

# Count on us!



Carers really  
do count!

Spring/Summer  
2016 Newsletter

## Great News for Carers!



Carers Count are delighted to announce that we have been successful in our bid to continue to provide an information, advice and advocacy service for carers. We continue to be based in Huddersfield (Upperhead Row) and provide support throughout Kirklees.

One slight change to the contract is that we are now able to support parent carers and we look forward to welcoming these carers to our service. For the team, it is business as usual as the service just goes from strength to strength.

If there is anything new you would like to see our service deliver, or if you think

Age UK Hearing Aids

Helping you hear more clearly



Low price guarantee\*

The NEW ultra discreet range now available

FREE, no-obligation hearing assessments now available through your Age UK Calderdale & Kirklees Office.

To book an appointment please call:  
**0800 270 7412**



Age UK Hearing Aids is a trading name of UK Hearing Care Management Services Ltd UKHCMS Ltd working in association with Age UK Trading CIC. UKHCMS Ltd will aim to raise a minimum of £420,000 during 2016/17 for Age UK (charity number 1128267) through the promotion and sale of hearing aids.

something we are doing is not quite working then please get in touch with us as your views, as carers, is very important to us. Feedback and suggestions are always welcome and help us to shape our service.

## Who are Carers Count?

Carers Count works with carers over the age of 18 who look after someone with a disability in the Kirklees area. It is a free, independent support service.



Visit the YouTube link to our film explaining what we do: [www.youtube.com/watch?v=WbzFSEY\\_Neg](http://www.youtube.com/watch?v=WbzFSEY_Neg) or go to YouTube and search for Carers Count.

## Service Managers: Maureen Connor and Heather Ellis



Both Maureen and Heather will now be sharing the role of Service Manager for Carers Count. Heather has come back from Maternity Leave and will be working Monday, Tuesday and Wednesday and Maureen has taken a part time role also and will be working on Wednesday,

Thursday and Friday. They have taken responsibility for managing different parts of the service to hopefully save confusion. Both are really excited and looking forward to job sharing this role and are seeing where the next year takes them with the project.



# Angela Ellam, Carer



Angela shared a few words about her experience...

*"I have been attending the carers champion events and going out with Ann Marie the GP engagement worker to speak with GP's and support staff about my journey as a carer and about the gaps that have existed between carers and professionals.*

*Over the months of getting to know staff on a series of occasions and finding out what problems they face, that gap is now closing, however there is still a long way to go. Over the next 12 months we hope to have more dialogue and talks so we*

*as carers are not felt left out and isolated.*

*At our last gathering we really felt that staff were more positive and receptive to carers needs and the work they are carrying out. Getting to know carers is moving forward in a more positive way.*

*As a front line carer I will endeavour to do my best to get carers more recognition and support and will if asked continue to attend these very important events. We need as carers to be listened to and valued and I feel that through the valuable work that Ann Marie is doing professionals are starting to understand how we feel."*

## Take-Care: Carers' Breaks in Huddersfield

### The Monday Mix



**Monday 10:00–15:00**

Paddock Village Hall, West View, Paddock HD1 4TX

*A weekly social club for carers offering yoga and exercise classes with other well-being activities. Two course lunch served in West View Cafe (£2.50)*

Tel: 01484 431400

info@paddocktrust.org.uk



### Budding Up



**Wednesday 10:00–12:30**

Surestart Centre, off Farfield Road, Almondbury HD5 8TD

*Come and relax and enjoy the space, socialise and get involved in gardening and crafts. We always have tea on tap. Hosted by Growing Works. £2 per session.*

Tel: 01484 606506

info@growingworks.org.uk



### Carers Create



**Friday 10:00–12:00**

Packhorse Gallery, Packhorse Centre, Huddersfield HD1 2RT

*A fun and relaxing morning offering carers in Kirklees the chance to craft and socialise with like-minded people. Hosted by Support to Recovery. £2 per session.*

Tel: 01484 539531

contact@s2r.org.uk



## Carer Awareness Officer



**Ann Marie Brabner:** My key role is to offer training and support to GP practices across Kirklees. Improving carer awareness and letting professionals know about the support available locally through Carers Count. At present I am working with 44 practices across Kirklees and Locala teams to ensure professionals

are aware of support for carers and their issues and concerns. The emphasis is on greater flexibility, improved communication and listening to carers' views to move forward together. It is really important that as a carer you let your GP know about your situation and make sure your records are updated. If you have any questions then please ask to speak to your practice Carers' Champion who will be happy to assist. If you have any feedback and suggestions then feel free to let me know at Carers Count.

# GP Engagement

At Carers Count we continue working with Carers' Champions in GP practices across Kirklees. Through the support of the Huddersfield CCG we have 34 practices committed to supporting carers.

Meet the Huddersfield CCG Carers' Champions. Through regular events, the champions are given support, information and training to enable them to identify carers, discuss carers issues, and offer carers options for information, advice and support.

We have also been busy in North Kirklees. We have 10 practices signed up to work in partnership with Carers Count and this is increasing all the time. We are developing the work through the North Kirklees CCG and this is what Grace Duthie had to say:

*"Carers Count have already started working closely with some of our GP practices in North Kirklees CCG. We hope to continue to build*

*on this strong start with further opportunities for engagement over the coming months."*

At Locala Carers Count have been busy visiting the teams across Kirklees to improve carer awareness and help the professionals understand the support available for carers locally. It's also been a great opportunity to learn more about the services provided through Locala and share issues and concerns. Pamela Sheppard has been a key driver in the development of the work to improve carer support and below is a quote from Pamela on progress at Locala...

*"Ann Marie of Carers Count has been instrumental in helping to raise awareness of the issues that carers face and how our integrated community health care teams can refer people to the right support as and when they need it. Locala hopes to continue to work closely in partnership*

*with Carers Count in ensuring all of our community services are referring people to this invaluable resource."*

Clearly we are making progress, however there is still a lot of work that needs to be done. The key aim is to improve understanding as to what services are available locally through Carers Count and partner organisations for carers.



## Calling all carers!

**Do you care for someone?**

**Let your GP know if you are a carer and ensure your records are updated**

**Register NOW!**



## Lynne Heighway



Hi, my name is Lynne and I am the Receptionist, Triage and Admin Worker for Carers Count. I have been with the project since we started and I am thoroughly enjoying my role here, being able to help carers to improve their lives is a very rewarding job. We are helping more and more carers as they find out about our service through friends, other organisations, leaflets, posters and events. If we can help you or any carers you know please get in touch.

## Shazia Bi



Hi, my name is Shazia and I'm an Administrator for Carers Count. I'm delighted to be working with a great team.

# The Herbert Protocol

To highlight the protocol The Kirklees Dementia Action Alliance is working in partnership with The University of Huddersfield, Locala, Safe Places, local police, NHS Trusts, Assistive Technology and Students Union to plan a launch and awareness raising for The Herbert Protocol and related initiatives that support people living with dementia and their carers.

The aim of this launch is to bring together all people, groups, organisations and providers with a role in supporting Dementia, from the Council and health care providers, through to charities, voluntary groups, the university and the public.

The launch will include:

- A student competition to create posters to promote the Herbert Protocol, dementia friendly communities and Safe Places.
- An evening event hosting a stage production of 'The Cleverest Thief' in Dementia Awareness week on May 17th.
- An all-day formal launch with prize giving, the performance of a new play by the Curtain Up Players written for the event and other activities on June 22nd.
- A range of activities including plays, dementia friends training, information sharing and promotion of services over the coming year.

## DAA

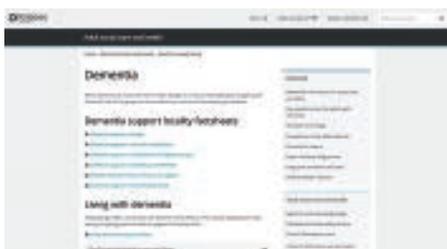
## Kirklees Dementia Action Alliance

Further information will be circulated shortly. If you would like to be included in correspondence about this event, please contact Amanda Bloomer, Project Administrator, Kirklees Dementia Action Alliance, e-mail [admin@kdaa.org.uk](mailto:admin@kdaa.org.uk), tel: 01484 411077.

## Living Life to the Full / Living with Dementia in Kirklees Guides

This is the new Living Life to the Full / Living with Dementia in Kirklees guide which has been put together and is now live on the Kirklees Council Website:

[www.kirklees.gov.uk/dementia](http://www.kirklees.gov.uk/dementia)



## Knowl Park Carers Group

**Knowl Park House**  
**Crowlees Road, Mirfield WF14 9PP**  
**Telephone: 01924 483785**

This is a group for carers and ex-carers of those with dementia held once a month every second Wednesday between 1pm and 2:30pm.

Come for coffee and cake and a chat with others in a similar position to yourself. You are also welcome to look around the Day Care facilities and there are sometimes representatives from other relevant services, for example HOOT or Carers Count to offer advice and support if required.

Invite open to either just the carer on your own or carer and the person you care for can come along together.

If you require any information please contact Jenny on the above number.



# Carers Count Pamper Day

What can I say but WOW! It was a fabulous day and it was fab to be part of it!

As Group Co-ordinator I have met many carers in our groups and they all wished for the same thing. To be spoiled for a change, to be PAMPERED. They wanted spa like Zen. Impossible they said... a pipe dream. Little did they know. Carers Count is in the business of caring, helping and supporting so we came up with a plan. It was ambitious, it was a big ask, but with military precision planning, hard work and determination we made it happen.

We transformed our working office into an opulent, palatial spa. We had two complementary therapists, three nail technicians and three beauticians from White Rose School of Beauty. We offered morning and afternoon sessions of meditation and tai-chi, giving out samples and gifts donated by Boots, Da Sandro's and many more individuals



throughout the course of the day. They named it and we provided it, our carers deserve nothing but the best.

Over 35 carers came through our doors in one hectic yet amazing day and every one of them enjoyed a beautiful buffet lunch as well as the many treatments. Carers Count's office was transformed, we twinkled, we shone as one carer said we outdid ourselves. As a team we created a magical experience for our carers, we made their wishes into a real life event and they left that building feeling not only relaxed, pampered but spoiled, cared for and special. A feeling that sadly is in short supply in their caring role. All the carers loved their special day and I was overwhelmed with their thanks and appreciation. They were surprised and impressed with what we had achieved. Carers Count hope to have many more pamper days.

*Julie Roome, Group Co-ordinator*



# Hoot 'Going Sane'



The two pieces of artwork hanging at Carers Count are the result of a wonderful project with a group of carers at Carers Count working with two artists from Hoot Creative Arts.

The group was part of an ambitious two-year arts and mental health project called 'Going Sane' placing 24 artists with 12 different organisations across Kirklees and Calderdale. The two artists who worked with Carers Count were Lianne Woodward, a textile artist and Pete Chapple, a painter.

They ran 10 sessions exploring and experimenting with new skills with felting and watercolour which have resulted on the beautiful work now permanently on display at Carers Count.

For some this was their first chance to do creative work since leaving school and a wonderful opportunity to relax in an informal creative environment where the emphasis was on positive ways of maintaining well being.



# Getting to Know... Ann Marie Brabiner



**What is your role?** *Carer Awareness Officer.*

**How would you sum it up in one sentence?** *I'm responsible for improving Carer awareness across healthcare professionals and giving information on support locally through Carers Count.*

**What is your idea of perfect happiness?** *Be kind to each other.*

**What would you say you are best at?** *Organisation. I enjoy arranging events, trips and family get-togethers.*

**What is the most important aspect of your work?** *Listening to carers' concerns and issues and communicating these to professionals to make improvements in the healthcare service.*

**What is your favourite place?** *Northumberland with its amazing beaches—great for taking my dog Champ.*

**What is the best thing about your role?** *Meeting carers, feeling I can help make a difference and making change happen for the benefit of all parties.*

**What is your greatest achievement?** *Marrying my husband Richard I will put first, then if I can have two it's overcoming my fear of heights by parachuting from 14,000ft over the great barrier reef in Australia.*

**What is your greatest fear?** *Spiders.*

**What would you change about your life?** *I have just had a big change last year as I have moved from being a bank manager since 1995 to working at Carers Count. 21 years in the banking environment to working across healthcare professions and with carers within the community.*

**How do you relax?** *Walking my dog champ and visiting a great spa.*

**Tell us something surprising about yourself that not a lot of people will know?** *I am a foster carer and at the moment look after children on respite at weekends. This is very rewarding and great fun.*

## Involvement



**Yakub Rawat:** The purpose of the team is to engage with carers and to involve them in the service at whatever level they wish to be involved. The involvement of carers in shaping the service and feeding back on what works well and what does not is very important. We keep all our carers regularly informed through mail outs, newsletters and attending events throughout Kirklees. Carers also have the opportunity to participate in meetings such as the

Support & Advisory Group. Additionally, through a selection process they have a presence at more strategic meetings such as Partnership Board meetings and Carers Strategy Group meetings. If you would like to be involved in our support and advisory group, please contact us.

# Update from Locala Continence Advisory Service serving Kirklees (Huddersfield)

We thought carers would be interested to hear about the improvements that we have made over the last two years to the way we deliver continence services to housebound patients in Kirklees.

We know that continence problems can be a real challenge to carers and we are passionate about ensuring those effected receive a bladder and bowel health assessment.

Our specialist Community Continence Team consists of continence nurses and health care assistants. The team have skills to perform an in depth assessment along with tests and investigations such as bladder scanning. The evidence shows by taking on board simple lifestyle changes that problems with bowel and bladder control can be cured or significantly improved.

Our aim is to come alongside patients and carers supporting, advising and improving everyone's quality of life. We've been really encouraged by some great feedback and positive reviews on Patient Opinion.

We also run clinics at Eddercliffe and Fartown health centres for people who are able bodied. You may like to find Locala Continence on Facebook to see our posts about bladder, bowel and pelvic floor health. We also tweet **@localacont**

The service is easily accessible and people can refer directly by ringing single point of contact 0303 003 4347.

*Jane Appleyard: Specialist Physiotherapist and clinical lead*

*Stephanie Bastone: Specialist Continence Nurse and clinical lead*

## Did you know?

The Changing Places campaign began in 2006 on behalf of the 1/4 of a million people who cannot use standard accessible or disabled toilets. This includes people with profound and multiple learning disabilities, motor neurone disease, multiple sclerosis, cerebral palsy, as well as older people. To use a toilet in safety and comfort, many people need to be able to use a Changing Places toilet, which have more space and the right equipment, including an adult-sized height-adjustable changing bench and a hoist. They are essential spaces for dignity, comfort and safety. Imagine being restricted to going home every time you need the loo when you're out and about—or even worse, being changed on the toilet floor, and your supporters having to lift you in and out of wheelchairs. Degrading,

dangerous and totally not OK for anyone. There are a few Changing Places dotted around Kirklees and Calderdale, which might surprise some people: Huddersfield Town Hall, Dewsbury Town Hall, Batley Town Hall, as well as Fieldhead Co-location centre in Birstall and Cliffe House Field Study and Conference Centre near Shepley. Calderdale has three in Halifax town centre: one at Eureka Children's Museum, one at the Orange Box and one at Halifax swimming pool. There are, to date, 824 Changing Places in the UK, some at shopping centres, others in supermarkets, railway stations, and four motorway service stations. Congratulations to Welcome Break who have recently raised the bar, and developed these for people travelling a distance, with more to open in 2016. To check the map for facilities near you, have a look at the Changing Places website: **[www.changing-places.org](http://www.changing-places.org)**.



You can also find out about how to campaign for more Changing Places toilets in your area. Of course it's much cheaper and easier to install Changing Places toilets at the planning stage, and they should be an essential part of any public building. The website has a huge amount of information to help you campaign, even down to a British standard, as well as design and equipment ideas. If you have any stories or questions about Changing Places toilets in the UK then get in touch with Becky at Carers Count on 0300 012 0231.



# North Road Suite

## Carers' Champion Justin Wood



My name is Justin Wood and I am Reception Supervisor at North Road Suite. Having worked at the surgery for 18 years I have been heavily involved in patient care, especially our more vulnerable patients, for example the elderly and housebound patients. Being a long standing administration member of the team gives patients a name they can

associate with the practice other than the clinical team. For this reason I felt I would be very useful as Carers' Champion.

As you can imagine I have seen many changes in patient's lives, many would attend surgery when they were fit and well and as the years go by ill health has taken its toll and life for them is not the same anymore. Many are reliant on relatives or friends to support them in daily living and this can put a great strain on their relationship. We at North Road Suite understand the important role carers play in our patients' lives and it is vital that we do all we can to help support them. There are a whole host of services available to carers that many do not know about. They can offer help such as support groups they can attend, benefits advice and also any services available to make life easier for the patient which in turn benefits the carer.

Having dealt with patients and their carers over the many years I have some knowledge of services available, but this can be time consuming as there are many forms to complete. After attending a Practice Protected Time (PPT) meeting about patients and carers we had a talk from Carers Count. I was amazed with the delivery and passion from the speaker Ann Marie. She talked about the services they could offer, her team members and

the roles they have within the team. After speaking with my Practice Manager I decided we must get Ann Marie to deliver the services they offer to our whole practice team including GPs. They were impressed and we decided as a team from then on to use their service for all carers.

At North Road Suite we actively promote to patients to speak with myself if they care for someone. This is displayed in the practice on our television screens and our practice website. We also have this added to our new patient screening packs and our clinical team are proactive in their approach to identify carers. We make sure that all patients with a carer or indeed those who care for a patient are coded in their clinical records and we have assigned an icon so all parties can see at a glance if they have a carer. We also record the carers' details in the records. We have also dedicated one of our notice boards in reception to Carers Count.

Carers Count have made my working life so much easier as I know the we can refer carers direct to them, knowing they will deal with all their queries and they will refer on to all appropriate services. Use it or lose it. Keep up the good work everyone at Carers Count. From all at North Road Suite!

## Methods of Payment to Kirklees Council

Last year the decision was made to restrict payment methods in respect of council services. The reason for this change was the cost of transactions to the authority and that the local authority can no longer afford to offer the choices previously given.

Blue Badge payments should only be made once your application has been approved. You will be contacted and advised of this via telephone or letter.

- Payments are made by contacting 01484 414847, the Blue Badge payment line.

- Payments can be made by debit card or credit card only. (It is advised that you pay by debit card as a credit card payment carries a 2% surcharge.)

- If you don't have a debit card a family member or friend can pay for your Blue Badge on your behalf.



- Please don't pay for your Blue Badge until you have been advised that it has been approved.





## Group Workers



Hello all, we are the Carers Count group workers. Julie Roome is Group Co-ordinator. Peter Hulse and Amina Bulbulia are group workers and we welcome Shazia Bi as a new group worker. Pop along to one of the groups to say hello, we would love to see you there. They facilitate the carers groups and training courses we offer around Kirklees.

# Carers emergency support card

Are you a carer? Does someone depend on your care?  
Then plan for an emergency with a Carers Card...

## The Carers Card

The Carers Card identifies you as a carer if you have an accident or are unable to identify yourself. You can write up to 3 emergency contacts on it. In an emergency these are the numbers to call to let someone know that they need to provide help to the person you care for in your absence.

### How to fill in the Carers Card:

**IMPORTANT**  
I am a carer

**In an emergency contact:**

My name: \_\_\_\_\_  
Tel: \_\_\_\_\_

The person who depends on my care: \_\_\_\_\_  
Name: \_\_\_\_\_  
Tel: \_\_\_\_\_

Name: \_\_\_\_\_  
Tel: \_\_\_\_\_

Name: \_\_\_\_\_  
Tel: \_\_\_\_\_

Write the names and phone numbers of your emergency contacts in here.

Please use ink and write clearly.

Write the contact you would like to be phoned first at the top.

You can use any phone numbers; landlines or mobile numbers.

You can put 3 different contacts, or the same contact with different phone numbers.

If the best person to contact is the person you provide care for, then you can put their details in.

Write your name in here

Write the name of the person who depends on your care here

#### Once you've filled in the card:

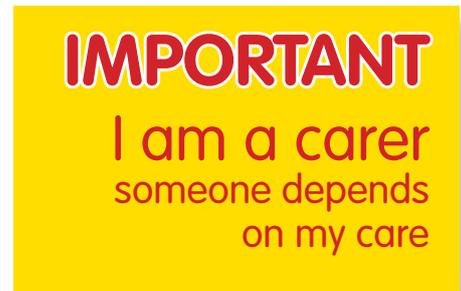
- put it in your purse or wallet and carry it with you when you go out.

#### Important information:

##### Please make sure:

- your emergency contacts agree to their details being included on your card
- your emergency contacts understand that they may be contacted in the case of an emergency
- all details are kept up-to-date.

Cards will be sent out to carers and are also available from the Carers Count office.



# Max Card



Max Card is a discount card scheme which aims to make days out more affordable for children with additional needs and their families/carers. It is valid at over 240 venues across the UK and allows entry for two adults and two children.

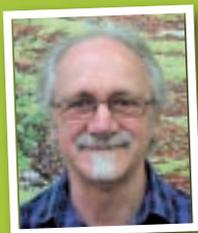
The Max Card lasts for two years from the date of issue and there are no limitations on who can use the card with your child i.e. you could bring your child's friend or carer along. It costs £3 to get a card.

Each venue offers their own personal discounts for Max Card holders. Where to go and all the available discounts are clearly stated on the Max Card website:

[www.mymaxcard.co.uk](http://www.mymaxcard.co.uk)



# Information and Advice



Pete Hulse, Paula Clapham (Specialist Benefits Advisor), Sue Purdie and Stephanie Walker – the Information and Advice workers help with any enquiries with regard to the caring role. We are looking forward to having Nicola Moffat back from maternity leave at the end of May.

Examples of what we can help with:

- Benefits advice
- Assistance to fill out forms, for example Attendance Allowance, Carers Allowance, Personal Independence Payment, Power of Attorney
- Accessing respite care
- Accessing disability equipment and assistive technology (e.g. care phones, gas detectors), blue badges for parking etc.
- Signposting to other relevant specialist services
- Signposting to suitable social groups and courses, both within our service and elsewhere
- Advising with regard to rights (for example accessing Carers Assessments and Care Assessment for the cared for person)
- Linking carers with volunteer befrienders
- Providing information with regard to accessing volunteering opportunities both within our service and externally

We carry out home visits if that is more convenient to the carer or carers can be seen at the office by appointment or on a Tuesday at our drop in session. We also provide other drop in sessions as specified in this newsletter.

## Information & Advice Drop-ins

### Carers Count

8 Upperhead Row  
Huddersfield HD1 2JN  
Every Tuesday  
10:00–14:00  
No need to book, just turn up!

### Rosewood Centre

Dewsbury Hospital  
WF13 4HS  
First Monday of every month  
13:00–16:00  
No need to book, just turn up!

### Information and Advice Drop-in with Making Space Carers Group

Meltham Group Practice  
1 The Cobbles, Meltham,  
Holmfirth HD9 5QQ  
First Thursday of the month  
14:30–15:30

### Age UK

12 New Street  
Huddersfield HD1 2AR  
Every Wednesday 10:00–14:00  
No need to book, just turn up!



### Monday Mix

Paddock Community Trust  
Paddock Village Hall,  
West View,  
Paddock HD1 4TX  
Third Monday of the month  
10:00–12:00



## Kirklees Local Offer

[www.kirkleeslocaloffer.org.uk](http://www.kirkleeslocaloffer.org.uk)

Kirklees local offer has a website with information supporting children and young people with special educational needs and disabilities age 0 to 25. The website covers different aspects of life such as:

- Education
- Finances
- Health and social care
- Preparing for adult life



## Advocacy

Carol Short and Rehana Patel, the advocacy team at Carers Count, support carers to have a voice and ensure that they are listened to in matters around their caring role. Carers often feel that they are not listened to and this can be very frustrating and disempowering for them.

Advocates can support carers with a range of issues, including: support at meetings; support to make a complaint; support to understand information; carers assessments and other assessments; support to liaise with professionals.

## Drs Wybrew Practice Carers' Champion Jean Lammyman



My name is Jean Lammyman and I'm the carers' champion at Drs Wybrew Practice. The practice has just 2 very caring, committed doctors, with 3,000 patients. We are, to say the least, a very busy surgery. As for myself, I have always worked with people. Firstly, as a registered nurse for 22 years and then

caring for the elderly in a residential setting until 2004. I joined Dr Gowa's surgery in 2009 and finally joined Drs Wybrew surgery following Dr Gowa's retirement.

I have always been aware of the need to provide families with both practical and emotional support and Carers Count allows me to do that. As the carers' champion it is my role along with

my colleagues to identify adult carers. In fact, to help adult carers identify themselves as carers. To ensure they have all the information they need to access the right support even if they don't feel they need it straight away. By providing a card and the magazine patients can self-refer to Carers Count at any time without being signposted by the surgery. However they are reassured that can speak to me or any member of staff at the surgery when they need to.

I really believe that Carers Count provides an invaluable service which enables carers to manage their personal situations better, hopefully making life easier. As carers' champion I am here to listen to the needs of our carers. Often our surgeries are so busy that finding time to search for services outside of the established contacts isn't possible. However by working with Carers Count, there are dedicated members of staff whose role is to seek and identify support services that meet specific needs of the carer. Part of my role is to liaise between Carers Count and the surgery to ensure we have the best possible information at all times and to impart that information on the carers' board in the surgery.



PCAN is an independent, parent-led forum in Kirklees for all parents and carers of children and young people with additional needs aged from birth to 25 years. Working in partnership with service providers across Kirklees so to improve services for our children and young people with additional needs.

All parents or carers are welcome, whether you are just beginning to become aware that your child or young person may have additional needs, or if they have a confirmed diagnosis or disability.

PCAN knows that parents need good quality information to do the best job they can for their children and young people. Part of PCAN's work is about ensuring local parents and carers know about the activities, services, support and information that can make their life and that of their family better.

**Suite 230**

**6 Queen Street  
Huddersfield  
HD1 2SQ**

**Mobile: 07754 102336**

**E mail: [info@pcankirklees.org](mailto:info@pcankirklees.org)**

**Website: [www.pcankirklees.org](http://www.pcankirklees.org)**

### Information projects

PCAN are helping Kirklees Council to create a single database of all families of children with additional needs in the district.

### PCAN pages

An information guide written by local parents for local parents.

### Newsletter

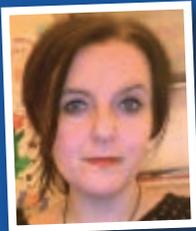
PCAN bring out a newsletter 3 times a year highlighting national awareness days and campaigns.

### Talk and support

PCAN have a closed Facebook group and social events.



## 'Time for Me' Co-ordinators



Becky Loney and Debbie Neary – Time for Me provides short breaks for people who provide unpaid care for a family member or friend. The service is provided by trained volunteers, who are there to provide company and low-level support to the person being cared for, but please bear in mind they can't provide personal care or give medication.

The volunteer will come and spend time with the person being cared for, so carers can take a break and have a few hours to themselves.

Referrals need to come through a Kirklees Council Carers Assessment or a Personal Assessment. Carers Count can support carers to get the right assessment.

# David Ellam, Volunteer



David is a volunteer with the Time for Me project at Carers Count. He is one of a growing number of volunteers who are giving up their time to support unpaid carers by stepping in to spend some time with the person being cared for whilst the volunteer has a short break from the caring role.

### **David, can you tell us how long you've been volunteering at Carers Count?**

*I did the volunteer induction training last autumn, and then actually started volunteering in December.*

### **And how often do you volunteer?**

*I support two gentlemen every week, usually for two hours or so. This means their carers can have a bit of time to themselves without worrying.*

### **What does your volunteering role involve?**

*Well, I usually go to the person's house, and we sit and chat together. Sometimes with one of the gentlemen, we go out and about, it just depends. We try to get out for walks whenever possible. I suppose I'm a link with the outside world. I just try to make them feel at ease, and to make the day a bit easier for everyone. We also seem to eat a lot of cakes and biscuits!*

### **What's the most interesting thing you've learnt from your volunteer role?**

*Well I think I've learnt a lot about myself. I have learnt to see that everyone is an individual, no matter about their health condition, or whether they have dementia—they are still*

*a person in their own right. I like to think it's made me more open-minded.*

### **You did some training with Carers Count before you started. What was that like and what did you learn?**

*The training was good—it was very informative and made me appreciate some of the issues carers have to deal with and how hard it can be for them.*

### **What's the best thing about volunteering David?**

*It's just nice to be appreciated, it's really good to be able to help somebody else have an easier life.*

### **Tell us about your hobbies and interests...**

*I love all sports, especially football and Huddersfield Town. I'm also interested in wildlife and pets, and of course my puppy Rolo. I enjoy helping people. Oh, and I also have a lot of tattoos (photos promised for next time...!)*

### **And finally, what advice would you give to somebody else thinking about becoming a Time for Me volunteer with Carers Count?**

*I'd say just come with an open mind and be prepared to listen, because you will get out of it as much as you put in!*

Thanks very much David, we really appreciate your hard work and the time you put in. If you or someone you know would like to volunteer for the Time for Me project, please contact Becky Loney or Debbie Neary at Carers Count on 0300 012 0231.



## Volunteering

Hello my name is Elaine Peaker and I'm the Volunteer Co-ordinator for Carers Count. My role is to recruit, train and support volunteers who want to help carers. I will then try

to match people who might have similar interests. A volunteer may offer to keep in touch with a carer regularly or may go to the library, cinema or for coffee perhaps on a weekly basis. Whatever carers may like to do in their precious spare time, a volunteer can help to make a difference to that person's life.

# Carer Using the Time for Me Service

Time for Me provides short breaks for people who provide unpaid care for a family member or friend. This is a new service run in partnership between Carers Count, Carers Trust Mid Yorkshire and Kirklees Council. The service is provided by trained volunteers, who are there to spend time with the person being cared for, allowing carers to take a break and have a few hours to themselves. Here is what one of our carers had to say about the service...

**Could you please tell us a little bit about you?** I really enjoy dancing and attend a dance class twice a week. I have been caring for my husband who has Parkinson's for the last 6 years. I have a volunteer who comes to sit with my husband for a couple of hours once a week whilst I attend my dance class. It is really important to me that I can attend the classes, I can relax knowing he's safe, happy and the volunteer is there sitting and chatting to him until I return home.

**And the person you care for?** My husband enjoys football, I don't so it is nice that the volunteer that comes happens to be male but more importantly, the volunteer likes to talk about football too. It's a good match. My husband sometimes likes to take a little nap in between the conversation, not because he's bored but due to his illness; the volunteer understands that and doesn't mind and is just happy to offer companionship. It's a nice, relaxed and easy conversation between them.

**How did you hear about the Time for Me service?** I had a carers assessment from a care navigator, following that I was referred to the time for me service.

**How has the volunteer and the Time for Me service helped you and the person you care for?** We both went along to some of the cake and tea groups, we had a chance to spend time chatting to other people and the volunteers and take part in activities organised by Becky and Debbie who work at Carers Count. This was how we met the volunteer who comes to spend time with my husband. It was a really good way to meet and get to know the volunteer and it worked well for us because we got to find out about similar interests and a volunteer who was right for us.

**Has Time for Me helped in other ways?** It has given me the time to do something I love and referred me to other staff at Carers Count who visited me and gave me information and advice on footwear and holidays. The advice worker was great! If I asked about anything they got back to me every time.

**Is there anything you would like adding to the Time for Me service?** Yes, day trips for carers, the people they care for and the volunteers so we can all get away, have a day out and enjoy the company of other carers.

**Is there anything you would like to say to other carers?** The Time for Me service is wonderful. Caring can be hard, it can be a struggle to get out, so take up the offer, you will have peace of mind, knowing they are being looked after while your not there. Just give it a go, you have nothing to lose.

## Pete's Recipe Corner

### Rosemary chicken with oven-roasted ratatouille

#### Ingredients

- 1 aubergine, cut into chunky pieces
- 2 courgettes, sliced into half-moons
- 3 mixed peppers, deseeded and roughly chopped
- 2 tsp finely chopped rosemary, plus 4 small sprigs
- 2 large garlic cloves, crushed
- 3 tbsp olive oil
- 4 skinless, boneless chicken breasts
- 250g cherry or baby plum tomato, halved

#### Method

- 1.** Heat oven to 200C/180C fan/gas 6. In a large roasting tin, toss together the aubergine, courgettes and peppers with half the chopped rosemary, half the garlic, 2 tbsp oil and some seasoning. Spread out the vegetables in an even layer and then roast in the oven for 20 minutes.
- 2.** Meanwhile, mix remaining rosemary, garlic and oil together. Slash each of the chicken breasts 4-5 times with a sharp knife, brush over the flavoured oil, season and chill for 15 mins.
- 3.** After veg have cooked for 20 mins, stir in the tomatoes. Make spaces in the roasting tin and nestle the chicken breasts amongst the vegetables. Place a rosemary sprig on top of each chicken breast. Return the tin to the oven for 18-20 mins, until the chicken is cooked through and the vegetables are lightly caramelised. Serve with some new potatoes, if you like.



# Age UK Companionship Centres



**Telephone: 01484 535994**

**Twitter: @AgeUKCK**

Age UK Calderdale and Kirklees operate five companionship centres across Kirklees, offering a safe and welcoming place for older people to come and make new friends, try new activities and go on regular outings. We can cater for people with physical disabilities and those living with dementia.

Clients can be picked up from their own homes in our fully accessible minibuses and after a welcoming cuppa, there is a range of activities including games, crafts and dancing. Lunch is cooked that day on the premises and could include a warming beef stew or shepherds pie followed by apple crumble and custard or seasonal fruit and cream.

Anya Hunter, Sundale House manager says of the service: "I know how important it is for carers to get a break and we want to provide a caring and friendly place where carers can feel sure their loved ones will be safe and well looked after."

The service is open to anyone aged 50+ and you can attend for a full or part day. You can either be referred by Social Services or attend as a private paying client. Coming to our centres can have many benefits for our clients including companionship, new friends, keeping active and alert mentally and physically as well as giving carers a much-needed break.

Our centres are located at Bradley in Huddersfield, Batley, Holmfirth, Slaithwaite and Skelmanthorpe.

Not sure if it's for you? Call us to arrange a free taster session. You can come along for the day and either stay or leave your loved one to experience a typical day in our centre.

Call us on 01484 535994 for more information or to arrange your taster session or visit our website: <http://www.ageuk.org.uk/calderdaleandkirklees/services-1/companionship-centers-1/>

# Better in Kirklees Social Prescribing Service

**Better in Kirklees** is a social prescribing service that supports people to be active and involved in their community, keeping people happier, healthier and independent for longer. BIK connects people to a wide range of community activities and support networks such as arts and cultural groups, physical activities, environmental projects, luncheon clubs and friendship groups.

BIK workers talk to each person about how they would like to improve their health and well-being, offering information, support and encouragement so that they can get involved in community activities, get out and about near to where they live and, with support, take part in something that they enjoy. The groups are linked by the Better in Kirklees network, so people can move between them and join as many—or as few—activities as they want.

In addition, our Peer Champion Development Worker will support BIK service users to volunteer as Peer Champions. In sharing lived experiences, Peer Champions will provide peer support for other BIK service users, hopefully inspiring other service users and serving as positive role models in improving their health and well-being.

Who can be referred? Adults over 18, living in Kirklees, who have two or more long term health conditions, including physical disability, sensory impairment, learning disability, mental health issues, drug/alcohol issues and/or are an unpaid carer. We take referrals via GP's Surgeries and Adult Social Care.



**BIK Team** Back Left to Right: Sharon Heywood (Administrator), Petra Gordan (Well-being Worker), Zahir Daji (Peer Champion Development Worker). Front Left to Right: Sue Balcomb (BIK Manager), Padma Dontamsetti (Well-being Worker), Nazia Kabir (Well-being Worker).

**Tel: 01924 846808**

**Email: [bik@touchstonesupport.org.uk](mailto:bik@touchstonesupport.org.uk)**

**Web: [www.touchstonesupport.org.uk](http://www.touchstonesupport.org.uk)**



# Useful Contacts



**Age UK Calderdale & Kirklees**  
Support and services to improve  
older people's lives  
[www.ageuk.org.uk/calderdaleandkirklees](http://www.ageuk.org.uk/calderdaleandkirklees)  
01484 535994



**C&K Careers**  
Provides careers information, advice  
and guidance for all ages  
[www.workabout.org.uk](http://www.workabout.org.uk)  
01484 226800  
01924 324200



**Carers Trust Mid Yorkshire  
Crossroads Carer Service**  
Support services for carers  
and the people they care for  
[www.carerstrustmidyorkshire.org.uk](http://www.carerstrustmidyorkshire.org.uk)  
01484 537036



**Carers UK**  
Information, advice and support for carers  
[www.carersuk.org](http://www.carersuk.org)  
0808 808 7777



**Citizens Advice Kirklees**  
Advice to help people solve their problems  
[www.citizensadvice.org.uk/kirkleescab](http://www.citizensadvice.org.uk/kirkleescab)  
0844 848 7970



**Cloverleaf Advocacy**  
Independent advocacy service for disabled,  
carers and older people  
[www.cloverleaf-advocacy.co.uk](http://www.cloverleaf-advocacy.co.uk)  
01924 438438



**Connect to Support**  
Online service giving support  
for people living in Kirklees  
[www.connecttosupport.org](http://www.connecttosupport.org)  
0333 600 6330

**Gateway to Care**  
Information, support and advice on health and  
social care with onward referral for services  
[www.kirklees.gov.uk/gatewaytocare](http://www.kirklees.gov.uk/gatewaytocare)  
01484 414933

**Kirklees Local Offer**  
Supporting children and young people with special  
educational needs and disabilities aged 0-25  
[www.kirkleeslocaloffer.org.uk](http://www.kirkleeslocaloffer.org.uk)



**Cruse**  
Support, information and advice  
for people when someone dies  
[www.cruse.org.uk](http://www.cruse.org.uk)  
0844 800 3309



**Demand**  
Manufacture and refurbish equipment that helps  
people with disabilities  
[www.demand.org.uk](http://www.demand.org.uk)  
01484 666261



**Department of Work & Pensions**  
Information and advice on welfare and pensions  
[www.gov.uk/dwp](http://www.gov.uk/dwp)  
DLA 0345 712 3456  
PIP 0345 850 3322  
AA 0345 605 6055

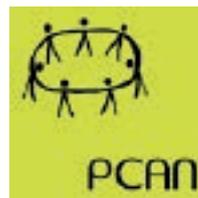


**Mencap in Kirklees**  
Support for people with learning disabilities,  
their families and carers  
[www.mencapinkirklees.org.uk](http://www.mencapinkirklees.org.uk)  
01484 340811



**choices**

**NHS Choices**  
Provides online health and social care information  
[www.nhs.uk](http://www.nhs.uk)



**PCAN**  
Information and help for parents of children with  
additional needs in Kirklees  
[www.pcankirklees.org](http://www.pcankirklees.org)  
07754 102336



**Samaritans**  
Call, email, text, write or talk  
face to face about any problems  
[www.samaritans.org](http://www.samaritans.org)  
0845 790 9090



**Single Point of Access (SPA) Kirklees**  
Receive all referrals for mental health  
services in Kirklees  
[www.southwestyorkshire.nhs.uk/our-services/  
directory/kirklees-single-point-access](http://www.southwestyorkshire.nhs.uk/our-services/directory/kirklees-single-point-access)  
01924 284555



**St Anne's Community Services**  
Support in daily living for a wide range of people  
[www.st-annes.org.uk](http://www.st-annes.org.uk)  
01484 428955



**Volunteering Kirklees**  
Information, advice and support  
with volunteering opportunities  
for both individuals and organisations  
[www.volunteeringkirklees.org.uk](http://www.volunteeringkirklees.org.uk)  
01484 519053

# Tell us what you think!

Carers Count are keen to get your views on how the service is run and the support we provide. Please let us have your comments and feedback on what we currently offer and let us know if there is anything you would like to see us do in the future. Carers are at the heart of our service so should be included at all times. Thank you.

(Please place a tick through the appropriate smiley face) Overall how useful have you found the Carers Count Newsletter?



Extremely Useful!



Useful



Not Sure



Not Useful!

**Comments** (Please let us know what you found good/bad about our Newsletter)

Please return your completed form to Carers Count, 8 Upperhead Row, Huddersfield HD1 2JN. Alternatively, ring or email us.

## How to get in touch

Carers can ring up themselves and ask for help or just purely ask to be put on our database to receive our newsletter and stay up to date with what's happening. A professional can refer them on their behalf; there are a number of ways they can do this. Pop into the office on Upperhead Row, Huddersfield, ring us on 0300 012 0231 or ask a question via our website, Facebook or Twitter.

Email: [info@carerscount.org.uk](mailto:info@carerscount.org.uk)

You can keep up to date with what we are doing on our website:

[www.CarersCount.org.uk](http://www.CarersCount.org.uk)

Have a look at our calendar to see what we are planning. There are useful articles to read and links to other organisations and services.

### Contact us

You can contact us between 9:30am–4:00pm Monday to Friday on 0300 012 0231

We offer a Drop in Service at:

Carers Count Office, 8 Upperhead Row, Huddersfield, 10am–2pm every Tuesday



**If we have not already got your details, please give them to us here!**

Name: .....

Address: .....

.....

Email: ..... Tel: .....

I am:  A current carer  An ex-carer

Another interested party (please state) .....

Preferred method of contact:  Post  Email

**Once completed please return to: Carers Count, 8 Upperhead Row, Huddersfield HD1 2JN**