

# e newsletter

## Carers Week 2013: Prepared To Care

'Improving lives for carers in Hambleton & Richmondshire'

# Hambleton & Richmondshire Carers Centre



### Carers Centre Open Days June 2013:

We held two successful events during Carers Week in June, earlier this summer – one at our office in Northallerton and one in Richmond at the Methodist Church Hall. Although the windy and showery weather put off our plans to be able to sit outside we still had plenty of people to talk to on both days. Carers who came to our Richmond open day bravely agreed to have their pictures taken holding their 'prepared to care' cards and these photos were used on the national Carers Week online bulletin board along with a host of famous and not so famous faces from around the country! A big thank you to everyone who came to see us!



### Irene is prepared to care:

One of our visitor's to the Richmond Open Day event who really values being able to meet other carers and to talk about their shared issues and challenges.



**Comments from carers:** Our comments sheets from the open days recorded that one or more carers value our advice on benefits, the carers groups and carers meetings and the Caring with Confidence training. Carers also noted that they valued the one-to-one emotional support we offer, the work we do lobbying and representing carers at forums and meeting, being able to get advice over the telephone and receiving our newsletter.



We spoke to 3 people interested in becoming volunteers with the Young Carers Service and, as a result, we now have a new volunteer who is taking part in the summer activity programme for young carers.

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## Local Giving make a difference in your community

**Launch of our Donation campaign:** During July we ran a tester 'Double your Donation' campaign to see how effective our new Localgiving fundraising site could be. We were given an opportunity to have every donation, made during the second half of July, doubled. This is something that [Localgiving.com](http://Localgiving.com) offers to local charities from time to time and we need to make the most of these opportunities.

Although the Carers Centre has been lucky not to struggle too much for funding in the recent past, times are swiftly changing and we are fast approaching a future where funding is not as secure as it has been and yet the need for our services continues to grow.

**Need to develop:** The Carers Centre needs to develop to stay ahead of the economic challenges which all charities face in the current climate, and we want to be able to offer a high quality service to the growing number of people in our community who recognise themselves as a carer.

Without help from donations, our young carers activities will be thin on the ground over the next financial year and there will be few opportunities for us to develop some of our ideas for the future. Our adult carer service faces uncertainty with changes and government cuts to local authority funding. We really hope that being able to make a donation through our [localgiving.com](http://localgiving.com) webpage will make it easier for everyone to make a donation when they can. We benefit from Gift Aid automatically if you make a donation to us through Localgiving, so it's making the most of your money by helping us in this way.

During our **Double your Donation** campaign we made almost £170 due to the kind support from some of our carers who have used our services and wanted to support the work that we do. This money will contribute to a fantastic outing for young carers over the dark winter months.

**Thank you** to everyone who made a donation – we really hope that more people will visit our donations page. Even the smallest donation counts and we always make sure every penny goes directly to the services we provide.

If you haven't visited the page yet, please do, and find out how you can make a difference. Just click on the link to take you straight there at <https://localgiving.com/charity/hrcarers>

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## Carers Centre AGM 2013

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**Launch of Membership to the Carers Centre:** We have been on a mission for the past few months to involve carers much more in the organisation so that we can truly call ourselves a carer-led charity for local people. One way we are doing this in 2013 is to open up Membership of the charity to carers who live and work within Hambleton & Richmondshire. By becoming a formal Registered Member of the organisation, you will have a vote at the Annual General Meeting and will also be eligible for nomination to become a Trustee in the future. At the moment, our formal Membership has been limited to the Board of Trustees but since November 2012 our new Chief Executive has been working at opening the doors of the charity and encouraging people to feel a proper sense of community ownership for what we do. Without the voice of carers being heard at all levels of the organisation we cannot make sure we continue to deliver and develop the kind of services that carers really need. Having carers formally registered as fully signed up Members also helps us with funding applications to larger funding bodies.

**How do I become a Member of the Carers Centre?** Come along to our Annual General Meeting if you can and hear about our Membership scheme. The AGM will be on the 16th October at The Village Inn, Brompton, starting at 11.30am. You will be asked to fill in a short form and give us permission to enter your name and address onto our formal Members Register. You will then be able to come along to the 2014 AGM and have a proper vote and say in what we do and decisions that we make.

**What will be expected of me as a Member?** You will be expected to agree to support the formal objectives of the charity, our values and aims. All of these will be presented at the AGM and sent out to everyone afterwards as well, as part of our Annual Report. You will also be expected to do your best to attend General Meetings and vote on any decisions we need to make about the organisation in the future which require Members support according to our governing document. **Will it cost me anything to become a Member?** No. Trustees this year have decided that Membership subscription should be free, at least for the first year of Membership.

**What if I can't come to the AGM?** We will be sending out forms for everyone to complete during the follow-up to the AGM and information about what being a formal Member means. You can join as a Member anytime during the year. **What if I don't want to become a formal Member? Will it affect the kind of service I can expect to receive?** No. Membership is not about what kind of service we offer to you or what level of service you will receive. By being a Member you are simply showing that you care about the charity and want to support our future development. Our services will remain free and open to anyone that self-refers or is referred to us for the foreseeable future. **If you have any questions about Membership or just want to know a bit more about what we're doing** email or telephone our Chief Executive Andrea Hobbs at [andrea.hobbs@hrcarers.org.uk](mailto:andrea.hobbs@hrcarers.org.uk) or on 01609 780872.

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## Does your GP know you're a carer?

**Improving GP Pathways:** We are currently working closely with our local GP practices across the area to improve how quickly carers get help. A pathway simply means the 'virtual path' that people have to follow through a system to get the support they need - whether this is finding the right person to talk to, picking up the right leaflet or finding the right website. Carers Trust, Carers UK and the Department of Health have been working together for some time to improve GP awareness of carers needs and their rights. Locally, we are using some of the national lessons learned and are really pleased to be working with Dr Parker and the local Clinical Commissioning Group for Hambleton, Richmondshire and Whitby to make real improvements for local carers. Andrea Hobbs, our Chief Executive, started by making a presentation to the local GP Forum back in February and since then has been meeting regularly with partners to discuss ways we can make finding the right support easier for carers when they visit their GP.

**Trial referral system:** We will be introducing a trial referral system where our local GPs will be able to refer directly to the Carers Centre when they think someone needs support in their caring role. Your GP will always discuss this referral with you of course but it means that a new carer won't have to make the first contact with us - that will be done for them by their GP. This happens sometimes already but our plan is to make this even easier and faster.

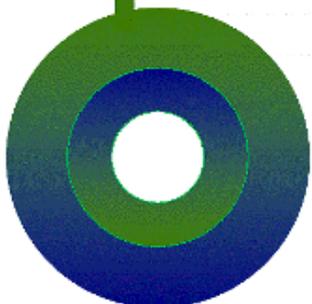
We will also be entering a scheme where we ask you for consent to tell your GP that you are already getting support from us, even if they haven't made the referral. GPs in Richmondshire are supporting this new initiative and we will hope to be getting this off the ground soon. The benefit to you is that if your GP is aware that you are a carer, even if you don't see them very often they will be extra vigilant about making sure they offer you special carer health checks and ask about how you're coping if they do see you.

We know that being a carer often means that your own health needs drop to the bottom of the list and we want to make sure that we help you take care of yourself and work with GPs to include them in what we do. If you think your GP may not know you have a caring role, you can tell them when you next see them, even if that's not why you have made an appointment. Each GP Practice has a Carer Register. Alerting your GP to your caring responsibilities means you have raised their awareness of any additional stresses and strains you might have now and in the future and is part of our campaign to raise awareness generally about the kind of extra support carers sometimes need.

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## CO-OPERATIVE : Charity of the Year

**How the Co-Op is supporting carers:** During this year the Co-Operative chose our national organisation Carers Trust to be their charity of the year. What this means for us locally is that we have an opportunity to build our relationship with our local Co-Op businesses in the hope that we gain their local support in years to come. On September 21st we will be at Stokesley Show in the Co-Op Members Hamlet. If you are a Member of the Co-Op, please come and see us and support us there!

## The **co-operative**

The Co-Op is helping to raise fund for the Carers Trust throughout this year and we are able to apply to have some of this funding to support local service development and delivery.

Look out for Carers Trust collection buckets in your local Co-Op stores!

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### Apologies for any disruption!

**Telephone Technology at 32 High Street!:** We have just had a new telephone system installed at our main office.

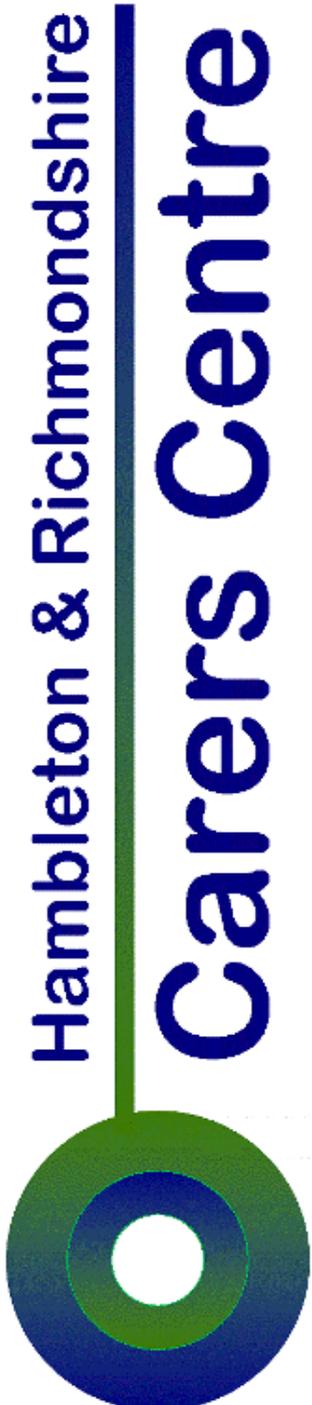
If you have recently tried to call us after our office has closed, you may not have been able to leave a message. We apologise for any inconvenience caused.

Our new system is now up and running and apart from a few learning curves, we hope this will improve our service to you.

### Goodbye & Hello !!

We would like to say goodbye and good luck to Betty Mattison after leaving our team this month. And, as a consequence, we would like to say hello to Diane Wordsworth who will be taking over Betty's support worker role for Hambleton. Diane will start her new role in September.

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**Carers Centre**

We are at:

32 High Street, Northallerton DL7 8EE (opposite Sainsbury's and next door to AgeUK)

Office open:

Mon, Tue, Wed & Thurs 8.30am till 4.00pm; Fri 9.00am till 1.00pm

Telephone:

01609 780872

Telephone line open:

Mon, Tue, Wed, Thurs 8.30am till 5.00pm; Fri 9.00am till 1.00pm

email:

info@hrcarers.org.uk (general enquiries)

penny@hrcarers.org.uk (administration enquiries)

andrea.hobbs@hrcarers.org.uk (Chief Executive Officer)

victoria.stapylton@hrcarers.org.uk (young carers enquiries)

graham.pentelow@hrcarers.org.uk (young carers enquiries)

lucy.borthwick@hrcarers.org.uk (young carers activities co-ordinator)

diane.wordsworth@hrcarers.org.uk (adult carer enquiries—Hambleton)

chris.clarke @hrcarers.org.uk (adult carer enquiries—Richmondshire)

Website:

www.hrcarers.org.uk

