Support Services and Resources for Carers
Dear Carer

During the summer of 2017 the Southern Trust through its Carer Support Team organised a number of engagement workshops and focus groups and developed a questionnaire to find out about carers’ knowledge and experiences of short breaks, their needs and what they thought would support them in their caring role.

Summary reports with action plans and feedback flyers have been developed and are available to download from the Carers Section of the Southern Trust website at: http://www.southerntrust.hscni.net/services/1581.htm

We have now had a chance to review and consider the feedback and as there would appear to be limited knowledge of the supports and resources available for carers across the Southern Trust area, we have developed this booklet to provide an overview of the existing carer support information, services and resources so that carers can follow up and access the support they need.

This booklet is divided into 9 sections:  
1. Carers Issues 3  
2. Carer Support Services provided by the Trust 5  
3. Carers Support Services commissioned by the Trust 10  
4. Other support services for carers 13  
5. Resources for carers 14  
6. Training for carers 21  
7. Involvement opportunities for carers 23  
8. The Trust’s Carer Support Framework 25 - including:  
    the role of the Trust’s Carers Coordinator  
    the role of the Trust’s Carers Reference Group  
9. Useful Contact Numbers 28
Section 1: What you told us and what we have done:

About your caring role
Caring is a major influence on your day-to-day life. You clearly see your role not only as your duty but also something that you want to do for your loved one as a mother, father, wife, husband, son, daughter etc. often to the detriment of your own health and wellbeing.

About your main concerns
The main issues of concern identified by carers are issues that we have been working to address:

- The need for financial, emotional and practical support and regular information and where to access this locally
- The challenges in understanding the system and navigating health and social care services
- Carers Assessments to be carried out by well trained staff with an understanding of carers issues and provide effective, sensitive support
- The impact of caring role on the carer’s own health and wellbeing, in particular mental and emotional wellbeing
- Need for replacement carer cover and contingency planning for the cared for person
- Availability and accessibility of day opportunities, day care and volunteer placements for cared for person
- Training and support to be become more involved in shaping health and social care services

What we have done
We have developed an action plan outlining the key actions the Trust will take during 2018/19 in response to your feedback.

This includes:

- Continuing staff training on Self-Directed Support, Direct Payments, Awareness of Carers Issues and Rights, Carers Assessments and carer support services available locally
- Development of a Self-Directed Support and Direct Payments Factsheet for carers
- Continuing to review and up-date information for carers with carers
➢ Development of poster outlining existing carer support groups when and where they meet and who to contact should you wish to join
➢ Development of a directory of short break opportunities
➢ Continuing to progress: Review of Day Services, Tender for the provision of additional day time opportunities and Community Mapping to identify existing local opportunities for people with a disability
➢ Developing a family based Shared Care Scheme that provides short breaks (respite) for adults with a mild to moderate learning disability through specially recruited carers known as host families.
➢ Seeking additional recurrent funding for Carers Cash Grants and agreeing standardised thresholds across all Programmes of Care
➢ Exploring ways of delivering or signposting carers to discounts available locally
➢ Seeking additional recurrent funding for carer engagement and activity workshops

Progress will be monitored by the Trust Carer’s Reference Group *

* see page 22
Section 2: Carer Support Services provided by the Trust

Many of the activities and supports you suggested to make life better for carers already exist or are being progressed so a key focus for the Trust is to ensure that more carers are made aware of these.

You can help by telling other carers.

All of this information is available to download from the carer page on the Southern Trust website at:

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

or

by contacting the Trust’s Carers Coordinator

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

Provision of financial, emotional and practical support

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. The Trust does this in a number of ways:

➢ Through Trust services
➢ Through commissioned services
➢ By referral or signposting to other service providers
➢ By raising awareness of the support services available locally

Southern Trust Carer Support Services

In terms of carer support provided by the Trust this may include:

❖ Carer’s Assessment and development of Carer’s Need and Support Plan
Self-directed Support and direct payments
Carer’s Cash Grants
Shared Care Scheme
Carer information and resources
Carer’s Reference Group
Carer Forums for specific programmes of care e.g. mental health, learning disability, autism, children with disabilities
Carer focus groups and other engagement and involvement methods
Health and wellbeing training and activities
Practical skills for carers
The Carer’s Coordinator who can assist you to access the information, Trust staff member or help you need to support you in your caring role

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
- Discuss and agree contingency plans for emergency situations or when the carer is unable to care because of ill health or other reason
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 is incapacitated.**

**It is vitally important that a carer has a Carers Assessment as this is the gateway to a range of other support services** such as self-directed support, short breaks and carers cash grants.

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 the Trust's Carer Coordinator.

**Self - directed Support**

Self- Directed Support describes ways in which individuals that 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.

A fact sheet on using Direct Payments or Self Directed Support to access Flexible Short Breaks has been developed in partnership with the Carers Reference Group and is available on the Carers Website page.

Further information on Self Directed Support is available from Aiden McCullagh.

**Tel:** 028 3831 2852  **Mobile:** 07887714278  
**Email:** 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 as one of the potential outcomes of a Carers Assessment.

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.

**Shared Care Scheme**

Shared Care is a family based scheme that provides short breaks (respite) for adults with a mild to moderate learning disability through specially recruited carers known as host families. Host families offer care in their own home. This can include both day and overnight care and anything from a few hours a week to regular weekend stays.

The Trust is currently seeking to recruit more host families for Shared Care. Previous experience of caring for an adult with a mild to moderate learning disability is not essential. The Trust will complete a series of assessments with prospective host families and provide training to support them in their role.

For further information, please contact:
Angela Murnion, Shared Care Manager, Tel: 028 302 56790
Sharon Humphries, Social Worker, Tel: 028 37 564533
Margaret McShane, Social Worker, Tel: 028 302 56790
Email: firstname.surname@southerntrust.hscni.net

**Children’s Disability Services Short Breaks Team**

The Children’s Disability Services Short Breaks Team coordinates a reliable and flexible short break care service designed to give the parents/carers of children with disabilities a break. This can be anything from a few hours to overnight stays and may be provided in a family setting in a short break carer’s home or out and about in the community with a befriender or as a member of an activity group.

The team also coordinates a similar service to provide respite for the parents of children who have complex health care needs and/or challenging behaviour and who are known to the Children with Disabilities Social Work Team. This can range from day respite to overnight stays, provided in a family setting in the respite carer’s own home.
The Trust is currently seeking to recruit more Short Break Carers for both these schemes. Short break Carers go through the same assessment process as a foster carer and are approved at a fostering panel to provide short term/ shared care family based breaks for children with disabilities only. Short Break Carers can be contracted on a fee paid basis to work on a full-time or part-time basis or can be paid on a sessional basis.

If you would like further information or are interested in becoming a fee paid Short Break Carer, please contact the Short Breaks team on 028 37 564350 or Email: shortbreaks.team@southerntrust.hscni.net

Understanding the system and navigating health and social care services

The Southern Trust wants to ensure that carers receive help and support to access 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**

You can contact:  
- The health or social care professional who visits or contacts you or the person you care for most often for example: District Nurse, Occupational therapist, Social Worker.
- The contact details for all Trust health and social care teams are included in the **Carers Useful Contacts list**.
- If you do not have regular contact with a health or social care professional or do not know who this person is, you can contact:

  The Trust’s Carers Coordinator  
  **Tel:** 028 3083 4252  
  **Email:** carers.coordinator@southerntrust.hscni.net
Section 3: Carers Support Services commissioned by the Trust

In addition to the carer support services it provides, the Trust commissions the following carer support services to provide support advice and guidance in the local community:

Carers Trust NI – support for adult carers

Carers Trust Northern Ireland is commissioned by the Southern Trust to provide support services 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.

This includes:

- Support and choices available to carers
- Carer support assessments to help carers get the right support
- Training and social events for carers
- Information and support to access advice on benefits
- Information on the Southern Health and Social Care Trust’s carer support services

Carers Trust can also provide information and advice over the phone or by email which can help the carer manage their caring role. And if they can’t help, they can put the carer in touch with the service or support organisation that can.

Further information on the Carers Support Service is available: Monday - Friday, 9am - 5pm:

Call the helpline and information service: **Tel:** 07826 930508
(The cost of calls to a mobile phone from different operators and mobile providers may vary.)

If you can’t get through because the lines are busy or wish to call outside opening hours, you can leave a message and Carers Trust NI will call you back within one working day.

Alternatively you can Email: price@carers.org
Carers.org/carers-support-service northern-ireland
www.facebook.com/CarersTrust
www.twitter.com/carerstrustni
**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

**Action Mental Health (AMH) Adapt** - support for those caring for someone with an eating disorder

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

**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 & Dungannon Office**: Tel: 028 8775 3812  Email: kelly.meeke@alzheimers.org.uk

**Craigavon & Banbridge Office**: Tel: 028 3839 4440  Email: carole.murray@alzheimers.org.uk

**Newry & Mourne Office**: Tel: 028 3025 6057  Email: pauline.murphy@alzheimers.org.uk
Financial support and advice

Citizens Advice is a network of 316 independent charities throughout the United Kingdom that give free, confidential information and advice to assist people with money, legal, consumer and other problems.

Within the Southern Trust area there are 6 offices:

<table>
<thead>
<tr>
<th>Citizens Advice Bureau</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Armagh</td>
<td>028 3752 4041</td>
</tr>
<tr>
<td>Banbridge</td>
<td>028 4062 2201</td>
</tr>
<tr>
<td>Dungannon / Mid-Ulster</td>
<td>028 8676 6126</td>
</tr>
<tr>
<td>Craigavon</td>
<td>028 3836 1181</td>
</tr>
<tr>
<td>Newry, Mourne &amp; Down</td>
<td>028 3026 2934</td>
</tr>
<tr>
<td>Portadown</td>
<td>028 3835 3260</td>
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</tbody>
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This information is also included in the Useful Contacts List available to download from the Trust website at: [www.southerntrust.hscni.net/services/1581.htm](http://www.southerntrust.hscni.net/services/1581.htm)

You can contact your local Citizen’s Advice Bureau for an appointment using the numbers above.

Both the Southern Trust and Carers Trust NI have fast track referral arrangements for carers with the Citizen’s Advice Bureaux across the Trust area:
Section 4: Other Carer Support Services

In addition there are a number of other services that carers in the Southern Trust can access:

**Good Day Good Carer** - Support for older carers

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 to the CCG to establish a medical reminder scheme as an additional part of the service.

For further information on Good Day Good Carer or to refer to the service, please contact: Gerry Carey or Pat Quinn on 028 3026 1022. **Email:** gcarey@ccgnewrycommunity.org or pquinn@ccgnewrycommunity.org

**Action For Children** - Support for young carers

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
Section 5: Resources for carers

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 carer page on its website.

You can visit the website page at: www.southerntrust.hscni.net/services/1581.htm

or

contact the Carers Coordinator

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

Existing Resources include:

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 2018 there were 500 carers registered and receiving regular updates and information.

Service teams also have their own carer databases.

If you would like regular information on financial, emotional and practical support and how and where to access this locally, please contact the Carers Coordinator.
Carers Information Booklet

This booklet has been designed to provide carers with the basic information they need in their caring role and to ensure that they 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

This booklet is currently being reviewed and up-dated.

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.

This leaflet is currently being reviewed and up-dated.

A DVD explaining how the carer assessment process may support carers can also be viewed at:

https://vimeo.com/168960312
Useful contacts for Carers

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 updated on a regular basis and made available on the Carers webpage. This contains contact details for organisations providing financial, emotional and practical support for carers.

Carers Trust NI Information Leaflet

Carers Trust Northern Ireland is commissioned by the Southern Trust to provide support services for anyone in the Southern Trust area 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.

Carers Trust also provides information for carers on its website and through Facebook and Twitter:

- [Carers.org/carers-support-service northern-ireland](http://Carers.org/carers-support-service northern-ireland)
- [www.facebook.com/CarersTrust](http://www.facebook.com/CarersTrust)
- [www.twitter.com/carerstrustni](http://www.twitter.com/carerstrustni)

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.

Good Day Good Carer Information leaflet

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

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.

Email: gcarey@ccgnewrycommunity.org
or pquinn@ccgnewrycommunity.org
Carers Annual Report

This is produced each year in Newsletter style and provides information on the progress the Trust is making in raising awareness of carers issues and embedding mechanisms and processes within the Trust to ensure that the recommendations under the themes of the Caring for Carers strategy 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. It also provides details of the **financial, emotional and practical support** available locally and information to help carers **understand the system and how to navigate health and social care services.**

Advocacy Information Booklet

This information booklet has been designed to improve staff understanding of: **what advocacy is; its role in the health and social care context; and to provide a list of advocacy services currently available within the Southern Trust area.** It will also be of interest to existing advocacy service providers, **service users and their carers** as well as advocates themselves, all of whom have a clear interest in how advocacy services are being used in a health and social care setting.

Hospital Discharge leaflets

When a patient is admitted to hospital, they will receive an information sheet to help them prepare for discharge.

A leaflet is also available for carers, providing some useful contact information to support them with the initial discharge arrangements, particularly if they are new to the caring role.
**Flexible Respite Direct Payments Fact sheet**

This fact sheet provides information on:

- Short breaks
- Direct payments, who is eligible and how to apply
- What the money can be spent on

**Promoting Wellbeing resources to support positive mental health and emotional wellbeing**

There are a range of self-help booklets available on topics such as:

- Anxiety
- Depression and Low mood
- Sleeping problems
- Panic
- Five Ways to Wellbeing
  - Simple steps to improve your mental wellbeing

There is also a list of mental health services available in the Southern Trust area and a link to the NI Direct website where you can search for a mental health support service in Northern Ireland to meet your needs.

**These are all available at the following link:**
[http://www.southerntrust.hscni.net/livewell/MentalHealth.htm](http://www.southerntrust.hscni.net/livewell/MentalHealth.htm) or by contacting
Deirdre.mcparland@southerntrust.hscni.net
Tel: 028 3756 4460

**Promoting Wellbeing resources to support other areas of health and wellbeing**

Information and resources for other areas of health and wellbeing can be found at [http://www.southerntrust.hscni.net/124.htm](http://www.southerntrust.hscni.net/124.htm)
Other useful websites for carers

This government website provides information on a range of topics including:

- Information and advice if you live in Northern Ireland and care for someone including your rights, support services and money issues
- Information about benefits and tax credits, how to get help returning to work, how to claim benefits and what to do about benefit fraud
- Information for people with disabilities on topics including employment, financial support, accessibility and rights
- Information for parents including your child's health and safety, education, child maintenance, childcare options, adoption and fostering
- Information and advice on healthy living, health services, illnesses, having a baby, mental health and protecting the vulnerable
- Information on buying, selling and renting property, paying rates, tenants' rights, housing and planning
- Information on crime prevention, what to do if you're a victim or witness of crime, the justice system and going to court

This is available at https://www.nidirect.gov.uk/

The new Carer website www.carersdigital.org contains all local information, 2 e-learning programmes for carers and FREE access to the care co-ordination app “Jointly.”

Carers need to register to use the website and all e-learning.

- To receive the app for free, users need to use the free access code - DGTL2770
- To register without using a code:
Cancer Caring Coping Resource

This new information support for families affected by cancer has been developed by the School of Nursing and Midwifery at Queen's University Belfast, Belfast Health and Social Care Trust and The Northern Health and Social Care Trust. The website has been co-designed by families affected by cancer to provide real life experiences and examples on how to cope in the role of carer; provide tips and techniques and sign post to available supports.
To access the website, please log onto: www.cancercaringcoping.com.
Section 6: Training for carers

Training for Carers protocol

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.

Promoting Wellbeing Training Programme

The Promoting Wellbeing Division provides an annual programme of training to build knowledge, skills and capacity for the promotion and improvement of health and wellbeing. Details of the courses on offer are provided on a quarterly basis in the PWB Training directory and include topics such as:

- Home accident prevention
- Parenting Programmes
Food and Nutrition
Positive mental health and stress management
Physical activity
Self-Management

To book a place on any of the training or for further information please contact:

Orla Clarke  Tel: 028 3756 4454
Email: orlae.clarke@southerntrust.hscni.net
or download an application form by clicking on the link below:
www.southerntrust.hscni.net/pdf/PWBForm.docx

Training and social events provided by Carers Trust NI

Carers Trust Northern Ireland is commissioned by the Southern Trust to provide generic adult carers support services. This includes training and social events for carers.

Regular training and social events across the Southern Trust area are free to carers. Welcoming sessions are run by experienced staff and will:

- Help you develop your own caring skills, knowledge and expertise
- Give you the chance to meet other carers in a relaxed environment
- Support you to look after your own health and wellbeing

Sessions are usually held in the day time; however this can be flexible to meet carers’ needs.

Topics for the sessions will cover areas such as:

- The caring role
- Work
- Finance
- How you feel
- Time for yourself
- Managing at home

Please contact Carers Trust for details of upcoming events or to join the mailing list to ensure regular up-dates.
Section 7: Involvement Opportunities for carers

The Trust’s Carers Reference Group

This group is chaired by the Assistant Director for Older People’s Services and includes carers and carer support organisation representatives as well as key Trust staff. The group develops an annual carer’s action plan to address the on-going needs and issues relating to carers in the Southern Trust area. It 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.

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

For further information and details on application, please contact

The Carers Coordinator  Tel: 028 3083 4252

Email: carers.coordinator@southerntrust.hscni.net

There are also a number of programme specific carer forums across the Trust.

Currently the following programmes of care have a carer’s forum:

- Mental Health
- Adult Learning Disability
- Cancer Services
- Autism Services
- Children with Disabilities
- CAMHS
- Dementia
- Residential and Day Care Older People

For further information and details on application, please contact the key worker,
or

The Carers Coordinator
Opportunities for carer involvement in planning and shaping health and social care services

The Trust is currently reviewing Day Care and Day Opportunities for adults with a disability across the Southern Trust.

We know that there is a growing need for Day Services and want to make sure that we can support everyone who needs our services in the future.

The review is looking at:

- How we assess people to see if they need our support and agree what support is appropriate for their needs
- How suitable our buildings and facilities are
- The support services we need to provide day services
- The staffing needed to provide day services

Further information is available at:  [http://www.southerntrust.hscni.net/services/3168.htm](http://www.southerntrust.hscni.net/services/3168.htm)

In addition to the Review of Day Services and the Carers Reference Group, each of the Trust’s operational directorates facilitate a variety of long standing service improvement groups which include service user and carer representation.

Details for involvement opportunities and the relevant contact details can be found on the Trust website at:  [http://www.southerntrust.hscni.net/contact/2525.htm](http://www.southerntrust.hscni.net/contact/2525.htm)

Training for carer involvement in planning and shaping health and social care services

An eLearning Personal and Public Involvement training module is available on the Engage website.

[http://engage.hscni.net](http://engage.hscni.net)

Engage is being developed as the one stop website for involvement in health and social care.

For more information on involvement within the Southern Trust, please visit:  [http://www.southerntrust.hscni.net/about/1600.htm](http://www.southerntrust.hscni.net/about/1600.htm) or contact the PPI Team at:

**Tel:** 028 3756 4472  
**Email:**  ppi.team@southerntrust.hscni.net
Section 8: The Trust’s Carer Support Framework

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. The Trust does this in a number of ways:

- through Trust services
- through commissioned services
- by referral or signposting to other service providers
- by raising awareness of the support services available locally

The Trust’s Carer Support Framework includes:

- A Lead Executive Director for Carers to provide overall direction and drive for carer’s support within the organisation
- A Non-Executive Director for Carers
- A Carer’s Reference Group to coordinate and address the on-going needs and issues relating to carers in the Southern Trust area. This group is chaired by the Assistant Director for Older People’s Services. Membership comprises Trust senior managers who have been nominated as Carer’s Champions for their programme of care, the Trust’s Carer’s Coordinator, carer support organisation representatives and carers from across each of the Trust’s three localities with experience of different programmes of care. 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.

The outcomes of the group to date include ensuring greater carer involvement, promotion of carer’s assessments, the innovative use of direct payments and ensuring greater availability of carer driven services and information

- The Carer’s Reference Group develops an annual carer’s action plan in line with the DHSSPS (NI) Carers Strategy ‘Caring for Carers - Recognising, Valuing and Supporting the Caring Role’ (January 2006) and associated DHSSPS (NI) Standards for ‘Adult Social Care - Carer Support Services’ (June 2008) 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

- 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
 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 **Carer's Coordinator** supports the implementation and on-going development of the SHSCT Carer Strategy. The Coordinator supports the role of carers across the SHSCT area by actively identifying their needs and developing services and actions to address these with the support of SHSCT Directorates and teams as well as partner organisations. The Coordinator also provides a navigation service to improve access to Trust support services and information for carers, and staff from other relevant organisations that are working to support carers.

 The Coordinator has a lead role in supporting the SHSCT Carer's Reference Group including supporting the work streams that are identified by this Group. The Coordinator develops relationships and appropriate communication networks with carers and carers’ organisations and identifies and ensures a high profile for the needs and issues faced by carers, ensuring that where possible effective solutions are found to address these. The Coordinator works closely with the Health & Social Care Board Carers' Strategy Implementation Group and other relevant organisations that are working to support carers and address their needs.

 Each programme of care nominates **Carers Champions** to ensure that carers’ issues and the drive to improve carer support remains a priority within service teams and that progress is discussed and reviewed regularly at team meetings.

 The flow chart overleaf outlines the Trust's Carer Support Framework and accountability mechanisms.
Section 9: Useful Contact numbers for Carers

Southern Trust Carer Support Team
Tel: 028 3083 4252
Email: carers.coordinator@southerntrust.hscni.net
Website: 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

CAUSE
Helpline: 0845 6030291
Website: 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

Regional Emergency Out of Hours Social Work Service
Tel: 028 9504 999
Website: http://www.belfasttrust.hscni.net/RegionalEmergencySocialWorkService(RESWS).htm

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

The Benefit Enquiry Line
Tel: 0800 220 674    Text phone: 0800 243 787