



The good news, the bad and our pledge to carers

SOME AREAS SQUEEZED BUT OTHERS STAND STRONG

Carers' Resource has received significant and encouraging boosts to its services in Bradford and Airedale - even though elsewhere in Britain's social care sector, funding cuts have begun to hurt.

Specialist services continue to flourish (see p3 *'You guys are really good'*) and several new projects are blossoming across the city (see p5 *Innovative new projects in Bradford*).

Show-piece work in primary care in Airedale has been extended after

detailed re-evaluation.

Anne Smyth, Director of Carers' Resource, said: "We are proud that we continue to enjoy the support and encouragement of our health and social care commissioners in Bradford and Airedale."

Less happy is the situation in Harrogate and Craven where major changes in funding (including the end of all projects funded by the former Carers Grant) have prompted significant re-organisation with pressure on services and staff. Redundancies

have become inevitable but have been kept to a minimum.

Anne Smyth said: "Managing the vagaries of variable funding in different localities has never been easy for us, and it is a major challenge in some areas at present. Talk of post-code lotteries has become reality.

"Our services vary from area to area because they are dependent on funding that is often short-term or opportunistic. Some of those differences are becoming more apparent in the current climate."



As part of our crystal (15th) anniversary, Carers' Resource staged a flagship conference at the Crown Hotel in Harrogate where some of the leading regional and national figures in the care sector joined local carers to look ahead to the challenges and opportunities for the future.

L TO R: Anne Smyth (Director), Glyn Owen Hughes (Trustee), Carolyn Heaney (Deputy Regional Director Yorkshire and Humber), Imelda Redmond (Chief Executive Carers UK), David Harbourne (Trustee), Dame Philippa Russell (Chair of the Standing Commission on Carers).

"Our belief remains strong that carers need care themselves. Our vision has strengthened over 15 years as we have listened to and worked closely with our carers, putting us in a unique position to help. We know carers need one-to-one support and opportunities for companionship, leisure, learning and employment. We also know how much their unpaid, selfless service saves the State.

"On behalf of trustees, staff and volunteers, I am renewing our commitment to carers. We ask for patience as we refocus some of our work in Harrogate and Craven where funding is most limited. We are searching for ever more innovative ways to help. We invite all to share their concerns and ideas."

Anne Smyth, Director

.. IN BRIEF .. IN BRIEF ..

Do you have an eye for detail? Our Reader Panel needs you!

Carers' Resource is very proud of its involvement with the prestigious **Information Standard** - a national mark of excellence awarded to providers of health and social care information.

We must demonstrate that our 'in house' information has been thoroughly checked before publication.

We involve our colleagues and our Reader Panel. Panel members provide valuable, expert comments, often drawing on experiences as carers.

Could you join our Reader Panel?

Further details from Linda Owen, Information Services Manager:
01423 500555

Many occupations (musicians, teachers, haberdashers, bankers, shopworkers etc) have their own unions or professional organisations which may offer financial assistance to current or retired workers.

Call Carers' Resource for details:
01423 500555 /
01756 700888 / 01274 449660

GamCare provides support, information and advice for anyone suffering because of a gambling problem – including family, friends and colleagues.
Tel: 0845 6000133/ web: gamcare.org.uk

Adaptawear

produce a range of clothing designed to make dressing quicker and easier for wearer and carer. Contact Carers' Resource for a copy of their catalogue and details of other companies which cater for people who need specially designed clothing.

Waving *not* Drowning network is for parents and carers of disabled children and adults who combine paid work with caring. For information and a newsletter call 020 7017 0072 or click workingfamilies.org.uk.

Hello and how are you?

A new edition of Macmillan's popular guide written by carers for carers. Covers a range of cancer care issues including practical and emotional support, employment and finances. For a free copy, call 0800 500 800 or order online at macmillan.org.uk

RADAR, the national support organisation for 'anyone who has suffered injury, ill health or disability' has produced a new guide **Doing IT Differently**. Offers ideas and suggestions on how to choose or adapt a computer to meet special needs. In the same series there's **Doing money differently** and **Doing work differently**. Further details from your local Carers' Resource office see details on page 3 or visit radar.org.uk.

Just can't wait?

An urgent need to empty your bladder is not an inevitable part of ageing. Don't let finding the nearest loo monopolise your activities. Find out what can be done to manage, improve or even cure bladder and bowel problems. Contact the Bladder and Bowel Foundation Tel: 01536 533 255/ Web: bladderandbowelfoundation.org

Changing places

There is now a website which helps people to locate toilet facilities which are equipped with **hoists** and **adjustable adult changing tables**. Find out about facilities in your area from your local Carers' Resource information team or contact Changing Places on 020 7696 6019 online: changing-places.org

Looking after someone 2010/11: a guide to carers' rights and benefits

A mine of information - covers financial and practical help; employment and legal advice. Free copies for carers – call 0808 808 7777 or download at carersuk.org.

Rethink's Advice and Information

Service provides expert advice and information to people with mental health problems and those who care for them, as well as giving advice to health professionals, employers and colleagues.

Tel: 0845 456 0455 or
0207 840 3188

Email: advice@rethink.org
Web: rethink.org



carers' resource

Carers' Resource gives tailored support and information to unpaid carers and vulnerable people.

It is an independent, award-winning Yorkshire charity which is open to everyone and offers emotional and practical help to enable them to cope.

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The Carers' Resource is a company limited by guarantee. Reg charity number 1049278.

EDITORIAL CONTRIBUTIONS

Contributions (50 - 500 words) are welcomed but may be edited. The views expressed do not necessarily reflect policy of the Carers' Resource. Reference to any service does not imply recommendation.

The deadline for submissions for next issue is May 5, 2011

carers' resource



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A QUESTION FOR THE CARERS STRATEGY: 'WHEN I NEED MY CATARACTS DONE, WHO CARES FOR MUM?'

After declaring its commitment to carers to be "clear and strong", the Coalition Government has set out its priority areas for carers in its updated national Carer Strategy.

It wants carers to be identified at an early stage, to have their contribution recognised and to be involved in local provision and individual care packages.

Carers are to be supported to fulfil their educational and employment potential, to remain physically and mentally well and to have a family and community life.

Ministers have taken advice from

the Standing Commission on Carers, whose deputy-chair is Anne Smyth, Director of Carers' Resource, and they have listened to the comments of carers.

One carer said: "I do everything for my husband at home but when he goes into hospital, I am just the wife." Another said: "At times, I need space for myself." And a third: "I am supposed to have my cataracts done but I can't because who will care for Mum?"

Key messages from carers asked for better and timely access to information, to be listened to by clinicians and for breaks from their caring responsibilities.

You guys are really good, thanks. You always keep in touch

"It's lovely to know you are there." Just seven words in response to a questionnaire about Carers' Resource, but they spoke volumes about what carers think and feel.

To the question, "Do you have any other comments about your experience with our service?", K.S. answered, "No, you guys are really good, thanks." Fellow carer Paul said, "You always keep in touch."

From Mrs McG. came: "I am very excited about the many opportunities opened to us" and Mrs M.S. reported: "The people on the line are really nice and very good at listening to my needs."

All were among 400 of those using Carers' Resource services, who responded to a survey to celebrate the charity's first anniversary in Bradford.

Findings showed that almost 100 per cent found their experience to have been excellent or good. All agreed they felt listened to, had their needs understood and were better informed and supported.

More than nine out of ten said they felt more respected, had a life of their own and were treated with dignity - all as a result of Carers' Resource help. Just as many found they were no longer struggling financially or in accessing the right services for their particular needs.

Asked what other services they would like to see developed, one lady replied, "More help for carers whose relative has a mental health problem resulting in challenging behaviour." And another, "A service to support Muslim carer parents to make their holy pilgrimage in their lifetime."

New activity programme kick started by Children in Need

FIONA STEPS ASHORE TO HELP YOUNGSTERS WHOSE LIVES ARE NEVER PLAIN SAILING

No mistaking Fiona Demain's enthusiasm for her new role supporting young carers and families. "We want to raise their awareness and other people's of what they do and who they are," she says.

Fiona, 25, who helped providing gifts and hampers to young carers before Christmas (photo right), is now heading a three-year programme funded by *Children in Need* to give many of the 200 youngsters on Carers' Resource books fun and fulfilment outside their home responsibilities.

In her last job, Fiona ran children's clubs on cruise ships to and from America. If she misses the excitements of the ocean, she shows no sign of it in her work with youngsters referred by schools, GPs and social workers.

The programme enables young carers from across the Harrogate area to enjoy youth clubs, outdoor activities and weekends away, when they mix with their peers and



Young Carers Team Fiona Demain, Marine Cpl Christopher Paetow, Navy Petty Officer Matt Pistrutto, Soroptimist Gillian Trotter, Si Recruitment Mark Sanderson, Soroptimist Hilary Waddington and Young Carers Team Laura Winfield.

Thanks also to Inner Wheel Clubs of Ripon and Harrogate Brigantes, DWP, Cadbury, Procter & Gamble, Ripon CVS, Menwith Hill, Winkies, Sports e-quipment, Brookside Nurseries, Ashville Pre-Prep, Ashville College, Alison Fallow (not pictured)

"offload" emotionally and physically.

With *Children in Need* giving a new stimulus to the charity's existing work, Fiona hopes to step up involvement in schools - where teachers are often unaware that young carers are among their pupils. She is also determined to

relate more closely to the families so that a young person's needs can be better dealt with in the round.

Fiona says: "As well as raising awareness of these young people as to who they are, we must raise awareness of who WE are as an organisation - ready, willing and able to help."

'IT IS GOOD TO BE ENCOURAGED TO CONSIDER MYSELF AS WELL AS MY CHILD'

Parent carers, in the news as the concept of 'Big Society' comes under strain, speak from the heart.

"It makes such a difference knowing where to go for help," says one of the 300 parent carers supported from the Harrogate office of Carers' Resource.

"You are there when I need you - I could never have completed that form or even known what benefits I was entitled to."

For carer support officers, the work is testing but fulfilling. "We help with information, benefits advice and emotional support and support special needs playgroups.

"We see the whole family situation, often identifying sibling carers within the home who are referred to our Young Carers team for support," says Catherine Thompson, Support Officer for Parent Carers.

"Families use the disability allowance, for example, to buy expensive bespoke equipment, sensory aids or weighted bedding. Often we recommend equipment and suppliers to families who don't know about them."

A parent carer said it was good to

be encouraged to consider herself as well as her child. Another confided: "You helped me see I may not be a perfect parent but I am good enough."

In Airedale, support worker Imogen Cahill was delighted by a card saying, "Thank you for being there during the hard times." The family was helped over benefits, meetings and a needs statement.

And a parent carer of a daughter with Down's Syndrome said Imogen had "sorted everything out" for her and her daughter.



TURNING A CHALLENGE INTO AN OPPORTUNITY

- that's the aim of the new man in the chair at Carers' Resource

Asked to state his objective as he takes the helm of Carers' Resource in somewhat choppy waters, the new chairman expresses it in simple, crystal-clear terms. "It is to continue to support carers throughout the lifetime of their caring, however long or short that may be."

With personal experience as a carer and a keen professional knowledge of the social care world, David Harbourne has a vision which puts the emphasis on finding new funding sources, closely supporting Carers' Resource staff and individualising services to the thousands of carers on the charity's books.

After several years as a trustee, he has moved into the hot seat at a time when parts of the service are under strain but others are moving strongly ahead - for example in Bradford and Airedale where enlightened funding allows



services to be sustained to the demonstrable benefit of both carers and the public purse.

Positive and pro-active, David is calling his seven fellow trustees together shortly for a "brainstorming" session on how new money can be generated from outside the public sector. He says: "Difficult times for public finances present challenges for us but also opportunities. I want us to find ways of generating new income to enable our work to go forward."

As well as diversifying sources of income, he is keen to promote closer relations between trustees and staff. "Anyone who has met our staff know how skilled and dedicated they are. Nobody could fail to be impressed, and one of my priorities is to be a little more visible to them, so they know they are valued and that we are working as one team."

David Harbourne has a powerful sense that Carers' Resource is showing the way in personalising its support.

He says: "We work differently from statutory services. We are able to tailor our support to an individual's need whether mild or intensive and however it may change. For someone caring for a patient with Alzheimer's for example, the pressures change over time. We should, and we do, listen to individual carers and focus support to their personal needs."

David Harbourne, former head of the Learning and Skills Council in North Yorkshire, has succeeded Glyn Owen Hughes as Chairman of Trustees at Carers' Resource. David's late wife Jane suffered from Huntington's Disease and he cared for her for the last nine years of her life. There are four children, aged between 16 and 26. A daughter aged 21 is studying in New Zealand for a year and David will visit her over Easter. Glyn is remaining a trustee. Thanking him for his work as chairman, David said: "He brought authority, humanity and professionalism to the role. I am delighted he is staying on."

INNOVATIVE NEW PROJECTS IN BRADFORD FROM CARERS' RESOURCE

Caring Together – wellbeing cafes and caring guide for older carers in BD3

Young Carer Engagement and Involvement – listening to young carers

Message in a Bottle – peace of mind and awareness raising scheme

Carer Pathways in End of Life Care – steps to better support at a very difficult time

Holistic Therapies for carers – learning for pleasure with added health benefits

To learn more about these projects contact Anna Jackson, Carers' Resource Head of Development on 01756 700888

The State of Caring

Assessing the state of caring in 2010-11
Carers UK is launching a major new survey to assess carers' health, wellbeing and finances, the support they receive from health and care services and the additional demands on carers in paid employment.

Carers UK wants to make headlines - and to be sure the media and politicians listen.

Please make time to complete this important survey which closes in March. Call Carers' Resource for a paper copy of the survey or it is available online at www.surveymonkey.com/stateofcaring

ARTFUL WAYS OF KEEPING DEMENTIA PATIENTS ON TRACK

Healing the spirit as well as the body - Prince Charles will be pleased with this

There are times when anyone can feel out of sorts, perhaps depressed, and frankly a bit lost. Imagine then the puzzlement of elderly patients in the unfamiliar surroundings of a hospital ward, unsure who the people are around them and away from the more comforting trappings of home.

To help such patients orientate themselves an imaginative scheme is being introduced in Wards 23 (trauma) and 29 (elderly care) at Bradford Royal Infirmary (BRI) under the title "Enhancing the Healing Environment". The Government funded scheme, monitored by the King's Fund, introduces art to make hospital life bright and stimulating.

Patients in the two wards will

have personal memory display boxes behind their beds, which will show Yorkshire outdoor scenes or, if they prefer, images which they recognise and enjoy and which will stir recollection in the case of memory loss.

Dawn Parkes, 39, Matron for the Elderly and a valued supporter of the work of the Carers' Resource team in Bradford, is introducing the scheme at BRI with impressive enthusiasm.

Dawn says: "The image could be anything which attracts the patient and helps him or her find the way round - a cricket bat, a weaving loom, a seaside scene, a teapot, a photograph." The wards are being colour coded too so a wandering patient can safely return.

Another innovation will be by Yorkshire Film Archive with two cinema areas where a patient has only to sit down to trigger footage which may well bring back a happy memory of a trip to seaside, city, moor or dale or farm.

Artwork, colour, design..... they will provide a dignified "dementia-friendly" environment to reduce challenging behaviour and address the concern of the Prince of Wales, President of the King's Fund. who said: "The spirit needs healing as well as the body."

Wanted: Photographs to add to those Dawn Parkes and her team are collecting, including any with an Asian / Pakistani theme to reflect the multi cultural society which Bradford Royal Infirmary serves.

If you have enjoyed reading this newsletter, please pass it to another carer you know and encourage them to join our mailing list. It is confidential and any mailings - such as newsletters, information sheets and notification of events - are free. Any carer can join and you are free to leave the list at any time. Ring in or write for more information.

Thank you for your help - we need it more than ever

We are grateful to all who responded to our appeal in the last issue of Choices and sent donations and set up direct debits to provide regular income for us. Thanks to those who voted for us in the **Community Fund** schemes of **RBS** and **NatWest** - we won!

The Langford family braved all weathers to sell items at car boot sales and Charlie Brooksbank did the Great North Run (£1018).

We received two legacies totalling £1,500 and there were donations from Muriel Hodgkinson in memory of her late husband John and from other carers, families and

friends in memory of loved ones. They included Ivor Craxford, Reg Tremble, Peter Craven, Muriel Boddy, Lilian Hargreaves, Ruth Farrar and Sally Wear.

Thanks also to local community organisations including Old Giggleswickian Lodge £210, Harlow Lodge 4404 £450, Acorn Ladies Luncheon Club £500, Lions Club of Skipton & Craven £600, Wetherby & District Lions Club £1,000, Craven District Council £250, Knabs Ridge Wind Farm Community Fund £858, and the Joseph & Mary Hiley Charitable Trust £200.

What's on at the cinema?
A Cinema Exhibitors' Association membership card gives free admission to anyone accompanying a disabled person on a cinema trip. Card applicants must be in receipt of disability living allowance or attendance allowance or be a registered visually impaired person.
Further information, including details of participating cinemas, is available on: 0845 123 1292; minicom: 0845 123 1297; online:ceacard.co.uk.
There is currently a £5.50 processing fee for annual membership.
Don't miss out! There's online help from **yourlocalcinema.com** which provides information on subtitled cinema for people with hearing loss and audio described cinema for people with sight loss. You can also register for weekly notification of new releases in your area.



Volunteers help the work of Carers' Resource in many ways. And as the charity in common with other social care providers faces the reality of cuts, their contribution becomes ever more vital. Interviews on this page with three of our valued volunteers illustrate the untapped benefits volunteers can bring to the wellbeing of both carers and themselves.

MAKING SOMEONE'S DAY - IT DOESN'T TAKE MUCH

"I wanted to do something useful, rather than sit around having coffee," is how Carol Slack explains her entry into the fulfilling world of volunteering.

Carol, 56, who lives in Pannal near Harrogate and is married with grown up children, considered various options before taking advice from friends who she says had been impressed with the work of Carers' Resource.

Warmly welcomed by volunteer co-ordinator Jean Eames and noting the professionalism of the permanent staff, Carol spends two hours a week on office and telephone tasks and is looking

forward to fundraising at a forthcoming Edwardian Fete at Broughton Park (see below).

"There must be many like me who have a little time to spare after they have stopped working or their families have grown up. It takes very little to make someone's day a bit better. I have family around me in Harrogate but others are not so lucky, obviously including carers.

"Everyone at Carers' Resource is easy to get on with. You make new friends and I enjoy the work. As I say, it doesn't take much to bring a little support into someone's day."

'Making myself useful and having fun'

Living in Baildon far from her native New Zealand, Ivy van den Broek is the first to admit that as a "lady of leisure" she could find the grey English winter depressing.

Instead she is one of the stalwart volunteers at the Carers' Resource office in Shipley. She says: "I do what jobs they give me, sticking on labels, helping a carer fill in an application form, just making myself useful and having fun."

A Kiwi married to a Dutchman who is a senior software engineer, Ivy worked in human resources back in Auckland, specialising in recruitment.

She volunteered for the Citizen's Advice Bureau soon after arriving in the UK in 2008 and moved to Carers' Resource last year to work for three hours twice a week.

"I enjoy it very much," says Ivy from Auckland.

Jack of all trades and master volunteer

When the Carers' Resource staff at Skipton staff need a volunteer, as often as not the word goes out, "Ask Jack."

"I like to think I can turn my hand to most things - helping at the lunch club or meetings, fundraising, supporting carers and other vulnerable people," he says. "I have befriended one chap who had difficulty talking after a stroke and another who is a little fragile when it comes to going out."

Volunteers don't come much more willing and able than Jack Flanagan, a former businessman who lives in Keighley. Cheerful Jack is 85.

It was after his wife died a couple of years ago that Jack found time on his hands. He had been determined that she should stay at home despite her Alzheimer's and he cared for her devotedly.

"After my wife died, I found volunteering gave me something to get out of bed for in the morning.

"Yes, I have befriended people but they befriend me," he insists. "You meet some lovely people and make a bit of fuss of them and see a smile on their face and it's rewarding. I hope that doesn't sound too twee."

APPEALING FOR VOLUNTEERS FOR A VERY SPECIAL EVENT

On **Saturday June 4** Roger Tempest, who owns Broughton Hall, is opening the beautiful grounds to the public and allowing us to organise an Edwardian-themed fete in aid of Carers' Resource. There will be stalls and attractions for every member of the family.

We are looking for **Volunteers** for everything from staffing stalls to car parking. And we shall want people to serve refreshments on the day. In the meantime we need a sewing group to make Edwardian gifts to sell. We also need donations of plants, cakes, home-made produce such as jams and chutneys to sell - and empty jars for the jam makers. Tombola and raffle prizes will also be essential.

If you can help in any way, please contact Anne Wells, Events Coordinator on 01423 500555.

CARING SECTOR'S 'OSCAR' FOR OUR DIRECTOR

Anne Smyth, founder and Director of the Carers' Resource, has recently been honoured for her "outstanding contribution to social care".



Judges in the Great Yorkshire and Humber Care Awards, held in York's National Railway Museum, praised her "passion and commitment to the carer cause" and her success in helping to raise carer recognition at national level.

They said: "She has worked with partners in the public sector and large national charities to deliver innovative services while not forgetting that carers' needs are unique to them. What they value most is their relationship with their care worker and support in

navigating their way through services."

Mrs Smyth, married with three children, said: "Thanks to the skills, hard work and innovation of our staff, the charity has travelled a long way since its launch but the main aim has never changed. It is to put carers first".

Since 1995, Carers' Resource has helped more than 12,000 carers of all ages, expanding its range of specialist services to meet carers' individual needs.

Counting carers

The 2001 National Census revealed that both the number of carers and 'carer hours' greatly exceeded Government estimates.

Following vigorous campaigning by carers' organisations and individuals, a carer section will be included in the 2011 census. Do be sure you flag up your caring role realistically on March 27!

EASTER CHICKS



Stuffed with Cadburys crème eggs, they're popular, they sell well and they're pure profit. We need knitters to make them and more places to sell them! Anne Wells (01423 500555) seeks your help!

Do you know a business or organisation which might support us?

Readers will notice the backing we sometimes receive from business. It could hardly be more welcome or more vital. For businesses we are an excellent means by which they can fulfil their corporate and social responsibility policies. Many thanks to those who already do (see below). Obviously we would like to increase it. If any of our readers know of a business which might support us, will they please let Anne Wells, our fundraiser, know.

Royal Oak quiz night at Dacre Banks £110. Oxnop singers' concert £433. Broughton Hall Firework Display collection £771. Pannal Methodist Church Christingle Service £205. Gargrave village dance £500.

Anna Cunningham of Ultimate Voice organised an opera night with internationally acclaimed singers (£1,300). Bettys Café Tea Rooms in Harrogate have chosen the young carers project as their charity of the year. Yorkshire Building Society Charitable Foundation £100. Safilo UK £100 in lieu of sending Christmas cards. Bradford & Bingley £250.



HML Skipton let us use their wonderful new offices for our sponsored firewalk (£4,300). Thank you to the brave "soles" who took part in the sponsored Firewalk and everyone who helped on the night or sponsored them

Rendezvous Hotel, Skipton and Fresh Radio sponsored our Cashback Challenge: Frumenti & Fluffin and Pearson's in Ingleton, the New Inn at

Clapham, Jenco Consulting took part in the challenge and Bollywood Cottage at Gargrave won an advertising package worth £1,000 from Fresh Radio.