

Newsletter

May 2015

Young Carers' Conference

Sunderland's first ever conference for teachers and education staff organised and presented by young carers and young adult carers took place on Friday 20th March at the Stadium of Light. The conference gave a real insight into the world of young carers and the impact caring has on their education.

The young carers gave presentations about their caring roles and the Young Carers Drama Group performed a play to show how being a young carer affects them at school. The audience also heard about the Young Carer's School Card which helps young carers when they are at school. The guest speaker was Laura Bennett from Carers Trust who spoke about new legislation which gives better rights to young carers.

Laura Smith, 13, said "It was good for us to tell our stories and get teachers to listen to what it is like for young carers." Caitlynn Major, 16, said "We are the lucky ones as we have been recognised as young carers and we are all accessing support. All young people go to school so it is a great place for young carers to be identified and supported."

As a result of the conference teachers will be more aware of how to support young carers to reach their full potential. Everyone who attended the conference has pledged to

implement a piece of work within three months showing their school's commitment to young carers, for example, writing a young carer policy, putting up a young carer display board or delivering a lesson on young carers.

Congratulations and thank you to all the young carers and young adult carers involved.



Pictured: (Back row left to right) Laura Smith, Becky Nelmes, Ross Muscroft, Caitlynn Major and Bradley Johnston. (Front row left to right) Hannah Coates, Caitlin Surtees and Sophie Dishman.

21st Celebrations Multi-Cultural Fun Event

Sunderland Carers' Centre is celebrating its 21st anniversary. As part of the celebrations there is a free Multi-Cultural Fun Event on:

Wednesday 27th May

11am – 2pm

Sunderland Carers' Centre Garden

Carers are invited to come along, have fun and learn about different cultures, sample different foods, try African drumming, dress in a saree, have their hands decorated with henna and much more.

You can come for the full event or drop in at any time. For catering purposes it would be helpful for us to know if you are going to attend. Please contact the Carers' Centre on 549 3768 by Friday 15th May.

Canine Companions – Vote now!

In the last newsletter we invited carers to nominate their "Canine Companions" in our Dog of the Year Competition to help us raise awareness about the impact that social isolation can have on carers.

For some carers owning a dog can make them feel less isolated. A dog can provide companionship and taking a dog for a walk can help carers keep active and healthy and gives them the chance to meet and chat to other dog walkers.

Thank you to the carers who entered their dogs into the competition. The nomination stage has closed and we are now at the voting stage. We would like to invite all carers to visit our facebook page to see the dogs and "like" your favourite dog.

If you are not on facebook you can also see the dogs on our website. Please visit www.sunderlandcarers.co.uk/caninecompanions. You can vote by emailing the name of your favourite dog to info@sunderlandcarers.co.uk. The closing date is **Wednesday 13th May**.

There will be two winning dogs – one chosen by the Carers' Centre and one chosen by carers via our facebook page. The winners will be announced and prizes presented during Carers Week in June.

Carers Week Trip

To celebrate Carers Week (8 – 14 June) the Carers' Centre is organising its annual coach trip for carers.

The beautiful and historical seaside town Whitby is this year's destination and will be on **Wednesday 10th June**.

There are many attractions for you to visit and explore and this is a great opportunity for you to have some time out from your caring role and enjoy the company of other carers.

The coach will depart from Toward Road bus stop (adjacent to Mowbray Park) at 9.30am **prompt** and will depart from Whitby at 4pm **prompt** and should arrive back at Mowbray Park for approximately 5.30pm.

Due to high demand in the past and limited spaces for the trip, this year we have adopted a different booking system and carers who contact us and put their names down will be drawn 'out of a hat' for a place.

Carers will then be contacted by telephone if they have a place and will be invited to the Centre with their payment and be asked to complete and sign a health and safety agreement form by Friday 29th May.

The cost is **£5** per carer, cash only please and this is non-refundable. Please do not send any cash through the post.

Please call 549 3768 or call into the Carers' Centre from **Tuesday 5th May** to put your name down.

Names will not be taken after Friday 15th May. No block bookings will be taken and carers must be over the age of 18.

Satisfaction Survey

Sunderland Carers' Centre conducts an annual Satisfaction Survey to continually improve the service we provide to carers. This year we invited carers who receive the newsletter by email to take part in an online survey. 58 carers completed the survey and the results have been collated into a report.

Thank you to all the carers who participated. Overall 91% of carers felt the services provided by Sunderland Carers' Centre were excellent or good and 80% of carers gave the Carers' Centre a rating of 9 or 10 out of 10.

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 the newsletter, website, facebook and twitter.

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 or phone Lisa Hall on 549 3768 for a copy.

Caring and Isolation Survey

National research carried out recently by Carers UK found that as a result of caring:

- 8 in 10 carers have felt lonely or socially isolated
- 57% of carers have lost touch with friends and family
- 38% of carers in full-time employment have felt isolated from other people at work

As part of our local Caring and Social Isolation awareness raising campaign we would like to invite carers in Sunderland to take part in a short online survey to help us find out how carers are affected locally. The survey is anonymous and consists of 8 quick questions which will only take a few minutes to complete.

To take part please visit

<https://www.surveymonkey.com/s/2TC727P>

The closing date is Wednesday 13th May. Thank you for your help.

Caring for Carers Awards

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There is still time to say thank you to workers who have supported you in your caring role by nominating them for the Caring for Carers Awards 2015. For example, a nurse, doctor, care worker, or a voluntary or community worker (not workers from Sunderland Carers' Centre). All workers nominated will receive a certificate. The awards and certificates will be presented during Carers Week.

Please return nomination forms (enclosed with the last newsletter) to the Carers' Centre by **Wednesday 6th May**. For a new form phone Lisa Hall on 549 3768 or visit our website www.sunderlandcarers.co.uk/awards

The Carers' Centre would like to thank Aztec Colour Print for kindly sponsoring the Awards.

Care Act 2014

On 1st April 2015 the Care Act 2014 came into force. The changes brought about by the Care Act are wide-ranging and covers all adults with care and support needs and their carers. The Act puts carers on an equal footing to those they care for. Carers have the same entitlement to support to continue in their caring role whilst maintaining their wellbeing. There is a new duty to involve carers in developing a person's support plan. To find out more about the Care Act please visit www.sunderland.gov.uk/care-act or contact the Carers' Centre on 549 3768.

Friends and Family Test

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

From 1st April 2015 all patient groups (including children and young people) accessing NHS services are able to take part in the Friends and Family Test. The Friends and Family Test gives you the opportunity to provide feedback about the service you have received. This includes all paediatric services such as wards, emergency department, outpatient clinics and day cases.

Outpatient Departments

The Outpatients Friend and Family Test includes all services that are delivered within the outpatient department and therapy services in all of the general and acute specialities. It covers patients attending for first appointments and follow-up appointments; consultant led appointments and non-consultant led appointments; telephone appointments and/or home visits; pre-booked appointments and non-pre-booked appointments; and current inpatients who visit an outpatients department during a spell in hospital.

Patients who have multiple outpatient appointments

The opportunity to provide feedback through the Friends and Family Test is available to all patients at any time. If a patient has multiple outpatient appointments they may choose to leave feedback at every appointment, at the beginning or at the end of a course of treatment, or just when they have something specific to say.

City Hospitals Sunderland values your feedback as a means of improving services and celebrating good practice. Please ask for a Friends and Family Test card at your next visit.

Sunderland Carers' Centre

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Website / Facebook / Twitter:
www.sunderlandcarers.co.uk

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Anti-Stigma Campaign

On Tuesday 17th March Sunderland Carers' Centre launched a new Substance Misuse and Addiction Anti-Stigma Campaign for Carers at an engagement event at Washington Arts Centre.

Fear, shame and guilt are just some of the feelings that people supporting a family member or friend with a substance misuse or addiction problem may experience.

Sometimes the stigma attached to caring for someone in this situation can prevent people from either identifying themselves as carers or from seeking much needed help and support.

As well as a range of campaign resources for organisations to use a short film has been produced in which carers share their life experiences and their thoughts of how accessing support, information and guidance has helped them to break down the barriers and stigma associated with their caring role.

It can be viewed on our website www.sunderlandcarers.co.uk/professionals or you can access it via your smart phone:



For more information about the campaign or for support if you are in this caring situation please contact Sunderland Carers' Centre on 549 3768.



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