

If you care,
we care.

The Carers' Support Centre
Bristol & South Gloucestershire

Carers News

Issue 58 • Summer 2012

FREE!
£1.50 when sold

Carers Week 18-24 June

The theme for this year's Carers Week is *In Sickness and in Health*.

It calls for greater support for unpaid carers to help them continue in their caring role without facing ill health, stress or financial worry.

The health and well-being of carers is paramount, and recognition by professionals, and by others who impact on carers' day-to-day lives, can help to make a massive difference.

You can read about the awareness raising work of our health development team with GP practices and hospitals on page 7 and hear what impact this has had on carers on page 8.

During Carers Week we will be working with Sainsbury's, giving out leaflets to raise awareness of carers' issues. We will be working with a number of pharmacies across the region, where our information leaflets will be given out when shoppers collect prescriptions.

We will also be launching our new DVD, called *Who Will Care for the Carers?* We hope the DVD will raise awareness and help with fundraising to support our work. If you think you could help us and would be interested in having a copy, please contact us. You might want to show the DVD at a coffee morning, or as part of a talk.

New CarersLine hours!

CarersLine will extend its opening times by an extra 2 hours a day from Monday 18 June.

The new hours are:

Mondays to Thursdays 10–1pm and 2–4pm

Fridays 10–1pm.

CarersLine is there to provide a confidential listening ear, information and advice, and support in accessing help or practical services.

Celebrating our volunteers

At The Carers' Support Centre volunteering is a thriving and essential part of our work. Without a skilled and committed team of 172 volunteers we simply couldn't provide the services that we do.

We did a survey with our volunteers recently and the feedback that they gave to us was invaluable. Overall, volunteers felt very connected and that their contribution was valued.

Volunteers are part of the fabric of our organisation and for Volunteer Week (1–7 June) we are holding an event to celebrate their activity with an opportunity for staff to thank them for all their hard work. This year is no exception, with a glass or two of bubbly, supper and some tabletop magic! Colleagues love being involved with this event as it is a chance to show volunteers how much they are appreciated.

This comment seems to sum up the amazing motivation and commitment our volunteers have:

"I was a fulltime carer ... I was well supported by family and friends but I knew that many carers were not in such a fortunate position. I wanted, in a small way, to help them."



Sue, Tony and Edna – happy to help

Inside this issue

Homespun caring **3**

Carers health development project **7**

Support in GP practices and hospitals **8**

Young Carers news **10**



2 Message from the CEO

Welcome to the summer edition of your magazine.

Thank you to everyone who sponsored me in the Bath half marathon in March – to raise funds for our *Give Carers a Break* appeal. Next up is the Dragon Boat race in June, which is being supported by Co-op Financial Services legal team again. After that I'm running in the Royal Parks half marathon in October. If you would like to support any of these efforts, you can use the form on page 13 or go to our website and click on the donate button.



I am pleased to announce that both Bristol and South Glos NHS are continuing to fund our health development work. The work was recently evaluated externally. The evaluation found that excellent progress has been made and positive outcomes achieved for carers. You can read a report about the work on page 7.

Further good news is that The Avon Gorge Hotel has agreed to support us again as their Charity of the Year for 2012 and that TLT solicitors have also nominated us.

Carers Holidays continues to be popular and so far we have taken over 100 bookings. We continue to get good feedback on our holidays, and our thanks go to everyone who has chosen to take a holiday with us. For more information see page 4.

Introducing Carers Trust

In April this year, the national organisations – The Princess Royal Trust for Carers and Crossroads Care – merged to form a new charity called Carers Trust. Carers Trust combines the knowledge and expertise of its founder charities and all of its local partners to become a major charity for, with and about carers.

We are still a network partner of the new Carers Trust charity and will retain our local independence. Our work and relationship with the national organisation will continue as before, but we will also be able to access an increased range of resources and opportunities through the new larger network.

End the Care Crisis

The Care & Support Alliance (a consortium of over 50 organisations including Carers Trust) is uniting to tell the Government that our care system is in crisis. The Government is yet to publish proposals for reforming social care and the lobby is working together to make sure that MPs and Ministers understand that they must act now to ensure the system is fair and sustainable.

Over 130,000 people have signed a petition asking that "everyone who needs care receives it and is treated with the respect they deserve." For more information and to sign the petition, go to: <http://careandsupportalliance.wordpress.com/>

Personal budget targets for older people questioned

The Association for Directors of Adult Social Services' (ADASS) paper *The Case for Tomorrow* reports growing evidence that personal budgets are not improving outcomes for older people. ADASS has called for a review of the implementation of personal budgets and direct payments for older people, to identify how to make them more effective. At a local level, we're continuing to work with carers to help them get the most out of their personal budgets.

Welfare Reform Act

The Welfare Reform Act, which is set to mark the biggest overhaul of the benefits system since the 1940s, received Royal Assent in March. A new benefit, Universal Credit, will bring together a range of working age benefits into a single streamlined payment.

We are pleased that Carer's Allowance has remained out of the new Universal Credit and will therefore remain non-means-tested. Furthermore, carers who share a household with a recipient of Personal Independence Payments (formerly DLA) will be exempt from the household benefits cap.

It is always sad to say goodbye to staff. We recently said goodbye to Dale Cranshaw from the learning difficulties team, but we have welcomed back Tracy Holder. We also say goodbye to Mike Hatch from the health development team. Mike is known to many of you and will be much missed.

Keith Sinclair

Chief Executive

Homespun Caring

In partnership with Crossroads Care we have secured funding to pilot a new service model to give carers breaks during the day.

The scheme could provide carers with 5-6 hour breaks by opening up a host's house for activities to 4 local cared-for people.

Hosts will be recruited to offer interesting activities in a cost effective alternative to traditional day care and carers will be able to take a break.

Friendly and engaging freelance hosts will be identified, vetted and selected for the range of activities they can offer, such as IT, craft, holistic therapies, cooking and other creative activities.

This pilot phase will involve:

- researching the demand for the service amongst carers
- setting up and supporting pilot schemes across the city
- evaluating the project and developing a sustainable service model

We will be developing the project over the coming weeks. You will be able to find out more through our website or CarersLine.

How to get the right support

We are running this 2 day training course in June at The Carers' Support Centre. We will be running the course again in Patchway (September) and in South Bristol (November).

The courses are free and for any Bristol and South Glos carers.

During the first day we will look at identifying your needs as a carer, being assertive and effective communication. The second day will deal with getting the support you need – your rights as a carer, accessing services and planning ahead.

Friday 15 June and Friday 29 June 10.30 – 2.30 pm

To book your place contact BookingsLine

☎ 0117 937 5623

✉ bookingsline@carerssupportcentre.org.uk

Carers consult

55 carers braved the weather to attend the Bristol Open Meeting in April, taking the opportunity to hear and comment on the latest developments in health and social care. The next Bristol Open Meeting will be held on Tuesday 10 July – and Bristol carers will be sent details.



Carers Emergency Cards for South Glos card holders

Earlier this year, all existing South Glos Carers Emergency Card holders were sent their 'new look' purple and yellow card. If you care for someone who lives in South Glos, you should have received it by now. Please make sure you destroy your old card and any 'self-cling' stickers and lanyard/message-in-a-bottle cards, as they are no longer valid.

The card features the new telephone number for Eldercare, the emergency response team. This telephone number should be used in the event of an emergency. It is **also** the number to use to update any changes to your details or to cancel your card.

If you have not received a replacement card, or would like to register for a South Glos card, please call CarersLine on **0117 965 2200 urgently**.



Celebrating carers

South Gloucestershire Council and partner organisations held their 'Celebrating Carers' event at UWE in April.

Over 200 carers and their families from Bristol and South Glos attended the day. A variety of workshops were run covering everything from planning for the future to drumming. There were over 40 stands and displays. The day was a great success providing information and advice, as well offering an opportunity for fun and relaxation.

Carers comments included: "There was a great selection of information stands and I learnt lots of new things" and "I really enjoyed talking to other carers."

18 plus young adult carers group

A new group has been set up for young adult carers who are aged 18-25 and currently caring for a friend or a family member. It is open to young adult carers living in Bristol and South Glos, including those who attend college or university locally.

The group is led by young adult carers themselves with support from The Carers' Support Centre. Annie, from the group, said: "We are here to provide support, advice (ie where to get help with things like benefits) and the best part is we do lots of fun activities. So far we have been bowling and to the cinema and we have a pub lunch on the horizon. We also plan to do some extreme sports (bungee jumping, skydiving etc) and are looking to go to London and on holiday together."

We're welcoming new members so if you would like to be part of the group, please contact Ruth Garner on **0117 937 5620** or have a look on the group's profile page called 'EighteenPlus Young-Adult Carers-Group' on Facebook.

Young carers, Terry and Bex, are doing a hair-raising bungee jump on July 8, to raise funds for the group. If you would like to sponsor them they would be delighted.

For more details go to:

www.justgiving.com/terrypratleybexwhitehead

Carina, Terry and Annie (left to right) are some of the core group members and they are very friendly!



Our new website

Take a look at our new website! It's packed full of information and useful links which we hope you'll find helpful. It includes a calendar of events plus links to other organisations which we think you may find helpful. You can now make bookings for our events online. The site includes local carers' stories and videos on:

Caring and discrimination • Caring and learning • Living with dementia • Supporting someone through mental illness • Caring for a parent at home • Life after being a carer

There are sections specifically aimed at health practitioners, providing resources to use in GP practices and hospitals. These aim to help raise carer awareness and give carers they are in contact with more support. There is a Carers Voice section, giving carers the opportunity to contribute to local and national consultations.

There's a new and funky Young Carers minisite, with lots of information for young carers, their families and professionals. We'll be keeping it updated with news and photos from young carers' activities. Take a look at www.carerssupportcentre.org.uk



Autism planning group

South Glos Autism Planning group works to ensure a multi agency approach to support for adults with autism.

The group would very much welcome involvement from family carers of people with autism.

If you would like to know more about the group or get involved please contact:

Kenny Braidwood
Service Manager – Adult Care
01454 866343

Falls Awareness Week

The awareness week, promoted by Age UK (20–24 June) has the theme *Watch your step*. It highlights the importance of good eye health. For more information visit: www.ageuk.org.uk

Adding value to our holidays

We've teamed up with Crossroads Care in Torbay so that carers can get some help looking after the person they care for if they go on one of our Carers Holidays.

Crossroads Care will provide practical services such as getting a family member dressed or out of bed or providing a sitting service while the carer has a few hours off. This service carries an additional cost, but we hope it will add value to our holidays. See our website for more information.

Barbara Ebersole is a local parent carer who went on a Carers Holiday in the Cotswolds. When she got back she wrote to us, saying:



“We had a super holiday together. We couldn't fault anything and will certainly be booking again. My son found it very relaxing, which is good for him. He was very happy and that makes us happy. The caravan was very well equipped. Our verandah overlooked the lake. My son brought his binoculars and spent a lot of time watching a coot bird on her nest.”

There are a few holidays left in June and we still have plenty of holidays left for August, September and October. We are also planning a 3 night group holiday in Torbay, from 24–27 September, so contact us for details.

To book your holiday:

www.carersholidays.org.uk info@carersholidays.org.uk

☎ **0117 965 2365**

New research shows that two thirds of unpaid carers have never accessed outside support

Many unpaid carers struggle on for years looking after sick or disabled family members or friends without help, according to national research from Carers Trust.

Almost two thirds of those polled said that apart from family and friends they have never accessed any other support or services such as respite breaks or counselling. 6 in 10 of those who have been caring for more than 5 years have done so without accessing any additional support.

Of those who have sought out extra help, almost half did so after they were made aware that assistance was available specifically for carers, according to a survey of 500 unpaid adult carers, carried out by YouGov for Carers Trust.

Battling on as a carer without support can lead to serious problems in carers' lives. Almost 6 in 10 carers said that being a carer had a negative impact on their working life. And almost 6 in 10 of the carers surveyed said that their mental health has been affected by being a carer while more than a quarter said both their physical and mental health has been adversely affected by their caring role.

For further information on the survey see www.carers.org

In memory of Ann

Our carers' room has been renamed the Ann Hobbs room. Ann was a dedicated and much-valued trustee of The Carers' Support Centre, who died last year. Her son Clive was invited to the centre to place a plaque on the door.



Carefree Breaks

You can now book any of our events through our website. We recently mailed out a leaflet, listing our 2012 events programme. If you missed it, and would like a copy, please let us know.



Another year!

We've now produced our colourful annual report for 2011, which tells you all about our activities over the past year. You can see it on our website. Or, if you would like a printed version please let us know.



6 Parent carers



Bristol Parent Carers' (BPC) annual parent participation event took place in March and proved to be a very successful day. The theme of this year's event was *Changes are Afoot* because, through participation work, BPC are launching the following 4 new services.

Parent carer support group: where you can meet other parent carers in a relaxed and friendly environment. Come along to take time for yourself, access the latest information, take part in social activities, and find out about choices and opportunities. See page 14 for dates.

Disability-specific support meetings: parent carers have said they want this specific support, so BPC, in partnership with Supportive Parents, is initially planning an ADHD, ADD or similar difficulties group.

Focus groups: parent carers are getting together in strategic groups and focus groups to discuss improvements in services. They are currently working on: carers strategy, transitions, disability communication, short breaks, autism and disability issues at the Children's Hospital.

If you could take part in one of these groups to help make services better, BPC wants to hear from you.

Online database for disabled children and their families: you asked for useful information all in one place so BPC, in conjunction with Bristol City Council, have created an online directory for disabled children and their families. Go to www.findabilitybristol.org.uk to try it out. Click on 'Get in Touch' to feedback your comments on the site. Don't get frustrated – make it better!

Could you be a volunteer for Bristol Parent Carers?

BPC is run by volunteers – all parents of disabled children. They are a friendly bunch and understand the constraints and limitations of giving time when you are a busy parent carer. They are looking for volunteers to help with all kinds of roles, including steering group members and reps for strategy and focus groups. See their website for more details.

www.bristolparentcarers.org.uk
info@bristolparentcarers.org.uk
☎ 0845 6420124 (local rate)



Bristol parent carers participation event

South Glos Parents and Carers



South Glos Parents and Carers (formerly Our Voice Matters) are a parent led group working with the local authority and local NHS, to look at ways of improving services and support to disabled children, young people and their families.

Rachel Truman, a parent carer, said:
"Some of us attend regular planning meetings with the council, where we represent wider views of many. We are able to do this because we gather information from parents and carers all over South Gloucestershire about their experiences of services – the positives as well as the negatives!

"Being in contact with so many parents and carers means that common issues can be easily identified – we then feed our findings into the meetings we attend with the local authorities."

The group aims to keep parents and carers informed of their work through meetings, their website and participation events. They are also currently working towards a joint newsletter with South Gloucestershire Council.

In May they started a new coffee and cake morning at Emersons Green Village Hall. This is an informal meeting for families who have children with a disability or any additional needs. It is a chance to talk and listen to other parents, share your thoughts, experiences and information with each other.

Coffee and cake morning Emersons Green Village Hall

Wednesday 27 June 10.00–12.00

To find out more about
South Glos Parents and Carers:
www.sglosparentsandcarers.org.uk

☎ 07827 322358

Health team success at The Carers' Support Centre

Since April 2010 our Carers Health Development Project has been raising awareness of carers' issues and reaching out to more carers.

The main aims have been to:

- increase hospital and GP practice staff awareness of the important role carers play in providing support to sick, disabled and older family members and friends
- develop the policies and systems in place in hospitals and GP practices to identify carers and provide them with information, advice and support – to help manage caring more safely and effectively and with less detriment to their health.

GP practices

There are over 80 GP practices in Bristol and South Glos and the project has worked with more than 60 of them: helping to update carers' protocols and policies and to increase the number of carers on their registers.

The project has run carer awareness training for staff and helped them develop carers' leaflets, packs and pages for their websites. In 2011, project staff attended 20 separate flu clinics and, as a result, 549 carers previously unknown to services were identified.

A programme is being established with trained volunteers working in GP practices to update carer information and encourage carers to register.

GP practices have welcomed the input of the project, saying: "Thank you so much for working with us in such a constructive and patient way."

"Many thanks for all your support in coordinating the activity to improve our carers' position."

The hospitals

Similar constructive partnerships were forged with hospitals. A Carers Charter has been implemented by both local NHS

Trusts. Carers are now recognised and involved in key strategies such as hospital discharge and dementia. Hospital staff have also attended carer awareness training and information for carers is now available on hospital wards, out-patient departments and the hospital websites.

The future

The project has been so successful that Bristol and South Glos have agreed to fund the further development of this work. As a result, new part time posts based at the BRI, Southmead and Frenchay will be created, to concentrate on improving the hospital discharge process for carers.

In addition, the GP practice work will continue to develop and 3 halftime posts will be based in GP practices. These posts will link closely with Bristol City Council's new Carer Team. Similar arrangements are being negotiated for a practice-based post in South Glos.

All GP practices should hold and update a Carers Register. Please make sure you register your carer status with your GP practice!



These carers' stories show how the Carers Health Development Project has made a difference in their daily lives.

New respect for carers in hospitals

"I think the reference group has been excellent at bringing together carers in different situations. We are able to talk about our experiences..."

Mandie Lewis lives in South Bristol and cares for her daughter who has profound and multiple learning difficulties. She's been going to a Carers Reference Group run by the University Hospitals Bristol Foundation Trust at the Bristol Royal Infirmary (BRI).

"I think the reference group has been excellent at bringing together carers in different situations. We are able to talk about our experiences at BRI and UHB. Some of us have had good experiences, which is excellent, while other people, like me, have had bad experiences. But when you talk about it together you don't feel so isolated.

"The group has also been involved with the hospitals on a Carers Charter and other policies. And we've been given lots of documents to look at, so we can see whether the information that we need as carers is in there.

"The group has allowed people to express their views and vent some emotion. It also makes people feel that someone is actually listening to them at last. As an individual, you often don't know what to do or where to turn. However, in a group you feel that for once someone is taking your views on board.

Mandie cares for her daughter Jenny



"At UHB, we are hoping that a carers contract will be put in place. This will set out clearly what carers can expect from staff and vice versa. This means that, as a carer, we can be in hospital visiting for longer, without being fixed by general visiting hours. Also, as a carer you tend to get left to do everything for the person you care for. This contract will allow us to put boundaries on what individual carers are prepared to do. So, if I don't want to change my daughter while I'm visiting her in hospital then I will not have to.

"We are realistic enough to know that changes won't happen overnight. But I feel there is a new respect for carers."

Elaine was in turmoil

Elaine Pullin travels from Yate to Kingswood almost every day to look after her mother who has dementia. In recent months Elaine has taken her mother to several doctor's appointments. Concerned about Elaine's health, her mother's GP booked an appointment at the health centre, for her to see an adviser from The Carers' Support Centre.

Elaine said: "I'm very glad that the doctor suggested this meeting. I felt I was in turmoil, trying to continue working and caring and not sure what to do for the best. When mum was diagnosed back in September my heart was actually broken into pieces. Nearly 9 months on, we are all slowly accepting and learning to live with this terrible illness.

"I met up with Helen and was able to talk through what was happening to my mother. I also talked about my concerns about the diagnosis, the changes in my relationship with my mother and my feelings of loss. The understanding I got from Helen was helpful and comforting."

As a result of this and subsequent meetings with Helen, Elaine had help with an Attendance Allowance claim for her mother and was linked up to useful information from The Carers' Support Centre and other organisations.

Doctor concerned about Yvonne's health

Yvonne and Geoff Daniell, from Whitchurch, care for Yvonne's mother who has dementia. They visit her 3 or 4 times a day. Yvonne said:

"I do everything for my mother: bath her, shopping, cooking, dress her, change her bed, lay out clothes for her ready in the morning."

Yvonne was referred by her mother's GP to see Sarah, who runs a surgery for carers once a month at the Lennard GP practice. Geoff revealed that Yvonne was suffering various health problems and the doctor was as concerned about Yvonne as he was for her mother.

Yvonne said: "We didn't know anything about The Carers' Support Centre. Sarah provided the contact point we needed. She helped us find our way to people who could find answers."

Sarah also referred Yvonne on to a colleague who helped her fill out the form for a Carers Assessment. Yvonne commented: "Gill came to see Geoff and I and was so helpful and sympathetic. She was assessing me as a carer. She listened to what we said."

Recently, Yvonne and Geoff went along to the Bristol Open Meeting and were able to meet up with many other carers, to find out what is happening to local services.



It is important that reception staff at GP practices receive 'carer awareness' training to help them identify carers who might not be getting any support

Receptionist is made 'carer aware'

The Carers Health Development Project ran Carer Awareness training for staff in a GP practice in north Bristol. It has really helped staff to identify carers who might not be getting any support.

Mike Hatch, who helped run the training, said:

"Our training helped staff to become 'carer aware'. After the training one of the receptionists identified someone who came to the reception desk as a carer. She invited him to have his name put on the practice Carers Register and gave him one of their new practice carer's packs.

"As a result, the carer contacted The Carers' Support Centre's CarersLine. This led to him getting a Carers Emergency Card and completing an online Carer Assessment. In turn, this led to a service from the Council which helped him to stay in work and continue caring. The carer also found out about our Carers Holidays and took a break in the Cotswolds.

"All this support happened because of the proactive approach of that GP practice receptionist."



Yvonne and Geoff were able to link up with other carers at their first Bristol Open Meeting

Caring about carers awards 2012

The Royal College of General Practitioners and Carers Trust are looking for GPs who provide the best support to carers. You can nominate your GP or surgery for this special award. Remember to include:

- your name, address, telephone number
- your doctor's name and surgery contact details
- details of how they support you in your caring role.

The closing date for entries is 22 June 2012.

Post your letter to:

Caring about Carers Award 2012
Royal College of General Practitioners
Suite 3, Fosse House, East Anton Court
Icknield Way, Andover, SP10 5RG

Or you can email:

caringaboutcarers@rcgp.org.uk



Amazing Flying Day

Thanks to Flytohelp, a group of 30 young carers spread their wings and took to the skies at Bristol Airport. They experienced a fantastic day out taking part in lots of activities with Airbus employees. Airport Police with their sniffer dogs did a demonstration, and the Airport Fire Service were on hand with information. Young carers were then chauffeured to their choice of aircraft by a team of rally cars – wow! And took to the skies taking in the breathtaking scenery, accompanied by great weather! A massive thank you to Flytohelp and airport staff for making this day happen and to all our valued volunteers who came along. Events like this wouldn't happen without you.



Young Carers Schools Development Project

The Young Carers Education Project hosted a school conference on 29th March 2012. This was a brilliant conference, which started with presentations from Young Carers Voice, by Tasha and Katherine, and from 9 young carers from Orchard School.

The young people excelled and caught the attention of all the 40 delegates. The young carers from Orchard School told the conference about their school support group and their young carer lead and the positive effects of this support.



Young carers from Orchard School told delegates about the support they get in school

The key note speaker, Annie Hudson Strategic Director – Children, Young People and Skills Bristol City Council, spoke passionately about the need for schools to consider the needs of young carers and cited that the event was a "landmark conference."

Bristol and South Glos schools and colleges who have developed support for young carers shared their practice and gave personal insights and tips about setting up support for young carers in education.

The delegates had plenty of opportunity to network and work together on activities led by the Young Carers team and Bristol Black Young Carers.

The delegates went away from the conference with plenty of ideas, resources and enthusiasm.



Tasha and Katherine represented Carers Voice

Coming up for 18?

Are you worried about leaving young carers when you turn 18?

Don't worry! Because there is now a brand new support group for 18 – 25s! (see page 4)

Fun day



Over 50 young carers enjoyed the activities at the annual Fun Day, held in St Nicholas Family Centre in March.

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



Benchmark for young people from Bristol Metropolitan Academy

A group of young people from Bristol Metropolitan Academy have been working with Envision, national youth education charity, to raise awareness of young carers in Bristol.

The team were concerned that not enough people in their school and community were aware of the challenges and pressures that young carers face. The team decided to create a collection of colourful handmade benches with a group of local young carers, to be placed in their school for all the students to see. Each bench features a plaque with the team's message that 'young people care'.

Bristol Wood Recycling Project helped design and make the benches from recycled wood. The team then worked with young carers to paint the benches and install them at the school.

Team member, Louise, aged 17, said, "We had an amazing day painting the benches and met lots of new people. I learned so much from the experience of working in a team and from the young carers themselves. I hope the benches will promote awareness in our community and help future students at Bristol Metropolitan Academy understand and know the difficulties young carers face."



Young Carers Voice

If you want to know what goes on in the Houses of Parliament just ask a YCV member!

Probably the highlight so far this year, YCV took a trip to London in February. 12 young carers and 3 staff took a guided tour of the Houses of Parliament. It was amazing, taking everyone through the fantastic chambers and learning all sorts of historical and interesting facts. Then they went on The London Eye and did a bit of 'essential' window shopping! It was a fun, informative and exhausting day!



Zoo passes extended !!

Over 52 families enjoyed a free day out at Bristol Zoo last year. We are delighted to announce, thanks to some generous donations, that we have been able to purchase another card and extend this offer to young carers and parent carer families. Please ring **0117 939 2562** and ask to be put through to the young carers team to book a pass (which allows up to 8 family & friends free entrance)

South Glos 13 up club

This is a monthly club, run in partnership with St Nicholas Youth Centre Yate. It runs on the last Saturday of the month 1.30pm – 4.30pm. There are lots of activities on offer from just chilling out, basketball and team games to learning about first aid and enjoying some arts and crafts. If you are 13 or over living in South Glos, why not give the Young Carers Team a call to talk about the club.

New Young Carers website

We are really pleased to launch our new and funky Young Carers website, with lots of information for young carers, their families and professionals. We'll be keeping it updated with news and photos from our activities, so pop online and have a look!
www.carerssupportcentre.org.uk/young-carers



Warm home discount scheme

Warm Front is an established government funded scheme that gives grants to the poorest households to improve energy efficiency. Even though the grants budget has been reduced, the scheme is still open to low income families who are home owners or who rent from private landlords.

Find out if you are eligible by calling free on **0800 316 2805** or go to www.direct.gov.uk and type 'warm front' into the search.

The Warm Home Discount Scheme is a new incentive that helps some people with energy costs. The scheme runs for 4 years from winter 2011/2012. The scheme will provide £130 rebate on electricity bills for certain customers this year.

If you are in receipt of the guaranteed credit element of pension credit you automatically qualify and will not need to apply. You will receive a letter from the Department of Work and Pensions advising you of this.

Participating energy suppliers may also give a £130 rebate to some other customers in vulnerable groups (called the broader group). However customers in this group will not get a discount automatically – they must sign up with their energy supplier.

Each electricity supplier has different eligibility criteria to decide who may get the rebate and has a limit on the number of customers who can benefit. Consumers who may be eligible could include those on low income with a disability, long term illness or those with young children, but the actual criteria used will vary as it depends on which electricity supplier you are with.

It's important you sign up early as availability is limited.

Rebates paid under the Warm Home Discount Scheme will not affect any Cold Weather Payment or Winter Fuel Payment you may receive.

Participating suppliers:

Atlantic • British Gas • EDF Energy • E.ON • NPower • Scottish Hydro • Southern Electric • Scottish Power • SSE • Swalec

Editor's note: do let us know if you are successful in getting a rebate.

Worried about money?

We know that caring can cause financial problems. If you're struggling to pay for essential bills, rent or food, Bristol Debt Advice Centre (BDAC) may be able to help. Their service is available to carers in both Bristol and South Glos. They can help you:

- resolve existing debt problems
- reduce fuel costs and access grant assistance from the British Gas and EDF Energy Charitable Trusts
- access the correct benefits, make a realistic budget and plan for the future

You can get advice face to face, over the phone or via the internet. If you have any questions about what BDAC can offer please call them on **0117 954 3990** or visit their website <http://www.bdac.org.uk/>

Discount with Accessible Travel

The Carers' Support Centre has teamed up with Accessible Travel, 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 us.

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

Health websites

There are 2 new websites about health conditions. You can watch video clips from interviews with over 2,000 people, including carers, all sharing their stories of health and illness. Find out how they make decisions, choose treatments, tell their friends and family and manage work and social life.

🌐 www.healthtalkonline.org

🌐 www.youthhealthtalk.org



New fundraising leaflets

We've produced a series of 3 leaflets to help with our fundraising. The Carers' Support Centre is a charity and we rely heavily on donations and fundraising to carry out our work. The leaflets are available on our website or you can contact us for copies. They are:

Working in partnership – a leaflet for companies, which outlines how local businesses can enhance their corporate image, build team spirit and support carers in their own staff and in the local community.

A lasting gift to carers – a leaflet about how to leave a legacy to The Carers' Support Centre.

Help us to help carers – a leaflet for individuals and groups full of fundraising ideas.



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

TLT solicitors charity of the year

We are delighted that TLT solicitors have adopted Young Carers as their 'charity of the year'. They've got a fantastic line up of fundraising events planned and have made a brilliant start having already raised £1700 by running a gourmet raffle, valentine ball, race night and dress down day. They also organised a massive zumbathon at the end of April. Our thanks go to their fundraising team: Sian, Sarah W, Sarah R, Emily, Gareth, Lizzie, Jenny, Keira, Lucy, Vanessa and Katherine.



A huge thanks from young carers for the following donations!

Thornbury Flower Arrangers Society £650, Stoke Bishop Ladies Choir £331, Thornbridge Folk Band £500, Paul Drugan Dentist £250, Bristol Cathedral £500, an anonymous donation of £1000

Lottery 100 winners

Jan P Bohin, M Meacham, S Kew-Wilkins

Feb J Warren, A Flack, J Guest

March J Filer, B Crouch, J Johnstone

April J Wagstaff, J Filer, J Ariffin

Donation form

Donation received from (name optional): _____

Address (optional): _____

Amount donated: £ _____ Receipt required: Yes / No

Please tick the box to Gift Aid your donation *giftaid it*

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	June	July	Aug	Sept
CALLINGTON ROAD First Wednesday	The Coppice, Callington Road Hospital, Brislington	10.30 –12.30	6 th	4 th	1 st	5 th
DOWNEND (Formerly Vassall) Fourth Wednesday	Badminton Gardens, Beaufort Road, BS16 6FG	2–4	27 th	25 th	–	26 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	–	3 rd	–	4 th
HARTCLIFFE First Thursday	@Symes Building, near Morrisons, Hartcliffe	10–12	7 th	–	2 nd	6 th
LAWRENCE WESTON Third Thursday	Ridingleaze House, Ridingleaze, Lawrence Weston	2–4	21 st	–	–	20 th
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	20 th	18 th	–	19 th
OLDBURY HEALTH WALK Every Friday	Vassall Centre, Gill Ave, Fishponds	11–1	Call CarersLine for details			
PARENT CARER GROUP Third Monday	Barton Hill Settlement	10.30 –12.30	18 th	16 th	–	–
PATCHWAY Third Tuesday	Callicroft House, Patchway Council Offices, Rodway Road	1.30 –3.30	19 th	17 th	–	18 th

To advertise in our **newsletter**

Please contact us at

📧 info@carerssupportcentre.org.uk

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

19 June, 17 July, 21 August, 18 September



Contact BookingsLine

📞 0117 937 5623

Drop-in sessions

Come along to one of our drop-ins and talk to a friendly and knowledgeable Carers Support Officer to find out what support you are entitled to.

Patchway One Stop Shop

The Patchway Hub, Rodway Road,

Patchway BS34 5PE

Wednesday 10–2pm

Provisional dates: June 13, June 27, July 11, July 25
check our website or ring CarersLine

Yate One Stop Shop

(Access via West Walk) Kennedy Way, Yate BS37 4DQ

Monday 2–4pm

Provisional dates: June 18, July 2, July 16, July 30
check our website or ring CarersLine

Kingswood One Stop Shop

Civic Centre, High Street, Kingswood BS15 9TR

Wednesday 2–4pm

June 13, June 27, July 11, July 25, August 8,
August 22

Groups run independently These carers' support groups are not facilitated by The Carers' Support Centre. This is not a comprehensive list.

GROUPS IN SOUTH GLOS

	Location	Venue	When	Contact
ALL CARERS	Emersons Green	Mill House, Emersons Green Way	1 st Thursday 2– 4pm	● Sue Jaques ☎ 01454 868 267
	Staple Hill	Library, Broad Street	2 nd Monday 2.30 – 4pm	
	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	● Penny Snow ☎ 07763 192 812
	Thornbury	The Chantry, Castle Street	1 st Friday 1 – 3pm	
	Yate	Yate Library, West Walk	1 st Tuesday 10 – 12am	● Cathy Truman ☎ 07979 896 064
	North Bristol Carers Group	Community Room, Patchway Fire Station	Wednesday 7 – 9pm	● Joy Wood ☎ 07789 114 145
DEMENTIA	Kingswood	Alzheimer's Society Office, Bank Road	3 rd Wednesday evening	Contact Alzheimer's Society Paula Shears ☎ 0117 961 0693
	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	● Mo Dymond ☎ 07584 167612
	Yate	Yate Library, West Walk	3 rd Tuesday 2 – 4pm	
	Kingswood	United Church, Moravian Road, Kingswood	2 nd Monday 10.30 – 12.30am	

● No need to book – just turn up

GROUPS IN BRISTOL

Henleaze <i>All carers</i>	Bradbury Hall, Waterford Road, Henleaze BS9 4BT	2 nd and 4 th Thurs of every month 10– 12pm	Monica Rudstone 0117 942 6095
BME Carers Support Meeting <i>Black and minority ethnic carers</i>	Wellspring Healthy Living Centre, Barton Hill	Tuesdays – phone for details	Bristol Black Carers Hazel Brittan 0117 314 4666
Hengrove <i>Mental health carers</i>	Willow Room, Petherton Resource Centre, 3 Petherton Road, Hengrove	3 rd Wed of each month 6.30–8pm	Margaret Price (Rethink) 0117 903 1803 Suzanne Gerrish 01275 796 280
Grove Road <i>Mental health carers</i>	Currently held at Grove Road Day Hospital, 12 Grove Rd, BS6 6JJ New venue to be confirmed	1 st Thurs of each month from 7–8.30pm	Margaret Price (Rethink) 0117 903 1803
Rethink <i>Mental Health Carers art group</i>	Gloucester House, Southmead Hospital	Twice a month on Tues 3.30–6pm	Marilyn Miller 0117 959 7589
Siblings Support Group <i>Carers who have brothers and sisters affected by mental illness</i>	Ring for details	Ring for details	rethinksiblingsbristol@gmail.com or 07542 706 502
Fromeside <i>Carers of those in secure services (mental health)</i>	Fromeside, Blackberry Hill, Stapleton	Last Wed of the month 7–8.30pm	Margaret Price (Rethink) 0117 903 1803
Westbury on Trym <i>Dementia carers</i>	Ring for details	Once a month on a Monday	Sally Cavill (Alzheimers Society) 0117 961 0693
Whitchurch Carers Group <i>For all carers in the area</i>	Whitchurch Health Centre, Armada Way, BS14 0SU	2 nd Monday of the month 10–12pm	Leah 01275 835625
Headway Bristol Carers Group <i>Carers of those with traumatic or acquired head injury</i>	Headway Centre, Frenchay Hospital BS16 1EH	1 st Tues of the month 7–9pm	0117 340 3771

Diary dates

All activities MUST be booked in advance. Make a booking through our website, or **0117 937 5623** or bookingsline@carerssupportcentre.org.uk

Date & Time	Event/Activity	Venue
5 week course Thursdays starting 14 June 12.30–3pm	Caring for Those in the Later Stages of Life – Free course for carers	Bedminster Family Practice, Regent Rd, Bedminster
Mon 18 June 10–12am	Community garden visit – wheelchair accessible toilet, car parking and access. You and the person you care for both welcome. Free.	Golden Hill community garden, Horfield allotments
Mon 25 June 9.45–2pm	Steam, soak and meditate – Full use of sauna, hot tub, steam room, meditation garden and plunge pools. Yoga class included. £28.50 or £33.50 with buffet.	Relaxation Centre, Clifton
Fri 6 July 10–2.30pm	Make and Take – make some creative crafts and gifts to take home. Bring a packed lunch. Tea and coffee provided. £10 includes materials.	The Carers' Support Centre
Tues 10 July 10.45–2.30pm	Bristol Carers Open Meeting	Vassall Centre, Fishponds
Tues 17 July 7.15–9.30pm	Brewery tour and tasting – Taste delightful local ales and don't worry about how to get home! Minibus pick up at 6pm. £10 if going by minibus or £5 to meet us there. You and the person you care for both welcome.	Butcombe Brewery
Weds 15 August 2–4pm	Guided Trail – Take a guided tour to discover the men and women who bequeathed us the modern city of Bristol (on gravel and with some steep slopes). Then head back to the cafe. £6	Arnos Vale Cemetery
4 week course Fridays starting 31 August 2–4.30pm	Digital photography course – Learn how to get the best from your digital camera. Fieldwork and walks in local parks and working with computer programmes. £75 for 4 sessions.	The Carers' Support Centre
Mon 24–Thurs 27 September	Holiday in Torbay – 3 night break in one of our luxury holiday homes. Minibus transport included. Meet new friends, rest and enjoy local beaches. Optional trips to Bygones Museum and Dart Valley steam train and river cruise. £345	Torbay

Closure Dates – The Carers' Support Centre will be closed on Mon 4 and Tues 5 June, and Mon 27 Aug due to bank holidays.

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 from 18 June are:

Mon–Thurs 10–1pm and 2–4pm **Fri** 10–1pm

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

Registered charity number 1063226