Introduction

Welcome to the Southern Trust’s Annual Carer’s Report for 2016/2017.

The Southern Health and Social Care Trust recognises the essential and valuable role that carers play in the delivery of safe and effective care to the person cared for and as such is committed to ensuring that carers are supported in their caring role.

‘Caring for Carers, Recognising, Valuing and Supporting the caring role- DHSSPS 2006’ provides guidance on the ways in which specific carer focused support can be delivered under seven themes:

Theme 1: Identification of and Interface with Carers
Theme 2: Information for Carers
Theme 3: Partners in Care
Theme 4: Support Services
Theme 5: Young Carers
Theme 6: Employment
Theme 7: Training

This report outlines the progress the Southern Trust has made over the past year in raising awareness of carers issues and embedding mechanisms and processes within the Trust to ensure that the recommendations under these themes and the objectives set by the Health and Social Care Board Carers Strategy Implementation group are addressed in partnership with carers, voluntary and community sector providers and other stakeholders.
 highlights this year include:

- Appointment of new Non-Executive Director with responsibility for carers (page 4)
- Development of new carers needs and support plan as an output of the Carers Assessment (pages 9, 11 & 19)
- Launch of research report on the needs of BME carers (page 10)
- 3027 Carers Assessments offered and 1038 carers needs and support plans completed (page 9)
- Launch of Carers Register (page 13)
- Consultation with carers on the specification for carers support services (page 14)
- 912 carers received a cash grant (page 21)
- 412,706 hours for short breaks provided (page 20)
- Carers continue to be involved in the design, development and implementation of new and the evaluation of existing services (pages 14 - 18)
- New Carers Navigator Service (pages 9 & 22)
- New Short Break Carers Forum established for carers of children with a disability (page 24)
- Good Morning Good Carer - new medical appointment reminder service (page 23)
- Carers Trust NI - new community provider for carers support across the Trust (pages 28 & 29)
- 504 carers attended 105 sessions of carer programmes, training and events (pages 23 - 27 and 33 & 34)
To ensure effective leadership, coordination and on-going development of carer’s support the Trust has developed mechanisms to ensure that Directors and Senior Managers are accountable for the integration and development of the carers agenda across all aspects of their business.

While all staff have a role to play in carer support, there are a number of key staff within the Trust with responsibility to drive, monitor and develop the carer agenda across the Trust.

Mrs Angela McVeigh is the Lead Executive Director for Carers and provides overall direction and drive for carer’s support within the organisation.

The Non-Executive Director for Carers is Mrs Hilary McCartan

Mrs Melanie McClements, Assistant Director for Older People’s Services chairs the Trust’s Carer’s Reference Group. Membership comprises Trust senior managers who have been nominated as Carer’s Champions for their programme of care, the Trust's Carer's Coordinators and carers from across each of the Trust’s three localities. The main aim of this group is to support carers to engage in the planning and review of services and to champion the rights of carers within the Trust. Further information on the Carers Reference Group is outlined on page 7 of this report.

The work of the Carers Reference Group is supported by the Trust’s Carer's Coordinators and Carers Development Worker who are based in the Newry and Mourne locality team of the Promoting Wellbeing Division in the Older People and Primary Care Directorate but have a Trust wide remit.
The Assistant Director for Promoting Wellbeing (acting) **Gerard Rocks** and the Head of Service for User Involvement and Community Development **Carolyn Agnew** who is also the Promoting Wellbeing Carer’s Champion on the Carers Reference Group provide support and strategic direction to the carer support staff and manage the adult generic carers support contract that is currently held by **Carers Trust**.

The Carer’s Coordinator post is jointly held by **Patricia McCrink** and **Clare Forsythe** specifically employed to support the implementation and on-going development of the Carer Strategy. The Coordinator has a lead role in supporting the Carer’s Reference Group including supporting the work streams that are identified by this Group.

The Carers Development Support Worker is a short term post held by **Donna Sloan** to develop a directory of Carers Support Services, a Carers Register and improve access to Trust support services and information for carers, and staff from other relevant organisations that are working to support carers.

**Our Carer Support Team can be contacted at:**

**Tel:** 028 3083 4252

**Email:** [carers.coordinator@southerntrust.hscni.net](mailto:carers.coordinator@southerntrust.hscni.net)

**Website:** [http://www.southerntrust.hscni.net/services/1581.htm](http://www.southerntrust.hscni.net/services/1581.htm)
The flow chart below outlines the Trust’s Carer Support Framework and accountability mechanisms during 2016/17.

SHSCT Carer Support Framework & Accountability Flow Chart
**Trust Board**

The Trust Board functions as a corporate decision-making body and comprises a Chairperson and **seven Non-Executive Directors appointed by the Minister of Health via the Public Appointments Unit**, and **five Executive Directors** who include the Chief Executive and Directors representing:

- Directorate of Children and Young People’s Services
- Directorate of Mental Health and Disability Services
- Medical Directorate
- Directorate of Finance

The Chair of the Board has certain delegated Executive powers and is responsible for the operation of the Board and chairing all Board meetings when present. The Chair works closely with the Chief Executive to ensure key and appropriate issues are discussed by the Trust Board in a timely manner with all the necessary information and advice being made available to the Board. Further information on Trust Board including minutes of meetings is available at: [http://www.southerntrust.hscni.net/about/1655.htm](http://www.southerntrust.hscni.net/about/1655.htm)

**Governance Committee**

This is a sub-committee of Trust Board providing assurance to the Board on all aspects of governance except financial control. Quarterly reports detailing the performance of the Trust in relation to the objectives laid out by the Health and Social Care Board Carers Strategy Implementation group are scrutinised by the Trust’s Governance Committee, Senior Management Team and Trust Board before submission to the Health and Social Care Board.

**Senior Management Team (SMT)**

The Senior Management Team, chaired by the Chief Executive, brings together senior Executives including the Executive Directors to the Trust Board. The SMT is responsible for both the implementation of the Trust’s strategies and policies and key operational matters.

**Carer’s Reference Group**

This group which includes carers and carer support organisation representatives develops an annual carer’s action plan to address the on-going needs and issues relating to carers in the Southern Trust area and meets on a quarterly basis to discuss and monitor progress on the implementation of the Carer’s Strategy and the Trust Carer’s Action Plan. The outcomes of the group to date include ensuring greater carer involvement, promotion of carer’s assessments, the innovative use of direct payments and self directed support and ensuring greater availability of carer driven services and information.

In addition, a **Carer Focus group** comprised of Social Work Staff representing all programmes of care meet on a quarterly basis to discuss best practice in taking forward the objectives of the Carers Action plan. This group is chaired by the Trust’s Carer’s Coordinator.
Are You A Carer?

The Southern Trust currently has vacancies on its Carers’ Reference Group and is seeking carers who have experience of caring for someone who uses any of the Trust services in Armagh, Dungannon, Craigavon, Banbridge or Newry and Mourne.

If you are interested in working with the Trust to shape and develop services for carers to ensure that they are supported in their caring role and available to attend four meetings a year from 10 am-12.30 pm, we can provide:

- Support and training
- Reimbursement of out of pocket expenses
- The opportunity to learn more about and influence the Trust’s carer support services

If you are interested in becoming a member of this group we would like to hear from you. For further information and details on application, please contact:

The Carers Coordinator Tel: 028 3083 4252
Email: carers.coordinator@southerntrust.hscni.net

Other opportunities for carer involvement

Each of the operational directorates comprises a variety of long standing service improvement groups which includes service user and carer representation. Those groups with carer representation are denoted with a red outline on the Trust’s Carer Support Framework and accountability flow chart on page 6.

Details for involvement opportunities and the relevant contact details can be found on the Trust website and on http://sharepoint/SitePages/Home.aspx

Commissioned Carer Support Services

In regard to carer support in the local community, the Trust commissions a range of carer support services including: Carers Trust to provide generic carer support and CAUSE, Alzheimer’s Society and Action Mental Health (AMH) ADAPT to provide condition specific carer support. Further details on these organisations are available at pages 28—30 of this report.
On assuming a caring role, carers need information about the condition of the person to be cared for and about what will be expected of the carer in the present and for the future. Such information is vital in enabling potential carers to decide what, if any, care they can provide and what support they will need to enable them to provide and to continue to provide care should they choose to do so.

Identifying carers at the earliest possible time is important in ensuring that they get the right information at the right time.

**Identifying Carers**

When Trust staff assess a person’s health and social care needs they also ask if there is a carer or carers (normally family members or a friend) who provide help and support on a regular basis.

If there is, the Trust member of staff must make contact with the carer/s to make them aware of their right to have a Carers Assessment to develop a Carers Needs and Support Plan. Carers are also asked if they would like to be added to the Carer’s Register so that the Trust can share information that may help them in their caring role.

Further information on the Carer’s Register is available at page 13 of this report.

In addition, the Trust has a contract with Carers Trust to provide support services to carers. As part of this, Carers Trust is required to identify at least 300 new carers each year. If any of these have not been offered a Carers Assessment, Carers Trust contact the Trust to ensure that this is offered.

During 2016/17 we offered **3027** Carers Assessment, **1038** carers needs and support plans were completed and **2034** were declined.

It is important that carers are encouraged to undertake a Carers Assessment and develop a Carers Needs and Support Plan. This is an opportunity to talk about your caring situation, how it impacts on your lifestyle, identify any help or support you might need and agree how that may be provided.

A DVD explaining how the carer assessment process may support you can be viewed at: [https://vimeo.com/168960312](https://vimeo.com/168960312)

Further information on Carers Assessments and needs and support plans is available at pages 9 & 19 of this report.

If you are providing help and support to a family member or a friend who might not be able to manage without this help due to illness, frailty or disability and you have not been offered a carers needs and support plan, please contact your loved one’s key worker if you know who that is or contact the Trust's Carer Support Team Tel: 028 3083 4252 E-mail: [carers.coordinator@southerntrust.hscni.net](mailto:carers.coordinator@southerntrust.hscni.net) and someone will assist you.
The Trust’s Carer’s Coordinator has been an active member of the Regional Black Ethnic Minority (BME) Carers Group throughout 2016-2017. This is a sub-group of the regional Minority Health and Social Wellbeing steering group.

In May of 2016 the group published a report on Minority Ethnic Carers in Northern Ireland commissioned from Dr Cathal McCabe.

**Key recommendations were:**

Service provision for BME Carers can only improve if significant improvements are made in the current level and quality of ethnic monitoring and consultation. The situation and circumstances of BME Carers in Northern Ireland and in specific Trust areas should be monitored henceforth through ongoing further research.

There is a need to increase English language tuition for BME Carers in tandem with the need to make language and cultural awareness training available for all frontline staff and relevant healthcare professionals.

There is a need to build and develop enhanced networks of support for minority ethnic carers - and also for the BME carers strategy group to look ways of enhancing its own support networks and exchanging best-practice models through linkages with other agencies in the UK.

There is a need to address and prioritise specific support for minority ethnic carers, with issues of access to services and integration important elements to be considered.

**A regional action plan has been developed to progress these recommendations**
Recognising, Supporting and Valuing Carers

**Theme 2 - Information for Carers**

The Caring for Carers strategy tells us that access to information has been identified as crucial to carers. The right information is needed in the right format at the right time. Whilst almost all the information is already available somewhere, carers may not be aware of the existence of that particular information which can help them. It is important that information for carers is accessible. Carers should have access to up to date information about where to get help locally.

There are a range of information resources available for carers which can be provided by contacting the Carers Coordinator on **028 3083 4252** or e-mail **carers.coordinator@southerntrust.hscni.net**

**Our progress during 2016/17**

The Trust through its Carers Reference Group has developed a number of information resources and mechanisms that are up-dated on a regular basis and available to download from the carers page on its website. You can visit the page at: **www.southerntrust.hscni.net/services/1581.htm**

**Existing Resources include: Carers Information Booklet**

This booklet has been designed to provide you with the basic information you need in your caring role and to ensure that you know where to go to access support if needed.

**Information includes:**

- Carers support and needs assessment
- Direct payments and Self-directed support
- Financial Advice
- Carers Register
- Young Carers projects
- Primary Care Services
- Caring whilst in employment
- Out of hours contacts

**Carers Assessment leaflet**

The Carers and Direct Payments (Northern Ireland) Act 2002 came into effect on 29 March 2003 and requires each Trust to make information generally available in its area about the right of a carer to an assessment, now known as ‘a carers needs and support plan’ and to take steps to ensure that carers in its area have access to such information.

To this end the Trust has redeveloped the Carers Assessment information leaflet and all identified carers routinely receive a copy. Copies are downloadable on the Trust Carer’s webpage **www.southerntrust.hscni.net/services/1581.htm**
Help is available for people from ethnic minority backgrounds who look after disabled or chronically sick family or friends.

Leaflets have just been launched in the top ten ethnic languages around Northern Ireland:- Arabic, Bulgarian, Cantonese, Chinese, Polish, Portuguese, Romanian, Russian, Slovakian, and Somali.

The leaflets signpost ethnic carers to their local Carers Coordinator who can offer advice, information and support to help them in their caring role.

The Carers Information Booklet and Carers Assessment leaflet are also available in a range of languages including;

- Mandarin, Cantonese, Hungarian, Romanian, Bulgarian, Latvian, Slovak, Russian, Tetum, Portuguese, Lithuanian and Polish.

Where can I get support in my local community?

The Trust has been working to develop a directory of carer support services. The aim is to make this directory available to the public. Until this is available the Useful Contacts list continues to be up-dated on a regular basis and made available on the Carers webpage.

GP Surgeries and libraries

Carers may regularly visit their local GP Surgery and/or library either in their own right or with or on behalf of the person they care for. It is important that information is made available in these venues so that carers who have not previously been identified are aware that support is available to them.

New posters have been designed and distributed to all GP surgeries and libraries in the Southern area. All Trust facilities are also being encouraged to display a poster in waiting areas so that carers know where to access support.
**Carers Register**

There has been ongoing promotion of the Trust’s Carers Register which enables the Trust to keep in touch with carers and provide them with information on events and training to support them in their caring role. The Carers Register also provides opportunities for carers to have their say on service developments and improvements as it can alert them to proposed service changes and provides information on current consultation questionnaires and focus groups.

At 31st March 2017 there were **255** carers registered and receiving regular updates and information. Service teams also have their own carer databases.

If you would like to be included on the Carers Register please download our Carers Register leaflet at: [www.southerntrust.hscni.net/services/1581.htm](http://www.southerntrust.hscni.net/services/1581.htm) or contact the Trust’s Carer Support Team Tel: 028 3083 4252 E-mail: carers.coordinator@southerntrust.hscni.net

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**Carer’s Resources**

The carers’ resources have been distributed throughout 2016-2017 as follows:-

- **5739** Carers Information Booklets
- **6927** Carer Register Leaflets
- **4712** Carers Assessment Leaflets
The Carers Strategy tells us: “Partnerships with carers should be achieved at both an individual and strategic level. That is, carers should be involved not only in decisions about their own situation, but also where services are being designed to support carers. Creating partnerships that recognise the expertise of carers, ensuring that they are meaningfully involved in processes for planning and delivering services to the individual, is the building block for effective support.”

Our progress during 2016/17

The Southern Trust is committed through the principles of Public and Personal Involvement (PPI) to include carers in the design, development and implementation of new and the evaluation of existing services.

This work is included in the directorate annual PPI Action Plans and progress and outcomes collated from the PPI impact template returns is used to develop Carer Involvement summary flyers twice a year. The flyers highlight the various ways carers have been involved and demonstrates the impact of that involvement.

Some examples of carer involvement across Trust services is highlighted below and on the next 4 pages of this report.

Carer Support Stakeholder Consultation - Shaping carer support services

On Wednesday 1st of March 2017 Trust representatives facilitated a stakeholder consultation in the Seagoe Parish Centre, Portadown to discuss the way forward for generic adult carer support in the Southern Trust area. The Trust outlined the current position with regard to carer support services and summarised the issues raised through a pre-consultation questionnaire. Those present were given time to consider the information provided and respond to some questions regarding the priorities for adult care support and who is best placed to deliver this. The event was well attended event by carers, potential providers and others with an interest in carer support. The constructive feedback was used to inform the way forward.

Feedback confirmed that the current specification for generic adult carer support services in the Southern Trust area was in line with carers needs. A report of the event is available on the Trust website.

Following robust contract management from the Trust and a restructuring of Carers Trust senior management, the original contract time frame with Carers Trust has now been reinstated.
Palliative Care Services Leaflet - *Developing Information for carers*

This improvement initiative enables patients and those important to them to develop a better understanding of the role of the Community Specialist Palliative Care Team and also supports team members in the verbal communication of their roles. The patient and carer information leaflet was developed by the team in partnership with the Palliative Care Experience Group. Patient and carer views relating to the new leaflet and the service in general were gathered via a satisfaction survey and all complaints received throughout the year were monitored to determine if lack of information about the service or patient understanding were the cause of the complaint.

Parkinson's Service - *Evaluating existing services*

Staff from the Parkinson's Service used an exit survey to gather the views of service users and carers, who attended one of its information sessions. These sessions are designed to support newly diagnosed patients and their carers. Staff were keen to ensure that those who attended felt better equipped to manage their long term condition or support those they care for. This involvement will also ensure that future information sessions will better meet the needs and expectations of service users and carers.

Cancer Services

*Developing Information for carers & Evaluating existing services*

Between December 2016 and March 2017, worked in partnership with the Cancer User and Carer group on a number of projects including the review and redesign of Cancer Multi Disciplinary Team Patient Information service leaflets; the development and promotion of a ‘Staff Signposting Guide to Cancer Support Services’ which was part of a Trust Quality Improvement Initiative; the dissemination of a service user / carer survey seeking feedback on the Macmillan Information Centre as part of a Quality Environment Mark; and as part of a peer view of Cancer MDT’s and local action plans. The impact of service users and carers in the planning, development, delivery and evaluation of these projects is a more flexible and responsive service meeting the needs of users and the retention of the Quality Environment Mark for the Macmillan Information Centre.
Bereavement Support - Developing Information for carers & Evaluating existing services

The Bereavement Forum worked in partnership with the Palliative Care Experience Group to review and re-design a bereavement booklet to support local families following the death of a relative or friend. This booklet provides information on a range of matters including practical issues, coping with grief, supporting dependents and accessing local support services. The involvement of the Palliative Care Experience Group ensured that these booklets meet the actual, rather than the perceived needs, of the public during these periods of crisis. The Group was also involved in the design and development of a satisfaction survey, which is issued along with the booklet. This survey allows those who have recently experienced a bereavement to share their views on the care and support they received and indeed the actual booklet itself. These booklets have also been translated into a range of languages to meet the needs of people from BME communities and are available on the Trust website: http://www.southerntrust.hscni.net/services/2397.htm

Learning Disability Carer’s Forum - Shaping service improvements

This Forum remains a strong influence in the development of services for individuals with a Learning Disability. Members of the Carers Forum have been involved in standardising bed based short break provision (respite) eligibility which included carrying out an options appraisal for short breaks and developing a scoring tool to help determine the amount of short break eligibility. All carers of individuals with a Learning Disability have now been informed of the proposed model for bed based short breaks. This piece of work is now due to go out for tender to provide the new service.

The Carers Forum meets monthly and receives regular updates on short breaks, day opportunities and transition. The group has also been involved in selecting an organisation to carry out an evaluation, to help shape their future direction.

An evaluation of the Forum is in the process of being carried out to see how improvements can be developed and implemented. One development already agreed upon has been the need for a newsletter to ensure good communication of information in a timely manner. The Forum members hope that by so doing, they can avoid rumours in relation to service change dominating the discourse at Forum meetings.

Carers have also recently been involved in a work shop to help determine future spend for improving services to older carers of individuals with a Learning Disability. They have also been involved in the selection of an organisation to provide awareness training for carers on rights and entitlement.
Recognising, Supporting and Valuing Carers

**Theme 3 - Partners in Care**

**Enhanced wellbeing of adults with learning disability during transition - Evaluating existing services & Shaping service improvements**

In November 2016 the Adult Disability Transition Team held an event at Armagh City Hotel, to seek the views of carers regarding Trust Transition services for young people with a learning disability.

There were presentations on proposed services, and a range of stands from outside providers. Focus groups were held in which carers were asked to highlight what works for them, and how the service can be more responsive.

A number of ideas were generated which will be considered by the Trust, including linking parents in to carer forum and supporting informal peer support, which was identified as a strongly preferred option of those present. Some parents also expressed an interest in being involved in co-producing information about services.

In January 2017 staff from the PWB Team and Transition Service delivered a 5 week Take 5 Programme for young people and their carers. A total of 10 people participated (5 parents and 5 young people). WEMWBS a standardised tool for measuring wellbeing indicated that this increased significantly for participants at the end of the programme. Also the Take 5 literature is being disseminated through the Transition Teams and individual service user wellbeing plans are being developed using the Take 5 themes.

**Carers contact database in Physical Disability (AD pilot) - Evaluating existing services & Shaping service improvements**

Armagh & Dungannon Physical Disability Community Team are keeping in touch via an email and postal database, a method which was preferred by service users and carers. Staff are able to disseminate information and also gather user views about their service. Another survey was carried out in November, and the results of this celebrate good practice (e.g. the vast majority of respondents felt that they were listened to, and generally received information which met their needs) and flagged up areas for development such as improving communications through use of mobile phones and ensuring that all carers have adequate time with staff.
Recognising, Supporting and Valuing Carers

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**Theme 3 - Partners in Care**

**Young Carers Involved in improving services - Shaping service improvements**

Young Carers, Head of Service for Family Support and Safeguarding, staff from the Trust’s Social Work Training Unit, and Action For Children worked together to improve accessibility of assessment and support to meet identified need.

A new referral pathway has been agreed. Assessment is now completed via Action for Children and quality assured by the Trust’s Gate Way Team. The design and delivery of training across multi-disciplinary professionals has improved their understanding of Young Carers, their issues and the new referral pathway Young Carers contribute to the quarterly agenda for Young Carers to ensure that it is in tune with their needs and priorities.

This has resulted in improved accessibility of assessment and reduced need for initial assessment where not required and promoted a greater understanding of the Young Carer agenda.

**Family Support Worker and Parent Video - Children with Disabilities Team Newry & Mourne - Developing Information for carers**

This video was made in order to highlight the nature of support available from the Family Support Worker service in Newry and Mourne. This exercise has had the impact of making staff as well as the general public more aware of this service. Families involved were able to share their stories with other families and staff, thus increasing knowledge all round regarding the experience of, and help available to, parents of children with disabilities.

All Children’s Disability teams now have information folders which are distributed to families at first contact. The teams continue to work with the PPI Officer to take forward plans aimed at increasing user and carer involvement.

**Designing new Paediatric Centres - Working with parents and children - Shaping service Improvements**

Parents’ and childrens’ views were central to the interior design of new paediatric centres at Daisy Hill Hospital and Craigavon Area hospital. ‘Harvey’s Corner’ was co-designed by parents, staff and the play therapist.

Parents views have been sought via questionnaires on discharge, and through involvement with the Regional Parental engagement group.

**Information placemats for patients - Developing Information for carers**

In December 2016 the Patient Support Service asked service users and their carers for their comments and suggestions in relation to the development of information placemats for patients to provide practical advice and information in relation to admission and discharge and key points in a patient’s journey. This will ensure that patients and their carers are better informed resulting in higher levels of satisfaction and a reduction in complaints. The placemats also provide advice to patients and carers on how to make a comment / complaint or become more involved in the planning, delivery and evaluation of services.
Recognising, Supporting and Valuing Carers  Pg 19

Trusts should examine the ways in which support to carers can be best provided and will help them to develop new and more flexible services in consultation with carers and their representative organisations.

Our progress during 2016/17

Theme 4 - Support Services

Carers Assessment and development of Carers Needs and Support Plan

When a person is being assessed for health and social care services, staff use the Northern Ireland Single Assessment Tool (NISAT) to carry out the assessment. If a person is eligible for health and social care services (even if they have chosen not to avail of those services) their carer or carers are entitled to an assessment of their own needs.

The assessment is not a test of the carer's financial situation. It is a conversation for the carer to focus on how caring impacts on them and the information discussed can be compiled over a number of visits. A carer may wish to talk in confidence to the person who is carrying out the assessment, without the person they care for being present.

The person who carries out the assessment will give the carer an opportunity to speak frankly about their own feelings and challenges. This assessment will be confidential.

The purpose of the Carers Assessment is to:

- Ensure that the carer is recognised for the support they provide and that they are valued in their caring role
- Identify any help or support they may need
- Assess if the carer is eligible to avail of a short break
- Provide information on local support services such as carer support groups or benefits advice
- Explore whether the carer wishes to stay in work or return to work and how to make this happen

Over the past year there has been a regional review of the Northern Ireland Single Assessment Tool (NISAT). Carers and staff from the Southern Trust area have been involved in developing the new version which became the standardised tool early in 2017. This tool incorporates a component which focuses on the needs of carers and this is now called the Carers Needs and Support Plan.

The new tool provides a holistic assessment of the support needs of carers to enable them to continue in their caring role. It is anticipated that there will be better outcomes for carers using the new approach. Carers will be provided with a copy of their support plan detailing what has been or what is to be put in place to assist them to maintain their caring role. It will also include contingency plans in the case of an emergency or if the carer is taken ill or incapacitated.

It is vitally important that a carer has a carers assessment as this is the gateway to a range of other support services detailed in this section.

If you are caring for someone who is receiving health and social care services from the Trust and you have not been offered a Carers Assessment, contact their key worker, speak to your GP or contact our Carer Support Team using the contact details on page 8.
Self Directed Support describes ways in which individuals who have been assessed as needing social care support are enabled to have more choice and control in how their care and support is provided so they can have greater levels of control over how and by whom their care needs are met. This year there has been a drive to increase the numbers of people being assessed under the self directed support model.

As part of this drive Self Directed Support Budgets for carers of older people were provided and since 1st April 2016, 123 individual budgets were approved to encourage short breaks for carers through the allocation of approximately £59,570.

A fact sheet on using Direct Payments or Self Directed Support to access Flexible Short Breaks is being developed and will be made available on the Carers Website page when finalised.

Further information on Self Directed Support is available from Aiden McCullagh on (028) 3831 2852 Mobile: 07887714278 E-mail: Aiden.McCullagh@southerntrust.hscni.net

Carers Cash Grants

The Southern Health and Social Care Trust has a ring fenced budget of £20,000 each year to provide support to carers who are experiencing high levels of stress due to their caring role. A carer of someone who receives services from the Memory Service (dementia), services for older people, Children with Disabilities, Family and Child Care, Autism, and Adults with Physical and Sensory Disability Teams may be eligible for a Carers Cash Grant.

During 2016/2017 an additional £50,000 was secured due to the high demand for cash grants and volume of applications received.

501 Carers were able to avail of a grant from these funds to facilitate a range of supports including:

- Short Breaks
- Stress Relief
- Treatments
- Fuel
- Meal
- Health and Wellbeing activities
- Protected family time
- Social activities
- Driving lessons

412,706 hours for short breaks were provided this year.
The bar chart below demonstrates how carers used a cash grant to relieve their stress.

In addition to the generic budget for cash grants the Mental Health Division and Adult Learning Disability Teams have ring fenced budgets to provide cash grants for carers of those who use their services.

Mental Health teams were able to provide 113 cash grants to carers

Adult Learning Disability teams were able to provide 298 cash grants to carers

Carers Assessment Required!

In total across all the teams in the SHSCT 912 carers were able to avail of a cash grant this year
Recognising, Supporting and Valuing Carers

Identifying, promoting and developing additional support services for carers

Since July 2015 the Trust has employed a Carers Development Worker with funding from the Local Commissioning group (LCG) to further develop and promote existing and potential health and wellbeing support services and participative opportunities for carers to enhance the range of informal, non-statutory options which carers may find both informs and acts as short break support. In partnership with the Carers Coordinators and other colleagues and partners the following progress has been made:

Identifying additional support services for carers

The Carer Support Services Directory has been reviewed and shared for inclusion in the Access and Information database and the wider Trust Directory of Services which was launched on 20th June 2016 and is part of the preliminary work agreed regionally in the development of a NI wide Directory of Services. Currently these databases are only accessible to Trust staff however it is hoped that in time the information will be available to the general public. Meanwhile the Useful Contacts list highlighted on page 12 continues to be up-dated on a regular basis and made available on the Carers webpage.

Promoting additional support services for carers

Development and promotion of the Trust’s Carer’s Register launched in March 2017 and highlighted on page 13 of this report. Since then 6927 hard copies have been distributed across the Trust and community and voluntary sector. Some service teams have their own mailing list for carers and while they have circulated the Carers Register Leaflet only some have provided consent for their details to be included on the main Carers Register.

E-distribution lists have been developed to support awareness raising and promotion of identified participative opportunities/ support services with carers, staff and organisations providing support to carers.

Carers’ Navigation - The Southern Trust wants to ensure that carers receive help and support to access our services so that they are quickly navigated to the support that they need. If you need:

Information on carer support services in your area, or help with a specific query in relation to your caring role

Please contact our Carer Support Team:

Tel: 028 30834252
Email: carers.coordinator@southerntrust.hscni.net

Website: http://www.southerntrust.hscni.net/services/1581.htm
Development of additional support services for carers - *Good Day Good Carer*

The Confederation of Community Groups (CCG) has been commissioned by the Health and Social Care Board to deliver a Telephone Support Service for Older Carers to:

- Provide a listening ear for carers and an opportunity to be heard
- Provide information and advice to support carers
- Identify support services for carers

The Southern Trust provided funding through its carer’s development budget to the CCG to establish a medical reminder scheme as an additional part of the service and to provide training to *Good Day Good Carer volunteers* on carers rights and issues.

For further information on Good Day Good Carer or to register for the service, please contact: Gerry Carey or Pat Quinn on 028 3026 1022. E-mail gcarey@ccgnewrycommunity.org or pquinn@ccgnewrycommunity.org
Additional Support for carers of adults with a disability

Following consultation with carers, the Physical Disability Team identified the need for new avenues for support to carers and have established a monthly carers’ clinic that provides the opportunity for carers to come to Cherrytrees to speak to a Social Worker privately to express concerns or for advice on issues. Funding from the carers development budget enabled the team to provide additional support in the form of vouchers for alternative therapies to allow the carer to have some much needed time to themselves in their own home if preferred. This responds to the need carers have expressed in terms of getting a short break but feeling unable or unwilling to leave the family home to do so. A total of 63 carers benefitted from these vouchers.

Additional Support for carers of children with a disability

The Children with Disabilities Team has established a Short Break Carers Forum to provide carers with the opportunity to discuss issues with their child and the development of a toy library and provision of fun days out. A 12-week Caring 4 Carers personal development programme was funded through the carers development budget and 20 carers participated.

Feedback from carers included:

“More funding for activities and outings please!”

“Group sessions working well”

“Provide more resources i.e. toys, clinical needs and food”

“Support is there when you need it”

Additional Support for carers of adults with mental health support needs

The Trust’s Mental Health Team in Newry & Mourne organised a 6-week short break programme in Kilbroney. Feedback from the 20 carers who participated indicated that they appreciated that all they had to do was to go and enjoy the programme. The carers consider that Mental Health still has a stigma and valued the opportunity to meet with their peers and feel free to discuss their issues without being judged. Carers who care 24/7 need regular short breaks as this helps them to prevent burn out and maintain their own health and wellbeing.

Carers Events to support health and wellbeing

In addition, a range of carer events to assist carers to maintain their own health and wellbeing to support them in their caring role were provided through the carer’s development budget and approved through the Carers Reference Group. These included:

Singtonicity workshops for carers

A series of Singtonicity taster sessions demonstrating relaxation techniques for carers through breathing song and music were provided to 73 carers. This enabled carers to have a break from their caring role and learn useful relaxation techniques. Carers reported that they experienced a feeling of wellbeing, release of tension, lightness of spirit and that they generally had fun whilst participating.
Carers Events to support health and wellbeing - continued

**ABC Men’s Health Forum event**

The Trust contributed some funding from its carer development budget towards the Men’s Health Forum annual conference. This year the theme was “Men who Care Who Cares for the Men?”

**Fifty male carers** attended and as well as hearing presentations on the extent of male caring and their experience, information on support available was provided together with relaxation taster sessions, African drumming and there was an opportunity to discuss their issues and the type of short breaks that suited their needs.

“This has been a great event for men who care - very worthwhile I need all the support I can get - my wife has had mental health problems for so long I couldn’t survive without carer support from others in the same situation and I think it's hard for men to admit that sometimes.”

**Young Carers Programme**

This 10 week programme was also facilitated by the Trust’s Neighbourhood Renewal Coordinator in partnership with St Joseph’s College Coalisland. The programme built on the serenity garden that was developed as a quiet place for pupils. A total of **20** young carers participated and enhanced the garden with sensory items such as a water fountain, wind chimes, art pieces and the planting of additional bulbs. A small shed was also provided with music equipment and bean bags for relaxation. A facilitator worked with the group to develop coping skills using relaxation techniques and another provided basic tin whistle lessons.

Teachers commented on the positive effect the programme has had on the young carers. They have learned some useful new skills and feel ownership of the garden which is open to anyone who needs to take a bit of time out in a relaxing environment.

**Christmas lunch**

CAUSE using funding from the carer development budget organised this short break for **31** carers who care for someone with a serious and enduring mental health illness. This event gave these carers a break from their caring role and the fact that it was funded was appreciated as not all the carers would have been able to pay.

“It was wonderful to meet other carers and have some time for myself for a change.”
Recognising, Supporting and Valuing Carers  Pg 26

Theme 4 - Support Services

Carers Events to support health and wellbeing - continued

Mindfulness Programme for carers

Mindfulness Meditation can be used by carers to help them become more in control and feel the effects by helping them to:

- Reduce stress and anxiety
- Be able to think more positively
- Improve their immune system

A total of 20 carers across the Armagh area completed this programme over 8 sessions

Carers Awareness Event Coalisland

This relaxation and information event which was attended by 40 carers included BIG Bus health checks, home safety tips and useful resources.

- 24 carers had breast screening
- 13 carers had health checks
- 25 carers enjoyed complimentary therapies
- 25 carers attended information sessions

Feedback from carers included:

"I registered to attend the event in Western House, Coalisland after I spotted the poster in my local supermarket."

"I spoke to a range of different people at various stands and got some very useful security gadgets, a pack containing warm clothes and a blanket which was ideal for my husband."

"I learned good tips to avoiding falling and the exercise with a funny name was brilliant for someone at my time of day as it was slow moving just like and my husband."

"It is lovely to have someone take the time to organise this event as a carer I am always the bottom of the list to get seen to."

Linenbridge Family and Friends

One of the Trust’s Community Development Workers has been working with a small group of carers to rejuvenate this carers support group which had been inactive for a number of years. A survey was developed to find out what information and activities carers of those attending Linenbridge needed to support them in their caring role.

Carers identified the following: Information on short breaks; Information on Self Directed Support; Regular Coffee mornings as an opportunity to meet; Opportunities to meet other carers in organised activities such as: - Relaxation, Walking, Dancing, Pilates, Cookery, Flower arranging, Arts & Crafts, Theatre & Positive Mental

Funding secured from the carer’s development budget will be used to develop a programme to meet these needs.
Recognising, Supporting and Valuing Carers  Pg 27

Theme 4 - Support Services

Carers Events to support health and wellbeing - continued

Carers Week Events

During Carers Week June 2016 a number of events were held across the Trust area to raise awareness of carers issues and provide information to support carers in their caring role.

♦ Mount Zion House, Lurgan - 6 attended. Health checks were provided for carers by the VERVE Community Health Trainers and 2 referrals made to the Carers Register

♦ Coalisland - this was attended by 40 at least 50 % were older carers. Carer’s rights, roles and support structures were the main topics of discussion

♦ Newry - 20 attended including carers who had not previously engaged or receiving support from a carer support organisation. 10 referrals made to the Carers Register

Mental Health Early onset dementia art workshops for carers Kilkeel

Twenty carers of those with mental health problems and the person they care for benefitted from this unique 6- week Community Arts programme organised by an Occupational Health Specialist from Mental Health Services and delivered within a community facility. This particular group of carers were carers of those with early onset dementia.

The engagement through this programme provided the team with an opportunity to listen to user and carer concerns in a relaxed environment. Outcomes included improved relationships, information around service improvement and evidence of benefits as a result of family focused programme.

Action Mental Health – Look after Yourself.

This programme targeted carers who experience poor mental health. The purpose of the programme was to provide training and advice on how to look after your own mental health, to be more confident and resilient. AMH contacted other likeminded organisations and asked them if they had any clients that are also carers and would benefit from this training. In total 71 carers were engaged over the 14 sessions.

AMH commented: We appreciate the benefits of engaging carers and the direct effect good carer support can have on our service users. We hope to build on this initial engagement in the future.

Feedback from participants included:

“Learning about my comfort zone and being confident to step outside it”

“Excellent programme - relevant. Helped me to realise that we are in control of our own life and our mental health, how we think and the words we can use”

“Friendship, confidence to come to sessions. Will attend more programmes in the future”

“Staff made you feel welcome leaving food and drink, which everyone enjoys”

“It was good to know that other people share the same feeling as me and often act in the same way when feeling in a low mood”

“I felt comfortable discussing issues and feelings because others were discussing what they were feeling first”

“I liked that others shared their experiences and this helped me to be able to discuss mine”
Theme 4 - Support Services

Carers Trust Northern Ireland was awarded the contract to develop and deliver a generic adult carers support service from 1st April 2016.

Carers Trust NI is part of Carers Trust, a major charity for, with and about carers. Carers Trust works to improve support, services and recognition for anyone living with the challenges of caring, unpaid for a family member or friend who is ill, frail, disabled or has mental health or addiction problems.

During 2016/17:-

- **451** new carers were identified and provided with support and advice to meet their needs
- **4503** contacts were made with existing carers
- **420** existing carers attended events or received additional supports or information

We always ask new carers if they have had a carers assessment and make onward referrals if the carer gives permission.

As we continue delivering the service regular contact is made to inform existing carers of events and activities taking place in the community. This allows us to maintain contact, offer a service and give the carers the opportunity to engage with us should they have new needs.

A variety of training is available to carers for example:

*Mind yourself; Stress Awareness; Mindfulness; Relaxation; Mental Health awareness*

What did carers think of our services?

- “People running the events are very helpful. Relaxed environment, nice to meet other carers.”
- “I am going to appointments and use my respite grant to rejuvenate ME for a change.”
- “I was introduced to “Good Day Good Carer” and they are going to follow up with a phone call – there is help out there – it’s just knowing about it.”
- “I am going to make time for myself among people who understand.”
Recognising, Supporting and Valuing Carers  Pg 29

Theme 4 - Support Services

For further information on the Carers Support Service
Call our helpline and information service, or email us.

Tel: 07826 930508
(The cost of calls to a mobile phone from different operators
and mobile providers may vary.)

E-mail: price@carers.org

Open Monday–Friday, 9am–5pm

If you can’t get through because our lines are busy or wish
to call outside those hours, you can leave a message, we
will call you back within one working day.

Carers.org/carers-support-service northern-ireland
www.facebook.com/CarersTrust
www.twitter.com/carerstrustni

Or contact your local Outreach and Information Support Worker

Ruth Allen, Armagh & Dungannon
Email: rallen@carers.org
Tel: 07702 819112

Eleanor Doherty, Newry & Mourne
Email: edoherty@carers.org
Tel: 07702 819109

Michelle Moult, Craigavon & Banbridge
Email: mmoult@carers.org
Tel: 07702 819111
In regard to carer support in the local community, the Trust also commissions the following carer support services including:

**CAUSE** – support for those caring for someone with a mental Health diagnosis

CAUSE’s team of dedicated Carer Advocates offers one-to-one help to individuals when they are supporting a loved one’s recovery. CAUSE is peer-led which means it is run by carers for carers, they know from direct personal experience the issues carers can face.

For further information, please contact:
Anne Cunningham, Carer Advocate Team Leader, (Newry & Mourne) (Craigavon & Banbridge)
Tel: 028 90650650 / 07738210628 Email: annec@cause.org.uk

**Alzheimer’s Society** – support for those caring for someone with dementia.

The Alzheimer’s Society is a membership organisation, which works to improve the quality of life of people affected by dementia. Many of the members have personal experience of dementia, as carers, health professionals or people with dementia themselves, and their experiences help to inform the work of the society.

For further information, please contact:
Armagh and Dungannon Office: Tel: 028 8775 3812 E-mail: kelly.meeke@alzheimers.org.uk
Craigavon and Banbridge Office: Tel: 028 3839 4440 E-mail: carole.murray@alzheimers.org.uk
Newry and Mourne Office: Tel: 028 3025 6057 E-mail: pauline.murphy@alzheimers.org.uk

**Action Mental Health (AMH) Adapt** - AMH Adapt aims to promote and increase knowledge, and provide greater understanding and awareness of eating disorders in the community.

AMH Adapt has adopted a recovery approach to provide help and support to people with eating disorders, and their friends and families. It also advocates and lobbies for specialist services.

For further information, please contact: Vanessa Baird Tel: 028 3839 2314 E-mail: vbaird@amh.org.uk
The Young Carers Multi liaison group met on two occasions this year to focus on the identification of and support for young carers.

Training was made available to all social work and social care staff to:

- Outline the institutional and legal background
- Remind staff of their responsibility in identifying young carers
- Raise awareness of young carer issues

Staff were provided with information on the referral process for young carers and the support services and resources available in the local community.

The Trust ensures that young carers identified are supported by referral to the Regional Young Carers Support service for carers aged 8-18. This service which is provided by Action for Children provides:

- Young carers needs assessment
- Personal support, advice and guidance
- Individual and group support
- Trips and activities during school holidays
- Help to access specialist services
- Help to access universal services such as leisure and youth services

We raise awareness, identify and provide direct support to children and young people who look after or help to look after someone in their family who is unwell or disabled, including children caring for parents who have mental health or substance misuse problems.

For further information: Tel: 028 4062 6516

The Caring for Carers Strategy states that:-

‘Trusts should stress the need to ensure that young carers are identified and that services are put in place to ensure that their education and development do not suffer because of their caring responsibilities.’

Congratulations to Heroes of Youth Wards, Young Carer of the Year 2016 Latasha Moore.

Latasha also won at the Mirror, Spirit of NI Awards.

Latasha cares for her mother and three younger siblings and also acts as an interpreter for her father who is profoundly deaf.

She has been described as ‘an inspiration’ by the judges in the very difficult category of Young Carer of the Year.
Recognising, Supporting and Valuing Carers

Theme 6 - Employment

The Caring for Carers Strategy recommends that:

the relevant departments draw up and put in place a programme of work to promote the adoption of good practice in carer-friendly employment.’

Our progress during 2016/17

Many people who are providing care may be trying to balance paid work with their caring responsibilities.

Carers will often be amongst the most experienced employees. Carers in paid employment value their work as an important part of their lives. It not only provides much needed financial security and a break from caring but increased self-esteem and a sense of identity separate from their role as a carer. However, combining paid work with caring can be a difficult balancing act and the resulting stress can lead to an employee having to give up work particularly if they feel unsupported or if there is a lack of flexibility in the workplace.

Carers working in the Southern Health and Social Care Trust continue to be supported through the Work-life Balance Policy which provides carers some flexibility to continue working whilst also caring for a loved one.

Further details on the Work-life balance Policy are available on SharePoint/ HROD Directorate/ Employee Relations/ Policies and Procedures or on the Trust intranet:


A guide for employees can be found at:


A guide for managers is available at:

The Trust in line with the guidance document *Training for Carers in Northern Ireland Issues and Opportunities.* (DHSSPSNI) has developed a ‘Training for Carers protocol’ which outlines good practice for the staff of the Southern Health and Social Care Trust who may come into contact with carers and/or their families.

As part of this document an appendix providing information on training available to carers both within the Trust and outside has been developed.

This can be accessed on the Carers page of the Trust website:

http://www.southerntrust.hscni.net/services/1581.htm

**Practical skills for carers**

The Trust can provide training for carers in areas such as:

- the use of aids and equipment
- lifting and bathing
- giving medicine
- first aid
- dealing with, for example, catheters, PEG tubes and colostomies
- behavioural management
- specialist training such as sign language

For further detail on how to access this training please contact the key worker for the person for whom you care.

**Young Carers Advocacy Training**

The Trust’s Neighbourhood Renewal Coordinator working in partnership with the Niamh Louise Foundation and Carers NI delivered an advocacy programme to 10 young carers from the Dungannon and Coalisland area. Over the 6-week course participants learned about the extent and importance of caring in NI, carer’s rights, where carers fit into the system, the balance of power and how to redress it, communicating effectively and self care for their own health and wellbeing. There was an opportunity to discuss their issues, as young carers and information including Carers NI Self - Advocacy Toolkit, Carers Rights Guide and factsheets on carers assessments and carer’s allowance was provided.
Look After Yourself

This programme provided by Action Mental Health provided training and advice on how to look after your own mental health and to be more confident and resilient. Overall there were 14 sessions held with 71 participants of which:

- 20 carers attended a 6 week programme in Cullyhanna
- 23 carers attended a 4 week programme in Kilkeel
- 28 carers attended a 4 week programme in Newry

Capacity Building for carers

The Trust’s Carers Support Team has been working with Learning Works to develop and deliver a capacity building programme for carers. This programme is being rolled out in three phases across the three Trust localities

- Phase 1 - Positive Engagement Workshops and focus groups
- Phase 2 - Capacity Building Workshops
- Phase 3 - Action Planning

An evaluation report with recommendations will be available later in the year.

It is anticipated that this programme will support carers to identify their needs, develop the confidence and skills to articulate those needs and influence current practice to improve carer support. Feedback from this and other focus groups held with carers will inform the Trust’s Carers Action Plan and how we provide carer support.

In addition:

Mental Health has a contract in place with the organisation CAUSE and as part of this training is provided to support carers of people with long and enduring mental health illness.

As part of the contract of generic support services for carers Carers Trust provide training to meet the assessed needs of carers using the service.

Alzheimer’s Society provides Carer Information and Support Programmes and Training for those carering for people with Dementia.

Training for Trust Staff

In providing support for carers it is also important that Trust staff receive regular training. The Trust’s Social Work Training Unit provide Carers Assessment training. To date all existing social care staff have been trained and this training is now only required for new staff.

Carers Assessment training for Nurses and Allied Health Professionals has commenced and is being delivered by the Leadership Centre. In addition during 2016/17 a further 37 staff completed training on carers rights with the Law Centre.
## Carers Support Useful Contact Details

### Southern Trust Carer Support Team
Tel: 028 3083 4252  
Email: carers.coordinator@southerntrust.hscni.net  
Website: [http://www.southerntrust.hscni.net/services/1581.htm](http://www.southerntrust.hscni.net/services/1581.htm)

### Carers Trust
Helpline: 07826 930508  
E-mail: price@carers.org  
Website: [https://carers.org/country/carers-trust-northern-ireland](https://carers.org/country/carers-trust-northern-ireland)

### CAUSE
Helpline: 0845 6030291  
Website: [http://www.cause.org.uk/contact](http://www.cause.org.uk/contact)

### Alzheimer’s Society
National Dementia Helpline 0300 222 11 22  
Website: [https://www.alzheimers.org.uk/info/20028/contact_us](https://www.alzheimers.org.uk/info/20028/contact_us)

### Regional Emergency Out of Hours Social Work Service
Tel: 028 9504 999  

### Southern Trust GP Out of Hours Service
Tel: 028 3839 9201  
Website: [http://www.southerntrust.hscni.net/contact/1612.htm](http://www.southerntrust.hscni.net/contact/1612.htm)

### The Benefit Enquiry Line
Tel: 0800 220 674  
Text phone: 0800 243 787
We would like to thank all those who have contributed to this report and to all involved in the support of carers, including the members of the Trust Carers Reference Group, carer representatives, Carers Trust, all the staff working with carers and most importantly all the carers across the Trust providing support to their loved ones.

**Southern Trust Carer Support Team**

Tel: 028 3083 4252

Email: carers.coordinator@southerntrust.hscni.net

Website: [http://www.southerntrust.hscni.net/services/1581.htm](http://www.southerntrust.hscni.net/services/1581.htm)