

who cares



Quarterly newsletter for carers

Issue 38 - February 2017

Introducing Derbyshire's new carers support service: coming 1 April 2017

Derbyshire County Council has awarded Derbyshire Carers Association the contract to deliver the county's carers information, advice, assessment and support service from 1 April 2017.



Derbyshire Carers Association has over 28 years of experience providing support to carers and over the next few weeks, they will be working with statutory, voluntary and independent sector agencies to raise awareness of the new carer's service.

The service will provide:

- information, advice and guidance
- assessment and support planning (including provision of carer personal budgets when eligible)
- health liaison – proactively identifying carers in health settings to offer information, advice, assessment and support early in their caring journey
- training and learning courses designed around the needs of carers
- support existing carer groups and helping carers develop new carer groups to develop county-wide coverage of peer support and peer groups
- support and sustainability to the north and south mental health carers forums.



A new website will also be launched in April to support this new service and will include online forums, information about carer events and groups and signposting to other useful services.

Many mental health carers have received support from Thinkcarer over the last few years. These changes will mean that Thinkcarer will no longer be providing a service but they will continue to complete carers assessments across Derbyshire until 3 March. After this time contact details will be passed to Derbyshire Carers Association.

More information will be published by Derbyshire Carers Association over the coming months but, in the meantime, if you wish to find out more please can contact Jude Boyle by emailing jude.boyle@derbyshire.gov.uk or call Derbyshire Carers Association on **01773 743355**.

Derby Mental Health Carers Group

As a carer, you are welcome to join a free carers group which meets on the 3rd Thursday of each month between 4.30pm and 6.30pm at the Radbourne Unit, Royal Derby Hospital DE22 3WQ.

The group, which offers advice; information and support to mental health carers, is well attended and is supported by a Mental Health Nurse, Consultant Psychiatrist and Carers Support Worker. For more information, please contact Julie Cooper by emailing julie.cooper@derbyshcft.nhs.uk or calling **01332 623700**.

Forum for mental health carers

There are two forums for carers of people with mental health problems offering help, support and information. New members welcome.

Derby City and South Derbyshire Mental Health Carers Forum

When and where:

Meetings Third Friday of each month 11.30am – 2pm, The Oddfellows Hall, 32 Charnwood Street, Derby, DE1 2GU

Tel: Vivien: **07921 162 740**
Joyce: **07931 722 977**
Pam: **07891 450 119**

www.dcsdmentalhealthcarers.org

North Derbyshire Forum for Mental Health Carers

When and where:

Last Wed of every month. 10am-1pm, Winding Wheel, 13 Holywell Street, Chesterfield, S41 7SA

Contact one of the members on:

07494 943084 **07494 947427**
07494 947428 **07494 947245**

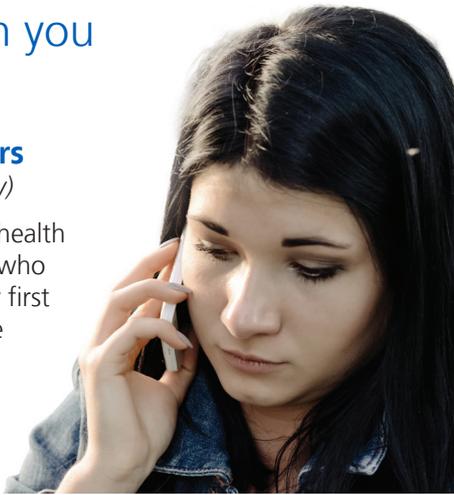
www.ndmhcarers.org

Please contact the CPA and Core Care Standards Service on **01246 515974** or email corecarestandards@derbyshcft.nhs.uk if you would like to contribute or if you have any comments about this newsletter.

Who to call when you need help

Help during office hours (9am - 5pm, Monday to Friday)

If you already use our mental health services, or care for someone who does, during office hours your first point of contact should be the person that you/they usually see (the care co-ordinator, or named lead professional). Their contact details, or the contact details of the care team, are contained in the care plan and on the contact card.



If you, or a friend or relative are experiencing mental health problems for the first time and need emergency treatment or advice during office hours, then you should contact your GP.

Help out of office hours

(5pm - 9am, Monday to Friday; and Saturdays, Sundays and bank holidays)

NHS 111 non-emergency number – Tel: 111, Open 24 hours a day, 365 days a year. Call 111 and speak to a trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

Emergency 999 – Call 999 in a medical emergency when someone is seriously ill or injured and their life is at risk

Focusline – Tel: 0800 027 2127, open 5pm - 1am, seven days a week, 365 days a year. Focusline offers confidential emotional support and signposting information to adults in Derbyshire who may be affected by mental illness. The service supports people experiencing mental health problems, their carers, friends and family and also professionals.

Samaritans – Tel: 116 123 (freephone from mobiles and landlines). Offering emotional support 24 hours a day.

SANEline – Tel: 0300 304 7000. SANEline runs a national, out-of-hours mental health helpline offering specialist emotional support and information to anyone affected by mental illness, including family, friends and carers. We are open every day of the year from 6pm to 11pm.

Social Care – out of hours support. The role of an out of hours Careline is to make people feel safe until the next working day. Daytime workers may become involved to follow up on a problem that has been dealt with at night or over a weekend.

- **Derby City Careline** - During office hours you can call 01332 786968 for social care support. Alternatively, for out of hours support, please call 01332 786968. The service operates from 5pm to 9am Monday to Friday and 24 hours a day on weekends and bank holidays.
- **Call Derbyshire** - Call 01629 533190. The call centre is open between 8am to 8pm, Monday to Friday and 9.30am to 4pm Saturdays to provide you with a speedy and direct responses.

Who Cares is available in other languages and formats. Please email communications@derbyshcft.nhs.uk

Living with a Long Term Condition?

The 'Living with a Long Term Condition' programme is open to anyone living in Derbyshire who has one or more long-term health conditions **and their carers**.



It is a free six-week course that can help a person to take more control of their health by learning new skills to manage their condition on a daily basis. The course focuses on what a person can do, rather than what they can't.

Each session is one-day a week and lasts two and a half hours. Refreshments are provided.

The course is run by two trained tutors who themselves live with long-term conditions. They can give practical advice based on their own life experiences. To find out more and to book a place, please email kziglam@southderbyshirecab.org.uk or call **01283 210107**.

Does your GP know you are a carer?

There are a few things you can do to help your GP support you better as a carer. Check out *Who Cares?* top tips:

1. Ask your GP or receptionist to include you on the Carers Register. Some GP surgeries offer flexible appointments for carers and you may also be contacted about getting a free flu jab or other services relevant to you.
2. If the person you care for is also a patient at the same practice as you, make the receptionist aware.
3. All patient records are confidential. If you need the GP to discuss information with you about the person your care for, speak to the receptionist to find out what arrangements your practice has in place and what you need to do to make this happen.
4. Be open with healthcare professionals about the impact your caring has on you. The more they know, the better they can support you.

Improving Chesterfield Royal Hospital for carers: have your say

As part of Chesterfield Royal Hospital NHS Foundation Trust's improvement plan for carers there will be a Carers' Forum held at the Chesterfield Royal Hospital on Monday 13 March and Tuesday 16 May 2017. A facilitator from the Derbyshire Carers Association will also be on hand to listen to your views

For further details and to register, please contact Rebecca Cowley by emailing rebecca.cowley@nhs.net or calling **07816 283615**.

Reducing the use of inappropriate psychotropic drugs

To improve the quality of life of people with a learning disabilities, the NHS is carrying out work nationally to prevent the use of inappropriate psychotropic medication, to reduce adverse side effects and potential drug interactions.

As a result, carers should be aware that they might notice changes to their loved one's medication and individuals may be referred to a clinical psychiatrist to support these changes.

To find out more, please email jackie.fleeman@derbyshcft.nhs.uk

Please send/do not send me a copy of the newsletter:

(Name)

(Address).....

Please tick one: I am currently a carer I am not a carer at the moment

Return this slip to: CPA and CCS Service, The Lodge, Walton Hospital, Whitecotes Lane, Chesterfield S40 3HW