

# Sunderland Carers' Centre

# Newsletter

July 2014

## Caring for Carers Awards 2014

**The Mayor of Sunderland, Councillor Robert Heron and Mayoress, Mrs Juliana Heron presented this year's Caring for Carers Awards and certificates at a presentation ceremony on Monday 9th June at the Stadium of Light. This was their final engagement in their roles.**

Sponsored by Aztec Colour Print, the awards gave carers the chance to nominate workers who had supported them in their caring roles and made a real difference to their lives.

This year there were three award winners:

### **Lynn Beston, Senior Nurse, from Marie Curie Cancer Care**

Lynn was nominated by Denise McGuinness. In her nomination Denise said "I cannot thank Lynn enough. She deserves recognition and praise. All the meetings and calls she has made have helped me so much. I will never forget her and her outstanding contribution to help me and mam."

### **Nicola Finlay, Health Visitor, from South Tyneside NHS Foundation Trust**

Nicola was nominated by Kathryn Walker. Kathryn said "Nicola has been very supportive to myself, my daughter and the whole family, above and beyond her job description. She has built a huge reputation of trust amongst the whole family. Having Nicola around has made me a better, happier and healthier carer."

### **Suzanne Gray, Community Care Support Worker, from Mears Care Agency**

Suzanne was nominated by William Sheriff. William said "In the last two to three years Suzanne has supported me in various problems that have arisen with my mam... and continues to support

me in a very positive way in any way she can. Suzanne deserves an award. She's doing what she loves, caring not just for her clients but also for their families."

An additional 29 workers and teams from a variety of agencies were nominated by carers and in recognition of their achievements each were presented with a certificate at the Presentation Ceremony held as part of this year's Carers Week celebrations.

Thank you to the Mayor and Mayoress, Aztec Colour Print, the Judging Panel and Councillor Graeme Miller who chaired the event.

Pictured (from left) are Nicola Finlay, the Mayoress and Mayor, Lynn Beston and Suzanne Gray.



# Carers Have Talent

Carers Week came to a spectacular close on Friday 13th June with the Carers Have Talent Show at Washington Arts Centre. The show was opened by the new Mayor, Councillor Stuart Porthouse and Mayoress, Mrs Marie Porthouse and it really did prove that carers do have talent.

The evening was an opportunity to celebrate the many and diverse range of talents and skills that carers have outside their caring roles and to encourage carers to take a break and try something new. There were show stopping performances on stage as well as a fabulous exhibition of carers' talent on display in the main gallery featuring needlework, drawings, paintings, crochet, woodwork, knitting, poetry, card-making and other crafts, with carers young and old taking part.

The event was also being held to mark national Young Carers Day and the audience was wowed by some amazing acts from young carers including singing, Irish dancing, hula hooping and acro-gymnastics.

All guests were welcomed on to the red carpet with a drink then joined the performers and artists in an after-show party to celebrate what was a fantastic Carers Week.

Thank you to all the carers who took part and the event sponsors: Pure Bliss, HOPS, George Washington Hotel, Cross Keys Public House, Sainsbury's, Sunderland AFC, Integrity Technology Services, Southwick Carpets, Washington Arts Centre and Graeme Flaxen.

The winning raffle tickets were white 321 – 325, pink 681 – 685, white 616 – 620, pink 551 – 555, white 706 – 710 and pink 591 – 595.



# Satisfaction Survey Report

Sunderland Carers' Centre conducts an annual Satisfaction Survey in order to continually improve the service we provide to carers throughout Sunderland. This year 226 carers completed the survey and the results have been collated into a report.

The feedback received this year was largely positive and we would like to thank all carers who took the time to complete and return the survey. Overall 93% of carers felt that the services provided by Sunderland Carers' Centre were excellent or good.

The survey will help us further develop services in the coming year to best meet the needs of carers in Sunderland.

We will report on any progress made as a result of changes following the survey via this newsletter, our social media outlets (Facebook and Twitter) or the Sunderland Carers' Centre website.

If you would like to read the full report you can do so by visiting the publications page on our website [www.sunderlandcarers.co.uk](http://www.sunderlandcarers.co.uk) or by contacting Jackson at the Centre on (0191) 549 3768 or email [jackson@sunderlandcarers.co.uk](mailto:jackson@sunderlandcarers.co.uk)

## Techy Tea Party

Do you have a mobile phone, ipad, tablet or other piece of technology but are perhaps unsure about how to make the best use of it? Or do you want to know more about Skype or about what else the internet has to offer?

**Tuesday 9th September** is EE National Techy Tea Party Day. Across the country EE stores will be holding Techy Tea Parties where you can find out more about the internet and discover a new world at your fingertips over some tea and biscuits.

In Sunderland there will be two sessions at EE's offices, 6 Camberwell Way, Doxford Park, Sunderland SR3 3XN (10.15am – 12 noon and 2pm – 4pm). You'll be able to spend around an hour with an EE digital champion who will answer your questions and help you build confidence in using technology. You are invited to bring any of your own mobiles, laptops, tablets or equipment you'd like to learn more about. The champions will also have kit available to show you.

To book a place please contact Lisa Hall at the Carers' Centre on 549 3768 as soon as possible. Places are limited.

# Caring with Confidence

The Spring sessions of Caring with Confidence proved as popular as ever, particularly the new 'Understanding Dementia' sessions. We are delighted to say more dates have been added so carers in Houghton and Washington can take part in sessions closer to home.

There are four 'Understanding Dementia' sessions at Washington Primary Care Centre starting with an introduction session on **Wednesday 10th September**. These sessions are suitable for carers looking after a friend or relative with dementia.

The six other sessions start with the usual 'Finding Your Way' introduction session at Houghton Primary Care Centre on **Monday 13th October**. These sessions are suitable for all carers including those looking after a friend or relative with dementia.

All sessions run from 11am – 2pm with lunch provided. If carers need any assistance to attend the sessions, either help with transport or funding for alternative care costs please get in touch with the Carers' Centre. Also tell us about any special dietary requirements.

One carer recently spoke to the Sunderland Echo about his experience of the sessions he attended. He said "I would certainly recommend the Caring with Confidence course. It is helpful to meet other carers. Although we care for people with different conditions we all have common ground. We exchange information, views and ideas. You feel comforted knowing that people are there to listen."

To sign up for the introduction session dates please phone 549 3768 or email [carole@sunderlandcarers.co.uk](mailto:carole@sunderlandcarers.co.uk). Spaces are likely to fill up quickly again – don't delay!

## Young Carers

Friday 13th June was national Young Carers Day – a day to raise awareness about children and young people aged 5 to 25 looking after a family member. As part of Young Carers Day we launched our new young carers' website and facebook page. Take a look at

[www.sunderlandcarers.co.uk/youngcarers](http://www.sunderlandcarers.co.uk/youngcarers)

# Carers Week Trip

On Wednesday 11th June carers went on a day trip to York. Thank you to Sainsbury's for donating snacks for the carers to enjoy on their journey and for all their marvellous support during Carers Week.



## Thank You

Sunderland Carers' Centre would like to say thank you to the many individuals and organisations that supported our Carers Week activities and events. You helped make the week a great success. Looking forward to next year!

## Zip Wire

Well done to all our amazing and brave volunteers who zipped from Monkwearmouth Bridge on Saturday 3rd May to raise funds for the Carers' Centre.

The team of 24 comprised staff members, carers, friends and supporters. Staff from Barclays also took part and the money they raised was match-funded by Barclays.

Thank you to all the zippers and to everyone who sponsored them to take part. It was a fantastic day and an overwhelming £3880 was raised.



# Safe Place Scheme

This article has been provided by Sunderland People First.



The Sunderland Safe Place Scheme aims to provide vulnerable people, and particularly those with a learning disability, with a safe place to go to where help can be summoned if they are feeling worried or upset while out on their own in the community.

Sunderland People First held a 'Keep Yourself Safe' event last year and talked about lots of different ideas that would help people feel more confident when going out and about. There was a lot of interest in setting up a Safe Place Scheme so we listened to what people said and are now working with lots of people to make this happen.

The idea is very simple. Services and businesses sign up to become Safe Places. We offer training and support to the staff working there and they display a Keep Safe sticker so that people know where to get help.

Lots of people carry a card with the number of a carer or supporter on. This might be a Blue card or a Nexus Bridge Card. If you ever feel confused, frightened or need help when you are out you can go into any place that is open and showing the Safe Place logo. Staff at the Safe Place will listen to you and try to help. They can help you to contact someone that may support you or the police if it is an emergency.

For more information about Safe Places contact Sunderland People First on 521 4123 or email [Sunderlandpeoplefirst@gmail.com](mailto:Sunderlandpeoplefirst@gmail.com)

## Sunderland Carers' Centre

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# Open and Honest

This article has been provided by City Hospitals Sunderland NHS Foundation Trust.

City Hospitals Sunderland is committed to providing the general public with information regarding the quality of care provided to our patients. The Open and Honest Care Project involves the publication of patient safety, effectiveness and experience data with the overall aim of driving improvements in practice. It is part of the key actions of the National Nursing Strategy: Compassion in Practice. This data will be published monthly in an 'Open and Honest' Report and the public will be able to access the information via our website [www.chsft.nhs.uk](http://www.chsft.nhs.uk)

The report includes information relating to: infections (MRSA and C Difficile); pressure ulcers; falls causing moderate or greater harm; patient experience, including the Friends and Family Test results; staff experience; a patient story; and an improvement story describing what the Trust has learnt and what improvements it is making.

In addition, each ward has its own 'transparency board' on display near the entrance and this will display current staffing levels, patient experience and patient safety data. We hope this information will generate open and honest discussions with our patients and their families. Please feel free to ask the nurse in charge if you would like more information.

## Health Transition Update

This article is provided by Northumberland, Tyne and Wear NHS Foundation Trust.

So far the Health Transition Team (Learning Disabilities) have contacted over 100 families with children aged 14 – 19 with learning disabilities in Sunderland and developed 39 health / transition plans to assist in the smoother transition from child to adult health services in 5 months. If you have a child with learning disabilities aged 14 – 19 and require support and guidance in transition between child and adult services then please contact us for more information on 564 2600 or email [dave.hutchinson@ntw.nhs.uk](mailto:dave.hutchinson@ntw.nhs.uk)

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