

the Dudley Carer

September
2013

Welcome to the Dudley Carer, a newsletter for people caring for a relative or friend of any age with a long term illness or disability or who is older and frail.

Christine Rowley, carers' co-ordinator

Still Smiling - Five Years On

The Dudley Carers' Writing Group celebrated its fifth anniversary in September. To mark the occasion they launched their third anthology, 'Still Smiling, Five Years On'.

The title is a reference to their first anthology which is called 'Smiling is Allowed'. Carers have submitted individual pieces and also produced collaborative stories. The new anthology costs £4 including postage and packaging.

Copies of Smiling is Allowed and the second anthology - Childhood Memories are still available. Contact Jane on 07964 164579 or the Carers' Network for copies or they are available to borrow from Dudley libraries.

New service for carers from the Care and Disability Advice Line (CADAL)

Dudley Clinical Commissioning Group has allocated funding for one year for an additional worker at CADAL to offer information and practical support for carers.

Bonnie Edwards, the carers' advice worker can deliver up-to-date advice on welfare benefit claims and appeals, housing issues, debt, consumer enquiries and employment problems. She can offer telephone advice and face-to-face appointments.

Contact Bonnie on 08080 486486 (freephone) or email cadal@dudleycabx.org

Healthwatch Dudley - new consumer champion for health and social care services

This is a new independent service that will listen to local people and allow them to help shape health and social care provision.

If people have views or concerns about local services such as GPs, dentists, hospitals and social care services, then Healthwatch Dudley would like to hear from them. Volunteers are also needed to support this service which is an independent project of Dudley Council for Voluntary Services (DVCS).

To raise an issue, volunteer or both call 03000 111 001.

Family history groups

The Carers Family History Group, run by Omega, continues at Kingswinford Library on the last Friday in the month from 1.30 to 3pm.

New members are always welcome. They offer family history advice, talks, visits, tea and biscuits and free access to ancestry.co.uk. One of their forthcoming visits will be to the new Dudley Archives and Local History Centre. Just turn up or contact Omega on 0845 259 3163 or email carers@omega.uk.net

Making it Real in Dudley

Transforming adult social care together



Making it Real for Carers in Dudley

'Making it Real' is the name of the guidance given for the social care sector on how to bring about the transformation of adult social care services (also known as personalisation).

The original Making it Real guidance was supplemented in May by Making it Real for Carers and in September by Making it Real for Young Carers. This guidance provides details of how carers want to be supported and gives examples of good practice in how this may be achieved. Each document has a number of 'I' statements which summarise what carers and the people they care for want from services.

Helping providers to make it real

In July the council held an event for current and potential providers of support for carers to discuss what opportunities and challenges there may be in the future.

The event was attended by representatives of carers groups and voluntary sector organisations as well as providers from the independent and private sector. They said they felt that they could identify and support many 'hidden carers' who may not approach social services. The council has therefore agreed funding for a one year pilot project to identify and carry out carers assessments where the carer or the person they care for is not currently involved with social services. The tendering process for this is currently underway.

Read about Making it Real for carers, see the guidance documents and look at the presentations and feedback from the providers event at <http://makingitrealindudley.org/>. For those without internet access, copies of the documents can be obtained from the Carers' Network.

Carers who receive e-bulletins have been sent links to much more information. To receive e-bulletins, email the Carers' Network. One or two bulletins are sent each month. There are no attachments and information is not sent out to a third party.

Health and Social Care Bill

Alongside Making it Real, there is the Health and Social Care Bill, which is expected to come into force in April 2015.

There is much emphasis in the bill about the need to support carers and to help them maintain their health and well being. The bill makes several statements about carers rights to assessment, much of which is just tidying up the different bits of existing legislation. Essentially:

- Any carer with needs should be automatically offered an assessment
- There will be no requirement that they are providing regular and substantial care

Organisations representing carers say that as the bill only covers carers of adults, parent carers could end up with lesser rights. They are recommending changes to the Children and Families Bill. The government has already agreed to make changes to the Children and Families Bill to provide comparable rights to young carers.

New duty on services

What is new is the duty to provide services to carers to meet eligible needs. There will be nationally set eligibility criteria for both carers and the people they care for. There is no guidance yet on these criteria.

Local authorities will have the power to charge carers for these services but of course may choose not to. Local authorities and carers groups have pointed out the need for very clear guidance as to which services are services provided to carers and which (such as respite) are services provided to the cared for person. It is anticipated that most carers eligible needs will continue to be best met by providing support to the cared for person.

Extra funding

The government has announced that there will be extra funding for local authorities in 2015 and the council estimates that Dudley should receive just over £1,000,000 of which £162,000 will be earmarked for work on assessments and the rest to be used to provide services for carers.

There is likely to be an emphasis on personal budgets for carers. The council's carers direct payments are an existing example of the kind of service that the council expects the government will wish it to provide. The council does not yet know who the money will be paid to and what conditions will be attached or indeed when it will arrive.

Current support for Carers

Dudley Council already provides a range of support for carers in addition to the support provided for the people they care for.

The council:

- funds a number of organisations through service level agreements to provide respite/ break services, support in the home and access to social activities
- funds moving and handling advice for carers
- provides a range of small grants to groups to provide social activities and other support for carers
- provides more than 450 payments a year to individual carers of adults who are financially unable to take a break
- funds the emergency support scheme for carers and the carers' network information service



Carers Rights Day 29 November 2013

Carers Rights Day is sponsored by a range of national carers organisations and is used to promote the rights of carers to benefits, services and support.

To mark the day Dudley Council will be working in partnership with Healthwatch to hold a Making it Real for carers event where it will report on latest developments in carers support across the borough. There will also be an opportunity for carers to have their say.

More information is available in the e-bulletins or call the Carers' Network to receive details of the event by post.

Carers Week 10 to 16 June 2013 round up



As ever, there was a wide range of activities across the borough.

These included:

- Dudley Carers Forum organised a meal, river cruise, visit to Stratford Butterfly Farm and a disco
- Sharon McGlynn the carers' co-ordinator at Russells Hall Hospital arranged a week long programme of information for all carers visiting the hospital. Many other groups and organisations joined her at the information hub in the hospital foyer
- INSIGHT for Carers arranged a full programme of events and activities at their base in Pearson Street, Brierley Hill
- Halesowen Library held a carers information event and also a programme of activities organised by AGE UK Dudley
- Pat Hill, the carers support worker at Thomas Pocklington Trust arranged a full programme of events for carers of people with a visual impairment including fish and chips and a quiz, a river cruise, bread making, and a trip to Webbs Garden Centre
- Sainsbury's Amblecote had a carers information display during the week. Dudley Carers' Network held an information session in the store during which staff spoke to 32 carers, shoppers and staff with whom they had not previously had contact
- The June meeting of the Black Country Partnership for Care, attended by a range of health and social care employers, focused on supporting carers in the workforce and partners in care
- Carers were also reminded that all of Dudley's libraries are 'carer aware' and carers can use the library facilities to get the information they need

Thanks to everyone who organised or supported an event.



Ken Rhodes

It is with great sadness we announce that Ken Rhodes passed away in July aged 87.

Ken, along with his wife Audrey, was a full time carer for his son who has learning disabilities. In spite of having a number of longstanding health problems of his own, Ken was an active member of the Dudley Carers Forum, the Dudley User Forum and the Parkinson's Disease Society for many years.

He was always happy to help others and continued to attend meetings even while his health was deteriorating. He will be missed by all his friends in the groups and elsewhere.

An apology about postage

Due to a problem with the franking machine a number of the May newsletters were sent out without postage.

The council apologises for the inconvenience caused, especially to those who did have to go and collect the envelope and pay the charge. Those carers that contacted the council have been reimbursed. Obviously the council will do all it can to ensure this doesn't happen again but if it does, please contact the carers' co-ordinator.

Live4Less - tips on managing budgets

Dudley Council offers this six week course for all Dudley residents.

The course offers tips and practical advice on how to manage your money and make budget savings including how to get the best deal from energy companies. For more information contact **01384 812376**.

Live4Less Living on a budget

Support for young carers in Dudley

Specialised support for carers aged 18 and under is now provided by national charity Spurgeons.

They offer:

- One-to-one young carer support
- Information, guidance and signposting
- Telephone support
- Emotional support through counselling
- Training sessions and workshops
- Holiday activities
- 10 week F.U.N (fitness, understanding, nutrition programme for young carers)
- Regular newsletters
- Support at professional meetings
- School support and transition to college/university or employment

Spurgeons also works in schools and colleges to help them recognise and support young carers. In addition they have a small amount of funding to develop support for young adult carers aged 19 to 25 years.

Contact them on **01902 877 550**, email ajones@spurgeons.org or go to www.spurgeons.org/

Dudley community information directory

The Dudley community information directory is an online resource where people can look for community events and activities, find out about care and support that may be available and which organisations can give advice to you and the person you care for.

It's growing all the time so is always worth another look at www.dudleyci.co.uk

People who don't have access to a computer at home are reminded that public access computers are available at any of the borough's libraries. Staff are available to help get people started. You can also call the Carers' Network for a list of carers support groups.



Do you need support for the person you care for?

People looking for practical help from the council's adult social care division, whether it be in the form of equipment or short or long term support, can contact the access team on 0300 555 0055 or email accessteam.dachs@dudley.gov.uk

For more information about the kind of support that may be available, go to www.dudley.gov.uk/asc or request a leaflet 'an introduction to adult social care' from the access team.

There is an out-of-hours emergency number for social care enquiries, which is **0300 555 8574**.



The Children's Disability Network

The Children's Disability Network is for any child or young person up to 18 years who has a physical, sensory or learning impairment or a long-term illness.

Signing up to the network helps the council's children with disabilities team plan support for families now and in the future. It also helps to keep parents/carers up-to-date.

Members of the network receive the asc newsletter four times a year and can also sign up for regular e-bulletins. Call **01384 815813** or email cdn@dudley.gov.uk.

For other queries about support for children with disabilities call the children with disabilities team, also on **01384 815813**. The out-of-hours emergency number for children is **0300 555 8574**



Looking after me

This is a self management course for adult carers with long-term health problems including stress and tiredness. It aims to help carers to:

- learn new skills to cope with their caring role
- develop the confidence to take more control of their life
- meet with others who share similar experiences

Carers need to commit to one, three hour session a week for six weeks. Some courses are open to all carers; others focus on carers of people with a specific illness or disability.

Looking after Me is the carers' version of the Expert Patient Programme (EPP) which is for anyone with a long term illness and disability. Call **01384 816 437** or email smp@dudley.gov.uk for dates and venues for all courses.

Holiday support for carers

Dudley Council's floating holiday support scheme could help those who care for people who just need someone to call in or phone occasionally while they are away.

They would also have a 24/7 emergency number - giving carers peace of mind to enjoy their holiday. Someone would visit the person cared for to check that this support would be enough. If not a full assessment would be required. Call **01384 812042** for more information.

Fix-a-home trader scheme

A list of approved traders who offer a range of services including home maintenance, gardening and cleaning is available.

All traders are recommended by customers and checked by trading standards and Age UK Dudley. Call the Carers' Network for a copy or go to www.dudley.gov.uk/advice-benefits/trading-standards/

Cinema exhibitor's card

This card entitles the holder to a free ticket for a person accompanying them.

The holder must be receiving disability living allowance or attendance allowance or be registered blind. Cards are valid for one year and cost £5.50. Application forms are available in cinemas, from www.ceacard.co.uk or from the Carers' Network

Support for bereaved carers

Omega care for life runs a monthly bereavement support group at St James's Church Hall, Wollaston.

It usually meets on a Friday afternoon. Call 0845 259 3163 or email carers@omega.uk.net for information

Benefits advice

Dudley Citizens Advice (CAB)

Dudley Citizens Advice offers information on benefits, debt, housing, consumer and employment issues via an advice line or people can call into their offices in Dudley, Stourbridge, Halesowen and Brierley Hill and at the Lye Community Project. They can offer some appointments in some surgeries.

Call their central advice line on **01384 816222**. For office opening times go to www.adviceguide.org.uk

Dudley CAB - care and disability advice line (CADAL)

This helpline is for people with a disability and their carers. It offers advice on benefits and health and social care issues.

Call **08080 486486** or email cadal@dudleycabx.org (also see item on front cover)

Dudley CAB Macmillan support

It offers free, confidential and impartial advice for people living with cancer and their carers. Call **01384 817721** or email advice@dudleycabx.org

Housing and council tax reduction scheme

Call **0300 555 8100** or check entitlement online at www.dudley.gov.uk/advice-benefits/benefits/

Age UK Dudley Information Service

Provides information for older people.

Call **01384 267006** (24 hour answer machine available) or email informationandadvice@ageukdudley.org.uk

Pension Local Service

People who are aged 60+ or caring for someone who is over 60 can contact the Pension Local Service on **0845 6060 265**.

Check your entitlement online

There is a wealth of information on all public services on the government's website www.gov.uk

Follow the link to money, tax and benefits to find the benefits calculator.

Carer's peace of mind emergency scheme

This is designed to ensure a cared for person would be supported if their carer had a medical emergency or accident.

It is a free 24/7 service, hosted by Dudley Council's Telecare service. The council can now draw up a carer's emergency plan for those carers of adults who need it. This will offer an agreed amount of support for up to 72 hours. For an application form, call the Carers' Network. The children's disability team also has a peace of mind card. Their contact details are on page 6.



Options+ leisure card



This offers a 50% discount on selected leisure activities at Dudley, Crystal and Halesowen leisure centres, selected shows at Dudley and Stourbridge town halls and 50% discount on CD and DVD hire at Dudley borough libraries.

The scheme costs £2.50 per annum for over 16's. Dependents under 16 and living at the same address as the applicant are also eligible to join.

An application form is available online or from the leisure centres. Members of the Carers' Network are eligible to join the scheme. Please call the network for a proof of membership letter. For further information please visit www.dudley.gov.uk/options or call **01384 812800**

Carer aware course



Carer aware is an online course for staff, carers and the public.

It explains a carer's role and rights and support available in the borough.

Go to www.dudley.gov.uk/careraaware to complete the course. People without computers can book a public access computer in their local library.

Organisations whose staff have completed the course can display a carer aware sticker - a sign that staff inside will be aware of carers' needs.

Carers direct

Carers direct payments up to £300 are available for carers of adults to take a holiday, short break or pursue a hobby or leisure activity.

A carer's assessment needs to be carried out by the team that supports, or would support, the person cared for. For people who are not sure which team this would be, call the council's access team on **0300 555 0055**.

To be eligible carers are usually receiving a means tested benefit but other situations can be considered. Eligible carers may apply each financial year.

Children's services also make grants to carers of children with disabilities so that the family can have a short break. Carers will need to complete a form, available from the children's disability team on **01384 815813**.

Young carer aware - e-learning course and resource

This is a companion to our carer aware course.

It explains who is a young carer, how their lives may be affected by caring, their rights and how we can support them in Dudley. Go to www.dudley.gov.uk/carers and follow the link to young carers. As with carer aware you can work through the course or dip in and out to get the information you need, you can go back to it whenever you wish.

Contacting the carers' co-ordinator

For advice, information or to join Carers' Network mailing list call **01384 818723**

email carers.network@dudley.gov.uk

visit www.dudley.gov.uk/carers

or write to **Dudley Carers Network, Ednam House, 1 St James's Road, Dudley, DY1 3JJ**

