

## Welcome to the first Carers Information & Support Service newsletter of 2024!!!

CISS continue to deliver information, advice and support to unpaid carers across the city.

**Please do not hesitate to contact us if your caring role has changed and you need support. We are accessible over the telephone, face to face and within many partnerships offering advice and information around individual caring roles and conditions.**  
**Call: 01482 222220**

### Some things to remember about what we offer:

Access to a carers assessment to support you in maintaining your own health and wellbeing whilst in a caring role. This is not a one-off assessment and can be reviewed at any point should your situation change.



Carers Card offering you the opportunity to plan for emergency situations should you not be able to provide your caring role and also access to local discounts to a varied selection of service and goods. We now have 80+ local businesses signed up to the discount scheme. For a full list of what's available please contact us on 01482 222220 or alternatively have a look on [www.livewellhull.org.uk](http://www.livewellhull.org.uk) there is an interactive map which shows you the businesses and their locations.

**Please remember to contact the service if you have a carers card and your information has changed – moved house, new key safe, change in emergency contact – give the service a call on 01482 222220 so this can be updated.**

**Access Support whilst visiting the hospital** – If you are visiting a loved one in Hull Royal Infirmary, Hull University Teaching Hospital or attending an appointment, a CISS team member is available to speak to onsite at the Haven on the 1st Floor every Wednesday.

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## CISS Carers Groups

Did you know CISS host 3 Carers Groups?

### West Hull Carers Support Group

Every Tuesday 10.30am – 1.30pm.

Venue - Hull Churches Home from Hospital Service Lindsey Place, Hull, HU4 6BS

**The group is restricted to Carers and cared for, registered with CISS. The cared for, CANNOT attend the group alone.**



## What those who attend have to say about the group.

The difference it makes to their caring role:

- Being able to discuss problems and listen to others support.
- Change in personality of cared for; Linda has come out of her shell.
- Different solutions to issues.
- Being able to speak with CISS worker; easy access to information.

What those who attend, would say to a carer thinking of coming to the group:

- Come with me.
- Lovely group of people who are willing to listen to you at any time.
- Definitely recommend group to help improve your wellbeing.

What those who attend enjoy:

- Company, listening to others, being heard, openness in group, the people. Everything, activities and quizzes. Friendliness.

## CISS Carers Book Group



First Monday of every month 11-12:30pm  
Hull Culture and Leisure Ltd.  
Central Library  
Albion Street  
Hull  
HU1 3TF

**The group is restricted to Carers and cared for, registered with CISS. The cared for, CANNOT attend the group alone.**

## What those who attend have to say about the group.

- Nice to speak to new people and looked forward to it.
- I attend another book group but prefer the CISS group as it is a lovely group of people.
- Felt comfortable straight away and have enjoyed meeting new people.
- Having new conversations and that this is their "me time" which they look forward to.
- Group attendees say that this is the time they can be "themselves" - instead of being a full-time carer.

## What those who attend would say to carer thinking of coming to the group:

- Everyone is chatty
- Its a very friendly and welcoming to new attendees.

## East Hull Carers Group



Every 4th Wednesday 1pm – 3pm.  
Astra Youth Centre  
100 Barnstaple Rd,  
Hull HU7 4HQ

**The group is restricted to Carers and cared for, registered with CISS. The cared for, CANNOT attend the group alone.**

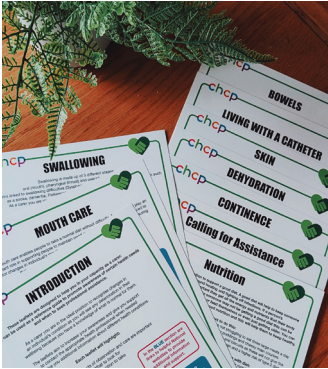
## What those who attend the East Hull Carers Group have to say about the group.

- It's a welcome change from the norm of being sat at home with no-one to talk to.
- It's been a pleasure to be able to talk about anything and relax with a cuppa.
- It's nice to be listened to and to chose what to do in the future at the group.
- It's so nice to speak with people who truly understand.
- Thank you. It was fun to talk and have a good laugh.

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## Coming Soon at CISS....

### Carers Guidance Leaflets



Often as an unpaid carer you may be the person who recognises changes in a loved one's condition/wellbeing, because you have the knowledge of what is normal for them.

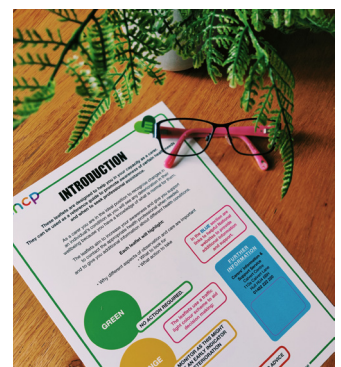
The Carers Information & Support Service (CISS) have worked in partnership to develop leaflets to help you in your capacity as a carer. The leaflets aim to increase your awareness, give you additional information about different health conditions and support to contact the appropriate health professional when needed.

CISS recognise that each caring role is individual, and the support and care provided can be very varied and differ from one carer to the next. We have developed information leaflets covering different areas of care/health conditions to allow each carer to have leaflets bespoke to their needs to build up their own reference guide pack.

### Individual Leaflet Information.

- **Skin Care** – prevention of pressure sores and when to seek further advice and support.
- **Mouth Care** – maintaining good oral hygiene, monitoring changes in individual's mouths and when to seek further advice and support.
- **Swallowing** – supporting someone who may have difficulties swallowing or eating and when to seek further advice and support.
- **Nutrition** – supporting someone to have a good diet and when to seek further advice and support.
- **Calling for assistance** – a leaflet to help you ask for assistance or advice.
- **Continence** – information on supporting an individual who is incontinent and when to seek further advice and support.
- **Dehydration** – support to help someone drink the right amount of fluid to remain hydrated and when to seek further advice and support.
- **Bowels** – information on bowel habits, changes and when to seek additional advice.
- **Living with a catheter** – information on supporting an individual living with a catheter and when to seek further advice and support.

Please contact your carer support worker or the service on 01482 222220 for more information.





CISS are pleased to announce we have tickets to the matinee performance of the Musical Theatre production of Sugar at Park Street Performing Arts Centre, Sunday 17th March - 2:00PM

If you are registered with the CISS service and would like the opportunity to attend free of charge, please contact the service on 01482 222220 to log your interest. You can attend on your own or take the person you care for with you. Tickets are limited.



## **Unpaid Carers – Training Courses/Sessions.**

Did you know as an unpaid carer you can access training courses?

Hull City Council offer a range of training sessions/opportunities that are free of charge to unpaid carers.

The CISS Team receive a weekly update of all training sessions/opportunities.

Carers are able to access the courses by completing an application form which can be returned to Learning and Development, Brunswick House, Strand Close, Beverley Road, Hull or emailed to the [learninganddevelopment@hullcc.gov.uk](mailto:learninganddevelopment@hullcc.gov.uk) email address.

For more information on the training available and access/support with the application please contact the CISS Team on 01482 222220.