Recognising, Supporting and Valuing Carers

Southern Health and Social Care Trust

Quality Care - for you, with you

Southern Trust Carer’s Report
2015/2016
Welcome to the Southern Trust’s Annual Carer’s Report for 2015/2016. 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 demonstrates 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 in particular the regionally agreed priorities for carer support are addressed in partnership with carers, voluntary and community sector providers and other stakeholders.

Leadership and Coordination

To ensure effective leadership, coordination and on-going development of carers’ 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 Mr Edwin Graham.

In terms of coordination, the Trust has established and developed a Carer’s Reference Group to address the on-going needs and issues relating to carers in the Southern Trust area.
Leadership and Coordination

This group is chaired by Assistant Director for Older People’s Services, Mrs Melanie McClements - Membership comprises Trust senior managers who have been nominated as Carer's Champions for their programme of care, and carers from across each of the Trust’s three localities.

The group develops an annual carers’ action plan 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. 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.

The main aim of the group is to support carers to engage in the planning and review of services and to champion the rights of carers within the Trust.

Patricia McCrink, is the Trust’s Carers Coordinator 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.

During 2015/16 the Trust secured additional funding to employ a Carers Development Worker 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. This post was initially held by Deirdre Magill from 1/7/15 – 29/2/16 and is now held by Donna Sloan.

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.

In regard to carer support in the local community, the Trust commissions a range of carers support services including:

- Carers Matter (until 31/3/16) – generic carer support services and signposting to condition specific and other specialist support services
- CAUSE – support for those caring for someone with a mental health diagnosis
- Alzheimer’s Society – support for those caring for someone with dementia
- NIAMH – NI Association of Mental Health provides carer advocacy services and support
The flow chart below outlines the Trust’s Carer Support Framework and accountability mechanisms during 2015/16:

Leadership and Coordination

Please note that from 1st June 2016 the generic carers’ support contract is now held by Carers Trust
RECOGNISING, SUPPORTING AND VALUING CARERS

Theme 1: Identification of and interface with Carers

Identifying Carers

Identifying carers at the earliest possible time is important in ensuring that they get the right information at the right time. Many people carrying out a caring role do not identify themselves as carers: they are just people who are ‘taking care of Dad’; ‘looking after my sick daughter’; ‘standing by my partner through thick and thin’. They may not be aware of the support services available to them and therefore are not likely to ask for support.

Our progress during 2015/16

Early Identification of carers

- All health and social care professionals, including GPs, have a duty to identify the presence of a carer and the level of care being provided, and record it in a readily accessible way on all patient/client and carer records, paper and electronic
- Acute Hospital Services reviewed all of its discharge protocols and leaflets to ensure both patient and carer needs are accommodated
- The Generic Carer Support Services Contract with Carers Matter (until 31/3/16) has a target for the identification of 300 new referrals per annum. This target has been met
- Each new carer received an assessment of need. Information on Trust Carers Assessment was also provided and those who had not been offered a Trust Carers Assessment were referred to the relevant Team
- The Trust continued to attend the expert reference group of the Mind the Gap project that aims to identify older carers and signpost to local support services

Raising awareness about carers’ issues with front line practitioners

- Carers Matter developed a Carers Awareness presentation and delivered it to 56 teams within the Trust
- Carers Matter coordinated a Carers Health and Information Conference in Mount Zion in June 2015. This was attended by over 100 people who were a mixture of carers and Health and Social Care professionals

Promoting development of carers outreach in GP practices and care pathway

- As part of the Generic Carer Support Contract Carers Matter made the Carer Information Booklet available to all GP Practices and provided carer information stands in 45 of the 77 GP Practices across the Southern Trust area
Theme 1: Identification of and interface with Carers

Carers Support and Needs Assessment

A Carer’s Assessment is a shared understanding between the carer and their key worker as to their caring role or responsibilities. It will take account of the carer's circumstances, needs and views and provides the opportunity to consider the impact caring has on all aspects of a carer’s life and their family’s lives, and ways this can be made easier.

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

Did You Know?
The carer of an adult has the right to request the Trust to carry out an assessment of their ability to provide and to continue to provide care for the person they care for; if the Trust is satisfied that the person cared for is someone for whom it may provide personal social services.

Carers Assessment reports are compiled by the Trust’s Information Teams and sent to the Health and Social Care Board. It is the responsibility of the Governance committee to ensure that the Trust is performing it’s statutory function of informing carers of their right to a Carers Assessment and ensuring that staff are offering an assessment to all identified carers.

Across all programmes of care this year the Southern Trust offered a total of 2213 Carers Support and Needs Assessments. This figure showed an increase in the number of assessments offered of 38% on figures from last year.

- There were a total of 1131 assessments completed and 1839 assessments declined
- There were 124 Reassessments completed
- Of the assessments declined 578 of carers did not give or record a reason for declining the Carer's Assessment
- Of those who did provide a reason the top three were as follows;
  - 604 of carers felt that it was not necessary or no support was needed
  - 300 of carers do not see themselves as a carer
  - 131 felt that it was not a suitable time or place for a Carers Assessment

A snapshot Audit of Carers Assessment returns across the seven multi professional Integrated Care teams in Older People and Primary Care was carried out during October 2015 to ascertain who was completing assessments. The returns indicated that in that month the majority were completed by social workers however it is acknowledged this may change from month to month.
A new carers support and needs assessment tool was developed regionally during 2015/16 and will be rolled out during 2016/17. This will offer greater opportunity to identify need and develop an effective support plan.

**Promotion of Carers Assessments—some examples include:**

- **Children’s Disability Services** - Carers Information booklet and Carers Assessment leaflet are provided to parents during the initial assessment stage. A Carers Assessment is offered as part of the UNOCINI initial assessment and subsequent review process. A separate Carers Assessment can be provided if requested.

- **Autism Services** - Carers made aware of their right to separate assessment at post diagnostic training / information sessions; at initial visits and through assessment process; and information provided via Southern Area Autism Forum Reference Group.

- **Mental Health** - New mental health core care pathway now being implemented (section 7 Carers/Families etc). This will help identify carers at an earlier stage through:
  - Use of electronic referral form that asks for carer details
  - Increased inclusion of the carer, both with the service user and as individuals throughout the assessment and care planning process
  - More in-depth gaining of consent from the service user to include their carer in their assessment, care and recovery planning
  - Offer of appointments for carers either separately or as joint visits with the service user
  - Information sent with appointments will now include information on carer support
  - Ongoing monitoring of carer assessment returns and reinforcement of this with teams
  - Development of services for those with lower level needs, eg Tier 2 services in Addictions. This will result in earlier detection of carer involvement and therefore more timely support and short interventions for them in their own right
  - The development of voluntary sector contracts to provide couples or family therapy. Albeit limited, this has not previously been available in Mental Health services

- **Older People’s Services** - Carers are identified through trigger questions in application form for Domiciliary Care to Allocation Panel that meets weekly.
Regional Carer Assessment Satisfaction Survey

The Southern Trust participated in a regional survey of Carers. The aim of which was to measure the experience of the carers assessment process, a component of the Northern Ireland Single Assessment Tool (NISAT). The focus of the survey was to establish if the carer experience reflected the intended core values set out as part of the carers assessment process.

The survey was targeted at carers aged 16 years and over who care for adults who require care due to physical disability, sensory impairment, mental illness, learning disability, a long-term health condition and age related frailty including dementia. The survey was targeted at those carers who had received a carers assessment in the quarter ending September 2015.

The survey was endorsed by the NISAT Project Board. A Carers Survey Implementation Group was established to agree the scope of the survey, survey methodology and consider the findings and recommendations. Membership of the Carers Survey Implementation Group is outlined in section 6 of the report. A total of 1,053 carers assessments were completed within the Older People, Mental Health, Learning Disability and Physical Disability programmes of care for the quarter ending September 2015. A total of 92 carers across these programmes of care completed a survey return (approximately 9%).

The key themes emerging from this survey in terms of what is most important to carers in the way a Carer Assessment is conducted were:

- being listened to
- putting the carer’s needs first
- receiving help and support
- the carer’s health, and
- adopting a flexible approach

To obtain a copy of the report findings please go to the Carers page on the Trust website to download a copy:

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

The recommendations from this report will be included in the Trust’s Carer Action Plan 2016/17.
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.

Our progress during 2015/16

The Trust have in place a number of printed resources available to inform carers of how to access help and support, there is also a webpage dedicated to carers information on the Trust Website. A Carers Information Sub group has been formed to ensure that information for carers is up to date and relevant.

Carer’s Information booklet

A revised version of the Carer’s Information booklet was produced by the Carer’s Reference Group and this is now available to all carers as a useful guide to what is available to support them in their caring role.

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
- Personal and Public Involvement

This Carers Information Booklet has been translated into 12 languages with funding made available by the Local Commissioning Group in support of carers these can be accessed by contacting: Patricia McCrink on 028 3083 4252.

Languages available are: Mandarin, Cantonese, Hungarian, Romanian, Bulgarian, Latvian, Slovak, Russian, Tetum, Portuguese, Lithuanian, Polish.
BME Carers leaflet in a range of languages

New 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.

Useful contacts

A useful contact sheet for carers is downloadable from the webpage.  
www.southerntrust.hscni.net/services/1581.htm

A Carers development worker has been in post since July 2015 and has updated the database of information for Carers.

Carers Assessment leaflet

The 2002 Act requires the Trust to make information generally available in its area about the right of carers to request an assessment and to take steps to ensure that Carers in their area have access to such information. To this end the Trust have revised the Carers Assessment information leaflet and all identified carers are to receive a copy. Copies are downloadable on the Trust Carers webpage.

Languages available are:

Mandarin, Cantonese, Hungarian, Romanian, Bulgarian, Latvian, Slovak, Russian, Tetum, Portuguese, Lithuanian, Polish.
Theme 2: Information for Carers

Carers webpage

Have you checked our Southern Trust Website for the latest information and news for carers in the area?

There is a dedicated webpage which provides all the most up to date information on events and news.

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

Carers Register Leaflet

The Trust Carers register has been developed to improve how we communicate information with Carers. Carers will receive notifications of events and training and opportunities to become involved in consultations and fora to help shape how we provide support to carers in the future. Trust staff and partners at the Carers Reference Group have been asked to promote and to signpost carers who would benefit. Please contact the Carers Coordinator if you would like to register as a carer.

Training Protocol for Carers

The Trust is responsible for assessing carer’s training needs, and for ensuring agreed training needs are met. Training may be commissioned from a range of providers in order to meet these needs. To this end a training protocol was developed to ensure that these needs are identified and supported.

As part of this protocol an appendix listing courses which are available to support carers has been developed and is available on the Carers webpage.
The Caring for Carers Strategy (DHSSPSNI 2006) has provided a framework for support services to Carers and this 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. Carers should be involved where Boards and Trusts (and other agencies) are planning new services; reviewing existing services and undertaking evaluations of the services they provide. These organisations should actively involve people who are directly caring as well as representatives of carers groups.

Of fundamental importance is the relationship between carers and those professionals and staff who provide services both to them and to the person for whom they are caring. In most situations the carer or family is the authority on the person needing care and support. Yet carers often feel that their knowledge of the person and experience of caring is neither recognised nor valued. 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 2015/16

Personal and Public Involvement (PPI)

The Southern Trust is committed through the principles of Public and Personal Involvement principals to include carers in the design, development and implementation of new and improvement services. As part of the action plan for carers 15/16 there was a commitment by all programmes of care to provide updated PPI actions to the overall Trust action plan.

Carers Involvement Summary Flyers

To provide information as to the level of involvement of carers across programmes of care there is a Carer Involvement summary flyer developed twice a year. The flyer highlights the varied opportunity available to carers on many levels and shows the impact of carer involvement. This information is collated from the PPI impact template returns.
**ACORNS for Autism**

Acorns for Autism was established in 2013 and is a group of parents, carers and service users who aim to look at improving services and raise awareness of Autism across the Southern Trust area. Members meet on a regular basis to share views and ideas, receive information from the Trust about services and provide support in the development of the Trust’s Autism services.

Since its inception the group has been supported by the Trust’s Autism Team, the local PWB Community Development Worker and ABC Community Network. For further information, please contact: Hilary McFaul Tel: 028 3836 6777 Email: Hilary.mcfaul@southerntrust.hscni.net

You can contact Acorns for Autism on: acorns4autism@gmail.com

You can also keep up-to-date at: www.acorns4autism.com

**Plans in place for Dementia Improvement Group**

Two planning meetings have been held to establish a Dementia Improvement Group within the Southern Trust. The group will advise and guide on the planning and development of memory services in the future in line with the NI Dementia Strategy.

A flyer has been developed to help recruit participants for the group. An information session for potential members was held on 22nd September 2015 in Edenderry Day Centre, Portadown.

For further information, please contact: Cathy Mawhinney Tel: 028 3833 3332 Email: cathy.mawhinney@southerntrust.hscni.net
RECOGNISING, SUPPORTING AND VALUING CARERS

Theme 3: Partners in Care

User and Carer Service Improvement Group UCSIG (Mental Health)

UCSIG is going from strength to strength. The group continue to facilitate direct service user and carer engagement, involvement and communication within mental health services in the Southern Trust area. It ensures services are responsive to local needs and local concerns which are highlighted, recorded and appropriate solutions sought to ultimately improve services.

Membership comprises of representatives from service users, carers, NIAMH Advocate, CAUSE and Trust staff. The group meet on a monthly basis and members also sit on other groups and committees were they represent the views of UCSIG. The Co-chair also sits on the Southern Trust Mental Health Senior Management Group. Members are currently sitting on each of the four sub-groups that have been established to implement the new Mental Health Core Care Pathway. Further information is available by contacting Karl Hughes Tel: 07597940331 Email: lobby@mentalhealthforum.co.uk

Mental Health Forum - The Mental Health Forum engages directly with the Trust in the planning, delivering and monitoring of mental health services both locally and regionally. Feedback identified the need for further information so the Forum established a sub-group that met for over a year to plan and develop a website. They linked with forum members, Southern Trust staff and community and voluntary groups throughout the planning period. The site was conceived, designed, built and is run by service users themselves. It offers support and information not just to service users but to professionals and carers.

Carers involved in developing Hospital Guidance

The Trusts Palliative Care Experience Group have been involved in the development of guidance for personalised care planning for the dying patient and their families. The group have met with Acute staff to offer their views and have suggested developing a user friendly leaflet to compliment the guidance. Further ongoing partnership work to develop the leaflet is planned for February 2016. For further information please contact Aileen.mulligan@southerntrust.hscni.net

Learning Disability Carers Forum.

One of the significant concerns for the Trust and the carers was the provision of bed based short breaks to enable carers and service users to have access to equitable short break opportunities in the areas where they lived. To address this with Learning Disability Carers’ Forum it was agreed that the Trust would hold 5 information sessions across the three localities to inform carers of the issue and seek their views as to how a service might be developed to ensure it is inclusive and equitable. Carers stated that they felt respected and valued as part of the comprehensive engagement process and feel that the Options Appraisals and service specifications are more realistically designed to reflect carer and service user experiences. For more information contact Pat McAteer 028 3082 5120 email: Pat.mcateer@southerntrust.hscni.net
Theme 3: Partners in Care

Carers Cash Grants

As part of the continuing commitment to support carers there is funding provided by the Health and Social Care Board to provide financial support to carers to alleviate carer stress and the burden caused by the constant pressures of the caring role.

In 2015-2016 recurring fund of £20,000 was allocated to support carers, in addition to this due to the demand in the previous year the Trust were able to secure a one off sum of £50,000 to enable carers under pressure to avail of a short break. On top of this due to extent of applications the Promoting Wellbeing Department provided a further £4615, so that all the applicants received a payment. To ensure that this limited resource is provided to carers equitably there was agreement with regards to the way in which the money was divided across programmes of care, this decision was made by the members of the Trust Carer’s Reference Group.

In order to be eligible for a payment a carer must have had a Carer’s Assessment and identify a need which cannot be met by existing Trust or other support services. As there is a limited resource not all carers identified will receive a cash grant.

The allocation of that resource is based on the following criteria:
- Carers whose emotional or physical health is at risk
- A caring situation that is at risk of breaking down
- Carers whose health and well-being would benefit from a grant.

Allocation of Cash grant budget

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
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<tr>
<td>Autism</td>
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<tr>
<td>Children with disabilities</td>
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</tr>
<tr>
<td>Family and Child care</td>
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<td>Integrated care teams</td>
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<td>Memory teams</td>
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<td>Physical and Sensory Disability</td>
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<tr>
<td>Total</td>
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Theme 3: Partners in Care

The Carer’s Cash grant can be used in a way that suits the carer best, as it is a cash payment it can be used in a variety of different ways. Carers used the grant in the following ways this year.

535 carers received a cash grant and benefitted from a wide range of supports to reduce their levels of stress. A further 221 Carers cash grants were allocated to Carers of Adults with Learning Disabilities and 221 Carers of people with Mental Health Difficulties.

“\[I\] was so nice just to get away. My husband had taken 3 mini strokes and our daughter had a number of operations. It was great just to get away from hospitals. We are so grateful, thank you so much.”

“I bought comfortable walking shoes as I love to walk and find it helps my own mental health and allows some self care time. I also had enough left to go out for a night which was a rare treat!”

“My caring role requires a lot of lifting and floor work, this takes its toll on my back and the opportunity for a break has given me some relief. Emotionally it has also helped by giving me some time to myself.”

Self Directed Support

During 2015/16 the Trust secured additional funding to carry out a self directed support pilot for carers of older people and older carers to enable them to arrange a short break. The pilot was successful and the Trust now has funding each year to support this. For further information on Self Directed Support, please contact Aiden McCullagh, SDS Implementation Lead (028) 38312852 Mobile: 887714278 E: Aiden.McCullagh@southerntrust.hscni.net
Theme 4: Support Services

The Caring for Carers Strategy states that each Trust should employ a Carers Coordinator whose primary functions will be:

- proactively raising awareness of carers issues within the Trust;
- establishing and supporting a Carers Forum in each Trust area which will promote and cultivate carers’ networks across all programmes of care; and
- facilitating links between carers, carer organisations and the Trust

Our progress during 2015/16

The Trust has had a Carer’s Coordinator employed since 2003. During 2014/15 the Trust secured additional funding to employ a Carers Development Worker on a temporary basis 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. The Trust hopes to demonstrate the benefits of this additional post to both carers and the carer support framework and intends to submit a proposal during 2016/17 to have the post extended.

As part of the dedicated package of support to carers the Trust recognises that there is another key component of effective support to carers via specific carers support organisations this service external to the Trust can provide the following outcomes:

- proactive engagement with carers and carers groups;
- the provision of a vital source of information, emotional support and advocacy;
- the identification of sources of help for carers and support carer related volunteering;
- communication with carers not in contact with services;
- co-ordination and support of the network of carer support workers in the area;
- the identification of gaps in carer support and the stimulation of growth to meet identified need, and
- provide accessible premises for groups to meet and potentially arrange for carer-determined services to be available

The Southern Trust developed a specification based on feedback from carers for contracted generic carers support services to fulfil the outcomes listed above. The contract was held by Carers Matter until it closed in March 2016.

During 2015/16 Carers Matter:

- Received **244 new referrals**, with a large numbers of carers accessing individual support via telephone and home visits
**RECOGNISING, SUPPORTING AND VALUING CARERS**

**Theme 4: Support Services**

- Provided over **67 hours direct telephone support to carers** and face-to-face support to **112 carers through its outreach service**
- Provided information support and advice to **12 support groups with attendance of up to 85 carers every month**
- Had **85 carers** access its **Health and Wellbeing programmes**
- Had **45 Carers** benefiting from its **counselling service**
- Distributed **Newsletters** with **many more carers receiving them via email**
- Continued to **work in partnership** with **200 local and regional statutory, community and voluntary organisations** such as SHSCT, Building the Community Pharmacy Partnership, and GP Practices and pharmacy services to **expand the network of support for carers**
- Met in excess of **52 teams in the SHSCT**, and participated in over **80 local community events**
- Provided trips and activities for a total of **120 Carers** including:
  - Visits to places of interest in NI - Titanic quarter, Mountstewart, etc.
  - Men’s trips to Armagh Military Museum
  - Men’s Trip to Somme Heritage Centre
  - Men’s trip to Theatre
  - Men’s trip to FE mc Williams

**CARERS MATTER CONFERENCE, MOUNT ZION HOUSE - 11th June 2015**

Carers week 2015 took place from 8-14 June and the theme was ‘Building Carer Friendly Communities’ so this became the theme for the conference. Topics centred around carer involvement: what does it mean and how do you become involved? How do you influence service planning and delivery? How do you influence change to make life better for carers? The event was attended by carers, health and social care professionals and community and voluntary groups. There was a wide range of information stands available on matters such as consumer rights, direct payments, disabilities and the Trust’s Programmes of Care highlighting involvement opportunities. Health checks and relaxation therapies were also available for carers. The event was chaired by Patricia Jordan, Carers Matter Manager and other speakers included carers and Trust staff. Over 100 delegates attended the conference.

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**Carers Matter contract ended March 2016 and the new contract to support Carers in the Southern Trust has been awarded to Carers Trust. ni@carers.org T: 028 3082 8732**
Carers Health Check Event
Armagh City Hotel. 31st March 2016

A new initiative in the Southern Trust to hold a Register of Carers was launched at the Carers Health Check event. Carers can now share their details with the Carers Coordinator who will update Carers on events, training, opportunities to become involved with Trust initiatives and forums.

The Health check event provided an opportunity for carers to avail of a free MOT Health Check with Action Cancer which included the mobile breast screening service. On the day over 40 carers availed of their health check and also enjoyed presentations on Self Assertiveness and Colour me Beautiful. To finish up with there was a lovely meal provided and carers had time to be pampered with reflexology, nail polishing and hand massages.

Time for Me

The Trust funded the YMCA in Lurgan to develop and deliver 2 x six-week carer support programmes to parents or carers of a child or young person with Autism or other disabilities. These programmes provided an opportunity to meet other parents and carers, to chat, enjoy some health and wellbeing activities, relaxation, lunch and snacks, and outings.

Lord Mayor of Armagh City Banbridge and Craigavon Borough Council, Councillor Darryn Causby, called in to Lurgan YMCA to learn about the Care for Carers’ Programme and is pictured with YMCA staff and staff from the Southern Trust including, Karen Patterson, Social Work Manager Autism Services, and Patricia McCrink, Carers Coordinator.

Adults with a Learning Disability - A new flexible responsive Home Treatment Service has been developed. An information leaflet has been developed to promote the service and disseminated. The new service has also been promoted at the Learning Disability Carers Forum.

Additional Support for carers

During 2015/16 the Trust funded British Red Cross to provide additional Support at Home Services, Armagh Dungannon Voluntary Services to provide additional befriending support for carers and the Confederation of Community Groups, Newry to provide a Good Day, Good Carer telephone support service to carers across the Trust area.
Theme 4: Support Services

The Southern Trust provided funding for:

- 30 local carers to attend the CAUSE 20th Birthday Gala Ball
- 30 carers to enjoy a break at the Killyhevlin Hotel, Enniskillen, in November 2015
- Over 50 carers to go out for a Christmas meal with their local groups in December 2015

In addition, 32 carers availed of a respite weekend in the Killyhelvin Hotel at the end of March 2016. This residential break also included an educational workshop about motivational techniques delivered by Glenn Hinds (Motivation and Coaching Consultant), providing useful techniques and strategies for carers/family/friends who are caring for a loved one with severe mental illness and creates opportunities in a secure and confidential environment to learn and share ideas.

Feedback from this event was excellent and a big thank you to the Southern Trust and Together For You Programme for funding this much needed event.

Carers from Dungannon attended a pampering morning funded by Health in Mind with therapies and a buffet lunch in January 2016.

A number of carers where involved in the development and delivery of Training on the New Mental Health Care Pathway to senior management within Southern Trust. This was a true example of Triangle of care where Carers, Service users and Mental Health Professionals worked in equal partnership in developing and delivering this Training. It was also a great opportunity for all three to gain a greater understanding of each others roles.

Southern Health & Social Care Trust / Armagh & Dungannon, Craigavon, Banbridge, Newry & Mourne council areas:

- Anne Cunningham - Craigavon & Banbridge/Newry & Mourne/Kilkeel
  annec@cause.org.uk  Tel: 028 9065 0650  Mobile: 077 3821 0628
- Arlene Wilson - Armagh & Dungannon
  arlene@cause.org.uk  Mobile: 07730623867

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<td>Delivering Training to Carers</td>
<td>Local Carer Support groups</td>
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<tr>
<td>One-to-one carer support</td>
<td>Respite for Carers</td>
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Theme 5: Young Carers

Young carers generally care for members of their immediate family whether a parent with a physical illness, disability, mental health problem or alcohol or drug dependency; a grandparent who is frail, ill or disabled or a brother or sister who is ill or disabled. The experience of growing up in a family where either a parent or a brother or sister is ill or disabled can bring both rewards and difficulties, and it is important to record that many young carers want to care – they see their role as being part of the dynamics in their family and would not want to stop caring. They do, however, need recognition, understanding and support. All carers need support but because of the potential for adverse impact in the longer term on their educational, social and emotional development, children undertaking caring responsibilities have particular needs.

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.**’

The Trust endeavours to ensure that young carers identified are supported by referral to the Regional Young Carers Support services for carers aged 8-18 and ensures that all Carers Assessments completed by these services are quality assured. These services provide:

- Peer support
- A listening ear
- A break form caring
- Advocacy / signposting / awareness raising
- Social and recreational activities

**Armagh, Craigavon, Banbridge and Dungannon Carers Project**  
Banbridge Youth Centre,  
Hill Street,  
Banbridge  
BT32 4DP  
Tel: 028 4062 6516

**Newry and Mourne Carers**  
Newry and Mourne Carers Centre  
6-8 Savages Terrace,  
Corry Square,  
Newry, BT34 6AT  
Tel: 028 3026 7015
RECOGNISING, SUPPORTING AND VALUING CARERS

Theme 6: Employment

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. 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 2015/16

The Southern Trust as an employer have in place a work-life balance policy which provides carers some flexibility to continue working whilst also caring for a loved one.

Time off for dependants - allows employees to take a reasonable amount of time off work to deal with certain unexpected or sudden emergencies and to make any necessary longer term arrangements.

Other Leave provisions include:

- Compassionate/Bereavement Leave
- Marriage/Civil Partnership Leave
- Leave for Urgent Domestic Distress
- Flexi Time
- Unpaid Leave

There are a number of flexible working arrangements that can applied for under the work-life balance provisions including:

- Job Share
- Part-Time Working/Voluntary
- Reduced Working Time
- Employment Break/Career Break
- Term Time Working
- Staggered Hours
- Compressed Working Week/Tailored Hours
- Work Break
- Working From Home
- Flexible Retirement
Theme 7: Training

In the Caring for Carers Strategy the Trust is recommended to ‘play appropriate roles in assessing training needs and providing training for Carers taking account of the recommendations of “Training for Carers in Northern Ireland - Issues and Opportunities.’

The Guidance document produced by the DHSSPSNI comprises of the following key elements:

- a framework covering all aspects of carer training;
- proposed training needs assessment and referral forms;
- a charter for carer training; and
- a voluntary code of practice for providers of training and development opportunities

Our progress during 2015/16

The Trust has used this guidance document and 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 as to what training is 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

Thanks

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 Matter, all the staff working with carers and most importantly all the carers in the Trust providing support to their loved ones.

Patricia McCrink, Carers Coordinator 028 3083 4252