

CARERS CONNECT NETWORK NEWSLETTER



AUTUMN-WINTER - ISSUE 18 2022

THE COST OF CARING

TACKLING LONELINESS

SUPPORTING CARERS AT WORK

THE TRIANGLE OF CARE

CARERS FORENSIC UPDATE

WARM SPACES THIS WINTER

NEWS & INFORMATION

Welcome to our Autumn & Winter Issue

With Christmas on the horizon, many are feeling the pressure of the cost of living and the energy crisis. A deluge of information offering guidance and support for unpaid carers can be overwhelming to navigate.

For this reason, paying attention to our own health and wellbeing is crucial. Small acts of kindness go a long way, benefitting our happiness, health and sense of well-being. A listening ear or just asking how someone is can lift our spirits and improve our mental health when things are tough. When it's reciprocated, it feels good.

Unpaid carers, NHS and social care staff are in short supply so the need to come together is so important giving us hope for the future that the hard times will ease eventually.

Carers Week 2022 showed that the work we do together is embedded in how we think and behave. With more Carer Peer Support Workers and Staff Carer Champions in place we are optimistic as we move into 2023 but mindful that there is much more to achieve and improve.

Thank you to everyone in 2022 for your resilience, dedication and working tirelessly to improve the lives of unpaid carers.



**Wishing you all a peaceful
Christmas and New Year**

The Cost of Caring

Millions of unpaid carers across the UK will spend this Christmas looking after a loved one. According to Carers UK, more than half (57%) of carers have lost touch with friends or family as a result of caring. The cost of living coupled with the cost of caring means we must balance what we can do individually and together to ease worries .



The Tackling Loneliness Collaborative in Nottingham and Nottinghamshire

Kirsty Veitch-Sorsby is the Lead for the Tackling Loneliness Collaborative (TLC) - Nottingham and...

Tackling Loneliness Hub / Jun 20



Tackling Loneliness in Nottinghamshire Research & Report

See the full report here:

<https://www.bcvs.org.uk/tlcnn>

Tackling Loneliness Collaborative Nottingham and Nottinghamshire

During 2022, TLC commissioned Nottingham Trent University to undertake research on Loneliness in Nottingham and Nottinghamshire.

795 people took part in our research survey

213 services on our database

The TLCNN is made up of over 110 people from Organisations and Groups, as well as individuals with a passion for tackling loneliness.

NTU Research Recommendations:

- A central body to provide oversight of diverse services and reduce duplication
- An increase in advertising and a more targeted outreach
- Better access to flexible funding to meet diverse service needs
- Monitoring of changing needs of vulnerable populations
- Consideration of the ways that service engagement can lead to wider social connection
- Recognition of the impact of group dynamics

Full report and more info: <https://www.bcvs.org.uk/tlcnn>



Young People

Depression, anxiety and stress were all the highest in the 18-25 years age group

Self-reported loneliness was higher in the 18-25 years age group



Older People

Wellbeing was the highest self-reported health worry in the over 65 years age group.



To get in touch please contact Kirsty Veitch-Sorsby at kirsty.veitch-sorsby@bcvs.org.uk

A RIGHT TO CARERS LEAVE - SUPPORTING CARERS AT WORK

The Carer's Leave Bill passed its second reading on 21 October 2022.

The bill would give carers in employment the right to take unpaid leave and has passed through its first crucial step and secured Government support.

Employees urgently need more support to remain in work. A right to carers leave is an issue that Carers UK has campaigned for, for some time. Carers UK believes that passing this bill could:

- Give rights to at least 2.34 million employees who are carers, possibly more.
- Around 1.4 million employers to whom this applied would have to think about their employees with caring responsibilities, and create carer-related policies for the first time.
- Some employers would go further than the legislation required and introduce paid carer's Leave, to help them stay ahead with recruitment.

Help and Advice Carers UK

<https://www.carersuk.org/help-and-advice>

The Role of Carer Champions in the Workplace Employer Survey Report

Employers for Carers is an innovative service for employers (Efc) has over 250 member organisations. In 2020, Nottinghamshire Healthcare NHS Trust became a member and was awarded Carer Confident Level 1



The Role of Carer Champions in the Workplace

Carers UK has released a new research report based on the findings from a surv...

 employersforcarers.org



Coming Up in 2023 for Trust Staff Carers

- Lunch and learn sessions for managers and staff carer champions.
- Staff carers information included in Trust staff induction.
- Policies and guidance for staff carers.
- Training from Carers UK for our staff carer champions.
- Apply for Level 2. This will take us from Level 1 'Carer Confident' to 'Carer Accomplished'. if the application is successful it will be launched during Carers Week 2023.
- ESR (Electronic Staff Record) and Trust Connect Intranet. Refresh and update.





TRIANGLE OF CARE SELF ASSESSMENTS

Every service in the Trust has been asked to complete a simplified version of the Triangle of Care self-assessment by the end of November 2022. This will provide assurance that we are continuing to involve, support and communicate with carers. We ask services to provide evidence of what is being done to meet the 6 standards of the Triangle of Care. We are also asking services to report on anything that they have done to meet the Trust Carers Week pledge around addressing carers isolation and loneliness.

Timeline for 2023

- January 2023 Review a sample of self-assessments with the Involvement, Experience & Volunteering Team (IEV), carers, partners, Carer Leads and Links and the Carers Connect Network.
- Report to the Divisional Quality Groups and Quality and Mental Health Legislation Committee attended by Paul Sanguinazzi - Head of Involvement, Experience & Volunteering January 2022 -Feb 2022
- Teams will receive feedback following this. We will share good practice, pick up on any issues to work on and look at where teams need to do further work.

CARERS & CONFIDENTIALITY UPDATED IN 2022

Working closely with carers, and their families to share information is helping us to deliver better care and treatment of our service users and patients.

Two new versions in Plain English and an Easy Read guide are hot off the press and will be available via the Trust website or the Carers Connect Network.

Thank you to everyone involved in helping us to produce these guides

Paper copies will be available on request



What is confidentiality?	
	Confidentiality means keeping information about a Patient safe
	There are rules about: <ul style="list-style-type: none"> • what information we can share • who we share information with • how we share the information

What is confidentiality?

Confidentiality means keeping information about patients safe.
There are rules about confidentiality that we all have a legal responsibility for.
These include asking patients what information we can share about them, who we can share that information with and how we share the information.

The importance of sharing information

- **Sharing information** between staff and a carer is often vital to the care and treatment of our patients
- A carer is often the person that knows the patient best
- A **carer's wellbeing** can be improved if we work together

Forensic Services Update

Services self assess themselves on The Triangle of Care standards and hold carer forums to offer support and guidance to carers. Prison Health Care services are also part of Forensic Directorate Services.

Carers Work at Rampton Hospital

Carers information

Updates from Rampton Hospital

 Nottinghamshire Healthcare NHS Foundation Trust / Nov 24



Rampton Hospital has 2 team members dedicated to each service to act as a carer link from Family & Volunteering Support Services to the ward based carer links. They are starting to attend the ward community meetings, face to face with patients and providing 1:1 support for the named carer links on the wards.

Upcoming Carer Forums are now face to face with Covid restrictions lifted on visiting.
Rampton Hospital Carer Lead - Lorna Breckell Tel: 01777 248 321

Information for Carers

Information for carers of those within Wathwood Hospital

 Nottinghamshire Healthcare NHS Foundation Trust / Nov 24



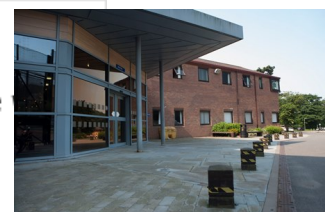
Wathwood Hospital is a medium secure inpatient service for male adults. See how they provide information to carers STANDARD 4 THE TRIANGLE OF CARE

Wathwood Hospital Carer Lead - Lisa Locking: 01709 870800

Arnold Lodge

We provide medium secure inpatient services for adults and older people with mental illness and/or personality disorder.

 Nottinghamshire Healthcare NHS Foundation Trust / Nov 24



Arnold Lodge are resuming their face to Carer events since the pandemic 16th December 2022.. Arnold Lodge Carers Lead: - Grace Gondo Tel: 0116 207 7700

The Wells Road Centre

We provide low secure inpatient services to adult men and women with mental disorder and for men with a learning disability.

 Nottinghamshire Healthcare NHS Foundation Trust / Nov 24



Low Secure Community Forensics Carers Lead: - Charlotte Samples Tel: 0115 9691300

Warm Spaces This Winter

The Warm Welcome campaign is powered by a coalition of charities who provide a free, warm and safe space if you are worried about heating your home over the Winter. Find a warm space in your local area. Many operate on a donation or 'pay what you can' or some will be free of charge. warmwelcome.uk



<https://www.bcv.org.uk/warmspaces>

NEWS & INFORMATION



Help for Carers from Mobilise

Mobilise has a range of information for unpaid carers. By registering as an "unpaid carer" it can help carers to access the help they might need. Not everyone recognises themselves as an unpaid carer but registering with your GP or local services can help [unlock support and discounts](#).

Looking after someone - information and support for carers

Join Carers UK for support and understanding



Young Carers in Nottingham City

[Action for Young Carers](#) is a brilliant website for young carers in Nottingham City, in partnership with Nottingham City Council and The Carers Federation.



See the latest Young Carers news

<https://aycnottingham.co.uk/news/>

Home

A free and confidential service that supports young carers in Nottingham City

NEWS & INFORMATION



Carers' guide to discounts | Mobilisecare

From carers go free, deals on utilities, to carer council tax discounts.

Discounts for carers

There are lots of exclusive discounts for carers, but it can be a minefield wading through them all. Take a look at their guide to money off. From carers' discount cards, to carers go free. And deals on utilities to carer council tax discounts.

Some of the information included

What is a carer's card?

Where can carers go free?

Can carers get money off electricity and gas?

How do I prove I'm an unpaid carer?

Get help to buy food and milk

(the Healthy Start scheme)

NHS Don't be one of the 1458 families in Nottinghamshire missing out on free fruit, vegetables and milk!

<https://www.healthystart.nhs.uk/>

The NHS is encouraging more people to take up the Healthy Start scheme. The scheme offers funds worth £4.25 per week to pregnant women and children (0-4 years) who are in low-income families, as well as to all pregnant women under the age of 18. Funds can be used to purchase fruit, vegetables, milk and infant formula. Eligible families with a baby under the age of 1 receive £8.50 per week.

Be kind to your mind

There are small things we can all do to help be kind to your mind, and these can make a big difference to how we feel.

Get expert advice and practical tips to help you look after your mental wellbeing and make them part of your daily routine.



Every Mind Matters

Feeling stressed, anxious, low or struggling to sleep? Every Mind Matters can help with expert advice, practical tips and personalised actions to help stay...

CARER PEER SUPPORT WORKERS

Carer Peer Support Workers use their own lived experience to support unpaid carers. This valuable role can make such a difference to the lives of our carers and their families.

My name is Scott Pomberth . I work as a Carer Peer Support Worker in the City Crisis Resolution Home Treatment Team (CRHT).

I've been in the role since April 2022. This is the first time working directly supporting carers and families face to face.

I'm finding it very rewarding. The feeling of knowing you have made a difference to people's lives, by using my Peer Support Training skills and knowledge, even if it's just a small difference is fantastic. The Peer Support Core Principles are an integral aspect of the work. Each carer or family member can receive a specific support package which meets their individual needs. My role allows me to work with carers and families whilst their loved one is under the Crisis Team. Each case is unique. I give carer information, assess the needs of the carer and take into consideration their welfare in different ways.



Scott Pomberth



[Carers Council Leaflet](#)

For information about anything in the leaflet, contact Geoff Curtis, Chair of the Carers Council, tel: 0115 963 1916 or geoffcurtis@ymail.com

<https://involve.nottshc.nhs.uk/support-and-information-for-carers/>

Our Involvement & Volunteering Hub DMH



Thank you for your patience and cooperation over the last 12 months as we have been waiting for our new fully accessible Involvement & Volunteering Hub to be completed and usable for all things Involvement and Volunteering. We have now got the space back and we look forward to welcoming you at Duncan Macmillan House, Nottingham. More news and updates about this in January 2023



Advice, help, carer information and support



Carers Space Notts is an initiative designed as a joint venture by Nottinghamshire County Council, the NHS, Nottinghamshire Carers Association and unpaid carers themselves.

The project aims to bring carers and professionals (from health, adult social care, other county council departments and the voluntary sector) together in one place so that they can mutually benefit from the sharing of knowledge, insight and experiences.

Carers Space Notts

Nottinghamshire Carers Association

<https://nottinghamshirecarers.co.uk/>



Nottinghamshire Crisis Sanctuaries

Nottinghamshire Crisis Sanctuaries provides mental health crisis support to the communities of Nottinghamshire.

The Crisis Sanctuaries are for anyone near, or at crisis who need a safe space to talk.



Nottinghamshire Healthcare Carers and Families pages

We will be updating our pages in 2023 as many are out of date since the pandemic. If you have any suggestions for things you would like to see on there please let us know in the usual ways by contacting Maxine.Parr@nottshc.nhs.uk

Carers Rights Day: Thursday 24 November

Save the date to help unpaid carers find out more about their rights



<https://www.carersuk.org/news-and-campaigns/carers-rights-day>

https://www.carersuk.org/images/Research/CUK_State_of_Caring_2022_report.pdf

How was your care?

Service users, families and carers

Make a difference by sharing your feedback.

Fill in one of our survey forms
Please ask reception if you can't see one

Complete the survey online:
<https://rebrand.ly/UserCarerFeedback>

Share your story anonymously on the independent Care Opinion website:
[Careopinion.org.uk](https://careopinion.org.uk)

Share a concern, compliment or complaint:
Call - 0115 993 4542
Email - PALSandComplaints@nottshc.nhs.uk

[See and leave feedback here](#)

We really want to hear from unpaid carers, parents and relatives and to work together to improve services. We know this is challenging in 2022 and we want to reassure you that we are still listening

You said, we did

PALS - You said, we did - Feedback from the Trust PALS & Complaints Team

Carer comments received on Care Opinion MAS Memory Assessment Service



<https://www.careopinion.org.uk/992322>

Carer Comments Received via our Patient & Carer Survey (PACE)

'Phlebotomist was really caring and good at explaining the procedure and making my child at ease. Seen very quickly. (Paediatric Phlebotomy Service)

Involve the 'Carer' from the outset. what is the point of trying to help the patient if the carer, being the person who looks after or cares for them on a day to day basis, is excluded from the process throughout?'

TuVida East Midlands

Information, advice and support Notts Carers Hub County and City
www.tuvida.org/eastmidlands
email hub@carerstrustem.org

TuVida

Carer Services Near You

Phone: 01158248824

CARERS TRUST

Nottingham City Council Support

Phone: 0115 915 5555

Support for Carers City



Nottinghamshire County Council Support

Phone: 0300 500 8080

Support for Carers County



CARERS CONNECT NETWORK

We are currently meeting online using **MICROSOFT TEAMS**

Want to join us? Contact: maxine.parr@nottshc.nhs.uk



What do you want to see in the next newsletter?

Contact: jane.danforth@nottshc.nhs.uk



@InvolveNottsHC



@InvolveNottsHC