



Carers'
Information
& Support
Service

CISS NEWSLETTER JANUARY 2025

Happy New Year to all our Carers from all the team at CISS and welcome to the first Newsletter of 2025

Looking back at 2024 it was a very busy year at the CISS Service!!!



During Carers Week 2024 we hosted a huge Market Place Event at the Guildhall, where 90 professionals were on hand to offer information, advice and support on the services they provide.

The Champs Awards returned for its second year, recognising and celebrating carers as Caring, Helpful and Amazing People, this event was a resounding success and enjoyed by all in attendance.



In December we put on a Christmas Carol service for carers at the Hull Minster. This was very well attended, and everyone enjoyed the choir, hot drinks and mince pies.

We hosted our CISS Group's Christmas party, attendees from the West Hull CISS group, East Hull CISS group and the CISS Book group all had festive fun with games and their afternoon tea.



Our coach trip to York Christmas Market Place was a very popular activity and the weather was really kind to us all that day.

Carers visited the theatre to watch a production of Sugar back in March 2024, feedback advised it was a great show and a nice break from caring.



Money Matters

This year CISS have joined the Money Matters Scheme to provide access to financial advice and support for unpaid carers, 150 carers received a grant to support with the increasing cost of living.

Carer's Card Discount Scheme Update!!!



It gives us great pleasure to advise the Hull Carers Card Discount Scheme now has 101 local Businesses supporting Unpaid Carers in Hull.

Over 4000 unpaid carers in Hull have signed up for a Carers Card which not only identifies an individual as an unpaid carer, it also provides two direct benefits:

- Carers Card Emergency Response – the scheme ensures if you are not able to provide your caring role due to an accident or emergency situation support can be arranged by calling the number on the card.
- Carers Discounts – Access to a range of local services/businesses that have joined to support unpaid carers by offering discounts and concessions.

If you would like more information and/or request your own Carers Card.

Visit: chcpic.org.uk/chcp-services/carers/pages/carers-card

Call: 01482 222220,

CISS Groups 2025

The **CISS Book Group** meet on the first Monday of each month (unless it's a Bank Holiday!!!) at Hull Central Library. Jen from the CISS team host's the group and is currently reading this month's chosen book along with the group members. If you would like to join the group or would like a more information, please contact Jen on 01482 222220.

CISS East Hull Group, Our East Hull Carers Group has moved to the last Tuesday of every month at Redwood Glades, 41 Leads Road, Time 1pm-3pm .



West Hull CISS Carer Group

Every Tuesday from 10:00am – 12:30pm at Lindsey Place, Hull

If you would like to join the group or would like more information, please contact Michelle on 01482 222220



Service update

We are pleased to advise we are improving our service accessibility to carers. We have increased access across the city and currently offer appointments at 10 locations across the city.

Locations are:

- Bransholme Health Centre, Goodhart Road, Bransholme, Hull, HU7 4DW
- The Calvert Centre, 110a Calvert Lane, Hull HU4 6BH
- Memory Clinic 38 Coltman Street, Hull HU3 2SG
- Morrill Street Health Centre, Morrill St, Hull HU9 2LJ
- The Orchard Centre -210 Orchard Park Road HULL HU6 9BX
- Diadem Medical Practice, Bilton Grange Health Centre, 2 Diadem Grove, Hull, HU9 4AL
- Wilberforce Health Centre, Ground Floor, Story Street, Hull HU1 3SA
- Elliott Chappell Health Centre, 215 Hessle Road, Hull, HU3 4BB
- Newington Health Centre, 2 Plane Street, Hull, HU3 6BX
- Jean Bishop Integrated Care Centre, 63-59 David Lister Drive, Hull, HU9 2BL

We also offer Saturday morning appointments and late-night appointments at The Wilberforce Health Centre, 6-10 Story St, Hull HU1 3SA.

If you would like to book an appointment at any of these locations, please get in touch with the team on 01482 222220.

Social Media

Regular updates on all CISS information and activities are available on our CISS social media pages www.facebook.com/cisshull or on our website chcpic.org.uk/chcp-services/carers. We regularly update on carer related information, advice and support.

This is also an easy way to keep informed about developments in services and support in the Hull, and any help with issues carers face every day.

CISS Carers Guidance Leaflets



Did you know the CISS Service have developed guidance for carers?

Working in partnership with CHCP Learning & Development we have developed a number of leaflets to enable carers to build up their own bespoke reference pack.

The CISS Carers Guidance Leaflets are designed to support you in your role as a carer. They can be used as a reference guide to promote awareness of certain health needs and when to seek professional assistance.

As a carer you are in the ideal position to recognise changes in an individual's condition and wellbeing because you have a knowledge of what is normal for them. The CISS Carers Guidance Leaflets aim to increase your awareness and give you support to contact the appropriate health professional when needed and to give you additional information about different health conditions.

For more information

Email: chcp.carersinfo@nhs.net

Call: 01482 222 220

Text: CARERS to 61825*

* Normal network charges may apply