



# choices

The newsletter of the Carers' Resource

Issue 76: September 2011

## **Measuring social value of carer services CARER CENTRES PROVE THEIR WORTH IN MONEY ALONE**

The work of 144 carer centres across the UK is worth £814 million to their communities, according to new figures from international accountants Baker Tilley.

In a strikingly revealing report to the Princess Royal Trust for Carers, the accountants say the £814 million total of "social value" results from an annual investment by the centres of £57 million.

The report includes expert input by Carers' Resource Head of Development, Anna Jackson. It looks at support offered by five carers' centres - in Harrogate, Hertfordshire, Lewisham, Suffolk and Westminster. It measures social value from such benefits as carers maintaining better health, enabling the cared-for to live at

home and helping young carers to education, training or jobs.

Carers' Resource is reckoned to produce a social value in excess of £15million across Harrogate and Craven, Airedale and Bradford.

David Harbourne, Chairman of Carers' Resource said: "The report shows our services result in a real return to society, reducing stress, depression and poor health among carers and helping them to continue to care confidently and safely. Such services are vital to society's ability to look after its increasingly elderly and disabled population."

**Footnote:** Social Return On Investment is a methodology used to evaluate the social and economic benefits from many voluntary and public sector services.

## **We must seize the chance to build decent social care**

A government-appointed commission's call for additional funding for carers has been followed by a demand from the social care sector for prompt action by Ministers.

Warnings to Westminster not to kick the far-reaching proposals "into touch" at a time when social care funding is lagging far behind the needs of the UK's six million carers have been backed by Carers' Resource on behalf of Yorkshire carers.

Director Anne Smyth said: "The report emphasises the importance of much we of what are working for locally - better advice and information, help for carers to take breaks and to juggle caring and work and to have a life of their own. If people are pushed to breaking point, they are no longer able to care."

*Continued on page 4*

## **The logos below tell the story of quality awards to Carers' Resource in the past few months**



The **Information Standard** scheme was developed by the Department of Health to help everyone identify trustworthy health and social care information easily



The **Investors in People Standard** is the national Standard which sets a level of good practice for training and development of people to achieve business goals



The **matrix Standard** is the government quality standard for any organisation that supports individuals to make informed choices about their future



**Investing in Volunteers** is the UK quality award for organisations which show a good level of commitment to the involvement and benefits of volunteers



The **Disability Symbol** displayed on job adverts and application forms says the organisation is positive about employing disabled people

# .. IN BRIEF .. IN BRIEF ..

*New factsheet from Carers' Resource:*

## ***Paying for permanent residential care***

outlines some of the basic considerations relating to paying for a care home, signposting the reader to more comprehensive sources of advice and information.

Contact your local office for information on all aspects of choosing and paying for care.

## **Willow Foundation**

provides 'special days' for seriously ill younger people aged 16 - 40. Special days offer time out from the stresses of living with a life-threatening condition, a chance to feel normal and to create happy memories. Leaflets available from Carers' Resource offices or contact the Willow Foundation on 01707 259777; online: willowfoundation.org.uk.

## ***Open mind***

*the mental health magazine*

has been re-launched by Mind. Further details and a sample copy are available online at mind.org.uk or call 0844 448 4449.

## **TV Switchover Help Scheme**

Help is available if:

- \* you are aged 75 or over
  - \* you get, or could get Disability Living Allowance, Attendance Allowance, Constant Attendance Allowance or mobility supplement
  - \* you are registered blind or partially sighted
- Not sure? Call free: 0800 408 5900

**Compassion in Dying** recently launched its **End-of-Life Rights Information Line** on **0800 999 2434** (a free phone service).

The service aims to support people who are dying, their loved ones, carers and healthcare professionals, providing information on end-of-life rights and preparations for a 'good death' – by making an Advance Decision or Lasting Power of Attorney, for example. *See article page 5.*

You can find the Personality Disorder Support Network on Facebook: [www.facebook.com/PersonalityDisorderSupportNetwork](http://www.facebook.com/PersonalityDisorderSupportNetwork)

## ***Get the most from television, film and theatre if you have hearing loss***

Free from Action on Hearing Loss – to order a copy: Call Freephone: 0808 808 0123; 0808 808 9000 (Textphone) Online: [hearingloss.org.uk](http://hearingloss.org.uk)

**Whizz-Kidz**, the national youth mobility charity, has launched a new campaign calling on government to **Fast Forward** wheelchair provision for an estimated 70,000 disabled children and young people. Their petition is online at [whizz-kidz.org.uk](http://whizz-kidz.org.uk)

## ***Caring for someone with a brain injury?***

recently published by **Headway** which supports people affected by brain injury. Order online at [headway.org.uk](http://headway.org.uk) or call 0115 924 0800.

## **Pashmina Clothes Protectors**

an elegant and dignified solution for keeping clothes dry and clean. Available from Bibetta (£27.99) who also offer tabard and conventional style bibs for adults. Call 01223 840 236 or visit [bibetta.com](http://bibetta.com). Carers' Resource has a leaflet on clothing for people with special needs – call your local office (details on page 3).

## **Wheelchair accessible caravans in the UK**

a list of fully accessible holiday accommodation from *Disabled Holiday Information*. Available online or by email only: web: [disabledholidayinfo.org.uk](http://disabledholidayinfo.org.uk) Or ask your local Carers' Resource to post a copy to you.

## **Kidz up North Exhibition 24 November 2011**

### **Reebok Stadium, Bolton**

Information on funding, mobility, equipment, access, education, toys, transport and leisure for children with special needs. Free entry, accessible parking. Tel: 0161 214 5959; web: [kidzexhibitions.co.uk](http://kidzexhibitions.co.uk)

## **TO OBTAIN INFORMATION FROM YOUR LOCAL CARERS' RESOURCE OFFICE:**

phone:  
Harrogate: 01423 500555  
Ripon 01765 690222  
Bradford 01274 449660  
Craven / Airedale 01756 700888  
or use  
[info@carersresource.org](mailto:info@carersresource.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.

**Choices** is published by Carers' Resource production team:  
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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 November 15, 2011**

## carers' resource



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for Carers

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## Where has the money gone and what's happened to those updated plans and budgets?

**Breaks for carers are not a luxury but are vital for their health, wellbeing and ability to carry on caring, The Princess Royal Trust for and Crossroads Care say in a new report.**

Yet despite evidence that carers' health suffers if they do not get a break, only one in ten primary care trusts has published up to date plans to support carers since the Government allocated £400m for breaks over the next four years.

This follows the revelation that of the £150m allocated for the last two years, only 25 per cent went

to carers. The rest was spent on other areas of the NHS.

In their report entitled, "**Any breakthrough for carers?**", the PRTC and Crossroads call on PCTs and Ministers to ensure the £400 million reaches carers. And they want updated plans and budgets to be published by October.

Although 82 per cent of PCTs claimed they had worked with carers' organisations to formulate plans, 40 per cent were judged by local carers' organisations not to have engaged with them at all.

## 'If I'm out and have an accident, who will know to check on him?'

**The greatest benefit of emergency schemes for carers is peace of mind, says a Nottingham University survey of 49 schemes including that run by Carers' Resource from its Shipley office.**

Emergencies cited by the schemes included sudden illness or hospitalisation, death of a family member, delay in traffic, a crisis at work or an accident. Three schemes said they would help if the carer was unable to cope or fulfil the caring role.

Another benefit of emergency schemes was encouraging carers to talk to family and friends about how they could manage if an emergency did arise. One told researchers: "I worry that I have an accident when I'm out, would someone would know to check on him?"

**Footnote:** All staff at the Carers' Resource will be happy to advise on contingency planning and our team in Bradford offer a full Emergency Planning service.

## Blue Badge blunders

**If you have a Blue Badge, make sure you use it correctly – don't end up with a fine you don't deserve!**

Make sure you display the badge correctly: it should be face upwards, showing the wheelchair symbol, the date of expiry, serial number and issuing authority. Your photograph will not be visible as it faces down onto the dashboard. A handy tip is to place blu-tac on the side facing the dashboard – this also keeps the badge in place on windy days!

Always check the signs in car parks. You may need a pay and display ticket because parking is not always free for Blue Badge holders.

# Introducing Carer Ambassadors - anyone like the sound of that?

Carers and volunteers often tell us they would like to help spread the word about Carers' Resource in their community.

Anna Jackson, Head of Development, is keen to enable them to do that as "ambassadors" who can explain and promote the work of the organisation by spoken or written word.

Anna says: "It could be a letter to a newspaper or a piece for a magazine, going on local radio or

talking to a Rotary meeting, WI or church group - perhaps alongside a member of staff. Audiences are happy to hear from professionals but are far more impressed when they hear a carer talk from the heart about their day to day experiences.

"There is no more effective way of helping carers than through the voices of carers themselves. Please contact me if you would like to help us to spread the word."

**When people who are not used to speaking are heard by people who are not used to listening, real changes are made**

## On your marks for Olympic memories

It's now less than a year away to the opening ceremony, and all things Olympics will be part of Carers Week 18-24 June, 2012.

- Were you ever a contender or a spectator? Did you see Olga Korbut close up or thrill to the success of Mary Peters or Sebastian Coe?
- Whatever your role, we'd like to hear what the Olympics have meant to you and yours.



**Good sports ..... Sainsbury's Harrogate staff present play equipment to young carers as they mark the store's new link with the Carers' Resource charity**

Employees at Sainsbury's superstore on Wetherby Road, Harrogate, have chosen Carers' Resource as their charity of the year 2011/12. The partnership got off to a flying start when representatives of the store's Colleague Council presented a range of play and sports equipment to the Budz group of young carers (see picture above).

## We must seize the chance to build decent social care

*Continued from page 1*

Under the commission's plans to end "fear and uncertainty" surrounding care for needy and vulnerable people, no-one would pay more than £35,000 for residential care.

Universal benefits such as Attendance Allowance for older people would be retained and needs of younger disabled adults would be recognised.

Led by leading economist Andrew Dilnot, the Commission for the Funding of Care and Support urges reform of the present "confusing, unfair and unsustainable" system.

Charities want firm Government proposals by next Spring. They insist society would break down without unpaid care provided by families - recently valued at £119 billion a year.

They say carers sacrifice finances and health yet get little help from a "broken" social care system. Families should be able to live and work as well as care.

## Don't miss your flu jab

Anyone who receives Carer's Allowance or is the main carer for an elderly person or disabled person whose welfare may be at risk if they fall ill can ask their GP for a free flu jab.

Of course many carers already have a jab because they are in an "at risk" group due to age or medical condition.

Carers' Resource Information Officer Kathryn Teasdale said: "Many unpaid carers worry about how the person they look after would cope if they themselves fell ill. A seasonal flu injection helps to reduce that risk."



# Advance Decisions

## Medical treatment and care - planning for the future

It's natural to worry about what the future holds – what would happen if we were unable to make decisions because of an illness or accident?

**Living wills, advance statements and advance decisions** all describe documents which could be used in the future to convey your wishes relating to your care or treatment, should you lack the mental capacity to decide at the relevant time. Here we describe the functions and differences between each procedure.

The term 'living will' does not have a specific legal meaning and is frequently used to refer to both an advance decision or an advance statement.

### Advance statements

Cover your preferences relating to your care and treatment and general well-being. An advance statement could also cover other topics particularly important to you such as your religion, your diet or pet care. Contents of advance statements are **not legally binding**.

### Advance decisions

The Mental Health Act 2005 (in force from April 2007) gives people the right to refuse treatment through an advance decision. Advance decisions relate only to **refusing treatment**, even if this might result in death. Although advance decisions can relate to a physical or mental disorder, refusal of treatment for a

mental illness can be overruled by the Mental Health Act.

It is not possible to insist that a specific treatment is given – this relates only to refusal of a **specific treatment** such as a blood transfusion.

Your advance decision could include a refusal of **life-sustaining treatment**. You must specify which treatment(s) you wish to refuse even if your life is at risk.

An advance decision is **legally binding** and it is important to fully discuss its contents and implications with doctors and your family. You may wish to involve a solicitor when arranging an advance decision.

### Personal Welfare Lasting Power of Attorney (LPA)

This is a legal process through which you can appoint someone (known as an Attorney) to manage your future affairs relating to health and personal welfare. An LPA made after an advance decision, overrules the advance decision; an advance decision made after an LPA overrules the same provisions made through the LPA.

Further information is available in our new factsheet: *Medical Treatment and Care: planning for the future*. Available from your local Carers' Resource office.

## THANK YOU TO ...

**Lynn Hopwood and Bob Forbes** for entertaining us at their 200 Years of Frocks & Flowers raising £450 for Ripon carers

**Harrogate Racers** for supporting us again at the Knaresborough Bed Race and the **Langford family** for running the tombola and cake stall.

The family and friends of **Fred Willis** and **Bernard Riley** who made donations in their memory.

**Skipton Temperance Hall Fund** and the **Joseph and Mary Hiley Charitable Trust**

**Kirkby Foundation** for generous sponsorship of new publicity materials and the refurbishment of our Harrogate reception area.

**Rotary Club of Harrogate Brigantes Golf Day** raising £2,943 for young carers.

To all who have **Gift Aided donations** to us - we've just claimed more than £2,700 from the Chancellor for the last year.

... ..

**THANK YOU**, also, to the following organisations which raised money for us: Knox WI coffee morning £288; concerts by Airedale Male Voice Choir £400 and the Fisher Singers £355; J N Bentley (Skipton) £72 through a dress down day.

**AND** to **Skipton Financial Services** and **Sainsbury's** store Harrogate, who have both chosen us as their Charity of the Year.

## Daniel gets on his bike to sing for his supper in Iceland

**A Yorkshire chorister has begun a 1,000 mile charity cycle round Iceland during which he is singing for his supper.**

Daniel Hutton, 35, of Harrogate is raising money by performing solo concerts in Icelandic homes at the end of each day in return for a meal and a bed.

He chose Carers' Resource to benefit after his mother was left paralysed from the waist down after a back operation. She has since recovered well but may need

long-term daily care.

Daniel sings with several choirs including Good In Parts, a North Leeds Community Choir with whom he visited Iceland last year. He works at Marks and Spencer in Harrogate and is a member of the cycling group WheelEasy.

He said: "I was determined that all the money I raise will go to worthy causes." To sponsor Daniel please contact Anne Wells at our Harrogate office.

A SOCIAL WORK STUDENT'S HEARTFELT PERSPECTIVE

## 'I did not expect working for carers to have such an impact on my life'

The following are extracts from a "day in the life" diary of **Bethan Broadley, a social work student at Lancaster University, who has just finished her work placement with Carers' Resource.**

*"As I filled in the form for a carer in desperate need of a Carers' Assessment, it dawned on me how difficult it is to juggle caring for another person while attending to your own needs which, for carers, are often very neglected .....*

*"From facilitating lunches and talking to attendees, it seems this space really lends itself to informal peer support and emotional support for carers who may have no-one else to talk to or nowhere else to turn .....*

*"I have never had experience of caring for others or, I thought, of carers. However looking back with my new 'carer' eyes, my life has been surrounded by carers who, at the time, I just hadn't realised were carers .....*

*"I didn't expect this area of work to have such an impact on my personal life or to change my perspective on what social care means to me .....*

*"It has been a pleasant surprise to find myself taking on the role of advocate for the rights of carers as a sincere passion, as well as developing a heartfelt respect for what organisations such as Carers' Resource strive to achieve."*

**Editor: - Bethan has since signed up as a volunteer. She says: "I now feel so strongly about the needs and rights of carers".**

### Are you a family member or friend of someone with Multiple Sclerosis?

A health charity website, [www.healthtalkonline.org](http://www.healthtalkonline.org), supported by the Department of Health and based at the University of Oxford, wishes to interview carers about how caring affects their lives.

**contact: Dr Nic Hughes**

Health Experiences Research Group, Primary Health Care Dept,  
University of Oxford, 23-38 Hythe Bridge St, Oxford OX1 2ET  
**Telephone:** 01865 289328; **E-mail:** [nic.hughes@phc.ox.ac.uk](mailto:nic.hughes@phc.ox.ac.uk)

## Your rights to choice in the NHS

Everyone cared for by the NHS in England is entitled to make choices about the services they receive. This includes the right to choose a GP surgery, to say which GP you'd like to see and to choose a hospital and consultant. You should also be able to access appropriate information to make an informed choice about your treatment.

You do not have to make a choice – you may be happy to see the first available doctor at your surgery or be referred to a local consultant suggested by your GP, for example.

It may not always be possible to meet your wishes. A GP surgery may not accept you if you live outside its boundary or its list is full, your preferred GP may not be available or in an emergency you may be admitted to the nearest available hospital.

## Trip to the loo made easier

Using the loo is not so easy if you're out and about and have a disability .....

**RADAR National Key Scheme** offers access to adapted toilets in shopping centres, pubs, cafes, department stores, bus and train stations and many other locations throughout the country.

Carers' Resource offices can provide information on obtaining a key and local facilities or contact RADAR by phone 020 7250 3222 or on online at [radar-shop.org.uk](http://radar-shop.org.uk)

**Changing Places** provides accessible toilets and changing benches for older children and adults.

It campaigns for better facilities nationally. Details from 020 7696 6019 or online: [changing-places.org](http://changing-places.org)

### Continuing the toilet theme!

Automatic 'bidet toilets' which 'wash and dry' and flush after use can be found in special facilities provided by hospitals, care homes and hotels. With no need for help with basic toileting needs, independence can be restored to disabled people. 'Bidet toilets' can also be installed at home. Details from Carers' Resource or from disability products suppliers.

## Quality Accounts

A Quality Account is an annual report to the public about the quality services from an NHS healthcare provider – a hospital, for example. The aim is to provide a continuous, in depth programme of assessment and improvement, considering three aspects of quality – patient experience, safety and clinical effectiveness. You can find the latest reports on your local services (online only) from NHS Choices at [www.nhs.uk](http://www.nhs.uk).



## How Telecare can work for you

Telecare systems offer equipment and services to support vulnerable people of any age to live safely and independently in their own home. For carers there is the reassurance that help is available around the clock and freedom from worry and the need for constant checks.

Telecare uses a range of sensors, matched to a person's needs link to a call centre whose specialist operators are available 24/7 to summon appropriate help when an alarm is activated.

**Personal alarms**, usually known as community alarm services, are familiar to most people. Pressing a button, often worn as a pendant, alerts a call centre, friend or relative.

Often the system has an intercom which enables the user to talk directly to the help centre. Systems have become increasingly sophisticated, providing help in a wide range of situations.

Telecare can help:

- \* in difficult situations such as **answering the door**, especially to avoid a bogus caller
- \* **with forgetfulness** - reminders to take medication and automatic pill dispensers, alerts if taps are left running or pans left on the hob
- \* **monitoring activity** - is someone in their home? Which room are they in? Have they got out of bed?
- \* **manage medical conditions** such as a tendency to fall, epilepsy, incontinence, sight or hearing loss
- \* **provide health information** by monitoring blood pressure, blood sugar levels, and heart rhythms
- \* by **signalling danger**: fire, smoke, flooding, carbon monoxide, extreme temperature changes

Anyone interested in Telecare would need a thorough assessment to identify appropriate services. There may be a charge involved – depending on individual circumstances. Find out more from Carers' Resource or contact your local social care services.

## EXTRA WAYS YOU CAN HELP US FUND OUR SERVICES FOR CARERS

If you're making jams, chutneys or preserves, please put aside a couple of jars for us for our fund-raising events. Home made produce is always so popular.

If you see a real bargain when you're Christmas shopping, buy a second one and donate it to us.

Nominate us as Charity of the Year for a firm you know.

Donate DVDs or books (popular fiction, biographies in good resaleable condition) via our offices or staff. Sainsbury's staff in Harrogate are running a second hand book stall for shoppers at the store's entrance and we'll need to keep this stocked up all year.

### *Bridging gap between caring and working*

**Aged between 40 and 54, they are known as "the sandwich generation", combining care for an older relative with looking after their own children.**

Many of their age group are among the three million who juggle work with unpaid caring responsibilities. In fact the peak age for caring coincides with when their skills and experience are highly valuable in the workplace.

Key findings from a survey by "Employers for Carers" show that nearly half of respondents found their work negatively affected by caring and reported feeling tired, stressed and anxious. One in three worried that caring might affect their capacity to work in future.

Anne Smyth, Director of Carers' Resource, said: "We know there is much that employers need to do to support carers, and we welcome opportunities to work with them to achieve this."



### *And everyone's feeling the glow*

Members of Harrogate Ladies Circle were lighting up the lives of young carers when they raised £1,866 by selling glowsticks at the giant bonfire on Harrogate's Stray last November. During Carers' Week, they donated the money to Carers' Resource specifically to help young carers.

Helen Prince, head of CR young carers and families team, said: "We are very grateful to the Ladies Circle. For children in particular, caring can be very demanding and stressful.



Scenes from the Edwardian Garden Fete - above and right

## That lovely summer day will be back next year

A reader's letter to the local papers spoke for all who attended our Edwardian Garden Fete at Broughton Hall in June.

"What a delight the whole event turned out to be - period costumes, gardens, stalls, games, band and singers," the letter read. "Anyone seeking a lovely summer afternoon out could not have bettered this. Let's hope it will be held again next year."

Well the writer will be hugely pleased to hear Mr Roger Tempest, owner of Broughton Hall where Carers' Resource has its Craven/Airedale offices has given permission for the event to be repeated on **Saturday August 4, 2012**. Surely an occasion to go into everyone's diary without delay.

**Winners 2011:** *Luxury hotel stay - E Loftthouse; Treasure map - C Pollard*



## Please buy our cards - all profits go to Carers' Resource

Six different packs each containing ten Christmas cards in support of Carers' Resource are available from all our offices and members of staff, also from Brindley's in Harrogate, Ripon Library and Craven Court, Skipton.

All packs cost a modest £3 and the cards say "Season's Greetings" or "Best wishes for Christmas and the New Year". Nothing is spent on administration. Every penny will be spent supporting carers.



The Leading Tree (with gold foil)



Village Scene (with gold foil)



Twelve Days of Christmas



Angel Mosaic



Partridge in a Pear Tree



Flight into Egypt