

If you care,
we care.

The Carers' Support Centre
Bristol & South Gloucestershire

Carers News

Issue 57 • Spring 2012

FREE!
£1.50 when sold

Reaching more carers

The Carers' Support Centre continues to develop new ways of bringing services and support to carers. We have a successful partnership with Sainsbury's – during Carers Rights Day in December 2011 we gave out over a 1,000 leaflets in Sainsbury's stores and made contact with over 100 carers. To build on this good start, we will have an information stall at stores in Emersons Green, Filton and Kingswood on the first Friday of each month.

We are planning to develop more services and support for carers in partnership with Sainsbury's throughout the year. Following a pilot scheme in Torbay, Devon during 2011, Sainsbury's staff in other parts of the country are being trained to help identify "hidden carers" and direct them to professionals in the stores who might be able to help.

The government-backed scheme is to be tested in 14 London branches before being rolled out across England.

Jacki Connor, Sainsbury's colleague engagement director, said: "We learned that not only were many of our customers carers but a number of our employees are too. Simple initiatives like this can make a big difference ... I hope that this new partnership will help increase awareness of an issue that affects millions of people across the country."

The initiative is being backed by Carers UK. A spokesman for the charity said: "We have to get information to where people are in their normal lives. It could make all the difference between people getting vital help and missing out. People don't automatically think there is support available."

Out and about with the mobile library

The Carers' Support Centre is now holding regular drop-in sessions at the One-Stop-Shops in Patchway and Yate and plan to establish a similar service in Kingswood during 2012. At these sessions, a Carers Support Officer will be available to answer questions and give out information.

See page 14 for March drop-in dates and our website for future dates.

Carers Support Officers have also been out and about with the mobile library in South Gloucestershire taking information and support into rural areas. The mobile library is a free service that runs across South Gloucestershire. It runs to a fortnightly timetable and you can get on at any stop. It has a lift for people with mobility problems. Details of all the routes and dates are available from any South Gloucestershire library or:

www.southglos.gov.uk/libraries
01454 868006



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Carers Support Officer, Neil McIntosh, giving out information at Sainsbury's

2 Message from the CEO

Welcome to the spring edition of your newsletter.

Carers Holidays bookings for this year have opened. We took more than 40 bookings in the first two weeks and we are hoping that the success we experienced last year will continue into the coming season. Any income we generate from this will go back to The Carers' Support Centre to enable us to reach out to more carers.

We made the draw for our raffle in January, with the proceeds going to our *Give Carers a Break* appeal. I can announce that B Parton of Oldland Common has won a Carers Holiday. Congratulations!



This year will see us continuing in our efforts to raise additional funding for the appeal. I am planning to run two half marathons this year – the Bath half marathon in March and hopefully, if I get a place, the Royal Parks in London in October again. If you have got access to the internet and would like to sponsor me, you can do this at www.justgiving.com/keithsinclair

We know that the government is due to announce their plans to reform social care in April 2012. It is really important that we make sure MPs and ministers act now to ensure reforms bring about a fair and sustainable care system which delivers dignity, independence and peace of mind for carers, older and disabled people and their families.

Failure to act will lead to more cuts, neglect and abuse in social care – at great cost to our economy, public services and society.

The national Princess Royal Trust for Carers is part of the Care and Support Alliance, which consists of 50+ charities campaigning for better social care in England. The Alliance is organising a mass lobby of Parliament where the public can come and meet their MP. The *End the Care Crisis: Lobby 2012* will take place on Tuesday 6 March 2012, in the Houses of Parliament in Westminster. For more information on how you can get involved, visit the website <http://carelobby2012.org.uk>

The Department of Health has launched a dementia awareness campaign which encourages early contact with GPs if someone fears they are developing dementia, or is concerned that a close relative may be developing the condition. As part of the strategy to raise awareness, we have been funded to run a 5-week series of workshops on *Understanding Dementia* for carers in Bristol and South Gloucestershire. We are really pleased that this is already fully booked.

As reported in previous *Carers News*, the government pledged £400 million in 2010 via the NHS over 4 years to recognise, value and support carers. However, until now, there has been little evidence of targeted spending on carers' breaks as was intended. As a result of work, both locally and nationally with health, the new NHS Operating Framework now makes supporting carers a top priority for 2012/13 with greatly increased reporting requirements.

The Operating Framework states that the plans should be agreed to by both primary care trusts and local authorities; the total being spent on carers' breaks should be identified; and that it should be made public on the PCT cluster website by 30 Sept 2012 at the latest.

We work very closely with our local NHS health trusts and they are both committed to supporting carers and providing financial resources for this vital work.

Finally, we are always looking to develop services that you want, so that our services continue to be carer led. We are keen to hear from you if there are activities or services you would like to see us provide in the future.

Keith Sinclair
Chief Executive

Hospitals recognise carers' important role

A Carers Charter was launched in December 2011 at The Carers' Support Centre.

The charter has been written by North Bristol NHS Trust (NBT) and University Hospitals Bristol NHS Foundation Trust (UH Bristol), working closely with The Carers' Support Centre. It aims to promote a culture that recognises the vital role carers play within the hospitals. Both trusts value the vital work done by carers, and the charter sets out their commitment to work together with them as expert partners in patients' care.

At the launch, Ken Strong, a carer representative, said "Until recently, carers have not had much representation in the NHS but the charter ... is evidence of important change happening due to the hard work put in by those working on behalf of carers.

"One important thing that the charter highlights is the need to ensure that carers are identified and fully involved as partners in care and is an important step in giving carers a voice."

Marie-Noelle Orzel, Director of Nursing at NBT, said "Carers are vitally important – they provide a unique link between the patient and our staff. This charter sets out how we can support them so they can help us. It's an important partnership and one we are 100 percent committed to."

You can see the charter on UHB's website:

 www.uhbristol.nhs.uk/patients-and-visitors/carers/



The Carers Charter recognises the vital role of carers

Coming out of hospital

The Red Cross provides a home from hospital service in South Glos. Trained volunteers can provide companionship whilst assisting you with everyday tasks such as shopping, collecting prescriptions and providing general support in the home, for up to 6 weeks.

To find out more and make a referral contact the British Red Cross Home from Hospital Team.

 **0117 955 0213**

 hfhbristol@redcross.org.uk

Hospital passports

Hospital passports (also known as patient profiles) have been developed for use with people with learning disabilities who are going into hospital. They help to provide information necessary for appropriate care planning and discharge arrangements.

The profile can be filled in before a planned admission or kept at home and brought in to hospital in the event of an emergency admission.

The Alzheimer's Society produces a similar booklet called *This is Me* for patients with dementia who are going into hospital.

You, as the carer, can also request a 'traffic light assessment' for the person you care for. This is a way of letting hospital staff know important information about the patient. Red stands for things they must know about the patient eg clinical notes, issues around consent, power of attorney. Amber stands for things that are important and green stands for likes and dislikes.

You can download a patient profile from the North Bristol NHS Trust website and a *This is Me* leaflet from the Alzheimer's Society website.

 www.nbt.nhs.uk/ld

 www.alzheimers.org.uk

Working with GP practices

As the Carers Health Development team approach the end of a two year project working with GP practices, we are pleased to announce that NHS Bristol are committed to supporting the continued development of this vital work.

The team has focused on helping GP practices across Bristol and South Glos develop their carers' registers and develop support for family carers.

This project has been a great success and produced many positive outcomes for both health professionals and carers. Examples of good practice that have been developed include: carers' code of practice and policies, carers awareness training for staff, tailored information materials, poster campaigns, a presence at flu vaccination sessions, targeted mail outs and updating existing registers.

Make sure you are registered as a carer with your practice.

5% discount on travel!

The Carers' Support Centre has just agreed a new partnership with Accessible Travel, which is a leading tour operator for disabled, less mobile and elderly travellers.

As a carer who receives this newsletter, you can get 5% off any holiday booked with Accessible Travel. And when you book your holiday Accessible Travel will also donate 1% back to The Carers' Support Centre.

You simply have to quote the reference number **CSC2012** when you book your holiday to receive your discount.

For details of their holidays and booking:

☎ **01452 729739** or **07584 514863**

✉ danni@accessibletravel.co.uk

🌐 www.accessibletravel.co.uk



E-mail updates

Sometimes we want to send additional information to you, in between quarterly newsletters. We're not able to send out additional mailings because of the cost, but we would like to keep in touch with you through e-mail updates.

If you want to receive these updates, please make sure you let us have your e-mail address. And please be sure to let us know if your e-mail address changes.

You can choose to receive the newsletter by e-mail or by post. If you want to continue to receive your newsletter by post, you can still also receive e-mail updates.

If you want to receive updates, please send your e-mail contact details to us:

✉ info@carerssupportcentre.org.uk

South Glos Council seeks readers

South Glos council is looking for carers to join their 'readers group'. This group will help develop information from the council about its services and support. The group will focus on information for carers, particularly about getting the most out of personalisation.

South Glos council is flexible about how you get involved. You may want to review documents at home and send in comments, use the internet, or come and meet with other carers to discuss the information you would like to see developed.

If you are interested please contact South Glos Council.

Denise Swain ☎ **01454 864323**

Sue Kerswell ☎ **01454 862386**

✉ cchengagement@southglos.gov.uk

New Carers Emergency Cards

New cards have been issued to all Bristol carers – have you had yours?

Bristol City Council have sent out replacement 'new look' Carers Emergency Cards because they are now administering these. The new cards are blue and yellow and have a new card number. They replace the purple and yellow ones. You do not need both cards.

If you care for someone who lives within the Bristol City Council boundary and you have not received your new blue and yellow card you must inform the council's Care Direct team.

Care Direct ☎ **0117 922 2700**

Please note, if you care for someone who lives in South Gloucestershire your purple and yellow card remains the same.



New look Bristol Card

The Carers' Support Centre's new website



We are relaunching our website in March. For those of you with access to a computer, we hope you will find it useful. We will be regularly updating it with news and events, including workshops, training, outings and activities.

Bristol Parent Carers

In the last 6 months, Bristol Parent Carers has been working with Bristol City Council (BCC) and NHS Bristol to improve services. This is a summary of what they have achieved, with the help of many local parent carers.

Improved access to information: parent carers chose the name Find Ability Bristol for the new website for parent carer/disability issues. They helped design the look of the site that is currently being built. It will be launched soon.

Special Education Green Paper: parent carers contributed their opinions on the government's proposals for change, and Bristol Parent Carers submitted a formal response. We are waiting to see what the government's White Paper will contain.

Short breaks: all local authorities should publish a Short Breaks Service Statement. Parent carers helped Bristol City Council (BCC) make their eligibility criteria and statement more parent-friendly – it can be found on BCC's website. They also submitted ideas for equipment purchases that will help with short breaks – BCC is working on a number of these.

Children's Hospital: parent carers helped the hospital with the design of its new disabled toilet/changing facilities. They also helped them to consider the needs of parent carers who have to stay at their child's bedside. The hospital is developing an action plan to address these needs – we will keep you informed of progress.

Parent carer assessments: parent carers have been helping to design an appropriate assessment form. BCC and NHS Bristol are identifying personnel and resources to ensure that systems for assessing and addressing parent carers' needs can work.

Diagnosis pathways: paediatricians have developed clinical guidelines that standardise how children are diagnosed. Parent carers are helping them to make sure the guidelines are correct, and to make parent-friendly versions.

Parent carers support group: a new support group has been set up for parent carers in partnership with The Carers' Support Centre. It will give parents the opportunity to meet up with other parent carers, access information and take some time out. Parents can just drop in. Meetings will take place monthly at the Barton Hill Settlement. See page 14 for dates.

Therapies in schools: parent carers met with the Community Children's Health Partnership (CCHP) to look at ways to increase access to therapies. CCHP is considering a number of strategies – we will let you know what's decided.

If you want to get involved get in touch with Bristol Parent Carers.

Also see details of the annual participation event on 7th March 2012 on page 16.

www.bristolparentcarers.org.uk

info@bristolparentcarers.org.uk

0845 642 0124 (local rate)



Could this be you?

Are you a carer (or have been caring in the past year) aged 60+ and resident in Bristol? Are you interested in improving the quality of life for older people and particularly the needs of older, unpaid carers?

Then the Carers' Support Centre would like to hear from you. The Older Peoples' Partnership Board needs you to join another carer to work in partnership with the council to make changes for all its older citizens.

We offer ongoing support and any training you might need. Alternative care and travel expenses will be paid.

To find out more contact Debbie for an informal chat:

0117 958 9989

DebbieFear@carerssupportcentre.org.uk

Sign Pat's petition

Pat Onions is registered blind and a carer for her husband. She started an e-petition, asking for the government to stop and review the cuts to benefits and services, which are falling disproportionately on disabled people and their carers and families.

Pat said: "It was no longer enough for disabled people to do nothing and trust that the powers that be would look after us. Something had to be done – so I did." If she gets 100,000 signatures, the petition will be eligible for debate in the House of Commons. Find out more about her petition, and sign up online at:

<http://epetitions.direct.gov.uk/petitions/20968>

South Glos Parents & Carers Forum

Our Voice Matters is soon to be renamed South Glos Parents & Carers Forum.

The forum helps pinpoint problems frequently experienced by families with disabled children and additional needs. This knowledge and experience can be used by professionals to help them improve the way services are delivered, so they better meet families' needs.

Carers Holidays

“ One of the best holidays ever. ”



We started taking bookings for 2012 Carers Holidays in January in our holiday homes in Torbay and the Cotswolds. We are looking forward to the holiday season. We've been working on our new holidays website which is now up and running. It enables clients to see availability and book online. We hope this will help carers who often find it difficult to get to the phone during the day because they are so busy with their caring responsibilities.

The website also has sections on frequently asked questions and will include information for professionals and possible sources of funding for those who cannot afford a break.

Although we offer discounted holidays, we are aware that many carers will still not be able to afford them. This is why we have set up our *Give Carers a Break* appeal. This fund will be used to help carers who would



otherwise not be able to afford a break.

You can make a personal donation to the appeal through our website, or by using the form on page 13.

If you know a business or employer who could also offer support to the *Give Carers a Break* appeal we would be delighted to talk to them!

“ Excellent facilities! Well done Carers' Support Centre. Very spacious and well designed. ”



High Season 20 July – 31 August		1 – 8 June	Mid Season 30 March – 13 April 26 May – 1 June 8 June – 20 July 31 Aug – 28 Sept 19 – 26 October	18 – 25 May	4 – 11 May	Low Season 2 – 30 March 13 April – 4 May 11 – 18 May 28 Sept – 19 Oct
Carers Rate 7 nights	£670	£575	£395	£350	£325	£245
Carers Rate 3–4 nights	–	£400	£245	£210	£225	£185

To book your holiday:

www.carerssholidays.org.uk
info@carerssholidays.org.uk
0117 965 2365

Enterprising times

Over the last few months Ailsa Holmes, Social Enterprise Development Worker, has been talking to carers at events, over the phone and at carers' groups, to find out what ideas they have about developing social enterprise.

It might sound a bit strange for a charity to sell certain services, but it's how we're going to survive. We will always put the needs of carers first in whatever we do and all surplus that we make will be given back to the charity to develop new support services and keep existing ones free and inclusive.

Our research with carers, staff and volunteers, has helped us to put together a plan to develop new initiatives. These include extending some existing services:

- A training arm which will develop tailored courses – this year we will focus on carer awareness training for businesses and statutory bodies; and also training for teachers to help them identify and support young carers.
- Organising a range of day trips, activities, events and short breaks, and looking at how we can expand Carers Holidays over the next few years.
- Offering a brokerage service, advice and guidance for those of you who manage a personal budget.
- Looking at how we can offer a more flexible and varied sitting service.

We're also exploring some completely new initiatives, which include:

- Carers Corner – a flexible space, perhaps in a 'pop up' style of using an empty shop space. From this space we could sell products such as holidays, produce and lovely crafty things that carers may have made, products and gadgets that carers may find helpful in their everyday life, and perhaps even a 'pampering' room with various therapies available.
- Bring IT On – a project where young volunteers help you with your IT – eg using the Internet, setting up Skype or setting up an email account.

Lastly, many many thanks to all the people who have helped with the research. We couldn't do any of it without you. For more information about social enterprise plans:

📧 socialent@carerssupportcentre.org.uk



Do you shop online?

As a charity, we rely heavily on donations and fundraising to carry out our work. Every bit of income helps us to continue providing much needed support services for carers.

We want to tell you about an online shopping scheme which is free for you to use and raises donations for us. It is called Give As You Live. And if you don't have access to a computer please do pass the message on to friends and family.

In today's marketplace all retailers are looking to increase their online shopper numbers – that's us – and the way they do this is by 'affinity referrals', in other words charities like ours pointing shoppers in their direction.

Give As You Live turns money spent

online into a donation to our charity. It is free for you to use and there is no cost involved to The Carers' Support Centre. When you shop online Give As You Live retailers will donate on average 2.5% of each purchase to us. It costs the shopper nothing to use Give As You Live as the stores donate the money, not the shopper.

You can shop with over 1500 leading retailers with more signing up all the time. This includes big retailers like ASDA, B&Q, British Airways, Comet, John Lewis, Marks & Spencer, Sainsbury's and Waterstones.

To start shopping go to our new website where you will find our Give As You Live page.

We want to tell you about an online shopping scheme which is free for you to use and raises donations for us.



© paulinemwilson

Carers can gain a great deal from training sessions developed specifically to support them in their daily lives.



The course helped Angela appreciate she was doing a good job

Caring with confidence

My name is Angela. I have been caring for my mother for nearly a year. My mum has urinary incontinence, discoid eczema and short-term memory loss. She needs constant encouragement and supervision with many basic elements of her daily routine. As time has gone on, my mother has needed me more and more. I felt that I did not have the necessary skills.

I was delighted to be able to attend the 5 week *Caring With Confidence* course because I didn't feel at all confident in my relatively new role. When I looked at the course, I was particularly interested in the communication skills session. I found, however, that every session was beneficial. It is interesting that the 'Looking After Me' session is given first. I think that carers in general often forget or feel guilty about giving themselves time out and maybe a big pat on the back once in a while.

The session on reducing stress was also extremely helpful because it provided tried and tested strategies for combating the negative emotions you can feel. I learnt how to be assertive in a kind but firm way. There was a session dealing with legal jargon and the benefits system. This course helped me appreciate that actually I have been doing quite a good job caring for my mother.

The course also afforded me the opportunity of meeting other carers. It was comforting to know that you are not on your own – there are many carers out there just like you. It was good to be able to talk freely about the ups and downs of caring for a loved one. They were able to relate to the problems and issues that I encountered. We often had a good laugh. The tutors are especially empathetic.

I would encourage any carer to attend a *Caring With Confidence* course. There is a wealth of information at every session. It really has given me the confidence to continue caring for my mum. Just knowing that there is a network of helpers at the

end of the phone at The Carers' Support Centre is brilliant.

Angela Elliott

End of life course

I am Sam McNair. I care for my mother who is 94 and lives permanently with my wife and me in Bristol.

My mother is registered blind, profoundly deaf and suffers from significant short-term memory loss. She has lost a lot of her life skills but is able to attend to her personal care. Besides cooking, washing and making sure she takes medication her main needs are for love, companionship and mental stimulation.

Each carer's situation is different but all carers have things in common. Carers need information on resources. They may need to know where to go for practical support. Most of all, carers need recognition that the caring role can be lonely and isolating. It is a great benefit to the carer to know that they are not alone. A course such as those run by The Carers' Support Centre provides all these things and more.

The *End of Life* course runs for 5 consecutive weeks, one afternoon each week. Topics include: how to communicate effectively when dealing with professionals and other service providers; what local authority and other resources are available to support carers; how get the most out of day to day life as a carer and how to look after yourself in the caring role.

The course is co-facilitated by 2 experienced carers who know what it is like from first-hand experience. The caring role is emotionally challenging, particularly where the person being cared for has a life limiting condition. It was a great help to me to meet other carers in a relaxed, friendly and safe environment where we could all share our stories. I recommend the course to anyone.

Sam McNair

For future dates for *Caring With Confidence* courses contact Gill Deacon.

☎ 0117 958 9988

End of Life courses have now been replaced with *Caring for Someone in the Later Stages of Life*. The next course starts in April in Thornbury (see p15 for details). We will also be running a course in June in Bedminster.

For more details contact Gill Deacon.

☎ 0117 958 9988

St John Ambulance course

My name is Stephanie and I care for my 5 year old son who has autism and ADHD. I went on the St John Ambulance Carer Support Programme run by Judith, an experienced nurse, because I thought it would be good to refresh my first aid skills. But in fact I was absolutely thrilled that **all** the topics covered were so relevant to my situation.

In particular, the session we did on prescription drugs was fantastic and Judith gave some really useful tips on the best way to get children and others to take their medication. I learnt such a lot more besides – about keeping the whole family well and looking after myself.

We were such a mixed bunch of carers but Judith managed to engage all of us – she is so passionate about what she does and she helped us make connections with each other. I am so glad I went.

Stephanie Britton



Stephanie at home signing with her son

Dates for St John Ambulance courses for carers

April 4, 11, 18, 25 and **June** 6, 13, 20, 27

September 2 and **October** 11, 18, 25

November 13, 20, 27 and **December** 4

📧 Judith.goldsmith@avon.sja.org.uk 📞 0117 978 605

Getting to grips with modern technology

Citizens Online is a new Bristol project focused on helping older people and individuals with disabilities gain basic IT skills. It helps people overcome any barriers they may have to computers and the internet so they can take advantage of the wealth of opportunities digital technology and the internet has to offer. The sessions, which are open to carers, are tailored towards the learners' own personal interests and are delivered by friendly, approachable tutors. Contact Citizens Online to find out if there are sessions running near you.

📧 marius.jennings@citizensonline.org.uk

📞 07785 462568

Another project, based at the Vassall Centre, invites disabled people and carers to come along to free sessions at their 'www to work' club. The club aims to support people looking for jobs or to improve their knowledge of the internet. Volunteer tutors are on hand to offer help.

The sessions take place in Spur 10 at the Vassall Centre on Tuesdays and Thursdays, 12–2pm. If you are interested, contact Jenny or Lucy as the Vassall Centre.

📞 0117 965 2619

📧 Jenny.lyus@vassallcentre.org

IT sessions, which are open to carers, are tailored towards the learners' own personal interests and are delivered by friendly, approachable tutors.



Focus on Access to Nature

"One day's exposure to mountains is better than cartloads of books."
John Muir 1838-1914.

Young carers have been taking part in British Trust for Conservation Volunteers Access to Nature programme and working towards their John Muir Award. 9 young carers, aged 10 – 14 years old from Bristol and South Glos, have taken part in 6 project days at Bradley Stoke Local Nature Reserve.

The aim of the John Muir Award is to get people out exploring and experiencing nature. And that's exactly what they did, come rain or shine!

They had a great time taking in the sights and sounds of Savages Wood whilst toasting marshmallows, and making natural pencils out of hazel. The group also helped out the Bradley Stoke conservation group by clearing oak saplings in the meadow. The young carers thoroughly enjoyed the practical work and learnt how to use new tools safely.

"When you're in a city you don't see animals but when you're in a forest you see lots of different things..." Chantelle.

"I've found out about different types of trees by the shapes of their leaves and also how to make fires and pencils." Terianne.



Education Development Project

In the first 3 months of the project over 50 young people identified themselves as carers in the 4 Bristol schools and City of Bristol College, all part of the pilot project. This is an amazing result. It demonstrates the need for more schools to sign up and get systems in place that offer support.



Young carer, Tasha, says "We are really pleased with the schools who have co-operated."

All of the schools we are working with have identified a member of staff as a young carer lead, and 3 have created support groups for their young carers. We are working to raise awareness with school staff through INSET training and staff meetings. We are also planning to give assemblies in schools to increase pupil awareness.

Young carers at Orchard School have already taken charge of raising staff awareness. They delivered their own staff training to senior management in the school.

Update on Education Act 2011

We will also be working with schools on issues raised by new national legislation. The Education Act 2011 will give teachers the power to search pupils for items banned under the school rules and issue same-day detentions.

What does this mean for young carers? They may find it difficult to attend a same day detention. Also, if mobile phones are banned items, they may find this difficult as well. We hope schools will be able to be flexible to reflect young carers' needs.

Developing support systems for young carers

Conference for school staff with responsibilities for inclusion of vulnerable pupils

Thursday 29th March 9 – 1.00
lunch provided

Vassall Centre, Fishponds BS16 2QQ

For further information contact Wendy

0117 958 9980

ycadmin@carerssupportcentre.org.uk

If you have any ideas for articles or information that would help you, please contact ruthg@carerssupportcentre.org.uk



We're on Facebook!

With more young carers using Facebook to keep in touch, we thought we'd join in! To find us, search for 'Young Carers' in people (not groups). We can only accept friend requests from young carers aged 13 and above, who we are currently working with.

We will be online to chat on Tuesdays 4–6pm on Facebook and MSN for young carers under 13 who want to chat. We've got some guidelines which you should have received by post and they are also on our Facebook profile page so you can check them before adding us.

Art sessions

In October a group of enthusiastic Bristol young carers attended the first of 6 art sessions at Whitchurch Health Centre.

These sessions were led by Matt Gillis, a local community artist, and Claire Hetherington, Young Carers volunteer. They were not only creative and fun, but great for confidence building. Young carers enjoyed designing a mural of themselves, with stunning results and a lot of fun and laughter. The project was a great success and, as a result, we're running more art sessions with another group of young carers in the spring.



Oh no it isn't



A group of young carers had a fun packed night at the Bristol Hippodrome watching Peter Pan. David Hasselhoff (The Hoff), Andy Ford and the fabulous cast were great!

Healthy stuff

Over 60 young people enjoyed a wide variety of activities at a health and well-being day in November – including dance, crafts, massage and drumming. There were also displays and activities on healthy eating, drug and alcohol cessation and quitting smoking.

One of the not so healthy, but very delicious, parts was the amazing cake baked by Beryl Carter and cut by Steve Webb MP. Steve Webb also tried his turn on peddling the smoothie bike!

The venue at the newly opened Armadillo Youth Centre in Yate was fantastic. Our thanks go to the youth centre staff and to the PCT for a grant enabling us to run the event in partnership with South Glos Youth Service.



Get to know the Young Carers Team!

Wendy Hawthorn, School Development Worker, reveals her five favourites.

Colour purple

Food chips!

Film Hugo

Place Pembrokeshire

Artist Ella Fitzgerald



Disability Living Allowance to be replaced



The Welfare Reform Bill, which is currently being debated by parliament, makes provision for a new benefit, **Personal Independence Payment**. It will replace Disability Living Allowance (DLA) from April 2013 for eligible people of working age (people aged 16–64).

The assessment for the new benefit will be carried out by an independent health professional. Most people will be asked to a face-to-face consultation with this assessor as part of the claim process.

Personal Independence Payment will have a 'daily living' component and a 'mobility' component. Each component will have two rates – standard and enhanced. The amount for each rate is still to be decided.

Entitlement will depend on how your ability to carry out daily living and/or mobility activities is affected by your condition or disability. It won't depend on what type of health condition or disability you have.

Everyone of working age who gets DLA will need to be reassessed for Personal Independence Payment. This is because the new benefit will have different entitlement criteria to those for DLA. The assessments will take place between 2013 and 2016.

At the moment Personal Independence Payment will not replace DLA for those under the age of 16 or for those aged over 65. People who get Attendance Allowance will not be affected by the introduction of Personal Independence Payment.

The government intends either of the daily living components of Personal Independence Payment will act as a qualifying criteria for Carer's Allowance, in the same way as the middle and higher care components of DLA currently do.

The government plans to save about £1 billion of the disability benefit budget in making these changes. In their policy briefing, Carers UK estimates the size of the cut may mean hundreds of thousands of disabled people would see their benefit either removed or reduced.

Carers UK urges carers to add their voice whilst there is still time to influence some of the detail in the proposals and Carers UK has produced an easy-to-follow guide on how you can do that. The consultation will run until April 2012.

Just search on-line for: *DLA reform briefing – Carers UK* or ring CarersLine to ask for a paper copy.

What's happening to Legal Aid in Bristol?

Bristol charities offering legal advice have been campaigning against government proposals to cut legal aid. Legal aid enables households on low incomes to get free specialist advice on complex matters of law, such as advice on debt, housing, employment and welfare benefits.

This campaign is now coming to a conclusion as the House of Lords debate the final cuts that are going to be made.

In Bristol, small neighbourhood charities will lose over £500,000 of funding per year from 2013, drastically reducing the amount of advice they will be able to deliver. This will leave large numbers of households with nowhere to turn for help.

Bristol's Liberal Democrats have placed a motion for the next full council meeting supporting the provision of advice services to the poorest and most vulnerable people who have the most complex problems.

Ben Sansum from the Advice Network South West says, "Providing high-quality legal advice to vulnerable people on low incomes is a good investment for society. The government's own research shows that the people most affected by these changes will be people with disabilities, people over pension age and other groups less able to help themselves."

If Bristol City Council pass the motion it will show that they take the support of advice services very seriously and will send a powerful message to Westminster.

The Carers' Support Centre is not affected by these changes. If you want more information contact:

☎ **0117 929 2153**

Advice Centre South West
 🌐 www.justice-for-all.org.uk

Huge thanks from young carers!

The young carers team rely heavily on donations to provide many of the fun activities they organise. Thanks for the following donations over the past 3 months – Dan Payne of Avon Gorge Hotel who raised over £500 running the Bristol half marathon; £50 from the Dundry Hillbillies of Hartcliffe Church; £510 from the St Stevens Ladies Group from Hanham; and £89 from Gorselands Care Home. Thanks also for the games and activities donated by ASDA Whitchurch, through the Have a Heart Appeal; and to Martell who funded a fantastic day-trip to Butlins for 20 young carers.



Young carers taking it easy at Butlins

Thank you

Thank you for £50 from Ian Burke and £188 from Rita Maddy (from the funerals of Phyllis Burke and Derek Maddy); and £205 donated in memory of David Hinam.

Sponsored Walk

In May Mike Hatch, from our health team, will be raising money for us on a 12 mile sponsored walk. You can sponsor him through his JustGiving page or use the form below to make a donation.

www.justgiving.com/mikehatch

The Carers' Support Centre is a charity and we rely heavily on donations and fundraising to carry out our work. If you wish to make a donation, no matter how small, please use the form below. If you are a taxpayer we can claim an extra 20% of your contribution using Gift Aid.

☎ **0117 939 2562**

Lottery 100 plus

Why not join our Lottery 100 plus club! You simply buy a number which is entered into a prize draw every month.

Each number costs £12 per year. 50% of the money raised goes into our funds to support carers, and the remaining 50% is shared between the three winning numbers. There is a draw each month. Average winning amounts per month are £50, £30 and £20 for first, second and third prizes.

Winners are notified via post including the winning cheque. A nice surprise in the post! To be in with a chance of winning, email us now with your full name and address.

✉ info@carerssupportcentre.org.uk

Or ring us and we will put a form in the post.

☎ **0117 939 2562**

Lottery 100 winners

October A Henry, J Guest, G Grayson

November B Giardina, G Kuzio, J Gimber

December B Carter, A Flack, T Henderson

Donation form

Donation received from (name optional): _____

Address (optional): _____

Amount donated: £ _____ Receipt required: Yes / No

Would you like to Gift Aid your donation: Yes / No

Please send your donation and this form to:

The Carers' Support Centre, FREEPOST (RSSU-EZEA-JLLR) Fishponds, Bristol, BS16 2ZZ.

14 Groups run by The Carers' Support Centre

Group	Venue	Monthly Meeting Dates				
		TIMES	Mar	Apr	May	June
CALLINGTON ROAD First Wednesday	The Coppice, Callington Road Hospital, Brislington	10.30 –12.30	7 th	4 th	2 nd	6 th
DOWNEND (Formerly Vassall) Fourth Wednesday	Badminton Gardens, Beaufort Road, BS16 6FG	2–4	28 th	25 th	23 rd	27 th
FORMER CARERS GROUP 1 Various days	Vassall Centre, Gill Ave, Fishponds	2–4	Call CarersLine for details			
FORMER CARERS GROUP 2 Various days	St Mary's Church, Shirehampton	12–2	Call CarersLine for details			
HANHAM First Tuesday	Hanham Folk Centre, High Street, Hanham	1.30 –3.30	6 th	3 rd	1 st	–
HARTCLIFFE First Thursday	@Symes Building, near Morrisons, Hartcliffe	10–12	1 st	5 th	3 rd	7 th
LAWRENCE WESTON Third Thursday	Ridingleaze House, Ridingleaze, Lawrence Weston	2–4	15 th	19 th	17 th	21 st
LEARNING DIFFICULTY CARER GROUP	Different venues and times		Call CarersLine for details			
MENTAL HEALTH Third Wednesday	Carers' Centre, Vassall Centre Gill Ave, Fishponds	7–9	21 st	18 th	16 th	20 th
OLDBURY HEALTH WALK Every Friday	Vassall Centre, Gill Ave, Fishponds	11–1	Call CarersLine for details			
PARENT CARER GROUP	Barton Hill Settlement	10.30 –12.30	26 th	23 rd	21 st	18 th
PATCHWAY Third Tuesday	Callicroft House, Patchway Council Offices, Rodway Road	1.30 –3.30	20 th	17 th	15 th	19 th

Drop-in sessions

Patchway One-Stop-Shop – 14th and 28th March, 10-12
Yate One-Stop-Shop, 2nd and 26th March, 2pm-4pm

SEE OUR WEBSITE FOR SESSIONS FROM
 APRIL 2012 OR RING CARERSLINE

Complementary therapies

Relieve tension and stress with reflexology, Indian head massage or reiki with therapist Sue Morgan.



30 minute sessions £12 9.30–4pm

Tuesday sessions at
 The Carers' Support Centre

20 March, 17 April, 15 May, 19 June



Contact BookingsLine

☎ 0117 937 5623

Refreshing 2 night spring break

Monday 16 - Wednesday 18 April 2012

The Ammerdown Conference and
 Retreat Centre, Radstock

The centre is set in the beautiful and peaceful surroundings of Ammerdown Park.

Take a relaxing break, meet up with other carers and make new friends.

Only £127

- complementary therapy
- inspiring workshops
- delicious home-cooked food

To book your break contact BookingsLine

Groups run independently in South Glos

This is a list of carers' support groups in South Glos which are not facilitated by The Carers' Support Centre. There are other independently run groups in South Glos and Bristol. For details of these contact CarersLine.

Location	Venue	When	Thinking of coming along?
ALL CARERS			
Emersons Green	Mill House, Emersons Green Way	1 st Thursday 2– 4pm	<p>● Sue Jaques</p> <p>☎ 01454 868 267</p>
Staple Hill	Library, Broad Street	2 nd Monday 2.30 – 4pm	
Stoke Lodge	Amberley Road Baptist Church	4 th Thursday 10.30 – 12am	
Thornbury	Shelley's Cafe, St Mary's Road	4 th Tuesday 10 – 11.30am	
Kingswood	The Park Centre Cafe, High Street	2 nd Tuesday 1.30 – 3pm	
Frampton Cotterell	Frome Valley Medical Centre, Court Road	Last Friday 1 – 3pm	<p>● Penny Snow</p> <p>☎ 07763 192 812</p>
Thornbury	The Chantry, Castle Street	1 st Friday 1 – 3pm	
Yate	Yate Library, West Walk	1 st Tuesday 10 – 12am	<p>● Cathy Truman</p> <p>☎ 07979 896 064</p>
DEMENTIA			
Kingswood	Alzheimer's Society Office, Bank Road	3 rd Wednesday evening	<p>Contact Alzheimer's Society</p> <p>Debbie Woolley</p> <p>☎ 0117 961 0693</p>
Kingswood	The Park Centre Cafe, High Street	2 nd Tuesday afternoon	
Filton	Filton Community Association, Elm Park	2 nd Wednesday afternoon	
Thornbury	The Chantry, Castle Street	3 rd Tuesday afternoon	
Yate	Poole Court, Poole Court Drive	2 nd Monday afternoon	
MENTAL HEALTH			
Filton	Upper Horfield Community Trust, Eden Grove	1 st Wednesday 6.30 – 8.30pm	<p>● Brian Gardner</p> <p>☎ 01454 862 296</p>
Yate	Yate Library, West Walk	3 rd Tuesday 2 – 4pm	
Kingswood	Rethink Resource Centre, Moravian Road	2 nd Monday 10.30 – 12.30am	

● No need to book – just turn up

Caring for those in the Later Stages of Life

Free 5 week course – for carers of a person near end of life or living with a life limiting illness

Starts Friday 20th April, 10am – 12.30

Thornbury Leisure Centre

For more information or to book a place contact

Gill Deacon ☎ **0117 958 9988**

☎ gilld@carerssupportcentre.org.uk

Bristol Carers Open Meeting

Wednesday 25 April 2012

10.45 – 2.30pm Vassall Centre

To book your place contact BookingsLine

BookingsLine

bookingsline@carerssupportcentre.org.uk

☎ **0117 937 5623**

Free Bristol Parent Carers participation event

Wednesday 7 March 10 am – 2.30 pm

The Park Centre, Daventry Road,
Knowle BS4 1DQ

Help with childcare costs and
transport costs

More information

☎ info@bristolparentcarers.org.uk
Booking essential with BookingsLine



Free Trips for Male Carers

Bristol Blue Glass 'Blow a Bubble'

Thursday 29 March 11 am – 1pm

Bristol M Shed & Reserve Stores Tour

Tuesday 29 May 10.30 am – 1pm

Contact BookingsLine

South Gloucestershire Celebrating Carers Day

A day celebrating and supporting carers

Saturday 14 April 2012, 10 am – 3.30 pm
UWE Exhibition and Conference Centre,
University of the West of England, Frenchay
Campus, BS34 8QZ

More information: Sue Jaques or Sue Kerswell

☎ 01454 862356
☎ cchengagement@southglos.gov.uk

Personalisation events in South Gloucestershire

South Glos Council and partners have arranged a series of events about personalisation. Open to all carers.

Each event will include:

- carers' own experiences of personal budgets
- how the council is taking forward personal budgets, including carers personal budgets
- information from local support services involved with Direct Payments (a4e), Support Planning and Brokerage (DHI), and social care information (Wellaware)
- an update on carers' assessments and services

Thurs 10 May, 2.30 pm – 4.30 pm

Kingswood Community Centre Main Hall

Wed 16 May, 10.30am – 12.30 pm

Coniston Centre Patchway

Tues 22 May, 6.30pm – 8.30pm

Pop-in Café Yate

Thurs 24 May, 2.30pm – 4.30pm

Turnberries, Thornbury

To reserve a place and for further details

☎ 01454 862356
☎ cchengagement@southglos.gov.uk

To advertise in our newsletter

Please contact us at
☎ info@carerssupportcentre.org.uk

The Carers' Support Centre

Many carers do not consider themselves to be a carer – they are just looking after someone who needs help and getting on with what needs to be done. In order to care safely and in good health, carers need information, support, respect and recognition. The Carers' Support Centre provides a confidential carers' support line, a team of carer support officers, and a variety of workshops, training and events.

To find out more about our services or for information and advice call our CarersLine.

☎ carersline@carerssupportcentre.org.uk
☎ 0117 965 2200

Opening times are 10am–1pm Mon–Sat
An answerphone operates outside these hours

To find out more about our events see our website or contact BookingsLine

☎ 0117 937 5623
☎ bookingsline@carerssupportcentre.org.uk
☎ www.carerssupportcentre.org.uk



If you are able to receive this newsletter by email please let us know, as this helps reduce our costs. ☎ info@carerssupportcentre.org.uk

The Carers' Support Centre,
The Vassall Centre, Gill Ave,
Fishponds, BS16 2QQ