welcome - why not find out the different ways you can help us to support carers?

Photograph on the front page includes participants at Planning Time For you on 7 July 2009 - from the left Janet Chierchia - Chair of Carers Together, Felicity Hindson - County Councillor and Executive Member for Adult Services, Martin John - the Public Guardian, Tracey Eldridge - Outreach and Advocacy Manager at Carers Together, Anne Meader - Secretary and Horace Daubney former carer and founder member of Carers Together - see page 4 for report from the day

Editorial

As we write this we are in the middle of a pleasant warm Autumn. In the January edition we said that we are also in the middle of an economic downturn and this is still in effect. The financial difficulties this causes are multiplied when you are caring for someone else and already struggling to cope. It means that people do not always plan for the future and this makes them more vulnerable.



Carers Together is providing a new service in partnership with others to help people to get the right information, advice and support to develop their plans and put in place all the necessary legal safeguards (see page 13) Now is also the right time to think of accessing all the benefits and services to help you keep warm and well (see page 26)

News and views from our own carers support workers give a taster of the activities available to support carers (pages 5 - 10); news from Carers Together about Caring with Confidence sessions for carers, and support to make your plans and put in place the legal safeguards for the future with Clear Action Planning for the Everyone based on 10 years experience of Carers Emergency Planning (pages 11 and 13); news from around the county includes information from Hospital Patient Groups, Family Carers Network, Think Family, Hampshire Senate, Hampshire Health Record (pages 12 and 14); The Hampshire Common Assessment Framework for Adults Project is a real opportunity to change the way services work together and put individuals at the heart of the project (see page 15)

Consultations include the Hampshire Independent Equality Forum, the Big Care Debate Green Paper, the White Paper Building a Society for All Ages (pages 16 -18).

Reports and articles include National Carers issues (pages 19 -20) Direct Payments new guidance (page 21); Extra Care Housing (page 22); Personalisation - a carers viewpoint (page 23).

Information about transforming community services, end of life care and 'forDementia' and Admiral Nurses (page 24) Mental Health issues (page 25). Your letters and emergencySMS (Page 26) Scams and Blue Badges (page 27)

We welcome letters and articles from readers and are pleased to welcome carers and other interested people to our Carers Centres in Romsey, Basingstoke, Horndean, Lyndhurst and Southampton. All provide information, advice, guidance to prepare personal plans, advocacy and support to carers. Our Romsey office has meeting facilities and internet access for carers to use on any working day. This is a good time to develop personalised services to meet the needs of individuals and ensure service users and carers are at the heart of any action and have choice and control of their own lives. Caring with Confidence, a free Department of Health backed knowledge and skills based learning experience supports carers to cope better with their lives. *Editors*

Planning Time 4 You

This conference and consultation event held in the Guildhall Winchester on 7 July 2009 was attended by 144 people, mainly carers and older people. It aimed to promote better personal planning and preparation for an improved quality of life as well as excellent community based care, information and support for everyone. It did this by looking at the range of needs, support, services and proposals that are available in the community and how these link together to support citizens in Hampshire to have independence, choice and control of their own lives.

It included information about Personalisation and Self Directed Support - what difference it will make and how it promotes individual choice and control; the Common Assessment Framework for Adults - what it means for you and how you can take part in developing the framework; Compassionate Communities – exploring how care for individuals approaching the end of their life might be improved through adopting a community development and public health focus; Lasting Powers of Attorney and the role of the Public Guardian – revised Lasting Powers of Attorney and making plans to control your own future personal care. The workshops gave participants opportunities to make their views known.

The report is available from Carers Together Tel: 01794 519495 or download from the website: www.carerstogether.org.uk

OUTREACH AND ADVOCACY MANAGER IN HAMPSHIRE

Hi Everyone

I cannot believe how busy I have been over the last 6 months or so. The Advocacy Service is going from strength to strength and I have had some very interesting challenges and excellent results. Thank you for allowing me the opportunity to work with you, and empower you to have a voice, and to achieve the outcomes we have in supporting you and the person you are caring for.



I have attended around 12 events throughout Hampshire, Southampton and Portsmouth which include flu jab days, Carers Week events, BME Carers events (black minority ethnic) Health Information Days and many more which enable me to promote the work of Carers Together. People are beginning to know me as the lady who drives CISSI “my faithful van”. I am seriously considering changing my name or hers!!

Yet again this year we attended the Romsey Show, a big thank you to all staff and committee who helped man the stall. A special thanks to our Treasurer for all the extra hard work he caused by helping us set up on the wrong pitch!!! “Have gazebo will travel” is my new motto.

I have also given presentation talks to Carers Groups, The Royal British Legion, Social Workers and many more interested people. If you know of any groups or organisations who might like someone to come and talk to them about our services, please contact me and I will be happy to go along and speak to them.

I look forward to the advocacy and outreach services continuing to grow, but I can only do this with your support. If you would like more information please phone the office on 01794 519495.

Best wishes Tracey Eldridge - Carers Outreach, Advocacy and Support Manager

Tel: 01794 519495 Email: tracey.eldridge@carerstgether.org.uk Mobile: 07921 700498

Carers Active Support Service - CASS

Dear All

I thought it was time to re-introduce myself and my service. My name is Kim Upstill and I manage the Carers Active Support Service (formerly The Sitting Service). I work Tuesday, Wednesday and Friday but you can call me any day on my work mobile: 07921 700502.

My service provides respite for carers, but can also provide companionship to those living alone or in isolation.

My sitters, who have all been CRB checked, are a wonderful group of kind, capable, warm and understanding people. Together we cover the Winchester and Southern Test Valley Areas.

Access to the service is as simple as a telephone call to the Carers Together office on 01794 519495 or call me direct on 07921 700502. You do not have to go through Adult Services (formerly Social Services) or their Contact Centre.

There are no eligibility criteria, only one of need. There is no client or carer’s assessment. There is no financial assessment, however there is a charge of £8.75 an hour but with no restriction on the number of hours required.

This is not a personal care hands-on service, so no personal care can be undertaken.

We are all aware of how people’s lives are changed when they become a carer. This service allows carers to leave their cared-for person with peace of mind and confidence. It has proven imperative that carers have a break to maintain the status quo.

Please feel free to contact me about any help you may need - you may be surprised at what we can do. I look forward to hearing from you.

With kind regards Kim

Mobile: 07921 700502

Email: kim.upstill@carerstgether.org.uk

BASINGSTOKE & ALTON

Where does the time go? We anticipate having a new support worker in Basingstoke within the next few weeks. As soon as a new worker is in post we will be providing promotional events throughout Basingstoke and Alton. These will include promoting Caring with Confidence and Clear Action Planning for Everyone.

I have been doing my best to provide carers support, advocacy and keep all the Carers Support groups running, which we have achieved!

We have also revived the Carers Forum which meets every 2 months at Carnival Hall. Anyone who wishes to attend and be part of the Carers Forum, whether you are a carer or a professional please contact the Romsey Office on 01794 519495.

Carers Cafés

Alton	1 st Wednesday of the month, £2 per head for lunch 12.30pm - 2.30pm
South Hams	2 nd Tuesday of the month, Westside community centre 1.00pm – 3.00pm
Basingstoke	3 rd Thursday of the month, Carnival Hall 10.30am – 12.30pm
Tadley	1 st Thursday of the month, Hylton court 12.00pm – 2.00pm
Oakley	4 th Tuesday of the month, Oakley Methodist church 2.30pm – 4.00pm
Whitchurch and Overton	4 th Wednesday of the month, The Cottage 12.00pm – 2.00pm

Thank you all for your understanding and support over the last 10 months. It would be lovely to see you at the Cafés, please feel free to drop in and meet other carers to share information or just have a chat. If you require further information please contact me on either 01256 353290 or 01794 519495. Best wishes Tracey Eldridge - Carers Outreach, Advocacy & Support Manager.

Are you an older person or a carer of any age living in Hampshire?

Do you need to offload stress, chat about your concerns and problems, speak to a friendly person who understands how you feel? Just hear a friendly voice or find information about services that may be able to support you?

The Carers Active Listening Line is a **FREE** confidential telephone service for carers over the age of 18 and older people in Hampshire who may be lonely or isolated. There is a team of trained listeners who take your calls. The call line gives an opportunity to off-load and talk one-to-one about concerns, difficulties or problems older people or carers may be experiencing - in return they are listened to and supported. They can also be signposted to relevant services that may be able to help and alleviate their situation.

Call our Carers Active Listening Line anytime between 9.00am and 11.00pm 365 days per year for an empathetic chat with one of our dedicated listeners.

CALL free phone number - 08000 3 23456

Chat with a Group of Friends

Would you like to be able to chat to a group of friends without leaving your house? Perhaps join a reading group or discuss a favourite topic or hobby? You may be interested in joining one of our telephone groups.

This is a virtual meeting place for older people over the phone. It isn't self-help or a dating agency - just a chance to talk and make new friends without leaving your home.

It is a **free service** using a telephone conference call in the comfort of your own home where you can sit with a cup of tea and talk to a group of other people on the phone.

Call Carers Together on 01794 519495

from 9.30am to 4.30pm Monday to Friday for more information.

HAVANT & PETERSFIELD & THE MEON VALLEY

Hello All,

I would like to say a big thank you to everyone who sent kind wishes while I have been recovering from the accident I had in July. I am back at work now and by the time this newsletter is printed I hope to be well on the way to recovery. I have always been fit and healthy and never suffered long-term pain before. This accident has increased the high regard I have for those who live with pain especially those carers who continue to care even though they could do with being cared for themselves.

As many of you know 2009 has been quite traumatic for Carers Together and the staff. We lost the Carers Emergency Respite project and staff after piloting it successfully for a year and we lost our funding for Carers Support. We are continuing to support carers without Adult Services funding and have extended CAPE - Clear Action Planning for Everyone to cover everyone. Carers Together have also won a major contract to support carers through training. Look out for Caring with Confidence courses when they come to our area, the sessions are interesting and often fun and are suited to new carers and those who have been caring for many years.

With all this going on we have still managed to keep the Carers Cafés, Craft Club etc going. We even managed a Lunch to celebrate my staying (any excuse)!

Carers Week

Carers Week, run in partnership with mental health carers support, included a treasure hunt walk which started and finished at the Harrow Inn, Steep, a very old pub with tiny bars, a toilet across the road, a large garden and the biggest ploughman's lunch I've ever seen! The two sisters who own the pub are very nice and insisted on 'standing a round' for the carers after their walk. The weather was perfect, dry, sunny and not too hot. Thank you to Jim Daffin for organizing the walk.

We also had our usual Coffee Morning, Strawberry Cream Tea and Carers Lunch at the Sinah Warren Hotel. We added an Activities Afternoon to our list of events and Mikala Holland and I had a stand at the Carers Awareness Exhibition which is now held at the Mountbatten Centre in Portsmouth

Summer Picnic

I missed the Summer Picnic but have received reports that Mikala and Janet with the help of Beth managed to do a grand job. The weather was really good which always helps.

Future Events

Tuesday	6 October	Carers Craft Club	Iris Folding for Cards/Pictures
Tuesday	3 November	Carers Craft Club	Jewellery Making
Tuesday	17 November	Havant and District Carers Forum	Subject: What Carers Want!
Saturday	28 November	Carers Relaxation Day	10.00am - 4.00pm Merchistoun Hall
Tuesday	1 December	Carers Craft Club	Xmas Cards & Decorations
Tuesday	15 December	Carers Xmas Lunch	Sinah Warren Hotel
Thursday	24 December	Xmas Party 1.30pm - 4.00pm	Petersfield UR Church

Petersfield, Hayling Island, Emsworth, Parent Carers, Sunnyside Group, Activities Café and Tuesday Rovers are all running each month.

If you would like to join us at any of our Cafés or activities you will be most welcome. I can arrange a lift for those without a car.

Contact **Sylvia Hutchins** Tel: 023 92595455 Email: sylvia.hutchins@carerstogether.org.uk

NEW FOREST

Such a lot has gone on since the last issue –the beginning of the year saw me helping with the Dancing Group in Romsey, then spurred on by the New Forest Carers I went about starting a Group in Lyndhurst. Fortunately I have recruited two volunteers Nancy Hall and Maralyn Lettley who have helped me with both the dancing and the outings, and Philip (my husband) who comes to help with the dancing also helped with the Well Being Day held at Fenwick 2 and the Roll and Stroll picnic. A big thank you goes to these three as they have made the outings and events much less stressful for me and more enjoyable for the carers who came.



The Exbury outing was made possible by Nancy and Maralyn as I went away to do my Facilitators Training for Caring with Confidence. I have seen the photos of you all having a good time whilst I was working very hard!! (I passed by the way!) The next big event was the trip to the Watercress Line and Cream Tea arranged by the New Forest Carers Forum; with help from Nancy and myself it was a splendid occasion enjoyed by 68 people on a glorious hot summers day. Another sunny afternoon saw me taking a group of carers on the Alison MacGregor we set off from Hythe and went all the way up the Hamble River to Old Bursledon; and one more trip on an August evening in which we went up the River Itchen then had supper in Hythe at a waterfront restaurant, both trips were fully booked and enjoyed by all.

Caring with Confidence courses have now started and they will be keeping me busy. Do try to come if you can as they are excellent, very interesting and full of helpful information.

Future events. The good news is that the Carers Forum have been awarded some money that will finance the Relaxation Day therapists and provide some more outings; the first being another of our popular trips to Portsmouth on 27 November. I have booked a coach and will be taking names at September and October meetings.

The Relaxation Day was held on 12 September and 41 Carers attended. Everyone enjoyed the day despite the fact that we only had 4 hands-on therapists. The food provided by the Churches Together in Ringwood was lovely and the volunteer groups doing Craft, Flower Arranging and the Gardeners' Question Table were all very enjoyable. I feel I need to explain why we had fewer therapists; it is because in the past we have relied on trained volunteers who have given treatments foot massage, hand massage and hand and nail care these have been people, like myself, who are fully trained but, because of other commitments are unable to run a business of their therapy so do not pay for insurance. In this age of litigation we are now unable to use uninsured therapists, only paid professionals so we do not have enough funding for more than four.

There is a NEW and exciting venture starting at Fenwick 2 in Lyndhurst on Tuesday 22 September it is a Sing for your Life group. It is for anyone, carer, cared for, disabled, elderly, lonely or in fact anyone who enjoys singing. It is great fun and I encourage you to come and try it out - we have three sessions booked.

We have all the usual cafes and groups and the new Singing Group, plus the dancing group on the 2nd Friday of each month in a new venue of Lyndhurst Baptist Church Hall from October, with more outings.

- | | |
|---------------------------------|---|
| 1st Wednesday | Fordingbridge Café am, |
| 1st Thursday | Brockenhurst Carers Lunchtime and Lyndhurst Café pm, |
| 2nd Monday | Stroke Carers Fenwick2 am New Milton Carers pm, |
| 2nd Thursday | Ringwood Café am and Stroke Carers pm in Milford on Sea |
| 2nd Friday | Mental Health Carers pm and Dancing in Lyndhurst |
| 3rd Tuesday | Lymington Café am and Hythe Carers pm, |
| 3rd Wednesday | Alderholt Café am, |
| 3rd Thursday | Totton Cafe pm, |
| 4th Wednesday | Parkinsons Disease Carers at Fenwick 2 am |

Drop ins are on the 1st Monday of each month from 9.30-11.30 in my office at Fenwick2.

Vicky Hamilton Vey Fenwick2 Health and Wellbeing Centre, Pikes Hill, Lyndhurst SO43 7NG

Tel:023 8028 6342 Email: vicky.hamiltonvey@carerstogether.org.uk

SOUTHAMPTON

Hello to everyone from Southampton

Here's hoping you are all well and are enjoying a welcome break somewhere nice!

Wendy Well, we have made some good progress down here since Christmas, I have been covering for Wendy since December - we would all love to send her our congratulations on the birth of her beautiful baby daughter 'Emily', who is perfect! Well done Wendy who will soon be back with us I am sure.

Pilar As for me, well I have been busy running all the support groups which have gained in numbers and in strength - we have three additional groups running now, the Club 18-50's, the 50 or more (increasing weekly!), attending the Asian Carers group and setting up the new Lordswood Carers Tea Dance! No mean feat I can tell you, open to carers and dependents - dancing with wheelchairs makes you realise the real world that you, our carers live in... What would we do without you? That is my main message today, to say a big thank you to all of you for the brilliant care that you provide to your loved ones!

New Projects We have another three groups in the pipeline here at Southampton two focused on the community regeneration program, a support group in Thornhill and one in Woolston. More recently we have been asked to join forces with the Admiral nurses at Moorgreen in running a Dementia Carers Café. It is designed to follow on from the 'Memory Matters Course' that currently runs at the hospital, which will act as an intermediary measure before feeding them into our carers support groups throughout Southampton and Hampshire.

OPMHP We are also working on the Older Persons Mental Health project to help in recognising the needs of these people 'Getting beyond the Stigma' as well as on the South Eastern Coastal Communities Project' where we are involved in making the transition onto personal budgets and the purchasing of chosen services as easy as possible. We have recently set up in conjunction with RISE, a budgeting session that will help you all plan and manage your finances. It will be run here at Unity 12, the next one is in October, so do call if you are interested. As usual, there is no charge and the biscuits are out of this world!

Caring with Confidence Most of you already know we are all trained and ready to go on the Caring with Confidence courses which are up and running. Do come and support us as you will have a fun and magical experience that will leave you laughing (at us!) till you cry, as well as understanding and enjoying your care more.

Finally, I would like to close with a big thank you to all the carers that took part in the many trips held this year... I hope you enjoyed yourselves and had some well-earned timeout!

Thank you to Darren Blakeman, and Brian Thornton (Photos) and to David Davies (Falconry Centre) for allowing us these pleasurable moments!

Take care all of you, **Pilar**

Carers Support and Advocacy Southampton

Tel: 023 8020 2623 Email: pilar.callaby@carerstogether.org.uk





ROMSEY & DISTRICT CARERS FORUM

On 7 August 2009 Romsey & District Carers Forum held their AGM. We were very honoured to have the Mayor of Test Valley Borough Council, Councillor Ian Hibberd, and Councillor Roy Perry the HCC Councillor for Romsey Extra in attendance.

Monica Lanigan, our outgoing Chair circulated her report which set out the various projects we have undertaken in the last year, together with new ones we have started and are hoping to start. We have been running Romsey Come Dancing which is fun and which is not only good for exercise, but as a social and fun event. We run a Carers Cafe twice a month, are assisting with an Alzheimer's Drop-in with the Alzheimer's Society and Carers Together, and will soon be starting an Activities Café for older people and carers.

The main focus of all our activity is to listen to carers, find out what they need and offer support, information and/or signposting to other organisations that can help. I know from my own experience, caring can be a very lonely and worrying time and to have the support of other people who are going through the same experience is very reassuring. It also makes one realise there are people with the same kind of worries you have and as in most situations one always finds someone worse off than you.

Monica Lanigan retired from the Chair having been a very hardworking and supportive Chair for three years and I am very honoured to have been elected Chair for the next year. I will do my utmost to follow in Monica's footsteps, but she is quite a hard act to follow. I do know that I have the support of our amazing Secretary, Anne Meader, our efficient Treasurer, Janet Chierchia and of course all the Committee, so hopefully I will do a good job.

To end our meeting we had a talk from Mary Ward of Romsey Young Carers Project (RYCP), which was really quite awe inspiring and very informative and interesting. I know that everyone who attended the AGM was really enthralled by the incredible work the Young Carers Project do and the unbelievable way the Young Carers cope with what life has thrown at them. RYCP have great plans ahead and Mary said she would really like to come back to our next AGM and let us know how things were progressing.

There was one person whom everyone missed at the meeting and that was our Secretary Anne Meader. As some of you many know poor Anne had slipped a disc the previous weekend and was in a great deal of pain. I am glad to report that she is now on the mend.

Sally Simpson, Chair Romsey & District Carers Forum - September 2009

Southern Test Valley

For individual support and advocacy
and for the Alzheimer's Drop-in and plans to offer short respite facilities
Tel: 01794 519495 Email: admin@carerstogether.org.uk

For information about the Carers Cafés held twice a month to support carers in the area
Call: 01794 515786 or 368009



To find out about the new Games and Activities lunches
Tel: 01794 519495 or Email: admin@carerstogether.org.uk



For Romsey Come Dancing
fun ballroom dancing for carers, older people and people with disabilities in Southern Test Valley
Contact Rory on Tel: 01794 519495 Email: rory.heatley@carerstogether.org.uk

For information on all of the above pop into
Southern Test Valley Carers Centre 9 Love Lane Romsey
any weekday between 9.30am and 4.30pm



CARING WITH CONFIDENCE LAUNCHED IN HAMPSHIRE

Caring with Confidence, a free Department of Health backed knowledge and skills based learning experience, has been launched in Hampshire, Portsmouth, Southampton and the Isle of Wight. It aims to help carers make a positive difference to their life and that of the person they care for.

The new programme, which will run across England, is being provided by Carers Together in Hampshire and launched in June, offering support to carers over the age of 18, through local sessions with groups of carers or from home using workbooks or the internet.

With around 4.9 million people estimated to provide unpaid care in England, and 65% of those people asked in the South East not viewing themselves as carers - despite their situation – the need for Caring with Confidence has never been greater.

Anne Meader, Chief Executive of Carers Together in Hampshire, said: “We are delighted we are now able to offer Caring with Confidence to people in Hampshire. The new programme is free to carers, giving them a safe and supportive environment to explore the services available to them, look at the essentials of looking after someone and how to communicate effectively with other people to help support their needs - which will improve their own health and wellbeing and that of the person they care for. The programme will allow those people who find themselves in a caring role the opportunity to meet other people in a similar situation, learn more about the condition they are dealing with and improve their ability to get exactly what they need from the health professionals and services available to them.”

To address this issue, the programme will offer support and help to carers, with particular emphasis on the millions of people who provide care on a daily basis but don't know where to begin when it comes to accessing the services and benefits available to them.

The research conducted as a part of the programme set-up for Caring with Confidence also revealed that more than 60% of those people asked believed their caring role affected their health (16% a lot, 46% a little).

As a result the need to support people looking after loved ones in a flexible manner has never been greater.

Caring with Confidence is aimed at helping carers build on their knowledge and strengths, sharing useful information and identifying the positive changes they can make in their own situations.

The programme has been developed over the past 12 months with ongoing support from carers, which has highlighted the need for a recognised programme of this type.

Stephen Jacobs, OBE, Caring with Confidence Project Board Chair, said: “The contribution made by carers is huge, but it is a role that is often taken on at short notice and without preparation, leaving carers to struggle with the vital responsibilities that they have assumed - this is where Caring with Confidence can help.” Research also revealed one in five people caring 50 plus hours a week are also juggling a full-time job, and 23% of those people asked had been caring for at least 10 years.

It also showed that any support or provision should explain how to deal with the benefits and healthcare system (46% and 41% said these topics would be very or extremely useful) as well as providing practical information and advice about the condition they are dealing with (38% very or extremely useful).

For more information on how to access the Caring with Confidence programme in Hampshire, please contact Sarah Stonehill at Carers Together

Tel: 01794 519495 Email: admin@carerstogether.org.uk





Patient Group at Southampton University Hospitals Trust (SUHT)

The Patient User Group (PUG) at Southampton General Hospital meets 6 weekly to discuss issues, comments and concerns from Medicine, Medicine for Older People, A and E and the Acute Medical Unit. Participants include former patients, carers, representatives from community organisations, members of ward staff and personnel from other hospital departments such as non-clinical services. Membership is open to anyone who has an interest in improving services at the hospital.

Recently the group had a food tasting of the new food system to be introduced at the hospital - 'Steamplicity' - and found out how it will increase choice, ensure food is available when needed and give nursing staff more time to help patients.

Matrons Katie Ord and Jill Young from Medicine for Older People, SUHT have initiated a 'Listening Service' aimed at both patients and relatives. Posters, including their photographs, are clearly displayed at the entrance to Medicine for Older People (MOP) and on each ward with dates, times and venues of the next 'clinic'. They are striving, as the senior nurses leading the department, to make themselves both visible and accessible to patients and relatives. So far, they have received positive feedback from relatives about various observations and aspects of care as well as areas that need addressing. They will deal with the issues as necessary and either 'signpost' relatives to the relevant person or deal with questions themselves. This pilot is in its early stages and they have only had two 'clinics' but so far so good!

For more information about the Patient User Group please enquire at the Hospital Information Point or contact Carers Together on: 01794 519495

Family Carers Network - Learning Disability

A new pilot project has recently been launched by Carers Together and funded by the Learning Disability Development Fund (LDDF) to set up a Family Carers Network for family carers who care for an adult relative or friend (aged 15+) with a learning disability.

The project will be in Hampshire and is hoping to link up with existing support groups and establish new groups where a need is identified. The aim will be to provide a collective voice for carers enabling them to influence the development of services and provision for the person they care for.

We hope to share information and provide support, through the countywide network, on issues such as transition, personalisation, self directed support and person centred planning, as well as issues identified by carers.

If you are a carer and would like support in any of these areas or would just like to meet up with other carers in a similar situation the please contact us. We look forward to hearing from you.

Pauline Gibbons and Beth Rowley Carers Together Tel: 01794 519495

Email: pauline.gibbons@carerstgether.org.uk and / or beth.rowley@carerstgether.org.uk

Think Family

Think Family means securing better outcomes for children, young people and families with additional needs by co-ordinating the support they receive from children's, young people's, adults' and family services.

This Toolkit sets out some of the ways in which these practices can be developed 'on the ground' and represents an important step towards setting out how Think Family can be made a reality in day-to-day practice. Much of what it contains has been developed locally and reflects the enormous commitment and ingenuity of those working with children, mothers, fathers and families.

The Toolkit is a 'living' document and will be updated when required. When a section is amended, it will be possible to remove the out-of-date section and replace it with a new one. To register for updates email the Think Family team: Thinkfamilygrants.mailbox@dcsf.gsi.gov.uk

Find on: <http://publications.teachernet.gov.uk/default.aspx?PageFunction=productdetails&PageMode=publications&ProductId=DCSF-00685-2009&>



Clear Action Planning for Everyone - CAPE

Planning and preparing for the future is something that some people are good at and some people avoid. There is no simple solution that everyone feels comfortable with and it is not just about emergencies or end of life but the things that may affect us at any point in our life. For example:

- ... What would you do if you have a car accident on your way to collect your child from school - who could you call on, who would be the person to contact if that happened, how would the emergency services know where to find out that information?
- ... What would happen if you have a medical emergency - who would know your preferences for care, who would care for your pet, who would be able to make decisions legally on your behalf?

There are numerous possible scenarios - all different for each person and circumstance.

Carers Together believes every person is an individual who needs an individual plan. This means having a separate plan for each person in a household and looking at each person as having their own needs and not just as a carer, parent, service user or cared-for person.

CAPE is simple, supportive and available for any person who feels it may be a good idea to plan for the future (including being prepared for any emergencies, end of life, change in circumstances etc) and would like help and support to formulate a simple plan and to find out what is available in the local community to support them.

CAPE aims to help you through the process of deciding: what to do about a plan; why you need a plan; how to do your plan; when to do your plan; who to choose to support your plan; where to keep the completed plan

How do you find help and support to think about your possible plan?

You can call the Carers Together office for free telephone information and guidance.

Carers Together holds regular **CAPE** sessions around the county where you can hear from one of our experts about the 4 point planning you should be thinking about.

Additionally, there is advice on benefits available and how to apply for them and a short session of initial advice from an expert and/or a solicitor on legal issues e.g. Lasting Powers of Attorney, Wills and Advance Directives.

Other information includes telecare, emergency planning support, self directed support, direct payments, befriending and companionship, personal care, respite care and other support in each locality to help you maintain a reasonable lifestyle.

You may wish to arrange for one of our experts to help you complete your individual plan during one or more dedicated individual sessions for which there is a small charge to cover time and expenses.

A planning pack is available to help you prepare your plan. It includes a possible proforma plan to use, together with a detailed checklist that can help you work through the actions you may wish to consider taking.

The essential thing to remember is that it is **your personal individual plan**. No two plans are exactly the same. It will be your plan and you will keep your plan at home, or with a person you trust to look after your affairs. A copy can be lodged with Carers Together if you feel this would be helpful in case you lose or mislay your own copy. Carers Together may also be able to help during office hours with the implementation of any plan.

All the support and signposting will be independent and unbiased and will help and encourage you to set up an individual and personalised plan. If you are a carer you should have a person centred individual plan for you and a person centred individual plan for the person you care for so you both have individual plans to meet your own needs.

For more information, to find out the dates of sessions, or book a visit contact:

Carers Together Tel: 01794 519495 Email: admin@carerstogether.org.uk

Website: www.carerstogether.org.uk



Hampshire Senate - Targeting Hampshire's issues together

The Hampshire Senate is a voluntary partnership that includes the leaders of the County Council and all 11 district councils; the Chairmen of Hampshire Police/Fire Authorities, Hampshire Primary Care Trust and Hampshire Association of Local Councils; representatives of the Hampshire Economic Partnership, Hampshire Strategic Partnership, Voluntary and Community Sector, the Regional Development Agency and the Armed Forces. The Senate is an overarching Hampshire partnership which extends voluntary collaboration already taking place in many areas. The development of the partnership offers the opportunity to rationalise some other existing partnership arrangements.

The new arrangement has potential ability to reduce bureaucracy/cost around fragmented central government initiatives and enhance collaboration between elected and non elected bodies delivering Hampshire services.

Senate Objectives

- ... Deliver the Hampshire Local Area Agreement
- ... Bring people together to keep government as local as possible
- ... Add value to, and reduce the costs of, public services through working with all public services and partners
- ... Act as a strong united voice for all Hampshire
- ... Secure extra government funding for infrastructure needs...without the cost and disruption of reorganisation

Find on: www3.hants.gov.uk/hampshire-senate.htm

What is the Hampshire Health Record?

The NHS has many different computer systems holding health records. Because not all of these systems are connected to each other, often vital information about your care recorded in one system is not automatically available in the others.

To help you and the doctors and nurses caring for you, the Hampshire Health Record (HHR) has been developed. The HHR is a secure, local, combined electronic health record. It brings together information in your health records from different parts of the NHS in Hampshire. The information on the HHR can then be accessed wherever you are being treated. The health care staff who want to look at your record must have your permission each time they want to look at it, unless you are so ill that you are not able to be asked.

The HHR is a joint service supported by Hampshire Primary Care Trust (PCT), Southampton City PCT, Portsmouth City PCT, Basingstoke and North Hampshire Foundation Trust, Portsmouth Hospitals NHS Trust, Southampton University Hospitals NHS Trust and Winchester and Eastleigh Hospital NHS Trust.

At present the HHR receives information from the hospitals across Hampshire and records from nearly two thirds of the GP practices within the area. The information that is sent from your GP records only contains the codes of problems, diagnoses, drugs prescribed, clinical measurements and pathology results etc. Detailed comments are not included.

For more information please contact the HHR Operational Team - Tel: 0300 123 1519

Email: info@hantshealthrecord.nhs.uk Website: www.hantshealthrecord.nhs.uk

Post: Hampshire Health Record, 2 - 6 Romsey Road, Shirley, Southampton, SO16 4BZ

NHS Hampshire Hotline

At the April event with NHS Hampshire, Building Healthy Partnerships, the issue was raised of organisations struggling to find the right person to speak to and get a response. Richard Samuel, their Director of Performance, undertook to agree and publicise an e-mail address to trouble-shoot outstanding issues within 3 days. So if you have been trying to find the right person to speak to, or have found them but cannot get a reply, please contact: philippa.bates@hampshire.nhs.uk



Common Assessment Framework for Adults - Hampshire

The Common Assessment Framework for Adults (CAFA), introduced by the Department of Health, aims to change the way that information is collected and shared for everyone.

CAFA's aim is simple – **choice and control for the individual**.

Hampshire was chosen as one of 9 sites across the country to pilot the new framework over 2 years. CAFA in Hampshire focuses on 'Putting People First' and 'Self-Directed Support' and will explore innovative approaches for effective information sharing.

CAFA aims to improve the lives of individuals, families and carers. Its unified approach across health and social care will be especially helpful to those who previously had to deal with separate health, social care and other support systems.

CAFA is involving individuals to develop their person-held record which will contain details of personal and medical information. In the past barriers such as: lack of agreement on formats and content between different organisations; information sharing issues; cost and complexity of changing systems and lack of resources have prevented this becoming reality. CAFA aims to eradicate these barriers and make the system more personal.

The primary purpose of CAFA is to establish a common process for collecting, disseminating, recording and sharing information between individuals and professionals.

CAFA's Key objectives:

- ... Reduce the number of times an individual has to provide basic information.
- ... Reduce time spent giving and collecting information.
- ... Help people take control of their own lives by holding and providing their own core information.
- ... Improve information about the range of services available and how to access them.
- ... Capture all relevant information.
- ... Make shared information available to health and social care professionals.
- ... Respect confidentiality and the need for sharing in line with individual wishes.
- ... Establish a single set of rules for access to an individual's information.
- ... Exploit new technologies to allow individuals to participate in their own assessments and develop their support plans.

For more information about CAFA please contact:

anne@meader.com or stephen.godfrey@hants.gov.uk

Partners in the project include: Hampshire County Council Adult Services, NHS Hampshire, Carers Together, Hampshire Community Healthcare, Alzheimer's Society, Hampshire Partnership NHS Foundation Trust, HCII, SCIL. Any organisation or individual with an interest in developing this framework is welcome to get in touch and take part.

Would you like to support Carers Together? Have you thought of volunteering to help?

We welcome expressions of interest from volunteers to work with us and help develop and expand our services. This help could be at our carers cafes, in our offices, emotional or practical, befriending individual carers, advocacy, helping with our outreach and a range of other tasks. You can do as little or as much as you want to do and you don't need to have previous qualifications or experience as support and training is available

Please contact Anne or Tracey if you would like to know more about the different, wide-ranging volunteering opportunities available. See page 2 for full contact details.

CONSULTATION

Hampshire Independent Equality Forum - consultation

Launched: 14 August 2009 Closing: 13 November 2009

Community Action Hampshire (CAH) proposes to facilitate the establishment of Hampshire's first Independent Equality Forum as part of the "Hampshire Diversity Support Project" (2008-2012). The need to create a Forum was identified during research carried out by the Diversity Network Project 2006-2008. Its development has been supported through partner work over the last few years with Hampshire County Council.

The Forum will bring together individuals from special interest groups (e.g. race, disability, gender, transgender, age, lesbian, gay, bisexual, religion and belief etc.), organisations, existing forums and networks/forums that represent these groups, and public sector organisations in Hampshire. Its main aims are to: raise awareness of equality and diversity, challenge discrimination and make real positive change happen. In turn, improving the quality of lives for all in the county.

Comments are invited on the structure and development of the Forum outlined in the consultation document. Community Action Hampshire is fully committed to ensure that the Forum reflects the views and needs that it is designed to serve, so the consultation process is your opportunity to voice your opinions and make it a success.

Download from: www.action.hants.org.uk/index.php?id=504 or contact Jane Rawlins-Mateus on: 01962 857357 to receive or send it in another format.

There is also a document called "Introduction to the Hampshire Independent Equality Forum".

You can respond to the "Consultation Questions" document via one of the following options:

Option 1: Respond online

Option 2: Email the completed document to: jane.rawlins-mateus@action.hants.org.uk

Option 3: Download the document and post it to the freepost address: Independent Hampshire Equality Forum Consultation, Community Action Hampshire, FREEPOST, Beaconsfield House, Andover Road, Winchester, SO22 6BR

There will be a full Forum launch on 24 November where you can express your views in person.

New Horizons consultation

Launched: 23 July 2009 Closing date: 15 October 2009

The Government has launched a consultation to find out what you think of plans to help improve everyone's mental well-being and the services that provide mental health care. The main aims of 'New Horizons' are improving the mental health and well-being of the population and improving the quality and accessibility of services for people with poor mental health. It explores the prevention of mental illness and earlier intervention when things go wrong. It also looks at how services can become more innovative and work more effectively together.

In particular, it focuses on how Government, services and communities can work together to:

- ... get everyone to play their part in improving mental well-being;
- ... make it easier for people to get the right help; promote equality and make society fairer;
- ... reduce the stigma that people with poor mental health experience.

New Horizons describes some clear ideas that have emerged during discussions with a wide range of people but it is not a final document and your response can help influence the final version. There is an easy read version, an executive summary as well as translations. Find on: www.dh.gov.uk/en/Consultations/Liveconsultations/DH_103144

Reform of council housing finance

Launched:

21 July 2009

Closing Date:

27 October 2009

The Review of Council Housing Finance and Rents policy was launched in March 2008 and jointly undertaken by Communities and Local Government and HM Treasury with extensive input from stakeholders.

This consultation seeks views on the Government's preferred option for the future of council housing finance. Find on: www.communities.gov.uk/publications/housing/councilhousingconsultation

CONSULTATION

Green Paper: Shaping the future of care together

Published 14 July 2009 Closing date: 13 November 2009

The Government has published a Green Paper, 'Shaping the Future of Care Together'. This sets out a vision for a new care and support system that aims to be fair, simple and affordable for everyone. The Green Paper highlights the challenges faced by the current system and the need for radical reform, to develop a National Care Service that is fair, simple and affordable for everyone.

Within the Green Paper, it sets out a number of consultation questions and asks everyone to provide their views about how they think Government can make this vision a reality and develop a care and support system fit for the 21st century.

The Green Paper explores expectations for a new national care service, the need for joined up services and options for a new funding system. It sets out a number of consultation questions and asks everyone to provide their views about how they think Government can make this vision a reality and develop a care and support system fit for the 21st century.

The consultation will run from 14 July 2009 to 13 November 2009.

Find on: http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_102339 Contact Care and Support Email: careandsupport@dh.gsi.gov.uk Web: <http://careandsupport.direct.gov.uk/>

Green Paper and Attendance Allowance

As part of the Green Paper consultation the Government is considering whether to stop paying Attendance Allowance to help pay for a National Care System. This may also extend to DLA. Make sure your voice is heard about this issue.

Face of Care

People across the country will come face to face with their future selves from September 2009 as Care Services Minister Phil Hope launches the Big Care Debate 'Face of Care'. The online software will allow people to 'age' a photo of themselves and generate an image of what they might look like in old age. Alongside facts and stats on the care and support system, the snapshot will be a fun but frank look at what might be in store for people as they get older.

In using the application, people will also be encouraged to have their say on proposals for a radical reform of the care and support system, including the creation of a new National Care Service that is fairer, simpler and more affordable for everyone.

The launch comes as new research shows that the next generation of pensioners are more likely to be found basking on the beach or tweeting on their 3G phone than joining their local bowls club. Over three-quarters (80 per cent) of those questioned said that they would be checking their emails daily when they reach 70 years old, while a third (33 per cent) said that they will have the latest technology, like a 3G phone. Over half reckon they will spend their retirement travelling abroad.

The older people of tomorrow will be a toe-tapping bunch too, with a quarter (24 per cent) saying they'll be putting the latest music downloads on their MP3 players, while half the respondents said they would be going to music festivals and rock concerts at 70 years old.

Secretary of State for Health Andy Burnham **said:** 'The challenge for Government is to build a care and support system that delivers fairer, more affordable and more joined up support for older people. At the moment, there's a big gap between people's aspirations and what is affordable under the current care and support system. That's why we're changing care and support and we want to get people's views on how the system needs to change.'

For further information about the Big Care Debate and links to the 'Shaping the Future of Care Together' green paper visit the DirectGov Care and Support Website: www.careandsupport.direct.gov.uk/face/

CONSULTATION

Building a Society for All Ages

Launched: July 2009 Closing Date: 12 October 2009

Building a Society for All Ages builds on the Opportunity Age strategy to meet the challenges and realise the opportunities of an ageing population. The government's vision is 'a society for all ages, where people are no longer defined by age and everyone is able to play a full part. This will require major cultural change.' The refreshed strategy includes details on how to: help individuals plan better for later life; support families across generations; encourage businesses to adapt to a changing workforce and markets; ensure public services encompass all age groups; and make communities accessible to people of all ages.

The proposals set out in the document are initial practical steps to begin to meet the challenges and opportunities of our ageing society. The proposals are part of a full, formal public consultation and the government would welcome views on how to implement these proposals and what more can be done to reach their vision of a society for all ages. They would be pleased to receive comments on all aspects of the strategy. They are particularly keen to receive suggestions and views in response to the formal questions set out in the strategy and in the questionnaire.

They have also created a **discussion guide** for groups and individuals who are interested in discussing the challenges and opportunities facing us all as our population ages. As well as suggesting some general topics for discussion, they have included the consultation questions from the strategy and some background on these questions. A pull-out question and answer booklet is included in the guide for you to complete and return to us by 12 October to the address below if you would like to share your views with us as part of the formal consultation on the strategy.

The publication and the consultation response form are available from: Age Stakeholder Team, Department for Work and Pensions, Level 5 Caxton House, Tothill Street, London SW1H 9NA
Tel: 0207 449 7203 Email: allages@hmg.gov.uk or from the Website:
www.hmg.gov.uk/buildingasocietyforallages.aspx Any queries about the consultation should be made to Hannah Malik at: allages@hmg.gov.uk

Supporting our future NHS workforce: a consultation on the NHS Bursary Scheme

**Launched: 15 September 2009
Closing date: 11 December 2009**

This consultation is seeking the views of staff, patients, students and other stakeholders on the future of financial support for NHS-funded students.

The government is consulting on a number of options that they believe will enhance the existing way in which they support prospective NHS staff through their educational pathway.

Find on:

www.dh.gov.uk/en/Consultations/Liveconsultations/DH_105110

Respond using the consultation form by

Email to:

bursaryconsultation@dh.gsi.gov.uk

or by post to:

NHS Bursary Consultation Department of Health, Room 2N22, Quarry House, Quarry Hill, Leeds LS2 7UE

Health and Social Care Act 2008 Code of Practice for health and adult social care on prevention and control of infections and related guidance and prevention and control of infection in care homes

Launched: 13 August 2009

Closing date: 06 November 2009

The government is consulting on two separate linked documents relating to the introduction of a new registration framework.

The '*Code of Practice and its related guidance*' will apply to all providers of regulated activities in health and adult social care and covers the prevention and control of healthcare associated infections.

'Prevention and control of infections in care homes' provides practical advice for providers of adult social care.

Find on: www.dh.gov.uk/en/Consultations/Liveconsultations/DH_104114

New hotline for carers launched - 10 June 2009

A one-stop information and advice service for carers who look after ill, frail or disabled friends and relatives was officially launched on 10 June 2009. The Carers Direct hotline will make England's 5 million carers' lives easier and reduce the time and stress of searching out essential advice.

Funded by £2.8 million a year, Carers Direct includes:

- ... details of support available including assessments, benefits, direct payments, individual budgets and time off
- ... help to maintain, leave or return to employment
- ... help in education or training
- ... advice on how carers maintain or improve their social and emotional well-being and their physical and mental health
- ... access to health and social care for the person being cared for
- ... how to access information about, and support from, health and social care services for the person being cared for.

Carers Direct is complemented by Caring with Confidence a programme available to carers with face-to-face, online and by distance learning. Caring with Confidence inform carers of their rights, the services available to them and networks which might support them. The Department of Health is investing around £4.6 million a year into Caring with Confidence. (See Page 11 for details of Caring with Confidence in Hampshire)

The Carers Direct helpline will work hand in hand with information on the DirectGov website to ensure carers are given the help and support they need.

Carers Direct was launched a year after the launch of the new Carers Strategy. Other initiatives from the Carers Strategy being developed include:

- ... piloting a 'return-to-work' training entitlement of up to £500 for those who undertake more than five years of caring responsibilities, helping them to get skills to get back into the labour market
- ... enabling Jobcentre Plus to provide a range of new services to carers, such as better training for advisors on awareness of carers needs and displaying more information on vacancies offering flexible working
- ... demonstrator sites to explore ways that local authorities and PCTs can help carers better by: providing more breaks for carers - offering regular physical and mental health and wellbeing checks for carers - supporting carers more effectively through the NHS, e.g. by ensuring that the NHS considers carers' needs when booking and holding GP and hospital appointments
- ... helping local areas develop better support around families to protect young carers from excessive and harmful caring roles, and strengthening awareness and support for young carers across schools and amongst GPs.

Call Carers Direct on: **0808 802 0202** or Email: CarersDirect@nhschoices.nhs.uk

Free, confidential information and advice to help you as a carer. Calls are free from UK landline Lines are open 8.00am to 9.00pm Monday to Friday, 11.00am to 4.00pm at weekends.

For more information: www.nhs.uk/Carersdirect/Pages/CarersDirectHome.aspx

Commissioning for carers – September 2009

Choice & Control

The guide was funded by the Department of Health and serves as blueprint for better commissioning for carers.



Accompanying the main guide is a shorter action guide for decision-makers. This is aimed at directors of adult services, chief executives of primary care trusts (PCT) and elected members.

Key recommendations in the guides include:

- ... think 'carer' in all commissioning and joint strategic needs assessments (JSNA)
- ... improve outcomes, independence and choices both for carers and those they care for
- ... involve carers of all groups and communities in decision-making and planning processes
- ... strengthen the carer support provider market, using a variety of funding approaches.

Find on: www.idea.gov.uk/idk/core/page.do?pagelId=13255730

Looking after someone 2008/9: a guide to carers' rights and benefits

Carers have certain legal rights to benefits and other help. Carers UK is aware of many carers who do not know about their rights or how to get help.

Every year £740 million of carers' benefits are unclaimed.

Carers UK is here to make sure carers know about their rights, entitlements and the help available to them. This guide sets out what rights carers have and how they can get:

- ... financial help
- ... practical help
- ... help with combining work and caring.

To order a free copy of the guide call 0808 808 7777, alternatively you can download a copy of the guide from:

www.carersrightsday.org/?dm_i =74C,1TK5,PEQQX,5TQZ,0

Carers' Report

The Learners with Learning Difficulties and/or Disabilities (LLDD) team has published a report, 'Including Carers: Towards a Framework for Meeting the Needs of Carers in Further Education and Adult Learning'. It reports on the findings of a pilot project that investigated the needs of carers as learners, current provision for carers wanting to study, and the support available to them.

The report identifies drivers for change and presents recommendations for government departments/agencies, further and adult education providers, social services, carers centres and other voluntary organisations that support carers.

For further information, find on: http://readingroom.lsc.gov.uk/lsc/National/230709_Including_Carers_Report_final.pdf or contact the appropriate Learning and Skills Council office.

Contact details for each office can be found on the LSC's website: www.lsc.gov.uk/ or write to Learning and Skills Council National Office Cheylesmore House, Quinton Road, Coventry CV1 2WT

Tel: 0845 019 4170 Fax: 024 7682 3675

For a hard copy of the report, please contact Tracy Mitchell Email: tracy.mitchell@lsc.gov.uk

Local authorities' use of carers grant.

A report prepared for the Department of Health

This is the report of a study undertaken by the University of Leeds and commissioned by the Department of Health.

It aimed to get a better understanding of how local authorities in England spent their Carers' Grant allocations between 2005 and 2007 and how it enabled them to improve support for carers in their area.

First introduced in April 1999, the Carers Grant is provided to all councils with responsibility for social services in recognition of the support carers need for breaks and other services.

Find on:

www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_103807

Contact details: Professor Sue Yeandle Email: s.m.yeandle@leeds.ac.uk Tel: 0113 343 5003

Statutory Instrument 2009 No. 1887

Social Services, England

The Community Care, Services for Carers and Children's Services (Direct Payments) (England) Regulations 2009

Made 13 July 2009

Laid before Parliament 20 July 2009

Coming into force 9 November 2009

These Regulations make provision for the making of direct payments in respect of a person securing the provision of certain social care services. In doing so they revoke and replace the Community Care, Services for Carers and Children's Services (Direct Payments) (England) Regulations 2003.

The services in question are those which would be provided under the community care enactments mentioned in section 46(3) of the National Health Service and Community Care Act 1990, to carers under section 2 of the Carers and Disabled Children Act 2000 or services under section 17 of the Children Act 1989 (provision of services for children in need, their families and others).

Find on: www.opsi.gov.uk/si/si2009/uksi_20091887_en_1

You can find carers information at:
www.carerstogether.org.uk

Guidance on direct payments for community care, services for carers and children's services: England 2009

The aim of this guidance is to assist local councils with social services responsibilities in making direct payments. It provides guidance on how local councils might manage and administer direct payments. It applies both to children's and to adult services. It replaces *Community Care, Services for Carers and Children's Services (Direct Payments) Guidance*, issued in 2003.

The guidance has been updated to reflect recent legislative changes that extend direct payments to previously excluded groups. This includes those introduced by the Mental Capacity Act 2005, the Health and Social Care Act 2008, and the Community Care, Services for Carers and Children's Services (Direct Payments) (England) Regulations 2009. An impact assessment and equality impact assessment have been carried out.

Direct payments are monetary payments made by councils directly to individuals who have been assessed as having needs that are eligible for certain services (including to people who care for others). Direct payments promote independence, choice and inclusion, by enabling people to purchase the assistance or services that the council would otherwise provide.

From 9 November 2009, the broad effect of these changes is to extend the system of direct payments to include people who lack the capacity to consent to the making of direct payments and to remove the exclusions that currently apply to people who are subject to various provisions of mental health legislation. In addition, this guidance aims to reflect the Government's commitment to support independence, choice and control, as set out in *Putting People First: A shared vision and commitment to the transformation of Adult Social Care* and *Aiming high for disabled children*.

This guidance describes the legislative and policy context of direct payments. It explains how direct payments services should be developed locally, how issues of consent, capacity and ability to manage should be approached, and how direct payments should be used. It sets out specific delivery issues, explains where additional support is required and available, and describes the monitoring and review process. It also includes a section on troubleshooting.

Further information and contacts are included in the annexes. This guidance has been written primarily for use by local authorities, but the NHS and other organisations may also find it useful. Individual direct payment users may find it more convenient to consult user guides published by the Department of Health (DH) and the Department for Children, Schools and Families (DCSF) (see Annex D). Find on:

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_104840

A guide to receiving direct payments from your local council: a route to independent living

Published 4 September 2009, this updated guide offers advice to people who are thinking about or who are already getting direct payments from their local council social services department. It replaces the guide published in March 2008.

Choice & Control



The Department of Health has tried to make it as accurate and helpful as possible, but you should still check the information for yourself. This is particularly important for legal issues. The guide contains information on where you can go for extra help.

The Department for Children, Schools and Families (DCSF) has produced an equivalent guide for parents with disabled children. There is also an easy read version and a guide to becoming an employer and the rules to follow. Find on:

www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_104894.pdf

Putting People First: Transforming Adult Social Care

Putting People First: Transforming Adult Social Care sets the direction for adult social care over the next ten years and more. It describes a society where people can have choice and control in their lives, whether they need support now or in the future. Find information on:

www.dh.gov.uk/en/SocialCare/Socialcarereform/Personalisation/DH_079373

'Extra Care' Housing and People with Dementia: A scoping Review of the Literature 1998 - 2008

In 2008, the Housing and Dementia Research Consortium (HDRC) commissioned its first piece of research with funding from the Joseph Rowntree Foundation. The findings of this scoping review of literature relating to people with dementia living in Extra Care housing are now available.

Key aims of this review were to identify recent published and grey literature relating to people with dementia living in extra care housing with a focus on evidence relating to the following elements:

- ... Suitability of extra care for people with dementia
- ... Design and use of the built environment
- ... Facilities, furnishings and equipment
- ... Care, support and therapeutic services
- ... Impact of care, services and facilities
- ... Home for life/length of tenancy
- ... Integration versus dementia-specialist models
- ... Organisation and management
- ... Outcomes in relation to health, wellbeing, policy and cost.
- ... Prevalence and management of psycho-social and behavioural symptoms

The purpose of the review was to take stock of what research evidence exists in order

1. to inform policy and practice by summarising what has been shown to be effective/ineffective
2. to highlight notable gaps in the knowledge base and where further research is needed.

Published and unpublished literature from 1999 onwards was identified through searches of a wide range of databases, journals and relevant websites, and consultation with academics, researchers and practitioners in the field. The review examined 123 published and unpublished references from 1999 to March 2009. 120 references were finally included in the review.

The review identifies areas where evidence can inform practice. It also highlights the limited amount of solid evidence in relation to extra care and dementia and helps to identify key evidence gaps, a sound starting point from which the HDRC could promote further research into Extra Care housing for people with dementia.

Find on: www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/browse/HousingandDementia/Provision/SpecialistHousing/?parent=5050&child=5844

Extra Care Housing in Hampshire

Extra Care, or very sheltered housing, offers an alternative to residential care, providing a range of quality services which ensure people can live as independently as possible for as long as possible. Each Extra Care scheme has a range of individual, well appointed one/two bed roomed flats. It is an attractive option for couples wishing to stay together but requiring some assistance. Twenty-four hour care is available on-site with care and support being provided according to individual needs. Assisted bathing facilities and catering are also available. Communal facilities include space for residents to share in a range of social activities if they wish. Other facilities e.g. healthcare and hairdressing may also be provided within the scheme. You may be able to either rent, own or part-own your own flat or bungalow.

Hampshire County Council is working with partners - eleven Hampshire District Councils, Health commissioners and Registered Social Landlords to develop high quality Extra Care affordable housing, comparable with any in the country, to enhance and improve choice for all Hampshire residents. The partnership will work to secure capital funding to enable development of these new build schemes and some existing sheltered housing schemes. By working together they intend to set the standard for Extra Care housing within Hampshire and to promote the development of a wider choice in the range of options available to older people. Details of the extra care schemes in Hampshire can be found on the Elderly Accommodation Counsel website:

www.housingcare.org/elderly-uk-assisted-living-extra-care-housing.aspx

More information and a copy of the Partnership Agreement go to:

www3.hants.gov.uk/adult-services/health-wellbeing/wellbeing-partnerships/extra-care.htm

What is Personalisation - a carer's viewpoint

Personalisation is tailoring support to an individual's needs, instead of just providing a one size fits all service. It is about involving people in making decisions about the services they receive in order to achieve the best outcomes for them and it is about answering people's ambition for prevention rather than cure.

It is about including people at all levels and at every stage of development and change in services. It is not about inviting one or two people to a statutory meeting but about going out and listening to what people are saying and requesting at all levels of the process.

It is not just about health and social care but about treating every person as an individual with their own wishes, needs and aspirations. Personalisation should apply to all the public services we may need in our lifetime from education to end of life, from dentistry to foot care, from libraries to transport.

The change in culture that this means and needs is really about individual customer service.

Most businesses know that to attract custom they have to provide what individual customers want, need and appreciate, at the right time in the right place and at the preferred cost. It is about finding out what people will 'purchase' and making that available and attractive. It means dealing with comments, concerns and complaints immediately and effectively and using the experience to help formulate future activity.

The challenge for public services is putting the individual first; finding out what they want and need and making it available. It is about putting the person at the start of the process and achieving the outcomes they want and need rather than putting the professional, the processes and procedures and the organisation at the start and expecting the person to fit in and comply with what is offered.

It is about addressing the concerns, dealing with the complaints with empathy, changing practice if it is not what people want, and recognising that every person is an individual person and not just a condition or criteria.

Personalisation is recognising that everyone is different. It is about helping people to be as independent as possible whilst supporting those individuals who need additional help.

It is about giving people choice and opportunities to change and develop alternative solutions for themselves

It is about developing services and support to achieve the best solution for each individual.

It is about starting with the person.....

WeCan! - September 2009

Published 14 September 2009

Communities and neighbourhoods

A quarterly magazine for people interested in getting involved in and influencing the delivery of services in their local area. Issued by Communities and Local Government *WeCan!* shows how the government is working with organisations and networks at national, local and regional levels to support initiatives that help citizens shape the places they live in, and the services they use and enjoy.

This issue features articles on Community Shares, Public Service Improvement, Strengthening Local Democracy and Social enterprises.

This publication is only available online from:
www.communities.gov.uk/publications/communities/wecansep2009

Place Survey: England Headline results

Updated: 7 September 2009

The 2008 Place Survey provides information on people's perceptions of their local area and the local services they receive. The release on 23 June 2009, summarises the headline findings for England and Government Office regions, with results for individual local authorities.

The survey collects information on 18 national indicators for local government, used to measure local government performance for 152 county councils, metropolitan district councils, London boroughs and unitary authorities.

As a result of further quality assurance work a revised version of this release has been published. It incorporates amendments to the background Excel tables. Find on:
www.communities.gov.uk/publications/corporate/statistics/placesurvey2008

Transforming Community Services

Transforming Community Services Quality Framework: guidance for community services

This guidance sets out how the seven elements of the Quality Framework apply in community services. It includes a set of proposed indicators of quality that will be developed and assured for publication. The Department will be seeking views from interested stakeholders on these indicators.

Transforming Community Services: Ambition, Action, Achievement

This series of best practice guidance documents was issued by the Department of Health on 24 June 2009. These best practice guides have a vital role to play in the delivery of the intentions for High Quality Care for All: the Next Stage Review. They set out ambitions, taking action and measurement of the achievement and link with, should be read in conjunction with the quality framework/quality indicators:

- ... Transforming services for health, wellbeing and reducing inequalities
- ... Transforming services for children, young people and families
- ... Transforming services for acute care closer to home
- ... Transforming services for people with long term conditions
- ... Transforming rehabilitation services
- ... Transforming end of life care

Find both above on: www.dh.gov.uk/en/Healthcare/Primarycare/TCS/index.htm

End of life care

'How people die remains in the memory of those who live on' Dame Cicely Saunders Founder of the Modern Hospice Movement.

Talking about end of life should not be morbid or depressing. The one thing that we all know for certain is that at some time we will all die. How we die, and the experience leading up to death is the abiding memory we leave with loved ones. Planning for end of life so that it is as good as it can be makes sense and means we and our loved ones will be supported through the process.

The End of Life care strategy: First annual report 14 July 2009

In July 2008 the Department of Health published the End of life care strategy - promoting high quality care for all adults at the end of life. This report sets out progress over the first year.

Response to the consultation on Quality Markers and measures for end of life care

This is a response to the End of Life Care Strategy: Quality Markers Consultation which ran from November 2008 to February 2009.

Find both documents: www.dh.gov.uk/en/Healthcare/IntegratedCare/Endoflifecare/DH_299

Admiral Nurses

Admiral Nurses are specialist dementia nurses, working in the community, with families, carers and supporters of people with dementia. The Admiral Nurse model was established as a direct result of the experiences of family carers. Admiral Nurses are named after Joseph Levy, who had dementia. He was known by his family as 'Admiral Joe' due to his keen interest in sailing.

Admiral Nurses: work with family carers as their prime focus; provide practical advice, emotional support, information and skills; deliver education and training in dementia care; provide consultancy to professionals working with people with dementia; promote best practice in person centred dementia care

There is a telephone information and support line for family carers, people with dementia and professionals: Admiral Nursing DIRECT 0845 257 9406. The service is also available by email: direct@fordementia.org.uk Admiral Nursing DIRECT is delivered by experienced Admiral Nurses and has been developed in response to the rising number of enquiries being received by forDementia. The service is available: Tuesday 10.00 am - 4.00 pm, 6.00 pm - 9.00 pm Thursday 6.00 pm - 9.00 pm

forDementia is the charity that is spearheading the increase in Admiral Nurses throughout the UK, For more information go to: www.fordementia.org.uk

Information sharing and mental health

Published date: 9 September 2009

This guidance sets out some of the issues relating to the exchange of information between mental health trusts and outside organisations and individuals. It sets out when, why and how information can safely be exchanged for the benefit of the individual and the public.

www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_104949

Mental Health Network Factsheet

The NHS Confederation's Mental Health Network has produced a 'Mental Health Network Factsheet' on key statistics and trends in mental health. The factsheet has sections on key trends in morbidity and behaviour; wider societal changes and challenges; NHS budget and spending projections; investment in new services; quality, safety and user experience; and staffing levels and staff satisfaction.

www.nhsconfed.org/Publications/Documents/MHN_factsheet_August_2009_FINAL_2.pdf

Deprivation of Liberties – (Dols)

What is Dols? Dols stands for the Deprivation of Liberty and is a recent amendment to the Mental Capacity Act 2005 and codes of practice.

New rules.

- 1 A person must be assumed to have capacity unless it is established that he/she lacks capacity.
- 2 A person is not to be treated as unable to make a decision unless all practical steps to help them to do so have been taken without success.
- 3 A person is not to be treated as unable to make a decision merely because he/she makes an unwise decision.
- 4 An act done, or decision made, under this Act for or on behalf of a person who lacks capacity must be done, or made in his or her best interest.
- 5 Before the act is done, or the decision is made, regard must be given as to whether the purpose for which it is needed can be as effectively achieved in a way that is least restrictive of the persons right's and freedom of action.

I was recently involved in the Dols training course held at the Eastpoint Centre, specifically focused on supporting those who may be deprived of their Liberty in Residential Care Homes and Hospitals.

Who does this affect? **US** and **YOU**

Carers Together will be particularly vigilant in monitoring such practice during our advocacy and support visits in and around the Southampton area, which take us into these establishments on a regular basis. We ask you all to keep your eyes and ears open for any malpractice that may be considered as depriving a person of their liberty. Some examples are listed below.

- ... Over medicating a person with challenging behaviour in order to keep them quiet (e.g. dementia)
- ... Making someone use a pad rather than taking them to the toilet

Pilar Callaby Carers Together, Southampton

The Care Quality Commission

The Care Quality Commission is the independent regulator of health and adult social care services in England, whether they're provided by the NHS, local authorities, private companies or voluntary organisations.

They make sure people get better care. They do this by:

- ... driving improvement across health and adult social care
- ... putting people first and championing their rights
- ... Gathering/using knowledge and expertise and working with others
- ... acting swiftly to remedy bad practice

Download their booklet 'About CQC' in different accessible formats and languages from:

<http://cqc.cmecrm.com/action/r.cfm?m=10401&s=50656&e=1447&t=1>



Keep Warm Keep Well

Keep Warm Keep Well is a national campaign to reduce cold-related illness and deaths during winter. The website advises how to stay well in winter by keeping warm. It has information about healthy eating, staying physically fit, flu, hyperthermia, smoking and tips for keeping warm at home. It points to how you can reduce your heating bills, get financial help with heating and home improvements as well as funding for repairs and adaptations. You can download a guide for people over 60, a guide for families and one for people with disabilities or long-term health conditions. Find on: <http://keepwarmkeepwell.direct.gov.uk/index.html>

Hello I am Nancy and I have recently become a volunteer in the New Forest and work closely with Vicky Hamilton Vey, at the Lyndhurst Cafe and on some of the trips last year. I also help in the Fenwick2 at drop in mornings and in the resource room (next to Vicky's office). As a parent carer I know that it isn't always easy to find the time to volunteer but as my son is still of school age I have managed to secure some spare time, during the school day. I would strongly recommend you to think about volunteering. It is so rewarding. Nancy Hall

Help us try emergencySMS!

If you have a hearing loss or have difficulty talking, you might not be able to use a mobile phone to contact the emergency services directly.

A pilot scheme that allows you to send a text to the 999 UK emergency services has begun this month. We want as many people to register as possible – **but only people who cannot manage voice calls.**

If the trial is successful it will be launched in 2010.

Once registered, you will be able to use the service in emergencies during this pilot. Register from 14 September so you can use the service when needed. It will be an alternative to making a voice call to 999.



1. REGISTER

Just text the word 'Register' to 999. Then follow the instructions you receive. Or register online at www.emergencysms.org.uk

2. SEND SMS TO 999 IN AN EMERGENCY

Please do not make mock calls – only use emergencySMS for **REAL** emergencies (see also "IMPORTANT" below).

State: Who? Police, Fire and Rescue, Ambulance, or Coastguard?

What? Briefly, what is the problem?

Where? Exactly where is the problem? Give name of road & town if able.

Plus more information such as a house number or landmarks.

3. WHAT HAPPENS NEXT?

The emergency service will either ask for more information or tell you that help is on the way. Don't assume that your message has been received until the emergency service sends a message back. A 'delivery report' does not mean your message has been received. It will take about 2 minutes before the first reply. No reply within 3 minutes? Please find other ways of getting help.

IMPORTANT

Please do not make mock calls – only use emergencySMS for REAL emergencies. For example, if:

- ... a person's life is at risk
- ... a crime is happening now
- ... someone is injured or threatened
- ... the person who is committing a crime is near
- ... there is a fire or people are trapped
- ... you need an ambulance urgently
- ... someone is in trouble on the shoreline or missing at sea.

Remember, you will only be able to use it if you have registered with emergencySMS first. This is a UK-wide service but cannot be used from abroad. The pilot started on 14 September 2009 and runs until the end of November.

You can only use the service with the phone you have registered.

For more information and to register, visit the website: www.emergencysms.org.uk

BLUE BADGES (DISABLED PARKING) July 2009

From the Blue Badge Team at Hampshire County Council

Hello, we are members of the Blue Badge Unit based at Hampshire County Council's headquarters at The Castle, Winchester. We thought it high time we said hello to the people who are essential users of the Blue Badge scheme.

Here are a few facts and figures about our work. We hope you find them interesting:

There are over 70,000 valid badges in Hampshire (estimated on 31 March 2008)

Of these, 600 were issued to organisations

Since the new regulations came into force in October 2007, we have issued 20 badges to children under the age of 2 who are dependent upon bulky medical equipment

Last year we received 8,325 new applications as well as 16,675 renewal applications

Sadly 2,500 badges lapsed because the badge holder died

Only 1 badge was withdrawn last year due to misuse

91 badges were reported stolen.

If anyone wishes to apply for a Blue Badge, then they should telephone: 0845 603 5633 in the first instance, having their National Insurance Number and details of their GP handy.

Please take a look at our website: www.hants.gov.uk/bluebadge – we are keen to improve and would welcome your comments. Let us know if there is anything we can do to make your job easier.

You can email us at: bluebadge@hants.gov.uk Finally, if you would like to meet us, either in Winchester or at your work base, please let us know.

Goodbye for now, Debbie and The Badgers.

Scams pilot project with Royal Mail

Initially the pilot will be in SO51 (Romsey) SO40 and SO43 (Totton) postcodes.

I write to tell you about a ground breaking project we are piloting in the Romsey and Totton areas. As you may know one area of our work is to combat scams. Examples of these include fake lotteries where the victim is told that they have won vast sums but have to pay a small amount to release the winnings. If they respond to this, they are then asked for increasing sums and the victim is drawn in and can lose vast amounts of money. In one case we have dealt with, the victim has paid out over £100,000 and is now at risk of losing her home. The website: www.thinkjessica.com gives real examples of the way scams can devastate lives.

In most cases the scams come from outside the EU where we have no jurisdiction and therefore are powerless to stop them at source. We are continually looking for ways to alert the public to prevent them falling for such scams.

In the new project we are working with the Office of Fair Trading, the Trading Standards Institute and the Royal Mail. Postal workers may often be aware of potential serial scam victims on their rounds because of the exceptional volume and nature of the mail they are delivering to a customer. It is common for such victims to receive a large number of scam letters a day, many of which will be identifiable from the outer envelope as being a prize draw/sweepstake type mailing or a mailing from a so-called 'psychic'. All seek an advance payment from the victim. Victims names are on a so-called 'suckers list' which is sold amongst scammers, leading to repeated victimisation through the post and in many instances with follow up telephone calls.

We have agreed with Royal Mail that where postal workers have identified a potential victim they will put a card through the door of the customer which advises them that they can contact Hampshire Trading Standards Service for confidential advice and support with a view to prevent them from further scams.

I wanted to bring this to your attention as this is an issue that tends to affect older people. If you hear of a resident receiving one of the cards, I would be grateful if could you encourage them to contact us.

If you would like more information please contact me.

Joy Forrow Tel: 01962 833687 Email: joy.forrow@hants.gov.uk



CARERS TOGETHER

Autumn 2009

**DO
YOU
CARE?**

9 Love Lane Romsey SO51 8DE Tel: 01794 519495 Email: admin@carerstogogether.org.uk

Carers Together - the voice of carers in Hampshire

Carers Together is a county-wide independent registered charity run by carers, with carers, for carers. All trustees are carers or former carers who understand first hand the stresses and needs of carers. We support carers anywhere in the county.

Carers Together has been providing carers support, advice, information, training, planning and advocacy across Hampshire, Portsmouth and Southampton for over 15 years. We are affiliated to Carers UK – the voice of carers in the country and have close links with other carers support organisations such as the Alzheimer's Society and work very closely with organisations that are led by service users such as Hampshire Centre for Independent Living.

Carers Centres

Carers Together runs five Carers Centres across Hampshire in Basingstoke, South East Hampshire, Romsey, New Forest and Southampton. We have close links with Meon Valley Carers Support, Southampton Carers Together and the Portsmouth Branch of Carers UK. We also support over 30 local Carers Forums and Groups in a number of localities.

Carers Together provides

- ... Support for carers through a wide range of carers support groups and networks
- ... Carers training and awareness including Caring with Confidence sessions
- ... Carers Active Listening Line - telephone support for carers and older people
- ... Telephone conference calls (free) for carers and older people to chat with others
- ... Telephone reminder or contact service for isolated people
- ... Carers Respite - a flexible and responsive respite care service for carers
- ... Befriending for people who need support to help them to remain independent
- ... Carers Website
- ... Carers Newsletter
- ... Carers Mobile Resource - a mobile resource providing information and support
- ... Carers Advocacy and Outreach
- ... Hampshire Carers Network and Family Carers Network
- ... CAPE – clear action and planning for everyone including advice on person centred planning and Lasting Powers of Attorney

Any carer and former carer is welcome to join Carers Together. We also encourage them to join other groups that may offer support, as **no single organisation has all the answers** for anyone. We believe that **carers have the right to choose who will give them support** and it may be that a carer will want to look at all the options available and use several. Carers Together will support carers to do that if it is their choice.

Any individual carer who wishes to join the Hampshire Carers Network and receive and share information, should contact the office on Tel: 01794 519495 or Email: admin@carerstogogether.org.uk