

Enabling, empowering and Enriching the Lives of Carers

Winter 2015

Big changes to how services are provided to Carers in Southwark

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For people
supporting their
disabled, frail
or ill relatives
and friends in
Southwark

The Care Act 2014 came into effect on 1st April 2015. The Care Act created new responsibilities for Local Authorities and this led to Southwark Council restructuring and reviewing its support for Carers and how it is provided. As a result in December 2014 Southwark Council put out to tender a contract to supply Carers services.

The Council chose to split the Carers services tender into four streams, Information and Advice, Outreach, Health and Wellbeing and Young Carers Services. Instead of having one single point of access for service users, Carers may now have to approach different services for specific help and support.

Information and Advice

From 1st November 2015 Southwark Carers are no longer able to provide advice and support services to Carers. This service will now be provided by Southwark CAB.

The service will be available face-to-face, by telephone, and through digital channels including email and online. From help in filling in forms, through to advice on welfare benefits and community care.

The service will also be able to provide debt and money advice, to help in saving money through getting a better deal on your energy bills, through to more complex legal issues such as immigration.

To access the service you can call the team on 0300 330 1170 (Monday-Friday, 10am-4pm and until 7pm on Tuesdays), pop in to see them at the regular drop-in sessions in Bermondsey and Peckham (times below), or send them an email to hello@carersadvice.org.uk.

Health and Wellbeing

Southwark Carers will continue providing

Health and Wellbeing services for Carers. We also continue to reach out, identify and support Carers. We will be explaining more about Southwark Carers services in this newsletter in the sections, Enabling, Empowering and Enriching on pages 4 through 9. Southwark Carers services are open to all Carers over the age of 18, including parent Carers.



Young Carers

Services for young Carers between the ages of 8 and 24 will no longer be provided by Action for Children and KIDS, these have been awarded to Imago who have been providing services to young Carers across the South East for many years.

The service for Young Carers will run from offices based in the Surrey Quays Shopping Centre, the offering will include Chill Clubs for younger Carers and employment and study support for young Carers between 16 and 24.

They can be contacted on 0300 111 1110
Email: hello@southwarkyoungcarers.org.uk

The Southwark Young Carers Hub is available Monday - Friday 9-5pm to talk about Young Carers' needs and can provide information, advice and signposting.

Parent Carers

Contact a Family continue to offer inclusion events and educational workshops to help

Welcome

Dear All,

The last 6 months have been filled with unprecedented change for Southwark Carers. The changes to our service are set out in this newsletter.

We have lost a number of dedicated staff members who have moved on to pastures new. Some of them will still be familiar faces in Southwark and we wish all of them well in the future endeavours. Some of them continue to volunteer with us. We have recruited new staff and we would like to welcome them to the service.

We are once again into the festive season, the Winter Solstice, Christmas, and New Year's are just around the corner. This time of year is always very challenging for Carers and takes its toll. We are here to support you throughout this time.

Please note that the office will be closed from 17:00 on 23rd December 2015 to 09:30 on Monday 4th January 2016. However, during this time if you should need any emergency assistance please call 07782 225 177 leaving your name and number.

Our annual Christmas celebration will be on Friday 18th December 2015 from 12:00 to 17:00.

Season's greetings to you all and I hope that the next year brings you peace, contentment and the strength to face any challenges that you may face.

Verinder

parent Carers understand medical conditions, benefits and local services. Contact a Family can also help with signposting to support in the borough and basic advocacy, grants and form filling.

Carers Assessments

The Care Act 2014 also changed rules around Carers accessing assessments and personal budgets.

For the past four years Southwark Carers have undertaken the function of completing Carers Assessments and managing personal budget payments. Since October a new team has been recruited by Southwark Council to carry out this process.

The aim of the assessment is to consider the impact of caring on the Carer and to determine whether the Carer has support needs and what those may be.

When the assessment is complete, the local authority must determine what the Carer's support needs are, and whether these needs are eligible for financial or practical support.

What support might look like

When discussing support you need, the assessor will consider ways to help you enjoy more leisure or social activities, take part in education or training courses or improve your health and well-being.

These needs could be met by requesting a holiday to take a break from caring, having the costs covered for a course or other study. To improve fitness you may wish to ask for the council to pay for you to go to a gym of your choice to allow you to exercise and meet other people.

Please contact the office on 020 7708 4497 or use the form on our website to arrange for a referral to the Carers Assessment Team.

Fundraising for Southwark Carers

Giving up a little bit of your time to fundraise for us is a rewarding and fun way to support our work and will make a huge difference to the lives of unpaid Carers. Whether you want to organize an event or fundraise as part of a group, we'd love to hear from you. Do please get in touch with your ideas.

Getting together with friends, family, neighbours and colleagues or taking on a personal challenge, the options are limitless, here's a few suggestions:

- Sponsored events – Take on a challenge and raise fund for us through sponsorship.
- Quiz Nite – A great way of getting people together, just charge them to take part.
- Jumble Sale/Table Top Sale – A good fundraiser and lots of fun too – why not try a vintage clothes sale!
- Coffee and cake – A get together with friends or colleagues over a coffee and cake is always popular – charge a fee and donate the money raised.

wonderful ideas you have to raise money email info@southwarkCarers.org.uk and tell us about your fundraising event and send us photos.

If you are a company

- Consider becoming a Corporate sponsor
- Choose Southwark Carers as your 'Charity of the Year'
- Give a 'gift in kind' – could you offer goods or services for Carers or perhaps a bespoke staff training session
- Payroll Giving

If you are an employee

- If your company is a member of the 'Give as you earn' scheme you can ask your HR department to donate directly from your salary – even a small sum can make a huge difference

We will be taking part in the Thames Walk for Cares on the 28th May 2016 and we would like for you to get involved and raise some funds for the centre. Please contact the office for more details.

We would love to hear what other

Information gap 'denying' people sufficient choice and control over care

Local authorities are denying people sufficient "choice and control" over the care and support they receive under the Care Act 2014, according to research published last week.

A review of Care Act materials produced by local authorities found that councils "generally" failed to give people adequate information about their rights to different care options locally. The situation left people unable to exercise sufficient choice and control over their care, despite this being a core principle of the act itself, researchers found.

The study, carried out by the Independent Living Strategy Group and published by the charity In-Control, marks one of the first gauges of how the Care Act has been implemented since the legislation came into force on April 1.

The act places a duty on councils to provide information and advice for all people in their area. The statutory guidance underpinning the legislation states that this must include the choice of types of care and support, and the choice of care providers, available locally.

Under the legislation, all service users assessed as having eligible needs are entitled to a personal budget. But InControl's review found that this entitlement was 'rarely emphasised' in quick guides to the Care Act produced by some councils.

Researchers also found evidence of some local authorities inferring that people opting to have their personal budget managed by the council would have less control over how it was spent than if they chose to receive a direct payment. The Care Act guidance states that the way a person opts to manage a personal budget should put "no constraint" on how their needs are met as long as "this is reasonable".

Official figures show that in 2014-15 most people supported in the community by local authorities had a council-managed personal budget (57%) and just 24% received a direct payment. Among people aged over 65, 65% of community-based clients had a council-managed personal budget and 20% had a direct payment.

The researchers also asked people in receipt of care and support about their experiences of services over the year prior to the Care Act coming into force.

Of 399 people who responded to the survey, almost half felt their quality of life had reduced and almost a third (30%) said that they had experienced a reduction of choice and control. Some 29% reported restrictions being placed on their use of direct payments or personal budgets, with 14% limited to choosing their care from a shortlist of providers. The study authors said these limited lists are at odds with the "vision of personalised care" underpinning the Care Act.

The researchers acknowledged that councils were "struggling to adjust to unprecedented cuts" but said providing more choice and control to people should be

embraced as a "much-needed solution" to the challenges facing social care.

Disability researcher Jenny Morris said there was a "yawning gap" between the principles of the act and how it was being implemented in practice.

"Personal budgets were supposed to enable everyone who needed social care support to have the kind of choice and control that was previously only open to those receiving direct payments. Instead, they have been rolled out in the context of a major financial crisis facing adult social care, and the result is not only a reduction in choice but also a decrease in the quality of people's everyday lives," she said.

"This is the government's responsibility and they must act."

In a bid to help local authorities meet their Care Act obligations, In-Control has produced a checklist of information for people receiving care and support.

The survey also provided an insight into the experiences of some people who had been supported by the Independent Living Fund prior to its closure in June of this year. Of the survey respondents who were transitioning from ILF to council support, 14.5% said they had been told they should expect less support in the future while most (56.5%) had not been told whether their support would change.

Carers encouraged to get a flu jab



We're encouraging Carers to visit their GP for a free flu jab this winter — in order to reduce the risk to their own health as well as the person they care for.

If a carer is struck down by the flu and becomes too ill to care, there may be no-one else who can step in and look after the person they care for.

If a carer is looking after someone with a lowered immune system and gets the flu, there is a risk they could pass the virus on to the person they care for, even if that person has had a flu jab themselves.

Government policy is that the flu vaccine should be offered to people who are receiving Carer's Allowance, or who are the main carer for an elderly or disabled person whose welfare may be at risk if the carer falls ill.

To receive your free flu vaccine you must contact your GP and explain that you are a carer.

Enabling

A guide to Southwark Carers new structure and services

Following the restructure of services for Carers in the borough, we have realigned our services and our core offering to Carers. We set out our offering under three headings, Enabling, Empowering and Enriching. Over the next couple of pages we will detail the services that we will continue to offer. We will also set out where you can go to access additional support.

The enabling service is a flexible, individual, personalised service offering support on a one-to-one basis, aiming to provide Carers with more choice and control over the support they need and enabling them to tackle the issues that cause them the greatest stress in their caring role.

The service encompasses active listening, advocacy, signposting and support in tackling stressful issues outside of the caring role. The service has an underlying ethos about promoting self-help and community / voluntary support solutions.

Advocacy

At times, Carers need a little extra support to get their voices heard. Southwark Carers represent over 21,000 Carers in the borough and as such are able to influence organisations and providers.

Our Health Development workers based in primary and secondary healthcare settings across the borough providing guidance, information on where to access support for benefits maximisation, employment rights, services, support groups, rights and assessments.

Our advocacy workers provide independent advice to Carers, helping to secure their rights and allowing them to have a say in what they want by working in partnership and giving them a voice when they need support. If necessary, advocates will challenge the decisions that professionals make on behalf of Carers.

The advocacy workers also offer emotional support to Carers by acting as a friendly listening ear for Carers to share their difficulties and concerns.

Guidance

Southwark Carers have been working in the borough for over 30 years we work with the key people providing health and social care, and with organisations in the community, to make sure that all Carers – including young Carers – know what services are available to them and are offered different types of support, so they can choose what's right for them.

We make sure that Carers can get support through their GP or at hospital; this will include GPs identifying when someone is a carer in their practice records.

We try and help Carers navigate services that can support their mental and physical health, like counselling, health checks and other mainstream services.

Facilitating referrals to Carers assessment team

The Care Act 2014 gives local authorities a responsibility to assess a carer's needs for support, where the carer appears to have such needs.

The aim of the assessment is to consider the impact of caring on the carer and to determine whether the carer has support needs and what those may be.

When the assessment is complete, the local authority must determine what the carer's support needs are, and whether these needs are eligible for support.

The needs might fall into one of the following categories - allowing Carers to enjoy more leisure or social activities, allowing Carers to take part in education or training courses or helping Carers improve their health and well-being.

These needs could be met through a personal budget - the Carers assessment team will create a support plan based on your answers which will be put before a panel for agreement.

You might want to ask for funding towards a short break to allow you a life outside of caring. You could ask for money towards gym membership or to attend an exercise, yoga or dance class to improve health and reduce social isolation.

You can call the office and we can help with getting you a Carers assessment or use the form on our website.

If you are unhappy with a decision made by the panel or disagree with the assessment which has been created for you, Southwark Carers can advocate on your behalf and appeal decisions to try and ensure you receive the most appropriate support available to you.

Coping Strategies

Caring for someone else can often be demanding, and you are not alone if you feel overwhelmed at times. You might find some parts of life challenging and this may leave you feeling stressed and isolated. Over time, this can lead to distress and / mental health problems. If you already live with a mental health problem, being a carer could adversely affect your ability to stay well.

You may often feel very frustrated and angry, especially if you have had to give up parts of your own life. Or, you might feel that you have been given no choice about becoming a carer.

You might end up directing this anger at family, friends or the person you care for. This could make you feel guilty. To try and counter the negative effects we have a number of services you can access.

Mindfulness Group

Yoga, meditation and mindfulness are all techniques you can use to relax and to help switch off from your caring role.

Using relaxation techniques can help you feel more rested. They can also help you make time for yourself. Most of the techniques here can be practised for a few minutes a day, so they don't have to take lots of time if you're struggling to make space for activities.

Southwark Carers will launch a new mindfulness group in December 2015 to help meet the needs of Carers. Mindfulness is a therapeutic technique that involves paying attention to yourself and your needs.

Peer support mentors

Through our work with the Challenging Behaviour Foundation we have recruited a number of volunteers who have personal experience of challenging behaviour, who are at a stage where they have time to support others.

These volunteers are trained to offer structured support, usually advice and emotional support. Having also been in a similar situation, they may be able to offer information and useful ideas.

Peer support mentors provide one-to-one support for Carers looking after family members suffering from a range of long-term, often aged-related conditions including dementia, stroke and terminal illnesses.

The service will also give experienced Carers volunteering opportunities allowing them to use their knowledge and expertise thereby enabling them to develop transferable skills.

Emotional support

Becoming a carer affects people in different ways. Whether by choice or circumstance, there is no doubt that caring can be difficult at times.

Usually there is not any prior training so most people muddle through as best they can, learning as their role develops. Although it can be rewarding caring can also feel frustrating and stressful.

We help Carers develop strategies to cope with stress, communication, looking to the future and managing change.

We provide:

- the opportunity to share experiences
- information on local services
- practical advice
- social events
- emotional support

Counselling service

Looking after somebody may affect your relationship with the person being cared for and with other people.

Talking to a counsellor can often help Carers to:

- understand feelings and emotions
- make decisions about their own needs
- reach solutions to their problems
- find an outlet for the pressure and stress of their situation

Southwark Carers offers a free counselling service for Carers in Southwark.

Counselling offers Carers the chance to talk in confidence to an independent person outside their situation who has been trained to listen, and who can help them express their thoughts and feelings freely.

We can offer up to 13 weeks of weekly one-to-one counselling sessions.

If we can't help, we can also give general advice about finding appropriate counselling or some other form of help elsewhere.

Understanding the Cared For's condition

It is important for you to understand the medical condition(s) of the person you care for. Our website features information sheets specifically designed for different conditions to help you to fully understand and manage them.

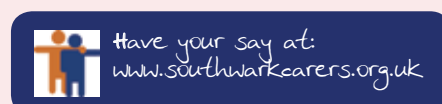
We will also invite specialists from partner organisations to attend some of our groups to provide further guidance.

Access to Grants for Carers

In the last 5 years Southwark Carers have been able to help over 400 Carers access grants from non statutory funders. The grants had a value of over £600,000.

We have accessed grants to purchase new beds, cookers and white goods, holidays, medical equipment, toys and sensory play equipment, computers for children and money off of utility bills.

As we are no longer contracted to provide information and advice services we can no longer complete grant applications for Carers. This is because applications require an indepth understanding of your financial needs and whether you have exhausted all statutory remedies available to you. However, we can help you approach agencies that may be able to help.



Empowering

Following the restructure of services for Carers in the borough, we have realigned our services and our core offering to Carers. We set out our offering under three headings, Enabling, Empowering and Enriching. Over the next couple of pages we will detail the services that we will continue to offer. We will also set out where you can go to access additional support.

The empowering service will endeavour to provide you with information and knowledge of your rights so that you are able to ensure that you are receiving everything that you are entitled to.

Encouraging Carers to identify themselves and to access services.

Information from the last Census shows that, while over 21,000 people in Southwark identify themselves as Carers, only a third of these are known to statutory and voluntary services. The real number of Carers who are not receiving any support is likely to be even higher – a third of those surveyed did not identify themselves as Carers for the first five years in which they had a caring role. Access to services was precipitated by the culminative effect of caring without support and a crisis in their lives. This crisis often results in them facing a huge raft of problems.

The Carer's Health Workers aim to find as many of the "hidden" Carers (those not known to services who could help them) in Southwark as possible, to make sure they are aware of the support that is available to them and how to access this support.

Carer's Health Workers will be able to meet Carers at their local GP surgery or other healthcare or community setting.

We will complete a diagnostic of the carer's needs and can refer or signpost them to other services around the borough and nationally that can assist them. We can provide direct access to advocacy, information on your rights as a Carer, peer support, support groups, activity groups, counselling and other therapies, grants, volunteering opportunities. We also provide referrals to carer's assessments and specialist one to one information and advice.

We hope that by meeting Carers before they encounter major problems or experience a crisis, and making them aware of the support available to them, we can help to prevent future problems and crises arising. Empowering Carers to carry on in their caring role for as long as possible. We also aim to prevent Carers from being/becoming isolated.

In addition to this, we aim to make Health and Social Care services more aware of the role, the value and importance of Carers, so that they recognise the needs of Carers and do more to assist them and improve the quality of their lives.

information

Southwark Carers website is being redeveloped to reflect our new service but it will retain lots of useful information, guidance and advice for Carers and professionals. A comprehensive information pack is also available to download from our website.

Information downloads

Southwark Carers will collate, create and disseminate information for Carers and professionals on a range of issues including, benefits, housing, transport, understanding the Care Act and health conditions.

Local Services Directory

To make it simple for Carers to access the best support our website will have an updated directory of local and national support services providing advice and information services, education support, employment help, housing, transport and respite care.

Route map for newly identified Carers on how to access support

People can become Carers at any point in their lives sometimes with no warning. We have worked with Carers for over 30 years and have experience of working with Carers in all areas of their lives. We have produced a step by step walkthrough for Carers which helps guide them through some frequently encountered problems and questions. The walk through explains what support is available and how to access the most appropriate help.



Signposting to appropriate services.

Southwark has commissioned a number of specialist organisations providing support to Carers of all ages. Southwark Carers can act as a referral route to the most appropriate agencies to provide support.

Approaching services through Southwark Carers means the referrals can be followed up. All our referrals follow quality assurance guidelines

Contingency Planning

Southwark Carers staff make sure Carers know where to get support in an emergency.

We make sure that the people providing services know about what a carer's role is and can respond to their needs in an emergency.

Southwark Carers can help Carers to prepare and emergency plan and provide a message in a bottle kit for Carers to help if emergency services ever have to come to your home.

Emergency Plan

Carers are encouraged to use our template to make an Emergency Plan. Have you ever worried about what would happen if you suddenly could not be there for the person you support and care for?

For example you could have an accident and be unable to get home or you might find you need to go into hospital at short notice.

- Who would you contact in an emergency?
- Where are your keys kept?
- How would someone else know the needs of the person you support?
- Do you keep lists of medicines needed by the person you care for?
- If you have a plan for an emergency, who knows about it?

All these details can be written down in advance and kept in a safe place – it may not prevent an emergency but it could give you peace of mind.

The Emergency Plan Template would be useful in all sorts of circumstances – It takes some time to complete, but we can assist you. Once it is finished it is easy to show someone else essential information about the person you support and your individual situation.

Message In a Bottle

The Message In a Bottle scheme is a simple idea designed to encourage people to keep their personal and medical details on a standard form and in a common location – the fridge.

The bottle is kept in the fridge, where the emergency services will be able to find it in the event of being called to your home. They will know you have a bottle by the two labels displayed on the inside of the front door or on the main entrance to your home and the other is for the door of your fridge.

It will save the Emergency Services valuable time identifying you and your emergency contacts, whether you have special medication or allergies or not, it is a potential lifesaver and provides peace of mind to users and their friends and families.

Message in a Bottle kits are free of charge and can be collected from the Southwark Carers Centre or from our Carers Health Worker teams at events.

Access to Food Vouchers

If you're struggling to feed your family, or need other urgent assistance, find out what help you may be able to get in your area.

The Trussell Trust is a charity that runs one of the largest networks of foodbanks in the UK. Southwark Carers are an authorised signatory for food vouchers.

If you need to go to a foodbank, you may also want to get advice about whether there is any way that you could increase your income. Are you getting all the benefits you're entitled to? Can you challenge a benefit decision that has reduced your income?

The Trussell Trust foodbank can then give you up to three days' emergency food at one of their foodbanks.

If you need to access a food bank please come into the office and ask to speak with one of our health worker team, they will be able to give guidance and help you to access the foodbank.

Carers Rights

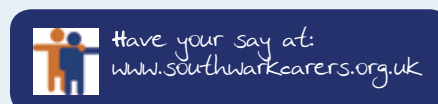
Carers have certain rights, and it's important that you know what these are. We provide you with information on what you are entitled to. We ensure that you don't overlook your own needs as a carer: making time for yourself is crucial to your own health and wellbeing.

Southwark Carers facilitates access to health and social care services we ensure that they recognise, acknowledge and support Carers in their role.

Voice of Carers, providing access and facts behind local and national consultations to ensure Carers have a say.

Southwark Carers have the widest access to Carers of any organisation in the borough. We are able to speak and gain the thoughts of Carers quickly to help guide local and national policy.

Southwark Carers are a service user led organisation who are managed by a committee of Carers who have lived experience of caring. They therefore understand the needs of Carers and reflect this in all decisions they make.



Following the restructure of services for Carers in the borough, Southwark Carers have been asked to provide a slightly different service for Carers. Over the next couple of pages we will explain the new service and where to go for other support.

From 1st November 2015 Southwark Carers provide a range of health and wellbeing and outreach services that fall under the banner of Empowering, Enabling and Enriching the lives of Carers.

Southwark Carers try to make it easier for Carers to have a life outside of caring, this may be by making sure they can take part in leisure activities or by helping them return to training, education or work.

Activity groups and outings to reduce social isolation

We aim to provide as many opportunities as we can for Carers to take a break from caring, relax together, learn together and have fun at the same time. If you have an idea for a support group, event or activity then please let us know.

Latin American Carers Group

Guidance and support to Carers in Spanish and Portuguese, come along and meet other Carers and meet support professionals.

First Tuesday of each month, 13.00 to 15.00.

Knitting and Nattering

Since 2011 we have knitted a number of blankets and woollen goods for local homeless charities. We provide the needles and wool to create a range of products from blankets, scarves, hats and gloves.

Full instructions are given to learners and non-knitters, come along make some new friends, relax and learn a new skill.

First Friday of each month, 14.00 to 16.00.

Film Club

At the film club we show a range of documentaries, news reels and history films that look at London in the 50s and 60s. We hope that these films stir up memories and get everyone talking about their experiences and own recollections. The films bring back to life many names, faces and colourful characters from the past.

First Saturday of each month, 12.00 to 14.00.

Gardening Group

The Carers Garden provides a relaxing and enjoyable space for carers to come together, work in the fresh air and to get a few hours break from caring. The group engages in a variety of seasonal tasks.

Second Monday of each month, 12.00 to 14.30.

Sewing Group

Learn to sew, help us create clothes and keepsakes to sell in our gift shop and donate to children across Africa via the Dress a Girl Around the World charity.

Second Tuesday of each month, 12.00 to 14.30.

ADDitude Group

This group is aimed at Carers of children with autism and behavioural problems, featuring regular speakers and training sessions.

Second Wednesday of each month, 11.00 to 12.30.

Male Carers Group

A chance to meet and chat with other male Carers, go on outings and build social networks.

Second Friday of each month, 14.00 to 16.30.

Carers Catch up

The Carers Catch Up is a chance to come into the Carers centre and meet staff, Carers and board members over a hot drink and cake to share your ideas about what we do, what you'd like us to do and share your thoughts about how we can improve.

The catch up sessions sometimes feature guest speakers from other support groups, local charities, MPs and the local council.

Third Monday of each month, 12.00 to 14.30.

Healthy Eating Group

A local herbalist leads this group, creating tasty and nutritious foods explaining how each element, vitamin and ingredients affect the body.

We have also learnt about how foods affect moods and the medicinal uses of herbs and spices from your store cupboard as well as learning how to forage for foods to make your own sauces and dishes from these ingredients.

Third Saturday of each month, 10.30 to 12.00.

Arts and Crafts Group

Help us create a range of birthday, easter, get well soon and other cards to sell in the Carers Centre. We also make candles, create gifts and jewellery at the sessions.

Last Monday of each month, 10.00 to 12.00.

Trips and Outings

We run monthly trips to attractions in and around London. Outings are usually held on the last Wednesday of each month. Although, times and day may vary due to attractions or event opening times.

Book Club

The club offers members the opportunity to share and discuss their reading experiences in a friendly, sociable and informal atmosphere. Each month Carers read a novel and discuss their thoughts about the text. Find details of the books we are reading on our website.

Last Thursday of each month, 17.00 to 18.00.

Shared Reading Group

Working with the Reader Organisation the shared reading group provides an opportunity to enjoy a good story or poem.

There's no pressure to participate, you can share your favourite stories and articles, read aloud or just listen to others.

Every Thursday 13:00 to 14:30

Carers United

The Carers United project is a collaboration between Southwark Carers and The Challenging Behaviour Foundation (CBF). We have trained volunteers who are able to offer support to Carers of people who exhibit extreme challenging behaviour.



Caring for someone with challenging behaviour can be very stressful and difficult and Carers United Volunteers are trained to provide help, support and share their personal experience with families looking after someone with challenging behaviour.

Families are matched with the volunteer with the most appropriate experience who will provide ongoing support both online and via telephone. The support is free and can vary from practical advice to emotional support. The Carers United volunteers have full access to professional support and guidance from Southwark Carers.

Training

Southwark Carers can provide bespoke training on how to identify Carers, their rights and support services available to them locally and nationally.

We work with our partners to provide the most appropriate training to Carers, an example of this is courses run by Self Management UK in our centre for Carers.

We also signpost Carers to relevant condition specific providers including Alzheimer's Society for Dementia Friends training, SLaM for training around mental health services, St John's Ambulance for Carers first aid training and mental health first aid training.

In terms of our peer support volunteers we also provide

bespoke training to assist them in fulfilling their roles.

whole family support

Too often services are focussed on the primary Carers that is supporting someone with additional needs. We help all members of the family ensuring all Carers receive services that will give them support and peace of mind, like telecare.

We help all members of the family ensuring all these carers carrying out a caring role receive services that will give them support and improve the quality of their life.

We are aware that some Carers are able to combine caring with work and are not able to access services in normal working hours.

We operate an emergency out of hours number 07782 225 177, that is available 24 hours a day 365 days a year. In addition, we work with organisations like Carers UK who have a 7 day a week Carers advice line and we operate an emergency out of hours phone number.

Employment opportunities

We help those with caring responsibilities to fulfil their educational and employment potential.

We provide:

- access to employment and training
- awareness-raising programmes with local employers
- partnerships with employment / training / further education bodies such as Jobcentre Plus.

We also run a CV clinic and help Carers recognise their skills and interests. We help Carers recognise transferable skills gained through caring and match these to employers' needs.

Skills you may have developed include:

- managing a budget
- time management
- planning and problem-solving
- prioritising, organising and negotiating.

Southwark Carers work alongside a number of agencies and providers to advertise paid roles.

volunteering opportunities

Southwark Carers have over 50 volunteers providing services from counselling, peer mentors, reception, running groups and as trustees who help guide the strategic direction of the charity.

If you are looking to get back into work and want to gain more confidence in an office setting we have a number of openings at the Carers centre. Please contact our Volunteer Coordinator Nohemy Williams on 020 7708 4497 to discuss opportunities.

Staff update

Due to changes in our funding we have had an internal restructure and a number of our staff have left the service. We would like to say thank you to all the members of the team that have left us over the last few months.

Some of the team have moved into support services in the local area so some of the experience of working with Carers and supporting Carers will thankfully not be lost. We wish them the best with their new careers.

We have also had a number of our counselling team leave the service and again we would like to say thank you to all of the volunteers who have helped support Carers emotional health and wellbeing.

Receive event invites by text



Due to increased printing and postage costs Southwark Carers now use digital technologies to keep in touch with carers.

Please contact the office to make sure we have your correct mobile telephone number, we use SMS messaging to advertise some outings, events and consultations.

Information and advice casework

Southwark Carers are no longer funded to provide information and advice services for Carers. We have worked with a number of Carers on benefits, housing and transport issues for several years and have extensive background information on your circumstances.

Due to data protection rules we are not able to pass this information to other agencies without your permission.

If you are speaking to another advice agency and think that some of the information that we have on file would be useful you can ask the agency to contact us for a copy of your paperwork or sign an authority for release of your information to the agency providing you with support. We would then after confirming you have given your authority be able to release the data held by us.



Have your say at:
www.southwarkcarers.org.uk

Carers United Scheme



Southwark Carers working with the Challenging Behaviour Foundation to bring a new and exciting scheme to Carers in Southwark.

Nationwide, there are over 30,000 people who exhibit extreme challenging behaviour. This includes self-harm, harm of others, stealing and worse.

Carers of people who exhibit this kind of behaviour need more support than is normally available. That is where this new scheme comes in. We are recruiting volunteers who have personal experience of challenging behaviour, who are at a stage where they have time to support others. These volunteers are trained to offer structured support, usually advice and emotional support. Having also been in a similar situation, they may be able to offer information and useful ideas. Volunteers are not expected to advise, produce solutions or answers to all questions.

Whether you are a parent, a sibling, a grandparent or even an aunt or uncle, we'd love to hear from you! To become a volunteer you'll need to fill in an application form.

We have a number of volunteers being trained in November. If you are interested in becoming a volunteer, we have another workshop scheduled for February. Contact either Verinder or Nohemy using the details below.

The service will be launched officially on Carers Rights Day. If you are caring for someone who exhibits challenging behaviour and are interested in using the service and receiving support from our of our volunteers, please do contact Nohemy on 020 3011 5128 or volunteering@southwarkcarers.org.uk

Receive information by email



Due to the increase of printing and postage costs, we are asking Carers to sign up for our weekly news and events e-newsletter.

Call the office to update your preference or access our website and enter your email address in the newsletter sign up box.

Three in four NHS hospitals are failing

Three in four NHS hospitals are failing, according to the first set of official rankings comparing the majority of the health service.

New Ofsted-style rankings show 76 per cent of NHS hospital trusts have been given an overall rating of inadequate or requiring improvement.

Watchdogs said their greatest concern was safety, with three quarters of hospitals branded unsafe.

Last night the Health Secretary said the degree of variation across the country was “unacceptable” while senior doctors said the failings exposed were “severe and alarming”.

The watchdog has rated 98 hospital trusts – two thirds of those across the country.

Of those just two were given the top ranking of outstanding, with 22 judged to be good, 64 requiring improvement and 10 inadequate.

The poor state of hospitals is in contrast to nursing homes and GPs practices.

Of the 2,211 residential and nursing homes, 59 per cent were found to be providing good or outstanding care.

Of 976 GP and out of hours practices inspected, 11 per cent of the GP practices required improvement. Four per cent of those inspected were inadequate.

Health Secretary, Jeremy Hunt, said: “We want to make our NHS the safest healthcare system in the world. There are some excellent examples of high quality care across the country but the level of variation is unacceptable.”

“That’s exactly why we set up CQC’s independent inspection regime which shines a light on poor care to drive up standards.”

The new system of Ofsted-style ratings was introduced last year following a string of scandals, and concern that poor care had been allowed to continue unchecked for years.

Last year, findings from the first inspections suggested four in five hospitals were not safe, but the watchdog tried to reassure the public that the findings might not be representative, as inspectors had started by looking at many trusts where concerns were known about.

Today it offered no such assurances, and said the findings showed “an unacceptable level of poor care” across the country.

Salford Royal NHS Foundation Trust and Frimley Park Hospital NHS Foundation were named as outstanding.

The 10 trusts branded inadequate are: Barts Health NHS Trust, Cambridge University Hospitals NHS Foundation

Trust, Colchester Hospital University NHS Foundation Trust, East Kent Hospitals University NHS Foundation Trust, East Sussex Healthcare NHS Trust, Heatherwood and Wexham Park Hospitals NHS Foundation Trust, Medway NHS Foundation Trust, University Hospitals of Morecambe Bay NHS Foundation Trust, West Hertfordshire Hospitals NHS Trust and Wye Valley NHS Trust.

The report shows half of health and care providers made some improvement within six months of inspection.

David Behan, care quality commission chief executive said: “A key concern has been the safety of the care – a failure to learn when things go wrong, or not having the right number of staff in place with the right skills.”

He said the differences seen across the country were not just about how much NHS trusts and care homes were spending, but about the way organisations were run.

“The variation in care that we have observed is not just about the money. Good leaders are what make the difference – leaders who engage staff and people who use services and create a culture of continuous quality improvement,” he said.

Janet Davies, Chief Executive & General Secretary of the Royal College of Nursing said: “Variations in the quality of care are unacceptable, and this report demonstrates that those variations can be severe and alarming. The quality of care is too often poor, and in some cases unsafe, and this requires urgent attention.”

She said the scale of financial pressures in the NHS, with a £1b deficit racked up in just three months, meant there were concerns that the situation could further deteriorate.

“This report is stark but the issues it raises are not new – there needs to be a concerted effort from government, the NHS and local managers to ensure that there is enough staff to get through the coming winter and the years to come,” she said.

Roger Goss, co-director at Patient Concern, welcomed the national assessment as “an important way of putting pressure on people to smarten up their act”.

Caroline Abrahams, Charity Director at Age UK said: “The inconsistent quality the CQC has found across health and care in this country is worrying, and it’s also important to remember that the numbers of older people receiving social care are falling fast because of Government cuts.

Heidi Alexander MP, Labour’s Shadow Health Secretary, said: “Jeremy Hunt cannot keep ignoring these serious warnings about unsafe and understaffed hospitals.

“With a difficult winter approaching, and hospitals facing financial crisis, the NHS is now in a precarious position,” she said.

Events and Groups

If you are interested in any of the groups or activities detailed here we recommend you call the office on 020 7708 4497 and speak with a member of staff who will be able to register you for the event and provide more information. Most activities are held in our Carers Centre at the Walwoth Methodist Church, 54 Camberwell Road London SE5 0EN.

Monday	Tuesday	Wednesday
<p>1st Mon</p> <p>Gardening Group 12:00 - 14:30</p> <p>A relaxing and enjoyable space for carers to come together, work in the fresh air and to get a few hours break from caring. The group engages in a variety of seasonal tasks.</p>	<p>1st Tues</p> <p>Latin American Carers Group 13:00 - 15:00</p> <p>We will be providing advice and support to Carers in Spanish and Portuguese. Come along and meet other Carers and meet support professionals.</p>	<p>1st Wed</p>
<p>2nd Mon</p>	<p>2nd Tues</p> <p>Sewing Group 14:00 - 16:00</p> <p>We will be creating clothes and keepsakes to sell in our gift shop and donate to other charities.</p>	<p>2nd Wed</p> <p>ADDitude Group 11:00 - 12:30</p> <p>This group is aimed at Carers of children with autism and behavioural problems, featuring regular speakers and training sessions.</p>
<p>3rd Mon</p> <p>Carers Catch Up 12:00 - 13:30</p> <p>Carers Catch Ups provide you a chance to talk with staff, Carers and board members to help us plan activities, share stories and experiences.</p>	<p>3rd Tues</p> <p>Mindfulness Group 16:00 - 17:00</p> <p>Mindfulness is a way of living with a full and rich awareness, a way of stepping out of automatic pilot and unconscious mental habits, and coming into the present moment with a skilful and kind attention. STARTS DECEMBER 2015</p>	<p>3rd Wed</p>
<p>Last Mon</p> <p>Arts & Crafts Group 10:00 - 12:00</p> <p>Help us create a range of birthday, easter, get well soon cards and gift making to sell in the Carers Centre.</p>	<p>Last Tues</p>	<p>Last Wed</p> <p>Carers Outing Times vary</p> <p>Each month Carers visit a cultural attractions from museums and galleries to public houses, the seaside and pick your own produce farms.</p>

To receive a reminder of the events that Southwark Carers organise please let us know your email address and we will add you to our weekly email list which goes out every Friday afternoon. Send us an email to info@southwarkCarers.org.uk with the subject line 'sign up to weekly email'.

Thursday	Friday	Saturday
<p>1st Thur</p> <p>Shared Reading Group 13:00 - 14:30</p> <p>Working with the Reader Organisation the shared reading group provides an opportunity to enjoy a good story or poem.</p>	<p>1st Fri</p> <p>Knitting and Nattering 14:00 - 16:00</p> <p>This year we will be knitting and crocheting small toys and finger puppets to donate to children's hospitals. We provide wool, needles and tuition for beginners</p>	<p>1st Sat</p> <p>Southwark Carers Film Club 12:00 - 13:30</p> <p>Join us viewing a range of classic cinema releases. Many films shown track South London's history from Pathé News reels and documentaries.</p>
<p>2nd Thur</p> <p>Shared Reading Group 13:00 - 14:30</p> <p>Working with the Reader Organisation the shared reading group provides an opportunity to enjoy a good story or poem.</p>	<p>2nd Fri</p> <p>Male Carers Group 14:00 - 16:30</p> <p>A chance to meet and chat with other male Carers</p>	
<p>3rd Thur</p> <p>Shared Reading Group 13:00 - 14:30</p> <p>Working with the Reader Organisation the shared reading group provides an opportunity to enjoy a good story or poem.</p>		<p>3rd Sat</p> <p>Healthy Eating Group 10:30 - 13:30</p> <p>A Medicinal herbalist shows us how to make a range of tasty and healthy treats, explaining how the foods, vitamins and nutrients react with the body.</p>
<p>Last Thur</p> <p>Southwark Carers Book Club 17:00 - 18:30</p> <p>Each month Carers read a novel and discuss their thoughts about the text.</p> <p>Find details of the books we are reading on our website.</p>		

Parent Carers

Children turned away by mental health services

More than a fifth of children referred to mental health services in England have been refused treatment, according to research by the NSPCC.

The charity said that some of those turned away included children whose problems stemmed from abuse.



Nearly 40,000 young people did not meet the criteria for receiving help.

The charity is concerned that the criteria for allowing children access to treatment is too strict in some areas.

The government said it was boosting funding to meet an increasing demand for these services.

Rejected

The NSPCC said a time bomb of serious mental health conditions was being created and reported cases of abuse were soaring in the UK.

Figures from 35 mental health trusts across England show that a total of 186,453 cases were referred by GPs and other professionals for help, but 39,652 children did not receive it.

The most common reason was that the child did not meet the clinical threshold for receiving help from Child and Adolescent Mental Health Services (Camhs).

Children and young people and their families can be referred to Camhs if children are finding it hard to cope with family life, school or the wider world.

Children's mental health services can help with a variety of problems including violent behaviour, depression, eating difficulties, anxiety, obsessions, self-harming and the effects of abuse or traumatic events.

They can also treat serious mental health problems such as bipolar disorder and schizophrenia.

In six trusts where children who had problems associated with abuse or neglect were referred to Camhs, 305 of the 1,843 cases were rejected – one in six.

'National priority'

Peter Wanless, chief executive of the NSPCC, said children could be damaged by not receiving the right kind of help and support.

"Not addressing their needs early on is just creating a time bomb of mental health problems. Sadly, the availability of specialist services that meet the needs of abused children, when they need it, do not appear to have kept pace with this growth in understanding of the crime.

"There is a vacuum that needs to be filled and it needs to be a national and local priority."

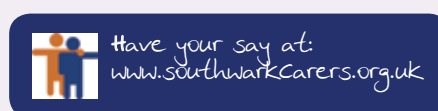
The NSPCC said its ChildLine service received nearly 100 calls a week last year from children who were abused and whose mental health and wellbeing were suffering as a consequence.

The charity has previously said there are "huge gaps" between the estimated demand for services by victims of sexual abuse and the availability of services.

A report last year from the NSPCC found that the number of sexual offences against children recorded by police in England and Wales was up by more than one third in 2013-14.

A spokesman for NHS England said: "We do need, as a country, to better understand the underlying causes of why it is that children and adolescents' mental health problems seem to be on the rise, including eating disorders.

"In the meantime, the NHS is expanding its services to respond, supported in part by an extra £1.25bn pledged for mental health in the March budget."



Additude Group



Autism Spectrum Disorder, Asperger's Syndrome, Attention Deficit Disorder (ADD or ADHD) and other behavioural problems.

This group provides a great chance to meet other Carers to share stories, advice or just generally chat and meet new people. We have regular speakers, trips and film screenings.

For more information about the group, please call Rob on 020 7708 4497 or email info@southwarkcarers.org.uk.

Councils must adopt a new strategy to prevent Carers burning out

New research reveals that few councils in England have outlined how they are fulfilling the duties required of them under the Care Act 2014, which came into force this April.

Under the Care Act local authorities have a duty to provide services to Carers that prevent, reduce or delay them developing a need for support. But just 17 (13%) of the 132 local authorities contacted by Carers Trust stated that they are working to identify Carers and, of the 23 councils that mentioned having a prevention strategy in place, few provided details on the support they are providing specifically to help Carers.

Carers Trust made a Freedom of Information request to 147 local councils asking how they are meeting their new duties, and received responses from 132 councils. Only 10 (8%) of these responses explicitly referred to how councils will prevent, reduce and delay people from developing a need for support.

The information received showed that 38% of councils offered support through advice and information, and although this is an important form of support, it relies on Carers identifying themselves as Carers, recognising their own needs for support and finding out how to access this information.

Dr Moira Fraser, Director of Policy and Research for Carers Trust, said:

"The Care Act brought in a vital duty to ensure Carers are supported before they reach breaking point, not when they already have. Local authorities need to make it clear what their strategies are to ensure that Carers are not left struggling because they haven't been identified and properly supported."

Barbara Keeley, Labour Shadow Minister for Older People, Social Care and Carers, added:

"We want Carers to know the different kinds of help and support that are available to them as soon as possible, not at the point when they have already burnt out and are desperate for help."

"Despite the Care Act coming into force in April 2015 the report tells us that only 27% of councils responding mentioned a prevention strategy."

"Only 8% of councils said that they had a strategy in place to meet the new duty to Carers. This does not represent adequate progress. Carers are individuals with their own specific needs and prevention strategies need to be put in place to ensure that all Carers are given the right advice and support."

"We know that councils are under increasing financial pressure with funding cuts of over £4.6 billion already made to social care budgets."

"When the Government creates new duties to Carers for councils, it must also provide councils with the funding needed to provide a sustainable social care system. This is essential to

enable councils to meet their duties to Carers and to the people they care for."



Find out more about the research and download the full report 'Prevent, Reduce, Delay: Are Councils Meeting their New Duties to Support Unpaid Carers?' <http://tinyurl.com/nrj6dhx>

Tax credits next steps must consider families with disabled children

In October the House of Lords voted to postpone the government's plans to cut tax credits.

We're asking people to sign a petition to make sure families with disabled children are properly considered in the next steps of the debate.

Peers in the House of Lords voted in favour of Labour minister Lady Hollis' motion to postpone cuts to tax credits until the government finds a way to compensate low-paid workers for three years.

Peers also voted in favour of a motion by Lady Meacher that will put the cuts on hold until an independent analysis of their impact has taken place.

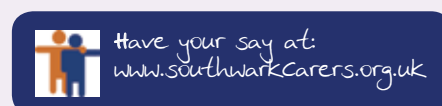
The Chancellor is expected to announce details of "transitional help" for those affected in his Autumn Statement in November.

Contact a Family is concerned about the impact of tax credit cuts on families with disabled children. They estimate that around 150,000 working families with disabled children could be affected by the current plans.

At one point in the debate, one peer spoke about a family who have two disabled children. They stand to lose £3,120 a year after the cuts.

Help us ensure families with disabled children are properly considered. Sign the petition - which will be sent to the Chancellor this December - and keep families central in the debate.

<http://campaign.cafamily.org.uk/ea-action/action?ea.client.id=1918&ea.campaign.id=43159&ea.tracking.id=TCCuts>



Mental Health Carers

School nurse recognised for pilot project

A children's community liaison nurse who works in schools in Melton and Rutland has been recognised for her work in the National Positive Practice in Mental Health Awards.

Jo Bates, who works for the Leicestershire Partnership NHS Trust as a nurse in the 0 to 19 school nursing team, was one of only three people shortlisted in the Making a Difference category and was highly commended at the awards ceremony, which was held at the Hilton Hotel Newcastle last month.

The awards are designed to share innovative practice in mental health across the country and Jo was recognised for the mental health work she has done with young people, their parents and Carers, as well as with school nurses and teaching staff in schools.

Over the last year, Jo has led on a pilot project to address the high percentage of young people attending drop-in clinics in relation to emotional health and wellbeing. As such she has run early intervention emotional health and wellbeing clinics in secondary schools, delivered training for both school nurses and staff to give them additional skills in working with children with mental health problems, and managed a clinical caseload to provide support to youngsters who are waiting for access to mental health services.

Top award for mental health triage service

An innovative service which provides dedicated 24-hour care to help police deal with people experiencing mental distress has won a top clinical award.

The mental health street triage service was set up to help thousands of people with mental health problems who come into contact with the capital's front line police officers every year.

The project is a collaboration between South London and Maudsley NHS Foundation Trust (SLaM), the Department of Health, the Mayor of London's Office for Policing and Crime, NHS England and the Metropolitan Police Service; set up to ensure that the experience of people facing a mental health crisis can be improved and police involvement reduced.

The Lammy judges said: "Its success is attributed to the honest and open discussions between police, service users and staff which allow police to use their resources on other priorities such as fighting crime in Lambeth."

There were nine Lammy awards which attracted 84 nominations. The ceremony was hosted by Dr Adrian McLachlan, who chairs the CCG, and Andrew Eyres, the CCGs chief officer. It was the first awards ceremony of its kind organised by the CCG.

Mental health 'passport' for young people launched

A 'health passport' for children using mental health services will help them avoid having to repeat their history every time they see a health professional. The document contains a brief outline of key facts about the child's mental health condition, and their preferences in a paper or mobile phone format.



Launched by NHS England Mental Health, it has been developed by young people, parents and Carers and is intended for use across care settings. It follows recommendations in the Future in Mind Report which said: "You should only have to tell your story once, to someone who is dedicated to helping you, and you shouldn't have to repeat it to lots of different people."

The template is available from the NHS England Children and Young People's Improving Access to Psychological Therapies Programme. This says that "each passport is to be created by a young person or parent/carer (for younger children) with the support of their practitioner.

"The aim of the passport is to help young people using services, or parents with for younger children, to own and communicate their story when moving between different services. It provides a summary of the time in the service which will be owned by the young people or parent/carer to be shared with any future services if and when they wish."

An estimated 850,000 or 9.6% of children between the ages of 5 and 16 have a mental health disorder.

Dr Jackie Cornish, National Clinical Director, Children, Young People and Transition to Adulthood, commented: "No patient should need to repeat their history several times and innovations like this solve problems and make patients' lives easier. We must do better to equip the next generation to cope with the challenges they will face, and if we get this right, as well as helping them achieve their potential we will be saving time and money for the future."

HR service launched to support employees with caring responsibilities

Employers are being encouraged to sign up to a new service offering bespoke information and support for employees who care for people with degenerative conditions.



An estimated 6.4 million people in the UK are responsible for caring for a loved-one who has a long-term and/or degenerative condition. Many find themselves under considerable pressure; 80 per cent of Carers say it has had an impact on their physical health while 84 per cent say it's taken a toll on their mental health. While over a third of working age Carers gave up work or reduced their hours to care.

Ian Rummels, director of PES, said: "Caring about the health and wellbeing of your employees is a worthwhile and rewarding thing for an employer to do. As well as the important legal duties there are real commercial advantages to having a workforce that functions flexibly, happily and healthily.

"We're thrilled to be launching HERE as part of our comprehensive employee benefits package. We provide these packages to smaller and medium sized employers throughout the UK and our challenge has always been to balance a set of employee benefits that will be attractive to employees with affordability to businesses. HERE will be affordable for businesses of all sizes, and provide a welcome relief to working Carers looking for somewhere to turn for support."

Approximately, one in seven employees in any workforce will be caring for someone who is ill, frail or has a disability. This could rise to as many as one in three by 2020. All this can have a dramatic impact on business; the cost of an unsupported working carer can be as high £10,000 for an employer in lost time and lost productivity.

The service offers in-depth, bespoke information and support on the medical, welfare and financial issues affecting Carers and their families, as well as details of help in their local area. Offering the service could help businesses cut long-term absence, improve productivity and retention, boost employee morale and save money.

Zoe McIntosh, head of information and Carers' services for Guideposts, which is offering the service, said: "Guideposts has more than 40 years' experience of working with people who are living with a range of long-term health or degenerative conditions. While we have helped many people to lead more independent lives for longer, we often find their family members and Carers are struggling alone.

"HERE will support those caring for loved ones, by offering information and hands-on support within the context of the services available within their local communities. Our research shows that Carers can often take great comfort in knowing that there is somebody for them to turn to when times get tough. We are delighted to help employers make this a reality for many thousands of working Carers across the UK."

Book-based therapy scheme is a success

Books are a uniquely portable magic, said Stephen King. Doctors across the UK may agree, because a project whereby GPs prescribe self-help books for mental health problems has been a success. The findings of the Reading Well Books on Prescription scheme come ahead of a 2016 scheme aimed specifically at supporting young people with mental health problems, a growing issue in the UK.

The present adults scheme, delivered in partnership between The Reading Agency and Society of Chief Librarians, funded by the Arts Council and endorsed by GPs, has now reached around 445,000 people since it was launched in 2013.

The two-year evaluation report, based on a survey of service users and released on October 10 to mark World Mental Health Day, shows that book-based therapy has helped people struggling with common mental health conditions and dementia.

- Loans of mental health self-help books have increased by 97%.
- English libraries also saw a 346% increase in loans of books specifically aimed at people with dementia in 2015.
- The first national Books on Prescription scheme in England has now reached around 445,000 people.
- 90% of those who had borrowed a book from the Reading Well Books on Prescription common mental health core list of 30 titles said it had been helpful.
- 85% said that reading the books made them feel more confident about managing their symptoms.
- 55% believed it had helped reduce their symptoms.
- With the Prescription for dementia scheme, 92% have found it to be helpful, while 79% of Carers of people with dementia and 73% of people with dementia report that self-help reading has helped them understand more about the condition.

Carers for people with learning difficulties

'Homes not hospitals': learning disability care to move to community

Up to half of the 2,600 hospital beds for people with learning disabilities in England will close under new plans to move care into the community.

The modernisation plans will see the closure of some units altogether, including the last remaining NHS hospital for people with learning disabilities in England, Calderstones near Clitheroe, Lancashire. They will be replaced by supported housing schemes.

This is the latest step taken by the Transforming Care programme, set up in 2012 in the wake of the Winterbourne View scandal, when a BBC Panorama programme showed staff at the private hospital in Gloucestershire abusing patients with learning disabilities.

The plan, from NHS England and council leaders, will set up local partnerships to decide how the plans will be implemented. Money will come from pooled local NHS and council budgets, as well as a £45m NHS England fund.

Simon Stevens, chief executive of NHS England, said: "As good and necessary as some inpatient care can be, people with learning disabilities are clear they want to live in homes, not hospitals.

We've seen some progress over the last few years, but now is the moment to grasp the nettle and build the excellent community-based support that will allow people to move out of hospitals."

Jane Cummings, chief nursing officer for England, who will oversee the programme's delivery, said: "Society has failed this group of people for decades. Now is the time to put things right and with this far-reaching plan I am confident that we can finally make quick, significant and lasting improvements to their lives."

Responses from the sector

Ray James, president of the Association of Directors of Adult Social Services and vice-chair of the Transforming Care delivery board: "Adass welcomes this clear and ambitious national plan and is committed to ensuring that people with learning disabilities are supported to lead meaningful, independent lives in their local community wherever possible. This is already the case in many parts of the country: it can and must be done everywhere else."

Cllr Izzi Seccombe, community wellbeing spokeswoman, Local Government Association: "Councils want people with learning disabilities to have access to the right care and support they need in the right place, at the right time. Local authorities and the NHS have been working hard to make progress in providing this, but we also know that there is still more to be done.

Mark Lever, chief executive of the National Autistic Society: "Following the abuse uncovered at Winterbourne View, the government and NHS have been working to move people out of inappropriate in-patient units. But this has not

happened fast enough.

"We therefore welcome this promising plan which provides guidance to local areas on how to develop suitable community provision that should enable up to 50% of inpatient beds in England to close in the next three years. We are also encouraged that NHS England has made £45m available to support this transition.

"Now, it's for local authorities and the NHS in each of these areas to come together to put these plans into action."

Sir Stephen Bubb, chief executive of the Association of Chief Executives of Voluntary Organisations: "There have been so many broken promises. So many reports. People with learning disabilities have been badly let down by the system. When I have spoken to people with learning disabilities who have been incarcerated in institutions for years I'm appalled at the way they have been treated. That is why I welcome today's closure programme. That's why I welcome the plan to scale up community provision. In my view it's a step change. High time some will say, but I'm confident it is now going to happen."

Rhidian Hughes, chief executive of the Voluntary Organisations Disability Group: "The transforming care programme has been protracted to say the very least. The welcome announcement of assessment and treatment unit closures needs to go hand in hand with the development of high quality community services – no ifs and no buts. Community providers can ensure support is personalised to reflect preferences, aspirations and choices."

Rob Greig, chief executive of the National Development Team for Inclusion: "This is the most cogent set of actions in response to the issues behind the Winterbourne View abuse since it took place over four years ago. The objective should be to develop good community supports from new, skilled social care providers. Just having closing assessment and treatment beds as a target could lead to poor support being transferred into a community setting. There is still very little focus on changing policy and practice around children and young people – which we know is where services start getting things wrong."

Martin Green OBE, chief executive of Care England: "The knowledge, skills and commitment within the provider sector will form a vital element of the delivery programme for transforming care. We look forward to working in partnership with people with learning disabilities, their families, Carers and statutory sector partners to ensure high quality care is available in local communities."

Alicia Wood, chief executive of the Housing & Support Alliance: "We are committed to good quality housing and support that gives people with learning disabilities real control over what happens in their lives. Our experience consistently shows us that when we get this right for people with learning disabilities and challenging behaviour, it can transform their lives."

Call for learning disabled adults to get named care coordinators

Adult protection experts have called for learning disabled adults to be given a named care coordinator and have their health and social care needs jointly reviewed at least once a year, after analysing the circumstances surrounding two patient deaths.

Margaret Flynn, who carried out the Winterbourne View serious case review, and fellow safeguarding expert Ruth Eley, made the recommendation in serious case reviews of the deaths of a 33-year-old man and 52-year-old woman. The reviews, carried out for Suffolk Safeguarding Adults Board, found failings in the way health, social services and care providers monitored both patients' physical health needs.

In both cases, agencies also showed a lack of understanding about use of the Mental Capacity Act when making critical decisions about physical healthcare, diet and behaviour, the reviews found.



Lack of physical health monitoring

Richard Handley had lifelong problems with constipation which were exacerbated by his Down's syndrome and medication.

He died on 17 November 2012, three days after being admitted to hospital from a supported living unit. While at hospital, he underwent surgery to remove impacted faeces after his condition deteriorated.

The serious case review referred to Richard by the alias 'James' for 'reasons of anonymity' but his family have shared his identity and said they'd asked for his real name to be used in the report.

The review said it was "shocking" that a 33-year-old man had died at a time when people with learning disabilities may expect to live longer lives than previous generations. It found Richard's health was only reviewed regularly by a psychiatrist, with passing reference made to his physical health. Opportunities to review his health needs through an annual health check, a social work-led review and a dementia assessment, were also missed.

The review highlighted how Richard's accommodation became a supported living unit in 2010, after de-registering as a residential care home. This was significant "at several levels", including the fact that no specific arrangements were made for the supported living scheme to have access to specialist learning disability services despite all of its tenants having complex needs.

"The lack of such specific requirements, the weakness of the care management review process and the inappropriate approach to annual health checks meant that [Richard's] health care needs were neither monitored nor reviewed beyond the limited and questionable input of psychiatry," the review concluded.

Julie Say, a solicitor representing the Handley's, said the family were shocked by Richard's "sudden and unexpected death".

"The family are relieved that the report is, after such a long time, finally complete. Many failings have been identified and we now hope that the forthcoming coroner's inquiry into the circumstances of Richard's death will improve the standard of care people with learning disabilities receive in Suffolk and beyond, and prevent events such as these ever happening again," she said.

'No-one took the lead'

The woman, referred to in the report as 'Amy', had learning disabilities, epilepsy and known bowel problems. She lived in a supported living scheme where concerns about the staff's understanding of her health needs prompted a safeguarding referral in January 2013.

Amy was re-admitted to hospital on 6 April with breathing problems, having been discharged earlier that day. A further safeguarding referral was made after concerns about the discharge taking place without full investigation of her health problems. Amy's condition deteriorated and she died in hospital on 7 May 2013.

The review into Amy's death highlighted a lack of multi-disciplinary attention to her needs. She had no designated care co-ordinator and no-one took the lead in ensuring professionals and agencies shared information with one another. There was also an "over-reliance" on unqualified staff working at the supported living unit to monitor her needs, the review found.

The reviews recommended the safeguarding board seek assurances from commissioners and providers that all adults with learning disabilities have a named care coordinator and get their health and social care needs jointly reviewed at least annually. It was also recommended that improvements were made to services' standards of record keeping and communication with people's families and representatives.

Young Carers

Young Adult Carers Need a Better Bursary

Carers Trust is calling on the government to make the 16-19 bursary accessible for all young adult Carers in England.

We know that young adult Carers are at a disadvantage because of their caring role. Although some colleges and sixth forms are doing excellent work in terms of supporting young adult Carers, this is by no means the majority.



That is why Carers Trust has launched the Better Bursary campaign.

We want every young adult carer in college and sixth form to be identified and to receive the support they need to thrive.

Many young adult Carers report that they are ashamed or embarrassed to talk to staff about their caring role and that there is 'no point' in speaking up because they do not see any impact. The inclusion of all young adult Carers in the 16-19 bursary would give young adult Carers a strong incentive to make themselves known to staff. It is up to staff to submit the forms for the 16-19 bursary on behalf of students, so applying would create an opportunity for staff and young adult Carers to discuss what support could benefit them. Young adult Carers also worry about how they will fund their time at college or sixth form. Unlike school, they do not necessarily qualify for additional entitlements such as free school meals or reduced rates of travel. Choosing education over employment adds to an already stretched family budget.

Sophie Parr, Campaigns and Policy Officer (Young Carers and Young Adult Carers) at Carers Trust said:

"I passionately believe that every young person should have the opportunity to take part fully in education and training. Ensuring that all young adult Carers are identified and supported is vital. Without it, young adult Carers will continue to fall behind in their studies and perform worse academically than their peers. The Better Bursary campaign is key to ensuring every young adult carer can fulfil their aspirations."

We need your help to make the Better Bursary campaign a success. Ask your MP to let the government know how important the 16-19 bursary is to young adult Carers future.

Portraits of young Carers on display in gallery

Portraits of young Carers and celebrities are being showcased as part of a new exhibition called 'Hidden' by the Children's Society.



The gallery has displayed the portraits of 28 young Carers and three celebrities, who used to be young Carers too. A young carer is someone who has to take care of their parent, or brother or sister if they are too poorly to do normal tasks, such as cooking and cleaning.

Full-time job

Being a care-giver can be a full-time job for many young Carers, and around 1 in 12 are caring for more than 15 hours a week.

This can sometimes have a knock on effect on their everyday life, and around 1 in 20 young Carers miss school because of their caring responsibilities.

There are around 166,000 young Carers across the country. The exhibition hopes to raise awareness of the extra jobs that young Carers do, and encourage MP's and local authorities to do more to support them.

Jade Ewen is a singer/songwriter, who used to be in the girl group Sugababes, and used to be a young carer for her mum and dad.

She and her brother and sister had to take on a lot of the household jobs when they were younger, when her Mum became too poorly to do them.

She spoke about how she balanced her school life, with being a young carer, and the extra pressures and responsibilities that involved.

Books for young Carers



What's Your Story
Manchester Young Carers

In these pieces we meet storytellers, healers and bards of the bus stop, jittering with exam room sweat and street songs. And then comes the quiet; small lights in the darkest point of the night. This collection crackles with insight, love and lyrical flow that jumps from the page

Former JLS band member becomes MS Society Ambassador after growing up as young carer

Former JLS member and west London resident Oritse Williams is humbled after being made Ambassador for MS Society.



The singer said it is an “amazing chance” to raise awareness for multiple sclerosis and the difficulties faced by young Carers.

The boy band performer was his mum Sonia’s main carer whilst growing up and admitted that on the path to becoming famous, all he cared about was being able to fund her treatment.

“Becoming an MS Society Ambassador is really important to me” said the 28-year-old.

“I’m going to use this amazing chance to tell people about the impact multiple sclerosis can have on families and and what it’s like to deal with as a child.

“Both MS and being a young carer have shaped who I am today and they’re also affecting thousands of other children and teenagers across the UK.”

Oritse grew up assisting his mother whose symptoms included problems with mobility and vision.

Chief Executive of the MS Society Michelle Mitchell said: “We are thrilled to announce these new ambassadors and are extremely grateful for their commitment and continued support.”

Oritse’s role will include raising funds, engaging with public figures for the cause and rallying public support for the campaign.

“It’s to help tell the stories of more than 100,000 people affected by MS in the UK to achieve a greater public understanding of the condition” said Michelle.

Other ambassadors named alongside Oritse include Radio 1 presenter Scott Mills whose mum Sandra was diagnosed in 2007 and professional golfer Tony Johnstone who was diagnosed in 2004.

In an interview with Mills, he said MS has had a huge impact on his life and being an ambassador is brilliant as he can raise awareness for the condition.

“Mum’s MS is getting gradually worse” said the presenter.

“In the past couple of years her walking has deteriorated and she’s had to go part-time at work.

“The worst bit is that no-one can tell us how far her MS will progress or how quickly.”

36-year-old Trishna Bharadia who suffers from MS was also named an ambassador, after being chosen from thousands of applicants to compete on BBC The People’s Strictly earlier this year which she said was “a chance to smash the stereotypes of MS and show how someone can live positively with the condition”.

Multiple sclerosis is a neurological condition which attacks the nervous system and symptoms can include sight loss, pain, fatigue, incontinence and disability.

It affects more than 10 000 people in the UK.

‘Young Carers need support in school,’ teachers say

Students looking after a relative should have support to fulfil their education, a teachers’ union has said.

According to a new survey by the Association of Teachers and Lecturers (ATL), more than half of education staff said there is a young carer in their school or college looking after a family member.

However, it found that a mere 30 per cent of those polled said that their workplace provided special support for children who help to take care of relatives who are sick, disabled, have mental health problems or who are abusing drugs, the union claimed.

A further 17 per cent of respondents said there was no support on offer.

More than half said they did not know if their school or college provided specialist help.

Of those who said their school or college did offer support, nearly half said that young Carers had access to a counsellor, a third said there was one-to-one support by a mentor and a fifth said there was other help available.

Dr Mary Bousted, the union’s general secretary, said: “Young Carers should feel supported in schools and colleges so that they can fulfil their education potential and enjoy as much of their childhood as possible, but the reality is many are bullied, feel isolated or struggle with their learning because of their caring role.”

Carers of older people

Become a dementia friend today



People with dementia get by with a little help from their friends.

Anybody can become a Dementia Friend. It's just about understanding a bit more about dementia and the small things you can do to help people with the condition.

People with dementia want to carry on going about their daily lives and feeling included in their local community, but they sometimes need a helping hand to do so. Dementia Friends learn a little bit about what it's like to live with dementia and turns that understanding into action. This could be helping someone find the right bus or being patient in a till queue if someone with dementia is taking longer to pay. Every action counts.

Being a Dementia Friend isn't about volunteering or fundraising (though you can do that too if you want).

To understand a bit more about dementia, and the little ways you can help go to:

<https://www.dementiafriends.org.uk/Home/About>

Surge in deadly but preventable diseases among elderly

The chances of elderly people being admitted to hospital for preventable but potentially deadly diseases have more than doubled in a decade partly because of crippling care shortages, neglect and failings by GPs, a damning new report concludes.

A study by the charity Age UK also estimates that the number of older people in England who need help with tasks as basic as washing and dressing but are left to cope entirely on their own has passed one million for the first time.

Yet spending on efforts to prevent them ending up in hospital and ensure they can live in their own home as long as possible has been slashed across the board as councils focus their efforts on the most severe cases, it adds.

The combination of an ageing population and the contraction of community care services has sent the NHS and care system into a "destructive vicious circle", the report warns.

The study, which draws on Government and NHS figures, warns that the long-term survival of the health and care systems could now be in doubt.

Age UK's analysis shows that growth in the incidence of conditions like pneumonia and urinary tract infections among older people has far outpaced the increase in the

elderly population itself.

Even after accounting for the ageing population, the number of over-75s admitted to hospital with pneumonia soared by 128 per cent between 2006 and 2014, from 2,355 admission per 100,000 people to 5,359 per 100,000.

Similarly the admission rate for urinary tract infections among over-75s jumped by 88 per cent in the same period.



The report concludes: "There is a lot of ingenuity and commitment within our health and care system but even so, it is hard to see it being a match for the consequences of a steadily rising older population, combined with health spending failing to keep pace and social care spending significantly declining."

It adds: "This is partly happening because as the needs of older people exceed the system's capacity to respond, decisions are often being made to focus what is available on those in greatest need.

"This is a rational response by managers, but it inevitably harms our overall capacity to intervene early to prevent small problems older people have from becoming bigger ones, thus storing up difficulties for the future.

"In addition, it condemns hospitals to 'run hot' for increasing periods of time as the only place where the lights are always on.

"This places a lot of stress on professionals, which in turn risks making it harder to recruit and retain staff, thus placing more of a burden on those who remain – a destructive vicious circle."

A spokeswoman for the Department of Health said: "In the period since these figures, we've taken significant action to ensure our ageing population gets necessary care.

"All over-75s should now have a named GP responsible for overseeing their care to help prevent them ending up in hospital unnecessarily, and we've set up a £5.3 billion fund that joins up health and social services.

"Going forward, we're giving the NHS an additional £10 billion during this Parliament to deal with extra demand."

Associated Services

IMAGO - Southwark Young Carers

Imago is delighted to be working with young Carers in Southwark.

Southwark Young Carers (SYC) is our new borough-wide service for young Carers who have caring responsibilities for a family member with a long-term illness, disability, mental health or substance misuse issue.

We support young Carers aged 8-18 and young adult Carers aged 18-24.

SYC will enable young Carers to have a short break from their caring responsibilities, socialise with their peers and receive tailored support and information.

We provide social groups for young Carers called Chill Clubs.

There are over 2,500 young Carers in Southwark and according to research there will be many more hidden young Carers. It is important that young Carers know that they are not alone in their caring role.

Being a young carer can have a negative impact on a young person. Southwark Young Carers (SYC) will aim to reduce the negative and highlight the positive impact of being a carer. We are currently working with 129 young people but have an aspiration to work with 400 in the first year.

To make a referral visit the Southwark Young Carers website or write to:
Southwark Young Carers, Imago Community, Unit 4, Upper Deck, Surrey Quays Shopping Centre, Redriff Road, London, SE16 7LL.

For further information please contact the SYC Hub: Phone 0300 111 1110

Email: hello@southwarkyoungCarers.org.uk

Twitter: <https://twitter.com/LBSYoungCarers>



Silverfit



Silverfit is a charity which encourages people to regain or to maintain their lifelong fitness. In addition, they provide opportunities to get active by arranging events and regular local groups. They also provide links to other exercise events of interest.

Volunteers have found regular exercise improves many aspects of life, their team includes sport enthusiasts and health professionals. They are happy to take on newcomers from those just getting into exercise to lapsed athletes.

Medical evidence shows how important it is to keep active as we get older if we are to make the most of life. Getting and staying active also reduces the burden on our NHS.

Silver Thursdays are weekly fun and fitness sessions for Over 45's – Silverfit's innovative solution to meeting the key needs of our expanding but sedentary older generation by increasing physical activity and social inclusion, and volunteering.

Their recipe is simple – usually meeting up at the Assembly of Sport, London South Bank University at 10.30 am for introductions, warm up together, do an activity of choice.

Activities range from walking football, badminton, Nordic Walking, jog run sessions and spinning.

They have qualified instructors who are long term industry professionals who aim to cater for the needs of each member.

Key message: have fun, support others and be Silverfit!

For more information contact 07721 419 51
heather@silverfit.org.uk

Contact Us

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If you have any compliments, comments or complaints about your services please contact:



Verinder Mander - Chief Executive

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Do you have some news for us?

If you have any news about events, information or offers that would be of use to Carers please let us know and we'll try to include it in future newsletters.

Useful numbers

Southwark Carers	020 7708 4497
Southwark CAB Carersline	0300 330 1170
British Gas General Enquiries	0800 070 1122
Age Concern helpline	0800 00 99 66
Southwark Health & Social Care	020 7525 3324
Carers Direct helpline	0808 802 0202

NHS Direct	0845 4647
Mental Health Crisis line	0800 028 8000
Victim Support Southwark	020 7277 1433
Samaritans	08457 90 90 90
Salvation Army	020 7367 4500
Imago Young Carers	0300 111 1110