

DERBYSHIRE CARERS ASSOCIATION

YEAR ONE | CARERS ASSESSMENT & SUPPORT SERVICE

You Care, We Care

Over 30 years supporting carers

www.derbyshirecarers.co.uk

2017 / 2018



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Supporting all Carers and their families throughout Derby City and Derbyshire



DEAR FRIENDS

DERBYSHIRE CARERS ASSOCIATION DELIVERY CENTRES

Ripley
Derbyshire Carers Association
3 Park Road
Ripley
DE5 3EF
Tel: 01773 833833

Derby Carers Centre
66-68 St Peters Street
Derby
DE1 1SN
Tel: 01332 200002'

OUTREACH OFFICES

Chesterfield
South Lodge
Boythorpe Avenue
Chesterfield
S40 2BF
Tel: 01246 559524

High Peak
Jubilee Day Centre
81 Jubilee Street
New Mills
SK22 4PA
Tel: 01663 745500

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 www.derbyshirecarers.co.uk
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 www.facebook.com/derbyshirecarers
 [@derbyshirecarer](https://twitter.com/derbyshirecarer)

**Please note
our new
address
above**

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DCA will try to ensure the
accuracy of any information
given. However, the Association
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such information.

Building on Success

Dear Friends,

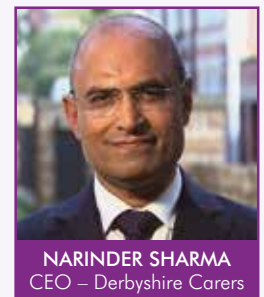
This edition of Carers' news marks the success and strong foundation built in the first year of the Carers' Service in the County of Derbyshire. The decision by commissioners at the County Council to adopt a "lead provider" model has returned dividends. Derbyshire Carers Association has been offering Carers assessments, Information, Advice and guidance as well as Training and Carers Breaks in the new format since April 2017. In addition since the same date we have been entrusted with the Young Carers Service.

The new Carers' service identified over 1500 carers who were not known to any service providers. The early identification of carers is vital to enable them to make choices about their caring role and access services from Social Services Adult Care, the NHS, and third sector organisations such as ourselves. Of these nearly half fall into the 65-74 and +74 age categories. Two thirds of carers we identified were female. These insights are not surprising, however it is reassuring to know that the services offered by DCA and others are based on a proven knowledge base. The identification of Young Carers is especially important. Children who find themselves in a caring role have little choice and require focused attention and support to ensure their short and long term needs are not compromised and they achieve their full potential into adulthood.

At this stage I must pay tribute to the excellent team that we have created. 45 staff, numerous volunteers and supporters have enabled DCA to help nearly 7000 carers with countless queries about legal advice, welfare advice, housing and health specific questions as well as the creation of an emergency plan for each cared for person who is looked after by a Carer. Another vital role is our assisting very tired and vulnerable individuals and families navigate Hospital Services, Primary Care (general Practice and community) services as well Local Authority services such as Adult Care, First Contact etc.

In addition we have commenced a programme of carers training and short term breaks. This work will expand as we identify

suitable opportunities that carers will benefit from, build relationships with potential providers, identify monies and resources that will allow access for our Carers.



NARINDER SHARMA
CEO – Derbyshire Carers

I must pay thanks to the Commissioners in Derbyshire County Council who have worked with us to create a Vision for what a successful Carers' service may look like. It has been a true partnership of a funder, a provider and many, many end users.

In addition to the "must do's" trustees, staff and volunteers have broadened our remit in new areas. These include our work with the local enterprise partnership to establish the "carers in employment" initiative. This project aims to help employers to recruit and retain employees that balance their paid employment with a challenging carer role. In addition we have worked intensively with under-represented and marginalised groups to improve access to our and mainstream services. We have also ensured that we have not neglected carers in rural communities by embedding a dedicated team in the North West of the County. As a result specific needs of a large cohort of carers in Derbyshire can be met without them having to trek to major urban areas.

I am sure we will be faced with many new challenges in the coming 4 years, the potential contract period remaining, but there is no doubt that the provision put in place by Derbyshire Carers Associations and our many friends, and stakeholders has met the needs of a large number of carers and their families.

There remains much to be done, we should never forget the gargantuan task before us. We can estimate there are over 150,000 carers in Derbyshire, many of them hidden. We will not let this deter us, my friend Euan asked me "how do you eat an elephant and answered his own question "one bite at a time". My friend is a young Carer he is 10.

Kindest Regards
Narinder

ABOUT US

Carers are family and friends who look after a loved one who, due to illness, disability, mental health problems or an addiction could not cope without their help and support. There are over 6.4 million Carers in the UK with over 120,000 Carers living in Derbyshire. (Census 2011)

Over
6.4 million
Carers in
the UK

150,000
Carers
living in
Derbyshire

CARERS SERVICE MODEL

The Care Act 2014 is the most significant change in social care law for 60 years. It applies to England and replaces many previous and out of date care laws. Promoting more choice and control, the legislation sets out how people's care and support needs should be met and introduces the right to an assessment for anyone, including carers and self-funders, in need of support.

DCA used principles within the Care Act as well as feedback from Carers Surveys and Consultations and local and national knowledge to design the Carers Service model. Working together with Derbyshire County Council, Health Services and Voluntary Organisations to introduce preventative and person centred support which is targeted to the right level, at the right time.

LOCATIONS

In January 2018 we opened our new County Carers Hub located in Ripley Town Centre, returning to where DCA began all those years ago. In May 2017 we moved our North East Derbyshire Hub to Chesterfield Queens Park and opened a Carers Hub in New Mills for the High Peak and Glossop Team.

As well as our Carers Hubs we have delivered our services in community locations throughout Derbyshire ensuring services are local and accessible within each area. These central locations include Community Halls, Local Authority Centres and Health Care Settings ensuring services are available to the Carers who would find accessing other locations difficult.

Derbyshire Carers Association (DCA) is a voluntary organisation which has supported unpaid Carers in Derbyshire for over thirty years. Life at DCA began when a local Carer recognised the lack of support for families caring for a loved one and wanted to make a difference to the many Carers all over Derbyshire.

The Association has thrived over the following years introducing new services and opening new Carers Centres all over Derbyshire, Derby City and Glossop.

In April 2017 DCA was awarded the Carers Service Lead Provider contract from Derbyshire County Council. Previously services had been delivered by a variety of Carers Services as well as Adult Social Care. Having Carers Services in one place reduces duplication, confusion and creates an open front door for all Carers.

This is also an opportunity to introduce additional services that are designed to enhance the wellbeing of Carers including training, breaks and partnership activities.

13,500
Carers
registered
with DCA

AWARENESS

Our quarterly Carers Newsletter has been posted to over 13,500 Carers registered with DCA in the County of Derbyshire. This is an opportunity for us to inform Carers on our new service, promote upcoming events and provide updates on local/national policy or legislation changes. As well as to every Carer we also distribute our newsletters to GP practices, hospitals and community locations.

Our New Carers leaflet has been designed and cascaded across Derbyshire to help Carers self-refer as well as raise awareness of our service, who it is for and how to refer. To increase our online presence we have improved our website and regularly updated our Facebook and Twitter accounts.

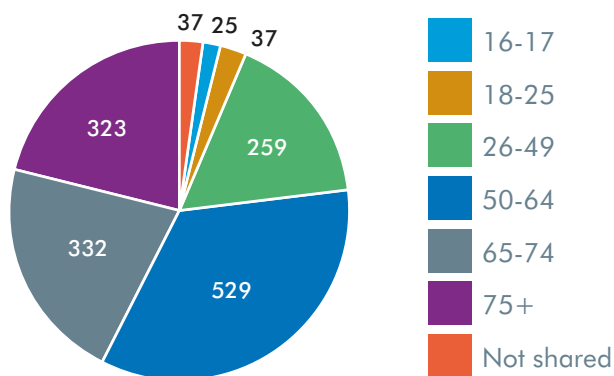
IDENTIFICATION

Many Carers do not see themselves as a Carer. It takes an average of 3-5 years of caring before seeking support. Reaching Carers earlier can improve outcomes and wellbeing for Carers and the person who they care for. We have introduced a clear referral pathway and have worked together with partners to increase and promote early identification through training, providing resources and presentations at team meetings.

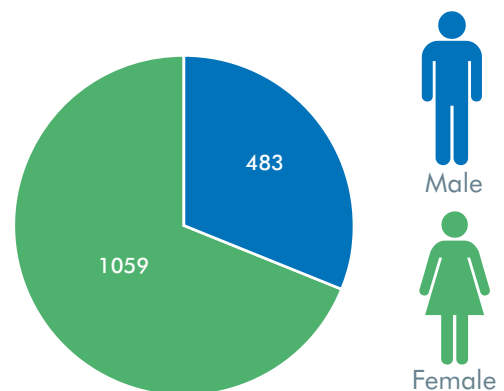
Partners include GP practices, hospitals, voluntary services and other health and social care services. In the first year we identified 1542 new Carers within the County of Derbyshire who were not known to DCA previously.

identified
1542 new
Carers

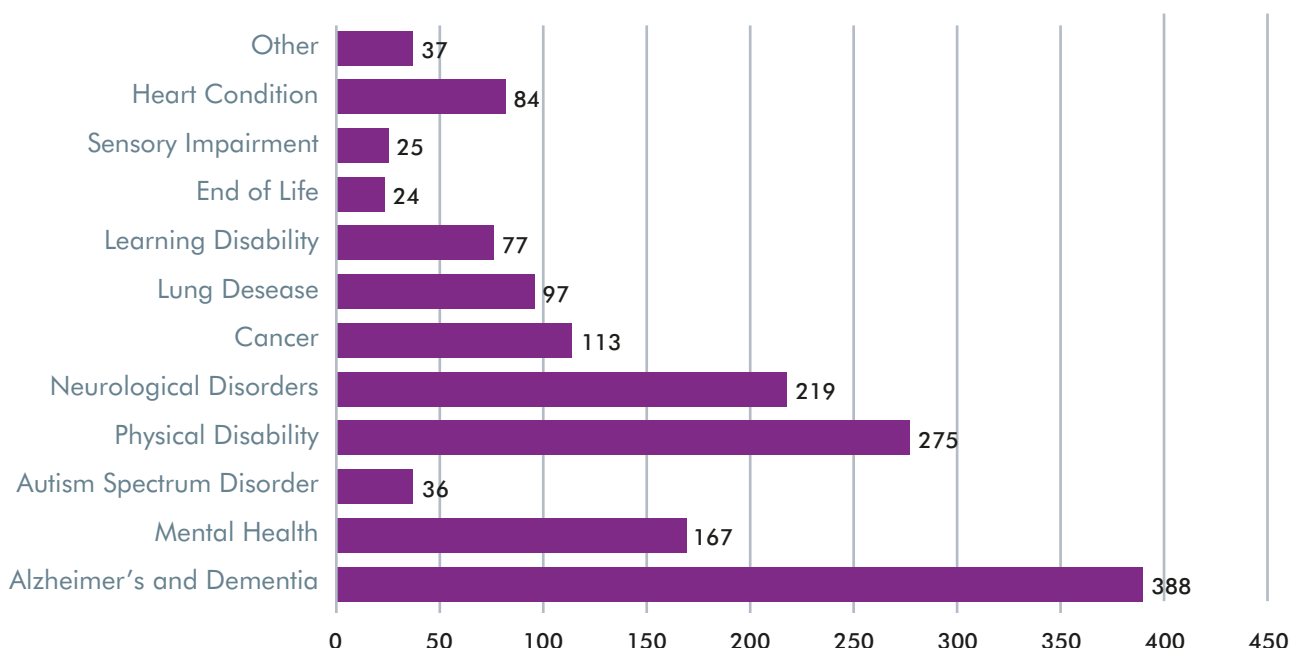
Age Group of referred Carers



Gender of referred Carers



Primary Condition of Cared-for person



IDENTIFICATION

IDENTIFYING NEED

We have introduced a triage process to help identify those with the most urgent need, this enables the Care Support Work team give people the right level of support at the right time. The levels of care provided are best described by the tiers of care as detailed below.

TIER A

Available to all carers via hubs, communities, NHS primary and secondary settings in a range of formats, including our website and social media channels.

- Contact details for their CSW
- Information, advice and guidance
- Emergency plan
- Immediate interventions
- Signposting
- Factsheets
- Clinics including free legal advice, welfare rights and health specific question and answer sessions

Throughout the year we have provided 6613 Carers with information, advice and guidance.

TIER B

- Carers Assessment
- Support plan
- Tailored 1-1 and/or group support dependent on nature and extent of needs
- Training/learning opportunities, breaks and relaxation days
- Peer support
- Personal budget of up to £300 where required
- Coping strategies, resilience building and mindfulness

TIER C

- As intermediate but with greater intervention to meet more complex or specialist needs
- In conjunction with Adult Care, personal budgets of over £300

completed
1795
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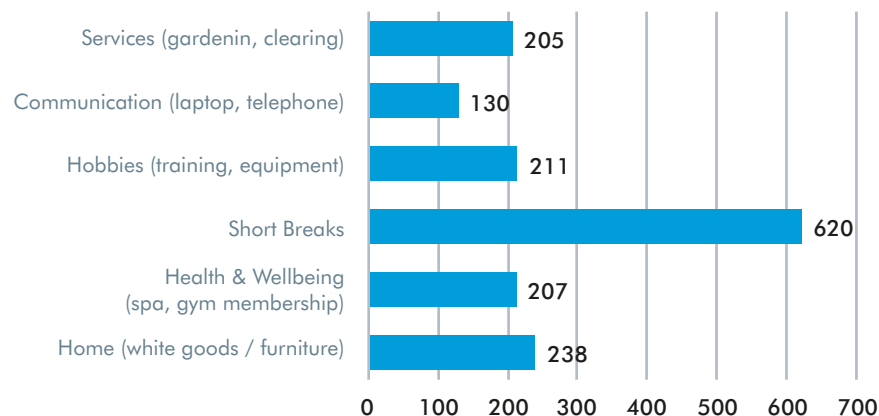
CARERS ASSESSMENTS

The carers assessment has been designed to be a holistic assessment of the Carer's needs. A key aspect of the assessment is the potential for us to set up an Emergency Plan this enables support to be put in place via Social Care if the Carer has an accident or unforeseen emergency.

- The Carers Assessment covers -
- The Caring role and how it affects the Carers life and wellbeing
- The Carer's health – physical, mental and emotional issues
- The Carer's feelings and choices about caring
- Work, study, training, leisure
- Relationships, social activities and the Carer's goals
- Housing
- Planning for emergencies

On completion of the assessment a support plan is developed which includes agreed actions and may include referral to other organisations, liaison with statutory agencies and introduction into activities. The outcome of the referral can include better financial management via welfare rights, access to aids and adaptations or a review of care levels to include respite sitting. Where eligible we will make applications to Carers Trusts and other organisations for personalised grants. In 2017/18 we have sourced £4,800 from the Carers Trust and significant monies from other grant makers.

Carers Personal Budgets 2017/2018



PERSONAL BUDGET

The Carers Personal Budget is an amount of money aimed at improving the Carer's resilience and can be £100- £300 and more in exceptional situations. Some examples of what the budget is issued for is recorded above.

Carers are offered options of where they would like their Assessment to take place, this can be within the home, at a Carers Clinic or over the telephone.

Within the first year we completed 1795 Carers Assessments for Carers living in Derbyshire.

COMMUNITY ENGAGEMENT

‘Community engagement consists of informing, consulting, involving, listening and responding to communities through on going relationships. Community engagement builds relationships of trust and allows communities to influence services and neighbourhood improvements. It also helps to build strong, resilient communities with active citizens and good social networks.’

To increase engagement with and support services for Carers within these Groups a new Community Engagement Team has been introduced to:

- Work with the Equality and Community Engagement team to deliver the Community Engagement Plan
- Use a strengths based approach to identify areas to develop services for Carers while promoting sustainability and increasing coverage
- Support established Carers Groups to help them grow within their community including promotion and fundraising
- Work with health, social and voluntary services to increase support for Carers within the wider community and promote positive changes
- Research, apply and promote diversity initiatives and share best practice

To prepare for the new service and ensure resources were used where there is the greatest need, research was carried out by the Senior Management Team to identify areas which could be developed as well as Groups which are hidden within our Community. Hard to reach groups that were identified include:

- Refugees and asylum seekers
- Gypsy / travelling communities
- Carers supporting a loved one with a Learning Disability
- Carers supporting a loved one with a mental illness
- Black and Minority Ethnic groups those who live in rural areas
- Carers supporting a loved one who is in custody with a learning disability / mental health illness
- Carers supporting a loved one with an addiction
- Socially excluded people
- LGBT communities
- Socio-economically disadvantaged

Within the first year we have prioritised working with the following groups:



GYPSY AND TRAVELLING COMMUNITIES

Working together with the Gypsy Liaison Service to reach Carers through one to one support sessions and building relationships with key figures.'

THOSE WHO LIVE IN RURAL AREAS

Working in partnership with other services who are embedded within rural areas including Women's Institutes (WI's) and Faith based groups to raise awareness of Carers, issues impacting them and their rights.

We have specifically teamed up with existing church based groups in the Ashbourne area to help offer support and information and advice.

We have delivered training and activities in rural locations including manual handling and first aid and have established new Carers groups in Derbyshire Dales and the High Peak.

COMMUNITY ENGAGEMENT

MENTAL HEALTH

We have worked together with North Derbyshire Mental Health Carers Forum and Derby City and South Derbyshire Mental Health Carers Forum to support them to become sustainable by funding elements of their service we recruited a Mental Health Carers Forum Fundraiser to increase awareness through a website and social media, support for Groups to become sustainable and submit grant applications on behalf of both Forums and their Support Groups.

We have been part of the Mental Health together work stream to ensure the impact on Carers is acknowledged in any service changes being developed.



LEARNING DISABILITY

Recruiting a dedicated Learning Disability Co-ordinator to make links with specific organisations, to raise awareness of DCA services and ensure partner organisations include Carers within their organisations.

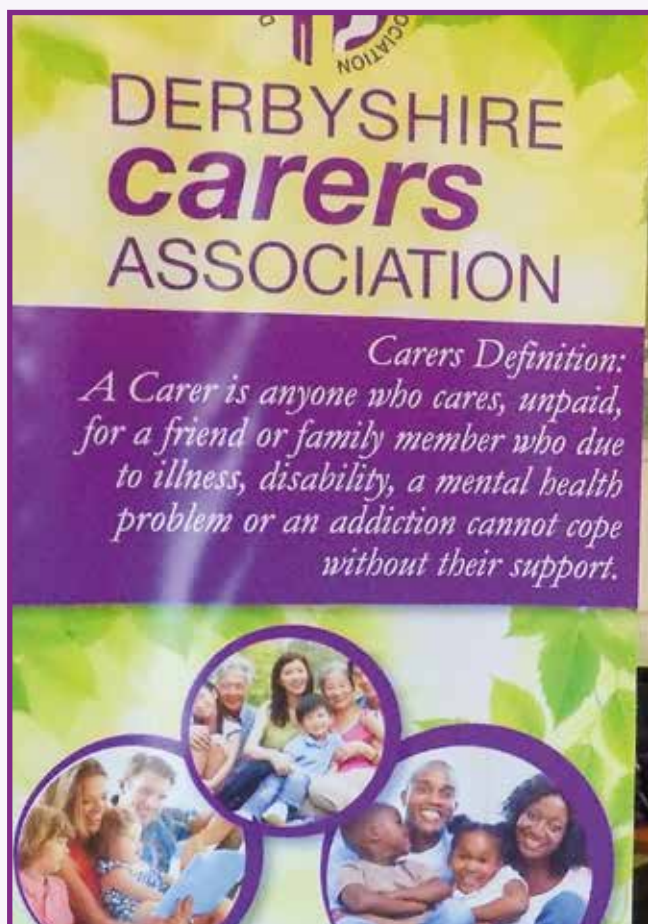
The Co-ordinator has an active role in the Learning Disability Partnership Boards and represents Carers at other strategic Boards to advocate for Carers rights.

Working with No Limits to plan a series of Pop-up Coffee Mornings throughout Derbyshire in 2018 for Learning Disability Carers. Having information, advice and guidance available from a range of selected organisations.

Being pivotal to the Derbyshire County Council LD service consultations which took place early 2018.

ADDICTION

Together with Derbyshire Recovery Partnership we have established an addiction Carers Support Group which meets monthly in Amber Valley. Specific literature has been created including national and local services and helplines.



COMMUNITY ENGAGEMENT

LIFE LIMITING ILLNESS OR END OF LIFE

To ensure there is information and support for Carers as well as planning for end of life we have worked together with Helen's Trust, Ashgate Hospice and Treetops Hospice to create and deliver end of life courses. These have been delivered in Derbyshire Dales and the High Peak.

We have also specifically worked with the existing Carer groups run by both Blythe House and Treetops Hospice to provide a joint programme, as these groups support a wide range of carers.



DEMENTIA

Carers supporting a loved one with Dementia
We have created a partnership with the Derbyshire Dementia Support Service, Making Space to facilitate the Carers element of the DEEP session being run at St Helen's Campus, at Chesterfield.

The Dementia Engagement & Empowerment Project (DEEP) brings together groups of people with dementia from across the UK.

DEEP supports these groups to try to change services and policies that affect the lives of people with dementia. We have also developed links with the Dementia Support Carers Groups being run via Making Space.

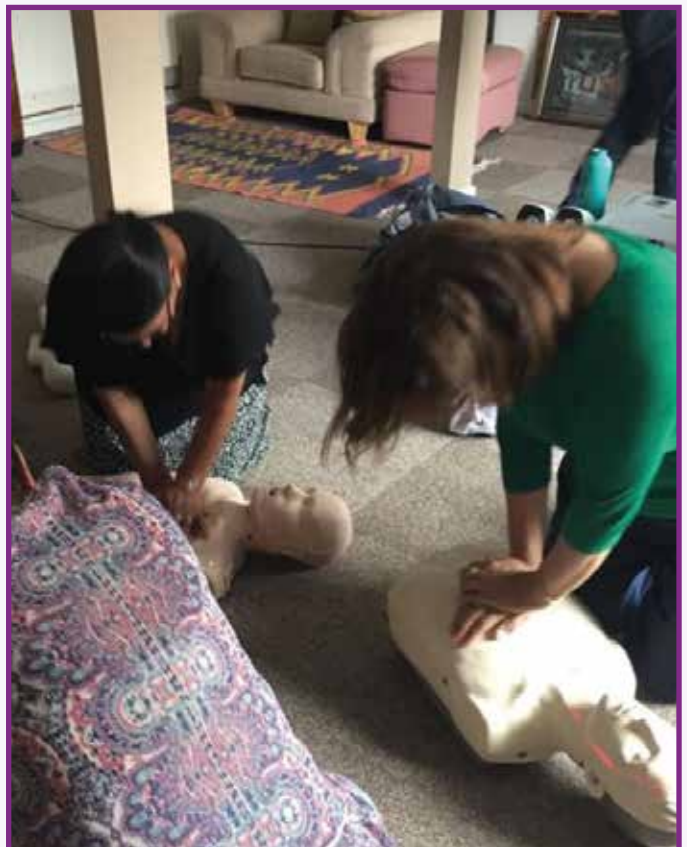


BLACK AND MINORITY ETHNIC GROUPS

Within the first year DCA has worked together with LINKS CVS to establish greater connections with BME Groups throughout the County. We have coproduced an Action Plan which will:

- Build on the outcomes identified by the BME Engagement Project
- Identify Carers from different BME communities
- Assist BME communities to better understand Carer services and how to access Carers Assessments and Support
- Identify the issues and barriers facing Carers from different BME communities in Derbyshire and raise awareness of these across health and social care

DCA and Links CVS will be facilitating seven monthly BME Carers Groups in 2018. These include Groups for Chinese, Eastern European and Asian Communities.



COMMUNITY ENGAGEMENT

YOUNG CARERS TRANSITION

In April 2017 Derbyshire Carers Association was awarded the Young Carers Service contract from Derbyshire County Council. This has created a greater link between the Young Carer and Adult Carer Services and improved transition from Childrens to Adult Services for Young Carers. Our Transitional Worker has also worked closely with local colleges and Universities to introduce Carer friendly support and policies increasing opportunities and raising aspirations.

CARERS GROUPS

Throughout the County DCA has 16 Carer Support Groups. These are monthly sessions where Carers can come together to share thoughts and feelings, listen to presentations from guest speakers and feel more engaged within their community. In 2017 we completed a consultation and evaluation with Carers to shape the future of the Groups. Many Groups are facilitated by the wonderful Volunteers at DCA and feedback from Carers attending the Groups was that these sessions have adapted and grown by the attendees and facilitators working together to plan future sessions. Others said that they would like training opportunities to be introduced such as First Aid and Manual Handling to empower and inform. Art therapy sessions have also been requested to increase interests and activities within the home.

Carers also reported that they would like to see a different format including walking and photography groups. This would be more appealing for Carers who would like support to remain active.

We have introduced two new Carers Support Groups in Matlock and the High Peak which are both well attended and facilitated walks at Shipley, Carsington and Poolsbrook County Park and Conkers. We will be working in Partnership with Walking for Health' to introduce a programme of walks throughout Derbyshire in year two, which are Carer friendly.



16
Carer
Support
Groups

TRAINING AND BREAKS

To help Carers feel confident in their abilities, increase their resilience and empower them we have introduced a package of training and break activities throughout Derbyshire. Hosted in accessible community locations and close to transport links and working together with partners and our Carers Groups the sessions have been an overwhelming success with some training exceeding numbers of attendees. 416 Carers have accessed our Training and Break activities listed below:

CARERS WEEK 2017

Carers Week is an annual campaign to raise awareness of caring, highlight the challenges carers face and recognise the contribution they make to families and communities throughout the UK. (Carers UK) Every year the DCA team plan events and activities throughout Derbyshire to show our commitment to Carers and raise awareness of Carers issues. It is also a great opportunity for Carers to come along and try new things, learn new skills and make friendships.

During Carers Week 2017 we hosted two large events; one in South Normanton and at Derbyshire Cricket grounds. Both events focussed on the theme for the week which this year was 'Building Carer Friendly Communities'. Together with other groups and services we combined a day of information stalls, presentations, entertainment and friendship. Both events had a fantastic response with over 150 Carers attending each one.

We also held local events for Carers including a free day at Mecca Bingo, coffee mornings within GP practices and Information roadshows across the County.

CARERS RIGHTS DAY

In November we celebrated Carers Rights Day with a Carers Express and Open Day in Darley Dale. Our Carers Express sessions are a whistle-stop tour of Carers Services where presenters are given four minutes to talk about their service, who this is for and how to access them. The event was attended by over 200 Carers, partners and professionals who provided us with great feedback. We also were out and about over the County working together with health settings to raise awareness of Carers.



TRAINING AND BREAKS

WELFARE RIGHTS AND LEGAL CLINICS

We plan and establish all of our services together with Carers. Listening to feedback at all levels including during the assessment, within consultations and evaluations. It has been requested by Carers both within our service and via the Consultation exercise completed by NDTI to offer free clinics on both welfare rights and legal advice.

We have introduced Welfare Rights Clinics in Amber Valley area as a pilot and introduced weekly Legal Clinics in Chesterfield, Amber Valley, Derby and Erewash. From launching the Clinics in July 134 Carers have accessed a free session at one of our clinics.

134 Carers have accessed a free session at one of our clinics

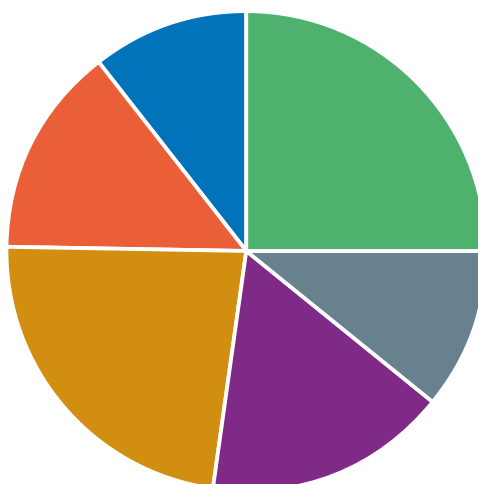


CARERS CELEBRATION

In December we hosted our annual Celebration of Carers at the world famous Crooked Spire in Chesterfield. We were joined by over 200 Carers, colleagues, Mayors and MP's as well as students from Highfield School and Sharley Park School, Clay Cross. The Celebration was a lively and uplifting start to the festive season with a variety of performances and songs.



Training and Breaks sessions Apr - Mar



- Trips
- Manual Handling
- First Aid
- Relaxation and Therapy Session
- Art Therapy
- Walking Group

HOW WE HELP



IMPACT

Fred first contacted Derbyshire Carers 2 years ago through the GP Carers Clinic with our GP Carer Assessment Worker, as he was struggling with his own mobility, and had been told he should have a knee operation. Fred being Maltese finds English difficult unless he can speak face to face with the person, so was unable to do his Carers Assessment by telephone, and he struggled to ask for help over the phone. His wife does a lot of the communication for the couple.

He would not agree to have his operation until Sandra had finished her treatment, which she has to have at the Hospital in Oxfordshire with a specialist Consultant, and until he was certain that Sandra would be cared for whilst he recovered.

Fred has now been diagnosed with Depression, Stress and Anxiety by his GP, this has been brought on by the continual caring, and his own pain this is causing. His knee is very painful now and he also has a lump on his back which has been sent for a biopsy and he may need treatment for this too.

CARING ROLE:

Fred provides very high level care for his Wife, he has to lift her, for her to get in and out of bed, do all her personal care, help her move around their home, and to get in to wheelchair to take out and about.

Fred does all the housework, laundry, food prep and cooking, and shopping, household maintenance and anything needed to keep the home safe and clean for the couple.

Fred is unable to have time alone to do anything for himself, he will not leave Sandra alone as she is not able to get herself anything to eat or drink or get to the toilet alone. He is also hampered by his own pain which affects his ability to do things for himself. He has a friend who is very ill, and he is unable to have the contact with him that he would like due to his intense caring role for his Wife.

DCA INTERVENTION AND OUTCOMES:

A Carers Assessment was completed 2 years ago and reviewed on the annual anniversary. Email support and communication assistance with Adult Care for the couple. Telephone support via Fred Wife, Sandra.

2 years ago a referral was made to Carers Trust to apply for 12 weeks care for Sandra whilst Fred had his operation, however, due to funding cuts and the fact they

Fred is a 61 year old male of Maltese origin who is struggling with several illnesses himself including type 2 Diabetes, high blood pressure and the need for a new knee operation, which is likely to have deteriorated due to his caring role.

Fred is caring for his Wife, Sandra, female of English birth who is wheelchair bound, and suffers with Spinabifide, Stenosis, Scoliosis, Spondilicisi, rare bone disorder (an operation which went wrong left her with further problems, leaving her leaning to one side). She also has Diviculosis and intestine problems so has to be very careful with food and drink.

could not find care in the relevant area this did not go ahead.

Referral to Adult Care 2 years ago – specifically for a wet room for the couple to allow Sandra to get in to the shower in her chair and to be able to manage her personal care without Fred having to lift and carry her. This has taken 2 years for approval, and recently work began. However, there was very poor workmanship and the couple were left without a bathroom and toilet. This has been chased up by the GP Liaison Worker at Derbyshire Carers Association in contact with Adult Care and the work was done again during August 2018.

OT Assessment referral made to see if there are any further aids and equipment to help Sandra to be a little more independent to relieve Fred of some of the tasks.

Information provided for Counselling services for Fred, however, at that time he did not want to involve this support. He feels that language is a barrier, but also he would not want to leave Sandra for any amount of time.

Sitting Service – referral was made to the Red Cross who at the time were providing this service, however, their funding was cut and the service never happened for this couple.

Personal budget applied for to enable Fred to spend some time with his Family who visited England from Malta, and to spend some time with a friend who is very ill and he has not been allowed the time to provide his friendship to him as he would have liked. Sandra was supported by a family friend during this time.

Sandra investigated mobility vehicles via her iPad and has now bought herself a folding motorised chair, which is very light and manoeuvrable, and is narrow so she can get through doors when on it, which means she does not need as much help with using it and it allows her to go to the local shop alone. However, she did have a problem one day when she was alone for a short time and realised that she had not asked her Husband to put her shoes on and wanted to go out on her mobility scooter.

Fred and Sandra have said that since contact with Derbyshire Carers Association they feel that they have support and are able to call if they need any further support.

Fred is still awaiting his knee operation, which hopefully he can agree to now the bathroom is completed and when Sandra is familiar with doing her personal care without too much assistance.

HOW WE HELP



Ann contacted us as her partner's mental health issues were deteriorating and she had given birth to her 3rd child 10 weeks earlier, Ann also has 2 other children ages 12 and 3 years

IMPACT

Ann was completely exhausted, had no time for herself, unable to get meals for herself or engage in any activities, unable to see family and friends and was having to keep the home running alone and having to undertake all tasks relating to the children alone. Ann referred herself to us to see how we could support her and with a view to determine what potential interventions may help Ann.

PARTNER

Suffers with psychotic depression, generalised anxiety disorder. Schizoaffective disorder and emotionally unstable personality disorder and over recent months Ann has seen a deterioration in her partner's mental health and motivation to undertake necessary tasks for their young children and tasks around the home.

CARING ROLE:

Prompting with personal care as needed including to bathe, shaving, changing clothes and any other support required on a daily basis. Prompting and encouraging to eat. Keeping her partner's medication in a safe and getting out as needed, collect and order medication and liaising with professionals as needed e.g. Community psychiatric Nurse. Running the home almost alone. Provide all necessary support to children as her partner has very little interaction with the children. Prompting to go to toilet before bed, ensure the home is locked at night and provide any support as needed during the night. Keeping her partner safe is essential and ongoing (as he is prone to self-harm) and being around is a necessity for her partner's wellbeing. Ann has to provide any support as needed to promote and maintain her partner's wellbeing which includes putting appropriate safety plans in place.

DCA INTERVENTION AND OUTCOMES:

-Multi Agency referral to Derbyshire County Council Adult Care to assess her partners needs under The Care Act 2014, Adult Care have provided Ann's partner with a 6 week enablement package with a view of getting to know her partner and his needs for further potential future support

-Referral to VSPA, VSPA Liaison worker have put Ann back in touch the Local Area Co-ordinator and provided information on 'Just a Little Company ' who do charge however they provide a free first visit to determine if they would be suitable,

-Information on Derbyshire Young Carers service (including a referral form), Ann has considered the benefits of a referral to Derbyshire Young Carers service however has decided it is not suitable for her 12 year old daughter at this specific time (due to her daughters current needs), however Ann will consider this for the future.

- Information provided via Mind on How to Cope When Supporting Someone Else, Schizoaffective Disorder and Personality Disorders, Derby City & South Derbyshire Mental Health Carers' Forum, Clay Cross Mental Health Carers Support Group.

-Early carers personal budget awarded by the panel for the amount of £300 which has enabled Ann to purchase the services of a cleaner to help Ann take care of her home which is currently having a negative impact on her own mental wellbeing. This will help Ann to get her home in order after the school holidays and feel better about her home.

HOW WE HELP



Charlotte is a female aged 61 years who experiences Bipolar Disorder, COPD, Spinal Disease and Osteoarthritis. She has a Caring role for her son, who lives separately and experiences, Pathological Avoidance Disorder, Asperger's, has mental health issues and drug addiction, anxiety and depression and breathing difficulties.

IMPACT

Carer experiences feelings of exhaustion and that her life revolves around her son. She often neglects her own health, which exacerbates her own mental health issues and feels isolated and alone. She is worried about his future for both her son and herself.

CARING ROLE:

Charlotte provides high levels of supervisory care for her adult son who mental health issues and experiences difficulties in all aspects of his daily life – functionally and socially. He requires prompting to attend to his activities of daily living and to take his medication. He requires constant reassurance and at times calming down. She has to ring him every day – sometimes up to 15 times a day to ensure he gets up, to remind him to have his medication and to ensure he is safe. Her son experiences a chaotic lifestyle and due to his drug addiction is financially dependent upon his mother. He will ring in the middle of the night for money.

DCA INTERVENTION AND OUTCOMES:

Charlotte advised to register with her GP as a Carer.

Submission of assessment for Personal budget to help her pay for a sewing machine.

Referral to High Peak Food bank to access health eating, where she accessed education regarding health eating

Referral to Talking Mental Health Derbyshire for counselling, Carer accessed counselling services

Referral with Derbyshire Recovery and Peer Support Services for advice and support, she was given advice to support her son with his drug misuse and access to a support group.

CONCLUSION:

Charlotte reports that knowing there is a service to help navigate the system and for advice as to who can help her has provided confidence, reduced her feelings of isolation and being alone in caring role.

HOW WE HELP



Deanna aged seventy years old. She has a caring role for her adult daughter who has severe learning difficulties who lives at home with her.

IMPACT

Deanna feels totally exhausted and is very concerned about getting older. She is worried that the system is not giving her daughter enough support and what will happen to her daughter when she is not around. She feels that she can never do enough to support her daughter and suffers terribly with feelings of guilt.

DAUGHTER

Severe learning disability. She requires a high level of personal care and daily life support.

CARING ROLE:

Deanna provides high levels of care for her adult daughter who has severe learning difficulties and limited communication. She requires personal care by Carers who come in every day to see her. She requires support in everyday life including needing support during mealtimes. Carers make sure she keeps herself

clean and tidy. She cannot manage her own finances. She cannot be left alone at anytime or manage by herself in the community as she would be at risk. She accesses day care five days a week. This offers her mother some much needed respite. Her mother gets her dressed/undressed before and after bedtimes. She also helps her daughter with toilet and showering. She maintains the home doing all the cooking, cleaning and shopping. She attends all medical appointments with her daughter, managing all the paperwork and help her to communicate. Her daughter requires a lot of emotional support as well as financial.

Deanna, on assessment felt that the carers who were coming in to look after her daughter were providing insufficient support and were taking advantage of her daughter's generosity. She wanted to find out if her and her daughter's monetary situation was stable and all up to date.

DCA INTERVENTION AND OUTCOMES:

Contact with care agency to discuss carers worries about daughters current support.

Referral to DCA solicitor to discuss financial situation concerning will and trust funds.

Support calls to mum during process of investigation of Care agency.

Application for Personal Budget for a day out for some respite made.

DCA support calls and information.

Support group information which enabled her to access a local support group.

CONCLUSION:

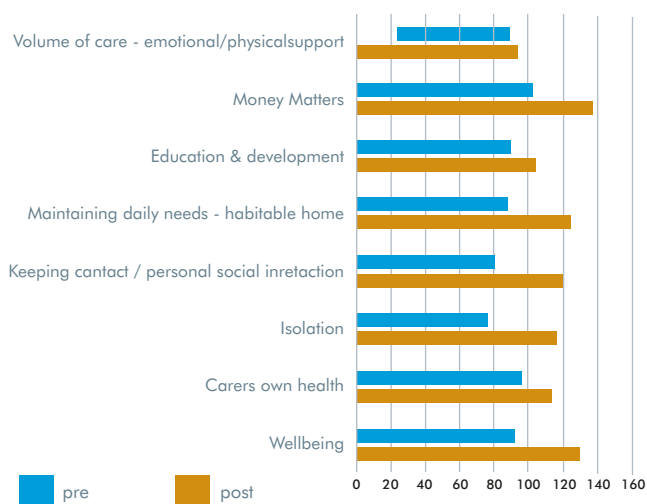
I never knew that DCA had such a wide ranging advice/support area. Support and encouragement offered gave me a little lift to further continue in my caring for my daughter. Knowing that I have someone there at the end of the phone offers me real security and lessens the feelings of isolation that sometimes I have.

The Current Derbyshire Carers Association Service for Derby County

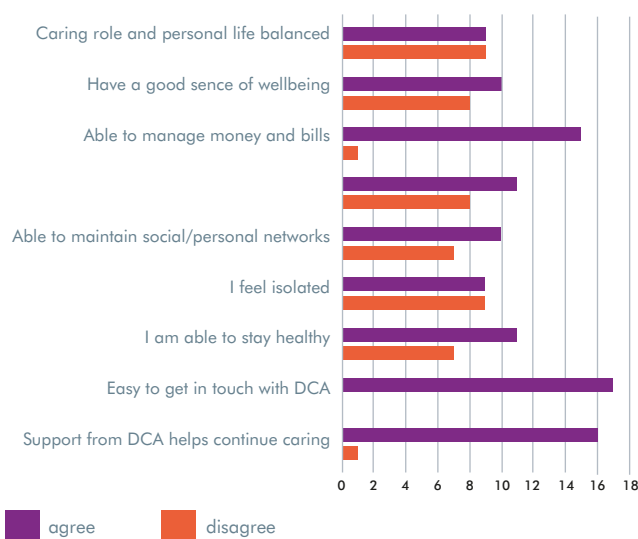
98% OF CARERS WHO GAVE FEEDBACK WANT TO CONTINUE TO HAVE ONGOING SUPPORT

59% OF CARERS HAD NEVER BEEN IN RECEIPT OF PERSONAL BUDGET PRIOR TO THIS CARERS ASSESSMENT

Impacts - 3 months post Carers Assessment



Carer questionnaire responses



“

Thank you very much for my Personal Budget looking forward to weekend away from caring in the Cotswolds

Support from orgs like yourself are excellent but welfare system for help with financial matters is diabolical

Telephone conversations with Support worker helped me realise I must keep on with my interests

Breaks budget makes a huge difference in maintaining my wellbeing

So far so good / I'm a joint carer so don't bear it all alone I think it could become very waring

Hard work some days – not well myself

Disappointed didn't get as much as last year

This Personal Budget means I can do something for me which I wouldn't ordinarily do

”

1542

New Carers identified

16

Carer Support Groups

1795

Carers Assessments completed

6613

Carers provided with information, advice and guidance

13,500

Carers registered with DCA in the County of Derbyshire