

Susan, our knitting hero!

Our former volunteer receptionist, Susan White, has kept herself busy since hanging up the Carers' Centre telephone receiver a few years ago. Despite having a very busy life Susan has created a beautiful hand-knitted blanket and she has kindly donated it to us to raise funds. Raffle tickets are available from the Carers' Centre reception desk and at all Carers' Centre groups and events. The draw will be made at the Carers' Centre Annual General Meeting in October to give as many carers as possible the chance to win the prize. We would like to thank Susan for the huge commitment she has shown to complete the blanket and for being so generous in donating it to us. Keep knitting Susan!



Playgroup for hearing impaired children

Does your child have hearing loss? Do you want to meet other families in the same situation? Then join the parent and toddler group for all pre-school children with a hearing impairment.

The group meets at Fingerpaint Nursery, Ryhope, Sunderland SR2 0LW, every fortnight on a Monday, 1 – 3pm. For meeting dates email lynndryden@dsl.pipex.com

Delivering Letters

Please be aware that the new Carers' Centre building does not have a letter box so you will not be able to deliver by hand any letters, forms, receipts, parcels etc. outside of normal office hours.

If you wish to hand in any items please could you do so between 9am and 5pm Monday to Friday.

Every effort is made to ensure that the information in this newsletter is correct. Sunderland Carers' Centre can accept no liability for errors and omissions and can not recommend products or services. Views and opinions expressed in this publication are not necessarily those of Sunderland Carers' Centre.

Benefits are changing

To find out how these benefit changes will affect you and your family visit www.sunderland.gov.uk/benefitchanges, call 520 5502 or visit a Sunderland City Council Customer Service Centre.

Your city...your say

Have your say about the key issues affecting Sunderland at the State of the City Event on Wednesday 12th September, at City Space, University of Sunderland, Chester Road, Sunderland SR1 3SD, 6pm – 8.30pm. For more information and to book visit www.yourcity-yoursay.com.

The Carers' Centre is open
Monday to Friday 9am-5pm.

Tel: 0191 549 3768

(Answerphone after 5pm)

Sunderland Carers' Centre, Thompson Park,
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Email: info@sunderlandcarers.co.uk
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This newsletter can be made available in large print, braille, audio and other languages.

Company limited by guarantee No. 5842011 Registered in England and Wales
Registered Charity No. 1118502

Sunderland Carers' Centre

Newsletter

July 2012

Caring for Carers Awards

The Mayor, Councillor Iain Kay, and Mayoress, Councillor Barbara McClellan presented the Caring for Carers Awards and certificates at a presentation ceremony on Monday 18th June at the Stadium of Light.

Sponsored for the fifth year running by The Co-operative Membership, 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:

Jean Morris, a Home Support Worker from Sunderland Home Care Associates. Jean was nominated by Allison MacPherson who said "Jean has always shown my parents dignity and respect. The family are truly lucky to have a dedicated care worker and friend as Jean."

Karen Wilkinson, a Home Support Worker from Hetton Home Care Services. Karen was nominated by Dawn Ely. In her nomination Dawn said "Karen is great with my mam, has an excellent rapport and has mam laughing and joking. She is professional and very easy to get along with and really cares. This gives me peace of mind."

A team of Residential Officers from Care and Support, part of Health, Housing and Adult Services, at Sunderland City Council, who were nominated by Dorothy Teasdale. Dorothy said "The team provides intensive support, not just to my daughter Emma, but also to me. They work above and beyond. Both Emma and I call them "the best team in the world".

The team were Ashleigh Clay, Helen Angus, Marilyn Richardson, Ruth Pope, Audrey Cleaver, Donna Barnes, Pauline Roberts, Eileen Thompson, Lesley Weirs, Leigh Rutterford, Catherine Moore, Simone Wait, Victoria I'Anson and Lynne Ryan.



Pictured (from left to right) are Lynne Ryan, Ruth Pope, Pauline Roberts, Marilyn Richardson, the Mayor, Councillor Iain Kay, Victoria I'Anson, Emma and Dorothy Teasdale, Jean Morris, the Mayoress, Councillor Barbara McClellan, and Karen Wilkinson.

An additional 12 workers from a variety of agencies were nominated by carers and in recognition of their achievements each were presented with a certificate from the Mayor at the Presentation Ceremony held as part of this year's Carers Week celebrations.

Goodbye and thank you Ailsa

Ailsa Martin, Senior Manager of Sunderland Carers' Centre since it opened in 1994, is retiring at the end of this month. The Board, staff and volunteers of Sunderland Carers' Centre have been immensely proud to have had Ailsa at the helm. Her vision, energy and total commitment to carers in Sunderland and indeed her work for carers nationally has been an inspiration to us all.

We have been very lucky to have had the opportunity of working with her for so long and will miss her greatly but we all wish her much happiness in her retirement – which we don't doubt will be a busy time in itself!

Farewell from Ailsa

Lisa has asked me to do a short farewell piece for the Newsletter but it has been hard to know what to say. The simple message is "Thank you to all the carers in Sunderland who have made working at Sunderland Carers' Centre such a wonderful experience. It has been a privilege to work with you all."

Retiring is a huge step for me as I have loved the work at Sunderland Carers' Centre. But the west of Scotland beckons... The Board, staff and volunteer team at Sunderland Carers' Centre have been a pleasure to work with. It has also been great to work in such positive partnership with other community sector groups and statutory agencies. None of us ever get everything right but the joy of working in Sunderland is not just the commitment to get it right but to do even better. However, most of all it has been the experience of working with you, the carers, that has made my time at Sunderland Carers' Centre the highlight of my working life.

Good luck for the future to you all.

Ailsa

A Grand Achievement

Well done to staff members, Jackson Stubbs and Kevin Devine, for successfully completing the Sunderland 10k and raising £546 for the Carers' Centre.

The team who took part in the 24 hour Swimathon – Karen Bailey, Sue Callaghan, Eibhlin Inglesby, Ailsa Martin, Joanne Scott and Marie Willcock – also raised £576. This means a fantastic total of £1,122 has been raised by staff's sporting achievements.

Carers Week Trip

This year to celebrate Carers Week Sunderland Carers' Centre organised a day trip to Scarborough. Although we set off a little later than we planned, the day was still a success. We enjoyed a pleasant journey to Scarborough which gave carers the opportunity to have a chat and get to know each other. When we arrived in Scarborough the sun was shining and we couldn't have asked for better weather. There is plenty to do in Scarborough, take a boat trip, browse the shops, take in the sea side sights, most of us stopped for a spot of lunch and sampled the local fish and chips which were delicious! When it was time to board the bus to return back to Sunderland everyone said they had enjoyed the day, to spite the late start!

Your Carers' Centre awaits you!

Life has been pretty hectic since moving to the new premises at Thompson Park in April. Now staff are settled in we are delighted to invite carers to our official launch party on **Wednesday 29th August**, 10.30am – 2.00pm.

Hopefully the weather will be on our side and you can enjoy the fantastic new Carers' Centre garden, where you can take time to relax or do something more energetic... like our very own 'It's a knockout' competition! Carers young and old are welcome to take part! After the competition a well-deserved delicious buffet lunch will be served and a steel band performance will keep everyone entertained.

If you crave something more tranquil or need to escape the weather other activities will take place indoors throughout the event. You can help create a brand new craft design to display in the new building or win prizes in quizzes and competitions on offer.

There is no need to pre-book for this event, please just turn up on the day. If you can't make this date you are always welcome to visit the centre at another time. Remember this is **your** centre so get involved!

The new premises are at Thompson Park, Thompson Road, Southwick, Sunderland, SR5 1SF located on Thompson Road to the left of the main park entrance gates. We are on the opposite side of the road to the Total Garage and the Wearmouth Colliery Welfare Sports and Social Club. If you need to use public transport why not look at our website to get local bus information – www.sunderlandcarers.co.uk/businformation.html or call us on 549 3768.

City Hospitals launches Carers' Charter

City Hospitals Sunderland is committed to raising the profile of carers and has worked with Sunderland Carers' Centre to develop a Carers' Charter.

The Carers' Charter recognises the role of carers and the invaluable contribution carers make in supporting patients during their hospital stay/visit, especially in providing information to support assessment and treatment, discharge planning and contributing to care delivery where appropriate. The Charter:

- makes a commitment to ensure that all front line staff receive carer awareness training and this will be supported by the development of a training programme in 2012.
- is supported by an easy to read flow chart for staff use. The flow chart provides prompts for staff to identify carers and to ensure carers are involved in the patient's care if this is what the patient and carer would like. The flow chart also identifies actions to take in considering the needs of carers.

- recognises that carers need to be consulted and involved in service reviews and that their views should be represented throughout the organisation.

The Carers' Charter was officially launched during National Carers' Week. The launch involved issuing the Charter to all wards and departments (look out for the poster on ward notice boards) and having an awareness-raising stand in Sunderland Royal Hospital on Wednesday 20th June. The stand was manned by staff from the Carers' Centre and the hospital who provided information and advice to staff, visitors and patients about what help is available for carers.

The success of the Carers' Charter will be monitored by the City Hospitals Carers Group which meets every three months. If you have any comments or experiences you would like to share please contact Eibhlin Inglesby at the Carers' Centre on 549 3768.

The Charter is available on the Carers' Centre website or by phoning Sarah Candlish on 565 6256 ext 42692.

Transition

Has your son or daughter recently gone through transition or are they in the process of doing so now? Transition is a very important time in a young person's life and can be very stressful for parents.

If you would like to come and have a coffee and a chat about how things are for you at present and meet other parents in similar situations we are holding a coffee morning at Sunderland Carers' Centre, Thompson Park on **Thursday 20th September, 10.30am - 12 noon**.

We hope to make these regular events that give carers mutual support and a bit of relaxation. We look forward to seeing you. If you have any queries beforehand please contact Eibhlin Inglesby or Helen McAdam on 549 3768.

Benefits Advice

The Sunderland Welfare Rights Service advice sessions on a Wednesday afternoon at the Carers' Centre will start again from 25th July. To book an appointment call 549 3768.

Addiction Carers

The Carers' Centre has two groups for people who care for or are concerned about a family member or friend with a drug or alcohol problem.

One meets on the last Sunday each month, 12 noon – 2.30pm, at Washington Millennium Centre, Concord. The other meets every Monday evening, 6.30pm – 8.30pm, at Sunderland Carers' Centre, Thompson Park. Carers offer each other support and chat about issues around addiction.

There is also a drop-in every two weeks at Sunderland Carers' Centre, on a Friday, 11am – 1pm. The next drop-in is 27th July.

In addition the Carers' Centre offers one-to-one support and home visits. To find out more contact Corinne or Kate at the Carers' Centre on 549 3768.