

Carers' Gazette



News and Views from around Pembrokeshire
Issue 31 - May 2010

Carers Week 14 -20 June 2010

Nationally Carers Week is run by a partnership of Carers UK, Counsel and Care, Crossroads Caring for Carers, Independent Age, Macmillan Cancer Support MS Society, Parkinson's Disease Society, The Princess Royal Trust for Carers, Vitalise, WRVS. The theme this year is 'A life of my Own'. Thousands of events and activities take place throughout the UK to highlight and celebrate the contribution that carers make, to raise awareness and reach hidden carers.

In Pembrokeshire four local GP Practices and six Voluntary Organisations have signed up to organise events for carers in the carer' week. The Carers Development Worker at PAVS is working in partnership with voluntary organisations and the local authority. We are organising road shows on Thursday the 10th June at the market in the Queen's Hall Narberth, on Monday the 14th June at Sainsbury in Tenby and also in the morning at Crymych Health Centre. Carers are welcome to drop by for some information on the support services available to carers.

Carers Day will take place on Thursday 17th June at Haverfordwest Rugby Club, where carers and other professionals have an opportunity to meet and have lunch, carers can share their views, highlight their needs, get information and be pampered.

For more details or to book a place on the day, please see the flyer inserted.

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If you would like to receive regular news via e-mail please let me know:

Nicole.vanschie@pavs.org.uk

Newsletters are also available electronically on:

www.pavs.uk/carers.

The next deadline for articles is 27 July 2010, send to:

Carers Gazette PAVS
Freeport SWC4881
36-38 High Street
Haverfordwest
Pembrokeshire SA61 2ZZ



Background:

Mark was born in Cheltenham, came down to Swansea in 1965 when his Dad joined the police force there. He was training as a bus driver when a brain tumour was diagnosed in 1998. Mark had to undergo major brain surgery and then had a stroke which caused him to take early retirement. In 2000 he moved to Pembrokeshire and met Barbara in 2003 whom he married in October of that same year.

A day in the life of Mark Ballinger, Carer**Who do you care for?**

I am a carer for Barbara my wife; she has mental health problems which started in the mid nineties.

What is your usual daily routine?

Except for Wednesdays and Fridays, when I do volunteering work for Hafal in Tenby, I usually get up at around 9 o'clock, have breakfast and a shower. Then I make sure that Barbara has her medication and plan what to do the rest of the day. I try to catch up with my hobby photography, making sure Barbara is all right before I start anything for myself. There are days she is out of sorts and I have to help her along, help her to go out shopping, support her when she needs help and always make sure she takes the right medication at the right time.

What support do you have?

We get lots of support from TRI/Hafal, they support us with whatever they can. And the Carers UK support group are at the end of the phone to help. Heather Flowers from TRI is the carers and families support worker, who helped with getting an update of the carer's assessment. We are waiting for the social worker to come back to us.

What has been your worst experience?

Barbara's indecision and forgetfulness, which could be the result of her medication or because she has me as her husband!! It frustrates me and annoys me, I have to bite my tongue and repeat the answer to her question.

What has been most helpful?

I know I can get support from TRI which helps to put my mind at rest. Rhiannon and Heather from Hafal can explain that problems are to do with Barbara's condition or her medication.

The converted bathroom with level access shower from the Local Authority because of my own disability is a great help, because I know if I am OK Barbara will be OK.

What would you like to see changed to make it easier for carers?

A pay rise would make it easier and a change in the claim forms as they are too difficult. Carers Allowance shouldn't be means tested and the entitlement shouldn't affect the other person's income.

If it wasn't for the likes of us as carers what would be the situation then?

What advice would you offer other carers?

There is always someone out there to help, however difficult and long winded it may seem to get it. Don't despair, there is help available.



A day in the life of Barbara Ballinger, Carer



Who do you care for?

I care for Mark, my husband. We have been together for nearly 7 years. We fill in the gaps for each other. I help Mark with the things he can't do physically, he can't use the cooker for example because of his balance problem and he needs help with having a shower. He organises me, helps with making decisions etc.

What is your usual daily routine?

It depends. On Wednesday and Friday we go to Hafal in Tenby. On those days we try to get up at 8 am and I walk the dog.

What support do you have?

The local authority has converted the bathroom with a level access shower because of Mark's physical disability.

Recently social services have come out to do an assessment, so far they have given us some information, they are supposed to come back to us with a care plan but haven't. We mainly received information for Mark and his physical problems.

His scooter can be taken apart to put in the car, but because of a bad back and a bad shoulder we can't get it in or out of the car.

We have also had a grant for a holiday break from PAVS; we went to Eastbourne. It was nice to have a break, but the place was disappointing.

What has been most helpful?

The single most helpful person I have come across is Rhiannon from Hafal. She is very good at signposting.

Also it is interesting to read the Carers Gazette; there are always people in a worse situation.

What would you like to see changed to make it easier for carers?

I think some of the stresses about the system. Every time they bring up the issue of benefit changes that raises the anxiety levels.

I wanted to start volunteering at Hafal, but that had benefit implications. You either have to be 100% fit or 100% disabled, there is no recognition of people trying to better them self.

What advice would you offer other carers?

Try not to shut yourself away, because you become isolated and/or depressed, which would not be helpful when caring. If I am down it drags Mark down and it is more difficult for me to help him.

It is good to go to Caldy. Hafal has these breaks to Caldy Island where you have a good break from everything leaving your phone behind. That was magical.

Background:

Barbara went to Cardiff University aged 18 and did Bachelor of Music. She worked in music libraries in Middlesex and in London. Once Barbara started librarian training she fell pregnant with her twins Adam and Debra who are now 28 years old. Adam lives with his fiancé near Bridgend and Debra has recently engaged and has two children, one of whom is now diagnosed with Aspergers Syndrome. Before Barbara met Mark she had worked as a teacher for 5 years in Cardiff, but became unwell and went to live with her aunt and uncle. She didn't have much contact with people her age and started chatting via the internet where she met Mark. They had both been married before; they weren't really looking but hit it off and married soon after.

A day in the life of: Lesley Barnes

Job Title: Clinical Co-ordinator

Background:

I've worked at Tenby Surgery for nearly 8 years now. I have had various roles within the practice including that of Health Care Assistant; however I now work with the organisational side of the clinical administration.

What is your role?

I am the Clinical Co-ordinator for the surgery which involves working closely with the clinical team to ensure that care needs are identified and met.

Describe a typical day.

My role is very varied and so no two days are ever the same. I have to prioritise my workload well to respond to the basic needs of the surgery and patients. I run daily clinical searches/audits to monitor patient health reviews and screening. I then organize specific clinics accordingly and invite patients to attend as appropriate.

What is the best part of your job?

I am often involved in helping to develop or improve systems, as well as working on various health related projects such as the Pembrokeshire Investors in Carers Scheme. This gives me a great sense of satisfaction as I feel that we are doing our absolute best to try and improve standards and the service we offer to our patients.

How much of your time is spent working with carers issues?

It varies really. As the Carers Contact for the surgery, it is my duty to ensure that up-to-date information is always available to Carers. I have therefore set up a Carers Area in the waiting room. As previously mentioned, we have also worked with the Investors in Carers Scheme towards setting up new systems relating to identifying 'hidden carers' and gained a Bronze Award for this work.

As a practice we regularly refer Carers for further support and information as well as for Carers Assessments. I am currently working through our database to send out invitations for Health Reviews and updates on forthcoming events.

We are also looking into the possibility of working towards the Silver Award for Carers, which inevitably will increase our involvement with Carers and caring issues.

What is the biggest problem you encounter?

We still have so many patients who do not consider themselves to be a 'Carer', and are therefore not receiving the help and support that is available to them. We have tried various ways to identify these 'hidden' carers – but still so many go about their caring roles without turning to anyone for help or support.

Carers are often afraid to come forward for the fear that they may lose their benefits or be told that they are doing something wrong.

If there were no carers, what impact would this have on your organisation?

If there were no carers there would be a much greater demand on the GP's and the nursing staff – particularly the District Nurses, as well as the NHS as a whole. Many people who need care would be less inclined to ask for assistance if they were on their own; and would just struggle on and ultimately suffer. Because carers are often relatives or close friends, patients feel easier to



open up about their concerns and so carers can often act as a link to medical and professional services.

What sort of support do you offer carers?

We offer all carers who register with the surgery an information pack, which contains details of services that are available to them. My details are given as a point of contact for further help or guidance.

We understand the difficulties that carers face when it comes to making appointments etc. and so offer greater flexibility with the appointment systems. We also offer regular health reviews and annual vaccinations – as appropriate.

What changes would you like to see to benefit carers?

I would like to see the carers allowance significantly increased; as well as greater public awareness of the invaluable role that carers play in our society. Then maybe carers would receive the consideration and appreciation that they deserve – as well as more support generally.

Financial support for carers

Information about Carers Allowance

From April 2010 the earning limit for Carers Allowance will increase from £95 to £100 per week net. As well as National Insurance and Tax, the following deductions can also be taken into account from gross earnings: 50% of any contributions to a pension scheme. The cost of childcare or alternative care for the person being cared for while the carer is working, up to 50% of the value of the net earnings.

Carer's Allowance is the main state benefit for carers so it's important to find out if you can receive it. The allowance is currently worth £53.90 a week (2010-2011 rate). To qualify:-

- You must be 16 years old or over

- You must look after someone for at least 35 hours a week

- The person you look after must receive a qualifying disability benefit

- If you work you must not earn more than £100 (2010-2011 rate)

- You must not get one of a list of other benefits

- You must be living in the UK when you claim Carer's Allowance

- You must not be a full-time student

To make a claim, please call the Carer's Allowance Unit on 0845 608 4321 or you can claim online by visiting www.direct.gov.uk/CaringForSomeone

Information about Carer's Credit

From 6th April 2010, for the first time, it is possible for an unpaid carer looking after a loved one to build up a full basic State Pension based entirely on National Insurance credits. The Department for Work and Pensions are calling on the 4.7 million carers across the county to find out if they could benefit. The new Carer's Credit will count towards their basic and second State Pension.

People may not recognise the help they give unpaid to a disabled, ill or family member as caring but they are being encouraged to come forward if they are looking after someone for at least twenty hours a week. The new provision allows people who care for 20 or more hours per week to do this and it also opens this benefit for people who care for those with a mental health or other condition that do not fit the definition of disability or are undiagnosed.

If you are caring for someone for 20 hours or more a week find out if you qualify for the Carer's Credit that will count towards your State Pension: by visiting www.direct.gov.uk/pensions or by calling 0800 678 1132.





Manual Handling for unpaid carers

Do you have any Manual Handling questions or queries?
Come and join Pembrokeshire County Council's Manual Handling Team for some simple tips and advice about how to keep safe when manual handling.
"We are here to help and support you."



Dates: 15th June, 21st July, 23rd Sept and 8th Nov
Times: 10am - 12pm OR 2pm - 4pm
Venue: The Manual Handling Unit, Neyland
(Please call for confirmation of venue)
All participants to wear appropriate clothing and sensible shoes.

To book a place or for further information please contact us: 01646 602839
The Manual Handling Unit
Neyland Teachers Training Centre
St Clements Road, Neyland, SA73 1SH
rhian.harding@pembrokeshire.gov.uk

Two day Manual Handling training

Held from 10 am till 4 pm at the Community Education Centre, St Clements Road in Neyland: **12th & 13th July 2010**
13th & 14th September 2010
15th & 16th November 2010
A maximum of 2 carers per course could join without charge.
For an application form please ring Nicole van Schie on 01437 771196.



Have Your Say on Services for People Aged 50+

Pembrokeshire County Council want to know your views about social care services for people aged 50+ and so they have asked Pembrokeshire Association of Voluntary Services (PAVS) and Age Concern Pembrokeshire to find out:

- What services people use,
- What services people would like to use,
- What difference services make to people's lives,
- What works well,
- What could work better

This includes all services which could be provided by any agency – such as the voluntary sector or Pembrokeshire County Council.

Do you or a member of your family use Social Care services for people aged 50+ or are you planning to use these services in the future? If so and you want to make sure your views are taken into account* **you can contact Anne Isaac or Bettina Becker at PAVS on 01437 769207** and we'll make sure that your views are included in the consultation.

There are a number of ways you can make sure your views are known:
 You can fill out a short questionnaire (paper version or online),
 You can phone us up and we'll ask you some questions about your experience of services,
 If you belong to a group or club such as a luncheon club, over 50s club or tenants/residents association, we can come along and talk to your group about the consultation,
 You can come along to an event we're organizing in September to showcase the results of the consultation where senior PCC officers will be available to talk about the results of the consultation.

* Your identity will be kept confidential – only your comments will be used.



Free legal advice is provided by Eaton Evans and Morris on the first Thursday of each month at Age Concern, 37 Merlins Hill, Haverfordwest
 By appointment only – ring 01437 769207

Age Concern Pembrokehire launches New Home Support Service

In line with local demand, Age Concern Pembrokehire has launched a new Home Support Service. Jane Slade, Chief Officer says, 'As we get older it becomes more difficult to manage the little things we once took for granted and maintaining a home is no exception. Simple tasks like vacuuming, shopping and general housework can become hard work and quite daunting, or we still lead such active lives that we have no energy or desire to do the work ourselves.

As a local independent charity we are able to develop services in line with local demand and Age Concern is a name that people know and trust. We receive many enquiries from people asking about help around the home and in order to respond to these requests, we have set up our own home support service that is also employing local people. However we are still looking to appoint more Home Support Workers in order to deliver a service that covers the whole of the County'. The service is delivered by Age Concern Pembrokehire staff and an hourly charge is made. All staff are CRB checked and trained.

Whilst there is no fixed definition of the type of help that can be provided, most of us recognise a combination of domestic and household chores that we usually complete on a regular basis, but for whatever reason, have become infrequent or sporadic.

Examples are:

- Vacuuming and washing floors
- Polishing and dusting
- Washing dishes and cleaning work surfaces
- Making the bed or changing bed linen
- Laundry and ironing
- Small amounts of shopping
- Escorted shopping
- Escorting to appointments
- Paying bills and sorting paperwork
- Collecting prescriptions
- Reading and helping with correspondence
- Helping to sort day to day issues

Any of these can be provided as a one-off *blitz* or regular appointment.

You have the trusted and well known name of Age Concern, building a rapport and getting to know what you want. We can provide a flexible and responsive service and ensure there is cover for leave and sickness, so you are not let down.

To find out more about the service, either as a customer or an employee, please contact us on telephone 01437 769207, e-mail independentliving@acpembms.org.uk or drop into our office at 37 Merlins Hill Haverfordwest SA61 1PE. You can also visit our website on www.acpembms.org.uk



AGM PEMBROKESHIRE 50+ CENTRAL FORUM

The Chairman and Committee cordially invite you to attend the Pembroke 50+ Central Forum's AGM at the Picton Community Centre, Freeman's Way Haverfordwest SA61 1TP on Wednesday 16th June 2010, 1.30 – 3.30 followed by Afternoon Tea.

RSVP

Ann Edmunds Strategy Coordinator for Older People
Room 2B County Hall, Haverfordwest, SA61 1TP
or telephone 01437 764551
Email: 50+Forum@pembrokeshire.gov.uk

**Alzheimer's
Society**

Leading the
fight against
dementia

A variety of leaflets on dementia are Available at Pembroke branch of the Alzheimer's Society Suite 18, Cedar Court, Haven Head Business Park.

Coping with Caring
Unusual behaviour
Relationships
Legal issues
Everyday care
Health matters
Nutrition

Maintaining quality of life
Long term care

When does the NHS pay for care?

Your guide to choosing a care home

Carer tips for ensuring your loved one receives good hospital care
Advice for people worried about a person with dementia in a care home
Understanding and respecting the person with dementia

Friends of Crossroads Care

The next event the Friends are putting on is May 29th in Maenclochog Hall - an evening of song and fun with Iona ac Andy and Clive Edwards, a cooked meal and bar. For tickets at £ 15.00 contact Graham on 01437 720163.

The annual Easter coffee morning held in the City Hall, St Davids was a very enjoyable, well supported event which raised £ 1,700.

All money raised by the " Friends" helps support the valuable existing service that Crossroads Care provide to carers in Pembrokeshire who look after their loved ones at home.

If anyone wishes for more information about the work of the friends or has time to join them with these events please contact Graham Houghton Secretary 01437 720163.



Thinking about the future - for young people with disabilities

Moving in to adulthood should be a smooth change and a positive experience but can also be an anxious time for those involved. During this period some people may require support from a range of agencies that provide services to enable them to live independently and reach their full potential.

To ensure that this process is successful, transition planning is important and can start as early as 14 years of age.

A multi agency team within Pembrokeshire developed a screening questionnaire which all

young people with a statement of special needs or who are on School Action Plus will be sent as they start year 9 at school. It is believed that this screening process will help to identify services that the young person may be able to access as they become an adult, and will also be used to signpost families.

Further to this we hope by identifying young people from an early age we can identify where services are missing and inform organisations to fulfil these gaps.

Although completing the questionnaire is not compulsory, parents are encouraged to complete these questionnaires and return them to the Transition Coordinator.

If you require any further information with regards to the screening process and what it means to you and your young person then please do not hesitate to contact the Transition Coordinator on 01437 761331, or email kimberley.barnes@actionforchildren.org.uk



Pembrokeshire WRVS Befriending Scheme

We offer low level support to enable the over 50's to regain independence, become active in their local communities, re-establish links with friends, neighbours or relatives and generally get more out of life.

All our volunteers have enhanced CRB checks. If you know of someone who could benefit from this scheme or you would like to volunteer to assist us please telephone Susan Meister on 01437 563167 for details.



Open Day Clynyfw

Pembrokeshire County Council Learning Disability Team, Clynyfw Farm and CereCare invite you to an Open Day for parents, carers and anyone considering respite care at Clynyfw Farm, Abercych, North Pembrokeshire on the 25th May 2010 10.00 am to 4.00 pm.

Please come and see what Clynyfw has to offer in terms of respite and supported holiday provision in view to using our services in the future. If you are unable to come to the Open Day we would be delighted to send you more information about Clynyfw and to discuss anything that might help make respite stay more worthwhile. Tea/coffee and light refreshments will be available and accommodation can be arranged for those coming from further away.

Telephone Clynyfw on 01239 841236 or see website www.clynyfw.co.uk for more details.

Clynyfw is based between Newchapel and Abercych on the B4332, North Pembrokeshire.

Respite Care for Older People with Mental Health Problems

Did you know that Pembrokeshire County Council provides respite care for older customers with mental health problems? This care can be arranged at Perrot's Lodge, Merlins Bridge, Haverfordwest or Havenhurst, Milford Haven. It can be arranged by Social Services Care Management Team or Community Mental Health Team or self funded. Both properties are equipped and furnished to a comfortable standard. Customers are encouraged and support to live as active lifestyle as possible and taken part in activities.

Perrot's Lodge is a purpose built 8 bedded bungalow with 7 beds for elderly adults 65 years and over and one bed for 55 years and over.

Havenhurst's 13 rooms for respite and rehabilitation are for customers who have been referred by professionals from Pembrokeshire

County Council or the Hywel Dda Health Board. There is also an assessment unit based in Havenhurst.

If you would like to find out more about this type of respite care or arrange a visit to please contact:

Perrot's Lodge on 01437 769856 or Havenhurst on 01646 692118



COUNTY KEYCARE

CARING FOR PEOPLE BY PEOPLE WHO CARE

BEFRIENDING SERVICE

We realise that many families who themselves are full-time carers, looking after family members who have Alzheimer's and other forms of Dementia, have very little time for themselves so even a few hours a week is precious to them which is why we offer our Befriending Service.

This service is provided within the South Pembrokeshire region covering Kilgetty, Milford Haven, Neyland, Pembroke, Pembroke Dock Haverfordwest, Tenby, Saundersfoot, Narberth

and surrounding areas.

PERSONAL CARE SERVICE

We provide a high standard, friendly, personal care service in the Kilgetty and surrounding areas caring for the elderly and people with varying physical and Dementia related health conditions whilst in the comfort of their own home. Our service ensures all service user's individual needs and requirements are catered for whilst ensuring the service user maintains the dignity and self respect they deserve.

To contact: County Keycare, Carmarthen Road, Kilgetty, Pembrokeshire SA68 OXU.
Telephone: 01834 812803





Young Carers Forum



Two very successful days were held in February – one for the Over 12's and the second day for the 8 -12 years. On both days there were 'Ming to Bling' workshops showing how to make dolls, badges etc from old bits and pieces. Consultation was on 'The Credit Crunch has it affected you' Funky Dragon were there on the first day to talk about the work they do and participation. During the afternoon there was swimming and other sports including bowls.

The next events are during half term in June.

For further information please contact:

Mel Richards on 01437 776534 melanie.richards@pembrokeshire.gov.uk or Nadine Farmer on 01646 680863 nadine.farmer@pembrokeshire.gov.uk

The Garden of Life

Plant three rows of peas:

Peas of mind
Peas of heart
Peas and quiet

Plant five rows of lettuce:

Lettuce be kind
Lettuce be patient
Lettuce be faithful
Lettuce love one another
Lettuce pray

Plant four rows of squash:

Squash gossip
Squash indifference
Squash selfishness
Squash prejudice

Plant four rows of thyme:

Thyme for family
Thyme for friends
Thyme for each other
Thyme for ourselves

Plant three turnips:

Turnip for meetings
Turnip for appointments
Turnip to help a friend in need

When sown with care, watered with

Patience and cultivated with love
Your garden of life will reap great
Rewards.

A Carer

Haikus

nobody's listening
to this song-bird in the dark -
or is it just me?



remembering Him

clouds open above our heads

the first butterfly

Jacqui Thewless

Consultation on Non-Emergency Patient Transport in Wales

Non-emergency patient transport enables people to access outpatient, day treatment and other services at NHS hospitals.

Around 1.4 million such journeys are undertaken every year. Users of the service are often seriously ill, such as those needing dialysis or chemotherapy. They are frequently vulnerable, with physical or other disabilities, and are dependent on such transport, as they often live in rural locations.

Everybody who uses the service recognises the efforts of the frontline staff and volunteers that deliver it. However, the current system often fails to sufficiently meet patients' needs.

This includes: Multiple-stop journeys with the patient furthest away from the hospital being picked up first and dropped back last

Poor pick-up and drop-off points, with no shelter or catering facilities

A lack of car services

Carers of patients not being able to travel with them

Fewer services in rural areas, meaning appointments being cancelled

Fewer services at weekends despite more weekend clinics taking place.



That's why the Welsh Assembly Government is consulting on how to make the service more responsive to users' requirements and more patient-centered.

For example: should we use voluntary organisations more to provide services?

do there need to be better management arrangements between statutory and voluntary providers?

do we need to provide other vehicles in addition to the traditional minibus?

do we need to provide bespoke services catering for the specialist needs of particular patients?

The consultation ends on 6th June 2010; the document is available on the Pembrokeshire Networking Website at <http://www.pembs-networking.org.uk/consultations.html> , at the Welsh Assembly Government website, or from Michelle Copeman at PAVS, 36-38 High Street, Haverfordwest SA66 1DA.

Please send responses to Michelle Copeman at PAVS, or by email to michelle.copeman@pavs.org.uk to be included in the Pembrokeshire 3rd Sector response. You can also respond directly to WAG by email to NEPT@wales.gsi.gov.uk or by post to -

Non Emergency Patient Transport Review Consultation
Office of the Director General
Health and Social Services Directorate General
Welsh Assembly Government
Cathays Park, Cardiff
CF10 3NQ

There is also an online forum which you can contribute to at <http://wales.gov.uk/forums/patienttransport/?lang=en&status=open>

This newsletter is available on our website too at: www.pavs.org.uk/carers. If you like a copy send to you please send your details to **Carers Gazette, PAVS, FREEPOST SWC4881, 36-38 High Street, Haverfordwest, Pembrokeshire, SA61 2ZZ** or email Nicole.vanschie@pavs.org.uk

Name Carer Yes/No

Email.....

Address

Postcode Telephone.....

Age Group: 0-20 20-30 30-40 40-50 50-60 60-70 70-80 80-above

Ethnic Origin:.....