

Caring Matters

Newsletter

Spring 2020



SWINDON
Carers Centre



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Supporting Family Carers of All Ages

As we get settled into a new year, it's a time of change at Swindon Carers Centre.

We've said goodbye to some familiar faces and have some new recruits to our team who you will meet over the next few months. There are more details on page 3.

As part of our work with the Safeguarding Partnership Board in Swindon, we are running a series of features on Safeguarding (which refers to the collection of measures put in place to protect the health, well-being and human rights of individuals, and allow people – especially children, young people and vulnerable adults – to live free from abuse, harm and neglect). Safeguarding is everyone's business and starting on page 6, we focus this edition's article on the signs and characteristics of Self-Neglect.

More than 25 schools helped us celebrate Young Carers Awareness Day recently – there are some lovely photos on page 12 to have a look at, which shows what fun was had in schools too!

Our Adult and Parent Carer Groups and Activities team puts on a wide range of events for carers in Swindon to access – you can read more on page 14 about what's coming up over the next few months, and the What's On guide which accompanies this newsletter is packed with activities you can register interest in.

Finally – there is a wealth of resource available online now for carers to access which can help with supporting a caring role. We've highlighted some of those on page 11 and hope you find them helpful.

With very best wishes,



Susanna Jones
Chief Executive Officer

Swindon Carers Centre – Social Media



Please follow us on Twitter!

You can access our tweets by going to [@SwindonCarers](https://twitter.com/SwindonCarers).
Help spread the word about the work we do with carers in Swindon



Swindon Carers Centre Facebook page

You can keep up to date with all our latest news by visiting www.facebook.com/swindoncarerscentre
Please don't forget to 'like' us!

Team updates

Welcome to Zoe Beckett-Furnell – Adult and Parent Carer Groups and Activities Administrator



My previous career had been focused on Health and Safety in the Telecommunications and Education sectors, and as a Consultant. However, I sought a new challenge and decided to look for a new career focused more on wellbeing and giving something back. I joined the Groups and Activities Team at Swindon Carers Centre, in September 2019. I am passionate about helping others and spreading some joy. My role does just that...and no two days are the same! I enjoy helping to make Adult and Parent Carers' lives a little bit easier; by attending various groups and activities (e.g. pamper sessions, fitness classes or social events) carers can have a break from their caring role and some time for themselves. My role is proving to be very rewarding and I look forward to helping more and more carers in the future.

Farewell Lucy, Becky and Nat



As we said goodbye to 2019 and welcomed 2020, we also said farewell to Lucy Williams (Finance Officer), Becky Gammon (Groups and Activities Coordinator) and Natalie Yeates (Carer Support Practitioner). We'd like to thank them for all their hard work with Swindon Carers Centre and wish them well with their new roles. You will get to meet their replacements in the Summer edition of Caring Matters, if not personally before then!

News in brief

Chiseldon Parish Council has let us know that Chiseldon has a volunteer run memory café the last Friday of every month. 10.30am - 12.00pm at the Church Hall off Butts Road. Free to those with dementia and their carers.



Thank you Morrisons!

A huge thank you to Morrisons in Swindon for donating a trolley-full of goodies for carers. SCC's Ann was happy to collect, and it will all go to very good use.

We are very fortunate to be so well supported by businesses in Swindon.



London Marathon runner for SCC

Thank you to Gerry Quinn who is running the London Marathon on 26 April for Swindon Carers Centre. Here's the link to his fundraising page

<https://justgiving.com/fundraising/gerard-quinn4?newPage=True...> and any support would be really appreciated. Thank you!



If you're in need of help and support in your caring role, our Carer Support Line is open between 9.30am and 4.30pm Monday - Thursday and 9.30am - 4pm on a Friday. Call 01793 531133.



Would you like to support our carers and have the chance to win a monthly cash prize?

Do something different and sign up to join the SCC Lottery Club for us £5 a month! You can find more info here: <https://www.swindoncarers.org.uk/get-involved/lottery-club/>

News in brief

Swindon Carers Centre works with Swindon Borough Council, Carers and other partner organisations (including Swindon Clinical Commissioning Group, Great Western Hospital, Avon and Wiltshire Mental Health Partnership, and other voluntary sector organisations) on the Carers Strategy for Swindon.

This strategy was formally published, following consultation with carers, on 1 November 2018. We are now into year 2, benchmarking against the 5 outcomes for carers.

You can download the full strategy, the mini strategy on a page (pictured below) and other resources from our website:

<https://www.swindoncarers.org.uk/get-involved/carers-strategy-for-swindon/>



Charity No: 1051116
Company No: 3305621

Carers Strategy for Swindon summary 2019-2020



Please note the full 3 year strategy -

www.swindoncarers.org.uk/get-involved/carers-strategy-for-swindon/
also includes outcomes for 2018-19, 2020-2021

Vision: Creating a community where carers are recognised, valued and supported.

Carers Strategy will benchmark against 5 outcomes for carers:

- Carers have improved physical health, mental health and wellbeing
- Carers influence services
- Carers can make choices about their caring role and access appropriate inclusive support and services for themselves and the people they care for
- Carers' needs, and the value of carers, are better understood across health, social care, education and employment in Swindon
- Carers can access advice and support to ensure their financial situation is the best it can be, meaning they are less worried about money

We will achieve this by:

- Case studies and feedback evidence positive changes in carers' physical health, mental health and wellbeing
- Clear planning cycle and opportunities for participation for carers to increase their influence in our service design and delivery
- Staff/Volunteers are welcoming, skilled, diverse and knowledgeable and promote equality of access for all
- Utilise the Sustainability and Transformation Partnership footprint to maximise opportunities for awareness and understanding of carers' needs
- The Employers Care award encourages employers to provide support to carers to enable them to remain or return to employment



Safeguarding

This is the second in our features on the importance of recognising safeguarding issues. In our last issue we looked at financial abuse, this edition we're focusing on self-neglect.



Self-Neglect

There is no clear operational definition of self-neglect, but it is characterised by an inability to meet one's own basic needs and is an increasingly common problem. Put broadly it can be defined as the inability (intentional or non-intentional) to maintain a socially and culturally accepted standard of self-care with the potential for serious consequences to the health and well-being of the individual concerned, other household members and neighbours. It is important to recognise that assessments of self-neglect are therefore grounded in, and influenced by, personal, social and cultural values.

The Care Act statutory guidance 2014 defines self-neglect as;

"self-neglect - this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding"

Characteristics of self-neglect

- living in very unclean, sometimes verminous, circumstances, such as living with a toilet completely blocked with faeces, not disposing of rubbish
- neglecting household maintenance, and therefore creating hazards
- obsessive hoarding creating potential mobility and fire hazards
- animal collecting with potential of insanitary conditions and neglect of animals' needs
- failing to provide care for him/herself in such a way that his/her health or physical well-being may decline precipitously
- poor diet and nutrition, evidenced by for instance by little or no fresh food or mouldy food in the fridge
- failure to maintain social contact
- failure to manage finances
- declining or refusing prescribed medication and/or other community healthcare support – for example, in relation to the presence of mental disorder (including the relapse of major psychiatric features, or a deterioration due to dementia) or to podiatry issues
- refusing to allow access to health and/or social care staff in relation to personal hygiene and care – for example, in relation to single or double incontinence, or the poor healing of sores

- refusing to allow access to other organisations with an interest in the property- for example, staff working for utility companies (water, gas electricity)
- being unwilling to attend appointments with relevant staff, such as social care, healthcare or allied staff

It is important to understand that poor environmental and personal hygiene may not necessarily always be as a result of self-neglect. It could arise as a result of cognitive impairment, poor eyesight, functional and financial constraints. In addition, many people, particularly older people, who self-neglect may lack the ability and/or confidence to come forward to ask for help and may also lack others who can advocate or speak for them. They may then refuse help or support when offered or receive services that do not actually adequately meet their needs.

All staff and volunteers at Swindon Carers Centre receive adult safeguarding training. We would raise concerns through the appropriate disclosure systems if we felt either the carer or cared for was suffering from self-neglect.

- If the adult is in immediate danger, in need of medical attention or if a crime has been committed, contact the Emergency Services (Police and/or Ambulance Service).

Contact one of the following agencies below depending on the circumstances:

Adult safeguarding team, Swindon Borough Council

Tel: 01793 463555

E-mail: adultsafeguarding@swindon.gov.uk

(During office hours - Monday to Friday inclusive, 8.30am to 5.00pm)

Safeguarding adults investigation team, Wiltshire police

Tel: 01380 826350

(During office hours: Monday to Friday inclusive, 9.00am-5.00pm)

Out-of-hours emergency duty service

The emergency duty service is only for reporting safeguarding concerns that require urgent action out of normal working hours. Any other concerns should be forwarded to the

Adult Safeguarding Team at adultsafeguarding@swindon.gov.uk, which will be processed the next working day.

Tel: 01793 436699

Police out-of-hours contact

Tel: 101

Quotes from carers

Every 3 months we send a report to our commissioners at Swindon Borough Council detailing the work we have done over the previous quarter. We include feedback we have received from carers and thought you may like to read some of their quotes here too:

“Lovely to meet you and thank you for the chat, listening and all the information. Lots for me to follow up.”

“It was nice to talk to someone who understands, and it has made me tearful as it isn't often that people listen.”

“Thank you. I didn't know what to expect, I had no idea about the services available. Thank you for your time & fantastic support. It is nice to know that there is someone there for me.”

“I have made more time for myself because I've realised if I don't, I won't be giving my husband the best care.”

“It was lovely to talk to you. You have been so helpful and given me the first steps to getting my life back.”

“Support has been very good; I feel able to cope knowing I can always ring up for advice or support anytime”

“Thank you so much. You have been so helpful - told me about agencies I didn't know about.”

“It's nice that you're there just for me.”

“Thank you. You have got every area covered and that makes my life so much easier. I feel better already. Much appreciated.”

“This has been a great conversation. You have given me so much information and I am really grateful.”

“I have been able to have breaks and trips out.”

“Wow, what a great evening with the other male carers at golf. Thanks again for everything you do for us carers.”

“This dementia group is a godsend; we learn so much with/from other carers who understand.”

“It (First Aid course) was very enjoyable and informing, we were made to feel at ease, thank you!”

“I am so glad I put my name down for the Women's Shed, it has been like a breath of fresh air for me. Not something I would have thought I would enjoy as much as I do. Thank you.”

“I really enjoyed Open Minds; some songs bring back memories.”



Save the date – Walk A Mile 2020 Carers Week

Carers Week is an annual campaign to raise awareness of caring, highlight the challenges unpaid carers face and recognise the contribution they make to families and communities throughout the UK. It also helps people who don't think of themselves as having caring responsibilities to identify as carers and access much-needed support.

The campaign is brought to life by thousands of individuals and organisations who come together to organise activities and events throughout the UK, drawing attention to just how important caring is.

We hold activities throughout Carers Week, including our annual Walk A Mile in a Carer's Shoes – to raise awareness of the role of unpaid carers in our community and to highlight the support available to them in Swindon. We are regularly joined by both Swindon MPs, Justin Tomlinson and Robert Buckland QC.

This year, Walk A Mile is on Saturday 13th June 2020.

More details to follow in the Summer edition of Caring Matters.



News from other organisations



**DORSET & WILTSHIRE
FIRE AND RESCUE**

Free Safe and Well Visit

A Safe and Well visit is a totally free service offered by Dorset & Wiltshire Fire and Rescue Service.

They can visit you in your home, at a convenient time to see what we they can do together with you to make you safer. They can also have a conversation with you around improving your health and well-being.

They will fit free smoke alarms where required and offer advice to make you and your family safer and healthier in your home. The appointment normally lasts about one hour and covers topics such as:

- Using electricity safely
 - Cooking safely
 - Making an escape plan
 - What to do if there is a fire
 - Keeping children safe
 - Good practice – night time routine and other points relevant to you
- Identifying and discussing any further support you may need if necessary



A selection of free leaflets containing useful information on safety in and around the home are available on their website:

www.dwfire.org.uk/safety/safety-at-home/free-downloadable-leaflets

To request a free Safe and Well Visit, please call 0800 038 2323.

And a reminder there is also a page specifically for carers on their website. (We ran an article on this in our Summer 2019 Caring Matters).

www.dwfire.org.uk/safety/advice-for-carers

Digital resources for carers

Jointly App

Jointly is an innovative mobile and online app that is designed by carers for carers. Jointly makes caring



easier, less stressful and more organised by making communication and coordination between those who share the care as easy as a text message. With Jointly you can create a circle of care for the person you are looking after. Once you have set up your Jointly circle you can start using Jointly to organise care. You can use it on your own or you can invite other people to join you and share the care. Jointly works on iPhone, iPad, Android devices and on most modern web browsers (home computers, laptops, smartphones, tablets, etc).

For more information: www.jointlyapp.com/#welcome



Carers UK - provides a warm and welcoming online community where you can share what's on your mind, day and night, with people who understand. The Forum is available to members, membership is free and you can join at www.carersuk.org/join



Agylia Care - is a new social enterprise that has recently launched an App and online service for Carers.

The free service contains guides and videos to help people with the care they provide themselves, their families and others. It covers topics such as Alzheimer's, dementia, cancer, autism, mental health, children's care, support for carers, and many others.

For more information, visit their website: www.agyliacare.com



Preparing for Adulthood

Transitions Roadshow 2020

For parents, carers and professionals who support young people age 14+ with additional needs

Wednesday 17th June
10.00am to 4.00pm

at Civic Offices, Swindon Borough Council,
Euclid Street, Swindon SN1 1JH

Employment,
volunteering
and training

Good
Health

Community
Activities

Independent
Living

For more information, search for Transitions Roadshow on <https://localoffer.swindon.gov.uk>



Are you a young adult carer who would like some help with managing money?

We worked with our young adult carers and volunteers from Nationwide to make some short films in 2019.

You can see one about budgeting here https://youtu.be/j52O_FrgL0s

Young Carers

More than 25 of the 79 schools and colleges we work with on our Young Carer Award put on special events and activities to mark Young Carers Awareness Day (YCAD) on Thursday 30th January.

YCAD raises awareness of the challenges faced by young carers and campaigns for greater support for them.

We were fortunate to be awarded a £500 grant from Carers Trust and Pears Explore More to support this work.

Children & staff at Wanborough Primary wore bright colours and at breaktime sold hot chocolate and cakes. Two girls made their own posters about being a Young Carer, after being inspired by an assembly given by SCC's Schools Development Manager Ann Giles.



You can find out more about our Young Carer Champions Award on our website: www.swindoncarers.org.uk/register/young-carer-award

Parent Carer night

25 of our parent carers had a great night out in January at Da Vinci Italian restaurant, who really looked after us well. Thanks too to Katie and guitarist Phil, from 'Katie Morris band' who came and sang for us free of charge - they were amazing!



Parent Carer night out at Da Vinci



Adult and Parent Carer Groups and Activities

hello Spring!

Our team is pleased to enclose, within this newsletter, a copy of events coming up during April - June 2020.

When you get chance, perhaps make yourself a cuppa and have a look at what may interest you.

In addition to our regular events we have some new activities eg ZUMBA, gym, badminton, a monthly Parent Carer Cuppa, holistic therapies, a coach trip to the seaside etc.

Please read the terms and conditions on the form, complete and sign it and return to us. We will then record your requests and if a place can be offered to you, we will contact you approximately 2-3 weeks before the event date.

Becky Gammon has now left Swindon Carers Centre and Zoe Beckett-Furnell has joined us as Groups & Activities Administrator (see profile within this newsletter.) We hope to appoint a replacement for Becky's role as soon as possible.



Coffee mornings (Carers' Cuppas)

Carers are welcome to drop-in at the following sessions. For more information about the Carers Cuppas, contact Heather on 01793 401095.

Wroughton Health Centre

Barrett Way, Swindon SN4 9LW
1st Thursday of the month 10am - 12pm

Highworth Westrop Surgery

Newburgh Place, Swindon SN6 7DN
2nd Thursday of the month 10.30am - 12pm

Grange Drive Leisure Centre Grange Drive, Swindon, SN3 4JY.
Last Thursday of the month 10am - 12pm

Ashington House Surgery Ashington Way, West Swindon SN5 7XY.
4th Wednesday of the month 2.30pm - 4pm

GWH Carer's Café Refresh Restaurant, on the ground floor of GWH, near the Main Atrium Reception, Wednesdays 2pm - 3.30pm



If you would like to find out re about any of the above, please contact: Heather Goldsmith, Senior Groups & Activities Coordinator on 07841 503849 or email heather.goldsmith@swindoncarers.org.uk

If you are a registered carer with Swindon Carers Centre, would like to register with us, or would like to speak to one of our team, here are the telephone numbers you'll need:



- For Adult Carer Support Services please call 01793 401090
- For Parent Carer Support Services please call 01793 401094
- For Young Carer Support Services please call 01793 401091
- For Adult Carer Groups and Activities please call 01793 401095
- For Young Carer Groups and Activities please call 01793 401092
- For Benefits Advice please call 01793 401093
- For all other queries please call 01793 401098
- Our main switchboard telephone number is 01793 531133

We look forward to hearing from you.

Swindon Carers Centre

Address and office opening hours

**Sanford House, Sanford Street,
Swindon SN1 1HE
Tel: Swindon (01793) 531133**



**Office opening hours: 9.30am - 4.30pm Monday to
Thursday and 9.30am - 4pm Friday**

**Please contact the Editor with any articles to include
via carers@swindoncarers.org.uk.**

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Visit our website
www.swindoncarers.org.uk

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