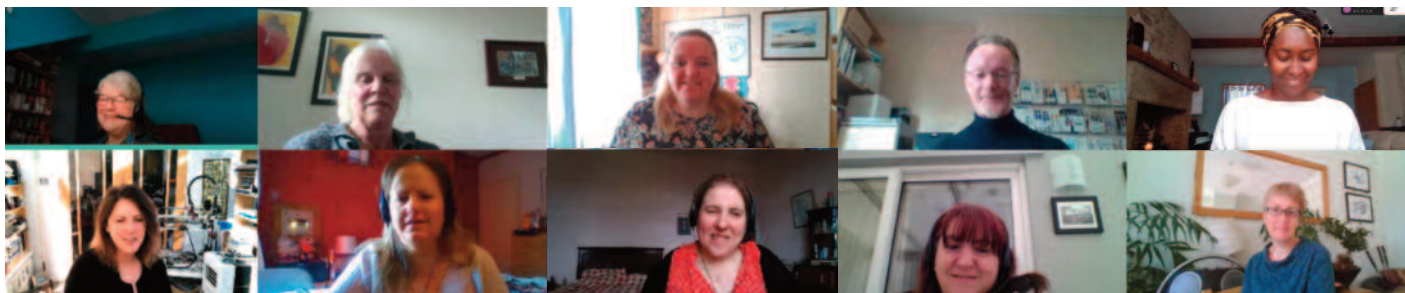


Unpaid carers supported during coronavirus crisis



Keep calling us – that's our message to unpaid carers during the coronavirus crisis.

Staff are working from home giving carers information, advice and a listening ear. Chief executive Chris Whiley says: "Although our offices are closed to the public, staff are working from home to deal with phone calls and electronic queries, and we are linked in with the official district coronavirus response led by councils."

Earlier in the crisis, carers were polled by Carers UK for a report called Caring Behind Closed Doors. The national charity found carers particularly need help at the moment in areas including: having someone to talk to, more advice and information around benefits entitlements, paid leave or flexibility from their employer to support the person they care for, and identification to prove they are a carer.

Chris adds: "We aim to continue providing a service no matter what the situation, and we can support carers with everything mentioned in the list above. We offer support with form filling, we give a listening ear to carers even if it's just to let off steam, and we have a useful form that can help unpaid carers to plan for the possibility of someone in the household contracting the virus."

"We have advice for working carers, and we're signposting people to where they can get help with shopping and other normal practical things that are now proving to be more difficult."

"Carers registered with us are also able to ask for a letter to show they are a carer when wanting to access shopping times for vulnerable people or if challenged for whatever reason. Carers who are not

already known to us can call their nearest office or self-refer using the form on our website.

"Any messages left will be responded to as soon as possible, and we want people to contact us no matter how many hours they care or whether the person they care for lives with them or not. We are very mindful of the fact some carers have loved ones in care homes or isolated in their own homes, and that is a real worry for them."

Staff are keeping in touch internally via phone and video conference, as pictured above. Some of them will still be able to visit carers and clients in their own homes, but this will be in exceptional circumstances and at the request of householders.

Chris adds: "As this crisis continues so will the pressure on carers and families and we want to urge unpaid carers to contact us for information, advice or general support at any time. We are also taking other issues forward, such as increased financial support, more support from local authorities and services, and more support from GPs and community pharmacies. These are out of our control but within our influence, so we are raising them with colleagues."

Contact us via our website at www.carersresource.org/contact/ or call 01274 449660, 01423 500555, or 01756 700888. We also have Facebook and Twitter social media accounts that are regularly updated.

We are still working closely with food banks and councils are also supporting residents with food bank and shopping support. For help with this call Bradford Council on 01274 449660 or North Yorkshire County Council on 01609 780780.

**Hospital support services
continue, Page 3**

**Young carers given
challenges, Pages 4-5**

**Why Carers Week must go
ahead, Page 8**

Care@ staff still working

Our not-for-profit paid-for regulated care service Care@ Carers' Resource is still supporting people in their own homes with personal care, shopping and medication.

Head of care Sam Dawson says: "It has been and continues to be a challenge, and we have all hands to the deck. We have all been out supporting clients and giving them reassurance while following Government and NHS guidance.

"We have continued to deliver all critical calls, personal care, medication, and hygiene cleans and have delivered shopping for our self-isolating customers and carers. We are also giving telephone support calls to talk through tasks with customers who are a little more independent but need that support. For example, I did a WhatsApp video call to help someone cook.

"We are taking extra precautions and urge families to follow the guidance and not visit where possible. We recognise how tough this is, so we video call families while our staff are there so they can not only talk to loved ones but also see them.

"Where we have a customer with additional needs

who lives in supported living, we are offering to take them out for a walk from their home in their local area to get them out in the fresh air, and hopefully reduce triggers to challenging behaviour from being cooped up. Staff are understandably anxious but we are trying to keep the team morale up.

"These are frontline workers, the backbone of this country, and I am extremely proud to have such a dedicated and caring team."

Bag of presents plea

Head of care Sam Dawson is putting together gift bags for the Care@ team to show her, and our, appreciation. Gifts have been gratefully received from Tesco, Suzanne Clarke of Inter-vention UK Harrogate, Trinity Centre Leeds, Tropic skincare ambassador Rachel Warren, Morrisons Guiseley, Mooks Charms, Helen Prince and Alison Straw. To donate, contact cmacina@carersresource.org



Left to right: Head of care Sam Dawson models some of the PPE donations; visor donations from Harrogate Grammar School; and engineer John Crossland with one of his homemade visors



PPE donations a lifeline for workers

Businesses, a school and contacts of Carers' Resource staff have donated personal protective equipment (PPE) to our paid-for care service Care@ in case we need to support clients who have coronavirus or its symptoms.

Harrogate Grammar School made 25 visors and the Rotary Club of Shipley donated £250 to buy PPE, which has soared in price. Engineer John Crossland, of Black Art

Composites, Giggleswick, donated five homemade visors. He says: "The initial development was undertaken by a few like-minded composite nerds from around the UK who enjoy working together – hence my involvement." The "nerds" have now made 5,000 visors between them.

Elsewhere, Carly Brunskill, a supported discharge co-ordinator for Home from Hospital Bradford,

collected 150 masks and 50 protective suits from Global Precision Group, Haworth, after managing director Andrew Sale put an offer of PPE online.

Head of care Sam Dawson says: "PPE equipment has been in short supply, so these donations are key to keeping staff and vulnerable clients safe. I cannot thank the donors enough."

Hospital support services continue

Our services that support vulnerable patients aged over 55 when they leave hospital are still running.

The free Home from Hospital services in the Bradford district and North Yorkshire ease a patient's return home, help them to rebuild confidence and independence, and aim to prevent hospital readmission.

Home from Hospital is still taking referrals from professionals in hospitals, community hospitals, and social care during the coronavirus pandemic. Residents in North Yorkshire can also refer themselves.

The teams contact clients by phone and try to ensure the people they work with are safe and have their immediate needs, such as shopping, met. They refer clients to statutory and local voluntary sector services if required.

To contact Home from Hospital

services in North Yorkshire call 0300 365 4600 or fill out a referral form at <https://bit.ly/34NuBYI>. To contact Home from Hospital in the Bradford district call 01274 531377.

In the Bradford district, we also have a hospital-based service called Carer Navigators. This team supports family and friends of adult inpatients with concerns or questions about future care, and other issues.

To contact the Carer Navigators at Bradford Royal Infirmary, call 07394569712 or 07394569713. The Airedale General Hospital team is on 07394569714 or 07394569715.

Carers' Resource chief executive Chris Whiley says: "We obviously can't go into hospitals at the moment, but we've adapted and can still be there for people."



Carer navigator Amy Brotherton last year with Martin Welton, a former ward manager at Airedale General Hospital

Linda's sweet gift to clients



Senior care support worker Linda Barker, who works in Skipton, made small gift boxes for her customers on her day off that were branded in Carers' Resource colours and filled with sweets.

Linda first joined Care@ when her previous employer was closing and her clients needed alternative care to be arranged. Head of care Sam Dawson says: "Linda contacted us and we employed three of the team and took on the customers."

"Again we are facing tough times and Linda's commitment, care and compassion to the role is once again commendable. I hasten to add that her husband's sweet supply has been depleted."

Wendy lends a hand at council hub

One of our supported discharge colleagues has been working for a hub set up Bradford Council during the coronavirus crisis.

Councils across the country have set up the hubs, from which emergency services, council

services, charities and volunteers work together to help the people of that area. Most of the hubs support a constituency area, with even more localised support in each ward.

Wendy Lewis, left, of the Home from Hospital team in Bradford, says: "I had worked with Carers' Resource for a short time and was just getting used to my job in Bradford Royal Infirmary when the organisation encouraged me to help at the Keighley area hub."

"I was at the hub from nearly day one, which was a week after lockdown, in the role of volunteer co-ordinator for the Keighley East ward. With the help of several volunteers, we check on people who are elderly, vulnerable or unclear what to do next."

People in need call 01274 431000,

then these requests are referred to the hubs. Issues could range from shopping, to welfare checks and dog walking. "The list is endless," Wendy says.

"We check on people every few days, as a lot of them are feeling lonely, and missing friends and family. People's mental health is being challenged. We signpost people in the right direction for advice – if we don't know the answer, we find someone who does."

"The main thing is we work together to give help and support where it is needed so we can come out of this together."

To get support from a hub that a friend, relative or neighbour cannot provide, call Bradford Council on 01274 449660 or North Yorkshire County Council on 01609 780780.



Carers' Resource is an independent and nationally recognised Yorkshire charity which gives tailored information and support to carers, those in need of care and support, and the professionals who work with them. Our services support people to remain independent, and have choice and control to improve their lives or situations.

Carers' Resource is a company limited by guarantee.

Reg charity number 1049278.

EDITORIAL CONTRIBUTIONS

Contributions (300 words max) are welcomed but may be edited.

The views expressed do not necessarily reflect policy of Carers' Resource. Reference to any service does not imply recommendation.

The submissions deadline for the next issue is 20 July 2020.

Send copy to the editor Caroline Firth by emailing choices@carersresource.org, or post submissions to the Bradford office (address below).

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Young carers gi by our teams

Carers' Resource young carer services are continuing during lockdown, with teams keeping in regular contact with young people and setting activities and challenges.

Chief executive Chris Whiley says: "Young carers can have lots of different responsibilities such as chores, looking after younger siblings, providing personal care and giving emotional support. Our support for these young people has moved to online and telephone.

"We are calling all the families of young carers who we usually see one-to-one and those who come to our youth clubs. We are using Facebook and our website to make sure carers have links, especially to mental health support."

The fun challenges young carers have taken on have included decorating an egg or potato, a virtual fancy dress contest, a photo montage of young carers with "thank you" signs for NHS and other key workers, and the creation of a time capsule.

Young carer Elliot used a pumpkin-carving kit to decorate a sweet potato, which he named Kevin. Benjamin, 11, of Harrogate, and Laila Jade, from Denholme, sent in photos of them completing their time capsules, and siblings Lexi and Toby, near Ripon, created a joint egg artwork to thank the NHS.

Meanwhile, Carrie Broadbent in the Bradford team delivered Easter eggs to young carers during her daily cycle ride. She packed her panniers with chocolate eggs that had been meant for our knitted Easter chicks campaign, which had to be abandoned.

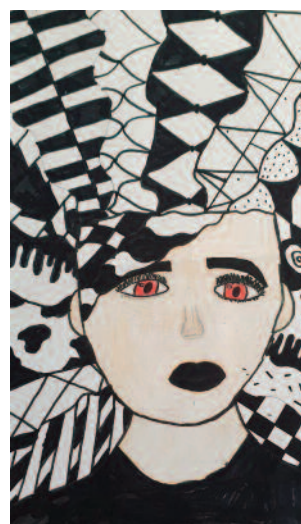
Carrie says: "It was not without drama, as after only my first drop in Windhill I was tootling along the canal to Riddlesden to my next young carer's address when my bike chain snapped. I was facing the fact that I may need to eat 15 or so eggs for survival when a knight in shining armour came to my rescue and I was on my way again."

Recipients Scarlett, eight, of Parkwood, and Khia, of the Lawkholme Lane area, were keen to pose with their gifts and to tell Carrie about how they were coping during the coronavirus crisis. Khia, 10, was proud to show Carrie her Play-Doh food and her time capsule booklet.

Some young carer groups are meeting virtually during the coronavirus crisis. To find out more see our dedicated website for young carers at <https://youngcarersresource.org/> We also have Facebook pages @BradfordYoungCarers and Harrogate Young Carers, and bradfordyoungcarers and our Harrogate account young_carers on Instagram.



Scarlett and her egg



Laila Jade's artwork



Khia's Play-Doh food

even challenges



Benjamin and his time capsule activities



Kara and Khia's time capsule



Toby and Lexi's egg challenge



Elliot with his decorated sweet potato

It's your Choices

By Carers' Resource chief executive Chris Whitley.

I don't think any of us could have imagined a situation such as that we have all been living in since the end of March. When considered objectively, it really sounds like the scenario for a sci-fi thriller. However the reality for all of us is something very different from fiction, and in particular we recognise the many additional pressures on carers that make every day an even greater challenge.

The lack of recognition of carers from the major supermarkets has been a real source of concern and this has been picked up at a national level, as it has been happening across the country not just locally.

People have always told us how important to them the many groups we facilitate are, and clearly they cannot meet at the moment. However, we are working hard to get virtual groups up and running for those of you that have the technology to use video conferencing.

Everyone at Carers' Resource has had to take enormous strides in the last month or so to learn how to better use the technology, and so if you have a webcam and speakers but don't know how to use them we may be able to help.

For those without the technology, please don't hesitate to contact us with any concerns or issues. Our phone lines are open during normal office hours and we will get back to you if you leave a message outside these hours. If we can't help, we often know someone who can.

In this climate we are all worried or anxious about someone or something, and sometimes it is good just to talk to someone. That is what we are here for.

Chris

Professionals offered free Young Carer Aware course

Professionals who work with children and young people in the Bradford district can access our free Young Carer Aware e-learning module. The course helps people to spot the tell-tale signs of a young carer and explains how to support young carers in their workplace.

The course takes about half an hour to complete and is made up of four bite-sized sections: Young but not care free, legislation and children's rights, meeting the needs of young carers, and test your knowledge.

Anyone with a bradford.gov.uk email address can self-register by visiting <https://carersresource.elumo.net/v/011607/index.php>

Other professionals should contact Carers' Resource, providing their name, place of work and job title, by going to <https://youngcarersresource.org/contact-us/>

Katie Rowley, a cover supervisor at Beckfoot Allerton Primary School, has completed the course. She says: "Prior to the course my knowledge of

young carers was little. I thoroughly enjoyed it, as it reflected on aspects of a child's life you may not be aware of. Many children may be providing care but haven't mentioned it at school."

Links to help parents

- Government mental health guidance for parents/carers supporting young people: <https://bit.ly/3c3PMsd>
- Free book illustrated by The Gruffalo's Alex Sheffler to explain coronavirus to young children: <https://go.aws/3fklIQs>
- Free book by charity Unicef to explain coronavirus to older children: <https://www.unicef.org/coronavirus/my-hero-you>
- Carers' Resource Facebook post with a long list of educational resources for young people: <https://bit.ly/2VYVlgD>



Team GB star and street hold marathon



Residents on St Johns Rd, Ilkley, ran the length of the London Marathon to raise more than £10,000 for us, with the first lap completed by Team GB triathlete Brit Tate.

Thirty households took part on what would have been the day of the London Marathon. Their idea came after the launch of the national 2.6 Challenge, which aims to raise the profile of charities that are still running services during lockdown but have a limited opportunity to fundraise.

Each household completed four laps in isolation from the rest of the street, who cheered along from their windows and gardens. Houses were trimmed up with decorations and banners and some families did their laps in fancy dress.

Residents in fancy dress included Duncan Cooper, who was interviewed live on Sky News as a clown. Rick Eccles, was dressed as Freddie Mercury, while unpaid carer Kate Rogers pulled on a spaghetti western costume.

Kate, 52, says: "Me and my family, including the kids, help support my father, who is blind and in self-isolation. Being part of the event was so important – Carers' Resource is a fantastic charity supporting all carers both young and old, who are very often unpaid and isolated. I feel proud to give back to such a charity that provides so much help for others."

The event in numbers:

- 26.2 miles target = 88 laps of the street.
- 110 miles completed in total, smashing the target.
- 30 households.
- 100 people.
- A few dogs.
- One Bob the cat, who always lies in the middle of the pavement and had to be hurdled by the runners.



Carers' Resource community fundraiser Claire Macina lives on St Johns Road and suggested to a few neighbours they might want to take part in the 2.6 Challenge. Someone else came up with the marathon idea. Claire says: "The way people threw themselves into it was phenomenal. I am so grateful to live in such a fantastic community."

Triathlete Brit says: "It was amazing. It was such an honour to be asked to support such a great event for a brilliant charity. Unpaid carers are our forgotten heroes. I felt grateful to be able to do something during these times to help others."

Donate to the St Johns Road Challenge via <https://www.justgiving.com/team/stjohnsroad> or if you want to set up your own 2.6 Challenge please email cmacina@carersresource.org



A few thank yous:

The residents of St John's Road and their sponsors; Brit Tate; Dannys Mobile Valeting; Furniss Family Butchers & Bakery; The Banks Group; The Ilkley Osteopathic Practice; Ilkley Chat; Moor Walkies; Yorkshire Flower Essences; Ilkley Complementary Therapies; holo – the lilo with a hole; Standard Life UK Aberdeen office; Yorkshire Hot Tubs; Lucy Hall Home Help; Land Law LLP, Ilkley; MW Locksmiths and UPVC repairs; Harrogate Round Table, which donated two laptops to support our colleagues working from home; The Rotary Club of Harrogate, which gave us £1,000 to support carers in need in the town.

Left, top to bottom: Ava Ormrod; Ruth, Ella and Rob Ormrod; Duncan, Rosa, Hayley and Ivy Cooper; Edith, Rick and Sadie Eccles. Right, from top: the Macina family – Isabel, Francesca, Charlie, Claire and Stefan; Team GB triathlete Brit Tate; Seren Toye, carer Kate Rogers, Senua Toye, Seth Toye; and Stephanie Rix



Cheers to Taylors staff

Taylors of Harrogate raised £22,172 for our young carers project in the Harrogate area after we were named as its charity of the year. Staff at the tea and coffee company fundraised by holding gig nights and bake offs, and some ran the York Marathon. They also helped to spread the word about who unpaid carers are and about the work of Carers' Resource.

Head of development for young carers and families Helen Prince says: "The kindness and generosity of Taylors of Harrogate will have a long-lasting effect on the young people we support."



Taylors of Harrogate's Isobel Goodall, left, with Helen Price and Sarah Beard from the young carer team

Volunteers coated in glory

Colleagues and volunteers collectively gave 80 hours of their own time to staff the cloakroom at the Harrogate Beer Festival just before lockdown. Their efforts raised £1,463.91, plus an additional £152 selling knitted chicks.

Fundraiser Anne Wells says: "We couldn't have raised this money without all the volunteers giving their time over that weekend and we were so grateful to them all."



Mary Andronowski, Anne Wells, Sheila Constable and Jenny Sengel at the event

You could help earn us a packet

Save your empty crisp packets during lockdown and beyond, and drop them into our offices once it's over, because they can earn cash for Carers' Resource.

All crisp packets, including multipack outer packaging, fall under the scheme, which is run by TerraCycle and Walkers. 5kg of crisp packets = 500 points. 500 points = £5 for us.

Get your friends and family collecting too, especially if they work at a large organisation or are crisp fiends! So far organisations collecting for us include Pulse 1 radio station, Little Daisy's soft play centre, Damart, LCF Law, Harden Grange livery yard, Slimming World groups, and Cake'ole – raising £64.60 to date.

Crisp packets folded into triangles, popcorn or pretzel bags, crisp tubes, and meat snack bags are not accepted by the scheme.

Email fundraiser Claire Macina at cmacina@carersresource.org for more information if required. Let's get munchin'!



Claire Macina at the start of the crisps initiative earlier this year

What's on in



8-14 June, 2020

Why Carers Week MUST go ahead

Carers Week is an annual week-long celebration of unpaid carers and their selflessness and dedication to the people they care for, and it helps to raise the profile of carers among the wider public.

That's why we are going ahead and planning activities for this year's Carers Week, which takes place from 8-14 June. Most of our events will be held virtually, on our Facebook, Twitter and YouTube pages.

The theme this year is Making Carers Visible. Carers' Resource chief executive Chris Whiley says: "We want more than ever to celebrate carers and encourage them – you – that you're playing a crucial part in the lives of your loved ones and also in wider society. We encourage everyone to give it a go if they can. If this is impossible for you, let us know if you want a call during Carers Week for a chat."

Other opportunities to be united, while separate, include raising a glass of your favourite drink in honour of carers at noon on 8 June to mark the start of Carers Week, and joining some of our staff on our 25k to mark 25 years sponsored walk during your exercise time in Carers Week. Contact Claire Macina at cmacina@carersresource.org or 07936 368424 to get involved and send in your photos, or sponsor our staff at <https://bit.ly/3fCVZ0s>

Details will be updated on our Facebook and Twitter pages and at www.carersresource.org/carers-week. Confirmed events so far are:

Parent carer workshops

There will be workshops/sessions on a variety of subjects including completing DLA and PIP forms. Join us for a virtual coffee, cake and chat and fun.

Dancing for Wellbeing

Join us for half an hour of chairobics and music, led by experienced dance leader Jackie.

Get crafty

Materials will be sent to you in the post, so sign up in advance by contacting Catherine Thompson at cthompson@carersresource.org or 07936 368428. No experience needed.

Young carers' rainbow craft

If you are a carer aged under 18, email a photo of your NHS rainbow

artwork, so we can use it in a video we are making, to Chris Windsor at cwindsor@carersresource.org by 5pm on 10 June.

Harrogate young carers

A game of virtual bingo is being planned for the Utime young carer youth club (secondary age), while those young people who attend Budz (primary age) will go on a virtual treasure hunt.

Contact Sarah Beard on sbeard@carersresource.org or 07801577198 for info.

Virtual escape rooms

Eight households from the Utime youth club can join the session. Crack the codes to solve a mystery. To request a place, contact Sarah Beard, info above.



Young carers went on a trip to Lightwater Valley

Monday 8 June

Mindfulness for carers

11am. Learn simple mindfulness techniques that everyone can try, wherever they are. The 15-minute session, led by our CReate team, will be pre-recorded so you can watch it at any time. Contact Jenny Sengel at jsengel@carersresource.org or 07590 877901.

Craven carers' catch-up – Top 10 tips

We'll build our top-10 lists of books, recipes and how to boost our mood over three drop-in sessions during Carers Week. There will also be plenty of time to chat. 2-3.30pm. For info contact Debi Hawkins at hawkins@carersresource.org.uk or 07522 226334.

Tuesday 9 June

Positive thinking

11am. Look at the power of positive thinking by practising a short technique to focus on good things. Contact Jenny Sengel, info above.

Carers' coffee and chat (with a bit of craft thrown in!)

This session, at 11am, is for carers in Shipley to meet and support one another in a fun and friendly way. Contact Julie Peacock at jpeacock@carersresource.org or 07921 468051.

Craven parent carers' bingo and quiz night

Natalie Baxter will be your compere for the evening. 7.30–9pm. For more information contact nbaxter@carersresource.org or 07801 577196.

Win free entry to RHS Harlow Carr

To mark Carers Week, our friends at RHS Harlow Carr, in Harrogate, have kindly donated some vouchers for carers to visit the gardens for free once restrictions allow it.

We are holding a draw on Wednesday 10 June to win up to two vouchers – valid throughout 2020 – to have a day out with a friend or relative. To enter the draw, email cfrith@carersresource.org or call your nearest office. Please indicate if you require one or two passes. If you want to take the person you care for you get in free as the carer, so you would only need one voucher. Vouchers are limited to a maximum of two per family. All carers who get in touch before 5pm on Tuesday 9 June will be entered into the draw. We will contact the winners soon after the draw.





during Carers Week last year

Wednesday 10 June

Stress busting

11am. We talk you through a couple of simple techniques to manage stressful times and events. Contact Jenny Sengel, info left.

Carers' coffee and chat

This session, at 11am, is for carers in Keighley to meet and support one another in a fun and friendly way. For more information, contact Rachel Waddington at rwaddington@carersresource.org or 07590 877908.

Harrogate parent carers' bingo and quiz night

7.30-9pm. Natalie Baxter will be your compere for the evening. For more information contact nbaxter@carersresource.org or 07801 577196.

Thursday 11 June

Change your mind

11am. We look at easy ways to turn around the negative thoughts that make you feel bad. Contact Jenny Sengel, info above left.

Craven carers' catch-up – Top 10 tips

2-3.30pm. See Monday's listing for full info.

Friday 12 June

Preparing for your goals

11am. The final CReate-led session finishes the week by looking at what we've achieved and planning our next steps. Contact Jenny Sengel, info above left.

Craven carers' catch-up – Top 10 tips

2-3.30pm. See Monday's listing for full info.

I'm not stressed at work because people understand

At Carers' Resource, we are proud to have many carers on our staff and volunteer teams. Here, Michelle Oldcorn, a contact team officer in the Skipton district, shares her experiences of juggling work and caring.

Michelle's daughter has been suffering from an eating disorder for more than six years and it has been, and can be, tough mentally and physically for all the family. She says: "We have a close bond and I understand some of the mental health issues she goes through. It has helped that I am a patient person and I remind myself that it is not my daughter but the eating disorder that is responsible for what is going on."

After Michelle had worked at Carers'

Resource for a while, she felt tearful and exhausted. She adds: "I am happy to say that the support I have had so far as a staff carer has been a true reflection of what Carers' Resource is all about."

"At first, when I spoke about my daughter's illness, it was because I had come to a point in my life, with both caring for my daughter and life's unforgiving pressures, that I felt on the edge, even about to go over the edge."

"These kinds of feelings and emotions are hard to hide and, with the sort of people I work with, it was picked up on quickly. There was genuine care and support there from the start. People here are genuinely supportive and caring, and it also helps that they are familiar with the situation I was going through, in terms of the pressures and strains of caring."

One day, things got too much and Michelle wasn't coping. She says: "When I look back now at how I felt that day, it brings tears to my eyes. I don't want to ever feel like that again if I can help it."

She was offered to take carer leave at short notice, and she took some annual leave too, which Michelle says was "extremely thoughtful of my line managers, who were so supportive".

"Every day at work, I see and hear carers say how supportive, wonderful and helpful staff are here, and that we go that extra mile. This is how I felt with the support I received, particularly from my line managers and immediate colleagues. It was obvious to me that I was being put first, and not my job."

Michelle decided to register as a carer with Carers' Resource and also took up an offer of registering as a staff carer. She says: "As a staff carer, I have a carer passport, which I can take with me if I move into another position within the organisation. It is given to the new line manager and saves having to explain again in detail about my situation as a carer."

It has been a long, hard, uphill battle for Michelle's daughter, and indeed Michelle, to get her the treatment she needed and deserved. Carers' Resource has allowed Michelle to work flexibly when taking her daughter to weekly appointments and there have been occasions when she has had to leave the office at short notice due to her daughter needing urgent support.

Michelle adds: "This support and understanding has helped my anxiety and stress. I feel I am not alone and I feel comfortable within my workplace."

If you need support at work, or you work for an organisation that is keen to understand carers and introduce supportive policies, contact your nearest office and ask to speak to the CReate team.



Michelle working from home during lockdown



Specialist support available for parent carers

Parents of children with additional needs are first and foremost parents. But they are also unpaid carers – and often don't know it.

Life as a parent who cares for a child with additional needs can be challenging, exhausting and relentless. Parent carers rarely think about their own wellbeing, as they strive to provide the best for their children.

There is support available. We help parent carers to solve their problems. We give them information, help them navigate systems (care, disability benefits and funding, to name a few) and give them emotional support. We also signpost parent carers to other organisations as needed.

During the coronavirus crisis we are still offering this support in all our areas, but rather than being face-to-face it is by telephone, video calling, texts, emails, and (if necessary) post.

Parent carers of young people aged under 18 can access additional support through our closed Facebook groups if they are registered with us. Support one another and find information about disability, carers, events, and resources at:

Bradford East, South and West

www.facebook.com/groups/157917568953502/

Shipley and Keighley

www.facebook.com/groups/522702365299344/

Skipton district

www.facebook.com/groups/572692976091167/

Harrogate

www.facebook.com/groups/204424327659651/

We are also working on delivering online workshops/sessions in the near future. See page 8 for more information.



Jean, left, and Abbie at the Parent Carer Club in Shipley in December

Parent Carer Club embraces video calls

A group of parent carers who get together every week are meeting via video call during lockdown.

Parent Carer Club began in Shipley in November to introduce parents of children with additional needs, and encourage them to get help from one another and Carers' Resource.

Locality worker Kathryn Leakey, who supports the group, says: "When we met in person we did a range of activities including crafts, trips, and fundraising events. Since the lockdown began, we have done quizzes and games. It's been good to see everyone's faces."

Parent carer Sue Dent says: 'It has been nice to know that someone I had regular contact with before the lockdown is still in touch. It has made a real difference to me.'

Bradford district Parent Carer Club meets every Thursday, 11am-1pm. To join, contact Kathryn on 01274 449660 or kleakey@carersresource.org



Who cares for the carers in lockdown?

Emma Clayton is the Leisure and Lifestyle Editor of the Telegraph & Argus, Bradford's daily newspaper.

While there has been much focus on the plight and heroism of NHS workers and care home staff in the Covid-19 crisis, the unpaid carers – all seven million or so of

you – seem to have been largely forgotten.

This is a crisis that has overwhelmed society and the way we live, and it has yet to be seen what lasting impact it will have on our mental health.

Like many people, I spent the first week or so of lockdown in a state of bewilderment. I felt I was helplessly watching an out-of-control domino effect of vast changes to life – changes that seemed to come by the hour.

For carers who look after loved ones at home, there is enormous pressure under lockdown. There is no respite to look forward to, no cherished 'me time' catching up with friends or other simple pleasures outside the home. Like everyone else,

carers are now confined to the home, and the lack of a break must be taking its toll on many.

That cloud of loneliness that appears when you least expect it may be that bit darker right now, as the current guidelines for daily life mean even more isolation than carers are perhaps already used to.

And with many carers on furlough from their jobs, the financial impact of this crisis is also significant.

While Carers' Resource is not able to provide the full range of services it normally offers, including one-to-one and group support, it is still very much there for unpaid carers of all ages.

Staff are working from home; giving carers information, advice and a listening ear. Whether it's help with filling in a form, fears about the virus, help needed with shopping or just a chance to let off steam, there is someone at the end of a phone, or via social media.

And there is information on the website to make sure carers have links, especially to mental health support.

As carers, you devote much of your lives to looking after others. Now is the time to think about looking after yourself too.

CReate your new working environment

The CReate team at Carers' Resource has been working hard to support working carers during the tough times the coronavirus crisis has brought us.

For carers who usually balance their caring role with employment, lockdown has brought some particular challenges. Like many thousands of others, working carers have faced job insecurity, financial worries and some almost-impossible decisions.

Carers who work in high-risk frontline jobs have had to make incredibly difficult choices about how to protect vulnerable family members. Carers who work from home have juggled their job while caring for distressed and sick family members. Others have faced furlough or job losses.

The CReate team has been providing advice and support to carers on where they stand in terms of their employment and the Government's support schemes. Time and again the team has been inspired by the resilience of carers to keep going despite the enormous challenges carers face now and in the future as the lockdown eases.

CReate project manager Jenny Sengel says: "It's incredible how carers have kept going despite what life throws at them. Now we are starting to look to the future, to support carers to deal with whatever happens next in their lives and work."

Jenny's team is preparing to support carers for the new world of work as lockdown lifts, whatever that may involve, and to deal with the changes it has brought. They can support carers by:

- Preparing for new jobs and different jobs – they can help you search for vacancies, find vacancies that suit you, write winning CVs and prepare for interviews.



CReate advisers Rachel and Jenny earlier this year

- Dealing with redundancy, reduced hours, furlough, self-employment issues and your employment rights.
- Supporting you to adjust your caring/working balance with flexible employment advice.
- Brushing up your skills and confidence with courses and workshops both online and in groups.
- Joining with other carers in groups to share, chat and support each other.
- Simply talking things through to help you plan your steps towards your goals as we all adjust to a 'new normal'.

If you'd like to talk to a CReate adviser at Carers' Resource about any aspect of work, call your local Carers' Resource office or email create@carersresource.org

To download CReate's information for working carers, see <https://www.carersresource.org/coronavirus-updates/>

For tips about working from home see <https://www.carersresource.org/news/working-from-home-tips/>

Trustee chair Liz explains her role



Chair of trustees Liz Jones joined the board of Carers' Resource in 2016 due to her interest in children and young people with special educational needs and the demands this places on their families. Here, she reflects on her experiences...

I spent a year as vice chair getting a better understanding of the organisation before becoming

chair in late 2018, after previous chair David Harbourne said he was stepping down.

So, what do I do as chair? There are five main areas I work on with the other trustees:

- Look at the big picture, direction and plans.
- Act as a sounding board: Hearing ideas from managers and staff and being able to give feedback and support.
- Hold the staff to account: Are we on the right track, what do we need to keep an eye on?
- Work with chief executive Chris Whiley to agree objectives, provide feedback and review progress.
- Chair board meetings: Being inclusive, using our time together well, and being clear on key decisions.

To get in touch with me, email chair@carersresource.org

Volunteer Peter shortlisted for award

Well done to Peter Hargreaves, who was shortlisted for a Craven Community Champions Award in the Volunteer of the Year category after supporting us for four years.

Peter was at the ceremony at Coniston Hall Hotel before lockdown and congratulated winner Pat Wardman, who is 90 and has been volunteering for 30 years.

Peter was nominated by head of operations in North Yorkshire Candy Squire-Watt for supporting our work with carers in Craven. He has supported our Carers' Time Off service, admin team, groups, and makes follow-up emotional support calls to carers.

Candy says: "Last year Peter had major heart surgery and as soon as he could drive again he was back with us and raring to go, which shows his commitment. He goes above and beyond and, like all our volunteers, we appreciate him and all he does for carers. His impact has been huge on those people he has supported, both staff and clients."

"Peter doesn't love the limelight but he was happy to be nominated as he said it raises awareness of carers. That just shows what a selfless person he is."



Digital skills project for elderly learners finishes

The Worth Connecting project, giving free computer training for the over-55s within communities across the Bradford district, has come to an end.

More than 1,500 people were helped to develop their online skills during the three-year project, mostly using tablet computers, before its income from the National Lottery Community Fund came to an end.

Volunteers gave group or one-to-one support to older people, teaching them everything they wanted to know from turning on the computer to video calling loved ones, finding information, and sending emails. Carers' Resource was a lead partner of the project, which was a collaboration between various charities across the district set up by Positive Minds.

Programme manager Josephine Loughran says: "Worth Connecting staff and volunteers are proud that we have delivered around 15,000 hours, introducing digital skills to so many people via tuition, equipment loan and internet access.

"We believe everyone we have worked with will be especially grateful during lockdown to be digitally connected. It just shows how vital these skills are for older and isolated people."

One client learnt to use a tablet with her partner, and tells Josephine: "We have come such a long way with your help and it has meant so much to us. It has been so important during lockdown. We successfully completed our first online food order and delivery and we have been on a Zoom call with lots of other family groups. It was so nice to see everyone rather than just hear their voices."

Another client says: "I was given the tablet when my husband died. I wasn't convinced, but it has become my lifeline."



Volunteers helping at a group in Baildon before lockdown

TEST YOUR KNOWLEDGE WITH OUR QUIZ

Naomi Evans, a locality worker in Harrogate, has put this quiz together – no prizes, just a bit of fun. She is doing video quizzes during the coronavirus crisis. Play along at your leisure on our YouTube channel at <https://www.youtube.com/channel/UCwfnPFjshXBaxCuobxSJZLQ> or email naomievans@carersresource.org for the questions by email or, if necessary, by post. Good luck! Answers at bottom of page.

Geography

1. What's the national animal of England?
2. What do solid pink triangles indicate on Ordnance Survey maps?
3. Which island would you visit to kiss the Blarney Stone?
4. In which state in the US is Great Salt Lake?
5. Which two countries can be seen from Mount Kilimanjaro?

Sport and leisure

1. Where were the 1936 Summer Olympics held?
2. Who won the 1980 Olympic decathlon?
3. Martina Navratilova's final Grand Slam win was at Wimbledon in 1990. Who did she beat in the final?
4. What does TKO stand for in boxing?
5. Which football team won the inaugural season of the Premier League?

Food and drink

1. Goulash belongs to which country?
2. What type of beer is most famous in Mexico?
3. Saffron comes from what type of flower?
4. Which food item (bought in bottles) was known as a cure for diarrhoea in the 1830s?

5. Which drink is considered to be the oldest soft drink in America?

Music

1. Who originally sang Over The Rainbow?
2. The musical Chicago starred which two leading actresses?
3. How many children does Madonna have?
4. In which year did the singer Buddy Holly die, and what caused his death?
5. Who is the wealthiest singer of all time?

Animals

1. Which bird can fly backwards?
2. Which animal has the highest blood pressure?
3. A group of hedgehogs is known as what?
4. What is the fastest land animal in the world?
5. The traditional children's rhyme, One For Sorrow, claims that seeing one magpie brings sorrow. What does it say two magpies bring?

History

1. Who has been the tallest US president so far?
2. It's disputed where this explorer is buried – possibly Seville, possibly in the Dominican Republic. Who is he?

3. What was abolished in Britain in 1969?
4. Who was the first heir to the throne in the British Royal Family to graduate from university?
5. Which Queen had 17 pregnancies but sadly outlived all her children?

Arts and entertainment

1. Which poet wrote: "A thing of beauty is a joy forever"?
2. What was transformed into a carriage for Cinderella?
3. Which film landed its leading stars Oscars for Best Actress and Best Actor in 1976?
4. What was the first programme ever shown on BBC Two?
5. Which film features the song Ding Dong! The Witch Is Dead?

ANSWERS: Geography (1) The lion (2) Youth hostels (3) Ireland (4) Utah (5) Kenya and Tanzania. Sport and leisure (1) Berlin (2) Daley Thompson (3) Zina Garrison (4) Technical Knockout (5) Manchester United. Food and drink (1) Hungary (2) Corona (3) Saffron crocus, or autumn crocus (4) Tomato ketchup (5) Doctor Pepper. Music (1) Judy Garland (2) Catherine Zeta Jones and Renee Zellweger (3) Six (two are biological, four are adopted) (4) 1959, in a plane crash (5) Sir Paul McCartney. Animals (1) Hummingbird (2) Giraffe (3) An array or a pickle (4) Cheek (5) Joy. Arts and entertainment (1) John Keats (2) A pumpkin (3) One Flew Over the Cuckoo's Nest (4) Play School, in 1964 (5) The Wizard of Oz.

