



Carers'
Information
& Support
Service

CISS NEWSLETTER SUMMER 2025

Carers Week 2025

CISS held their annual Carers Market Place Event at the Guildhall Hull on Thursday 12th June. This was another highly successful marketplace event where carers could access information and support on their caring role at a one stop shop event.

Over 50 services attended and were able to speak to carers about their caring role and offer advice and information in a face-to-face setting.



CHAMPS Awards

At the Carers marketplace event we launched the CHAMPS Awards for 2025. It gives us great delight to host the annual award ceremony for the third time to celebrate carers and recognise the invaluable difference to someone's life. You can now nominate a Caring, Helpful, Amazing Person - someone who makes a difference to your life or someone else's - [CHAMPS awards nominations 2025](#)



Empower

Do you or the person you care for have long term health conditions?

Empower is a CHCP self-management programme for anybody with a long-term health condition or carer.

The SELF-MANAGEMENT Programme includes sessions on the following:

- Mindful Breathing
- Communication
- Unhelpful Thinkin
- Pain and Fatigue Management
- The benefits of healthy eating and exercise
- Problem Solving
- How to set achievable goals in the form of action planning

The next course dates are;

Monday 21st July 1pm-3.30pm-The Calvert Centre

Wednesday 10th September 5.30pm-8pm-Online

Tuesday 21st Oct-10am-12.30pm-The Calvert Centre



If you are interested in one of our courses or would like to find out more please contact us on 01482 344057 or email chcp.volunteerhub@nhs.net

Gift of Friendship Service Age UK

The Gift of Friendship Service is designed to support older individuals through tailored companionship, based on their specific need in Hull and the surrounding areas. Following a referral to the service, clients are assessed and offered either direct befriending support or matched with a Friendship Companion.

The aim of the service is to reduce loneliness and isolation amongst older people by helping them to reconnect with their local communities, their friends, and family. The aim of the service is to reduce loneliness and isolation amongst older people by helping them to reconnect with their local communities, their friends, and family. We will support them to leave their homes using either public transport, community transport, taxis, with walking or even cycling. We will help older people address the barriers they face in leaving their homes, such as anxiety or a lack of confidence.

Friendship Companions provide support for up to six months, helping clients engage with local social groups, encouraging social interaction, and assisting them in becoming more independent and active within their communities.

If additional support is needed after the initial six-month period, clients are then offered continued assistance through the telephone befriending service for as long as needed.

If you would like more information on the Gift of Friendship service please contact CISS on 01482 222220 for a referral to this service



Alzheimer's Society new Wellness cafes in Hull

We are excited to announce the opening of our new **Wellness Café**, a friendly and welcoming space designed to support individuals and families dealing with dementia.

At the Wellness Café, visitors can:

- Drop in without an appointment to chat with our team about memory concerns, dementia or if they have a diagnosis of Mild Cognitive impairment
- Are waiting for an assessment with the GP or the Humber NHS Memory clinic.
- Learn about early symptoms and when to seek professional help.
- Find out more about brain health.
- Find compassionate support for themselves or their loved ones.

This is more than just a café—it's a space where understanding and community come together to make a difference.

Contact the team on 01482 211255 or email Hull@alzheimers.org.uk for more information.



Looking for things to do this

Are you a parent carer?

Healthy holiday Summer Programme is now live [healthy holidays hull - Summer Programme](#)

Follow [Hull Parent Carer Forum](#) on Facebook for more information on activities in Hull

For all carers see the Hull family friendly Summer activities links below:

Visit Hull family friendly activities summer programme visit: [hull discover family-friendly-summer](#)

Hull Whats on Guide for the Summer months - [hull whats on events microworld](#)



Carers UK State of Caring Survey

Carers UK annual State of Caring survey is the most extensive survey into unpaid carers' experiences in the UK. It is used as a vital source of evidence not only by Carers UK, but by many other organisations including Government, local authorities, health and social care services, charities and carers' groups. Carers UK is a membership organisation, and cannot campaign for change without carers' help. With new proposals and policy changes being announced by the UK Government, it is more important than ever that you have your say.

Last year Carers UK were able to use carers' responses to the survey to successfully campaign for an increase to the earnings limit on Carer's Allowance; respond to the independent review of Carer's Allowance overpayments; campaign for paid carer's leave; publish a new report calling for changes to older carers' benefits; respond to the consultation on the NHS 10 Year Plan; and respond to the Select Committee report on the cost of inaction on social care. In addition, the results from last year have been discussed on national TV shows, as well as local BBC radio, and in many national and local newspapers, raising the profile of unpaid caring.

To complete this survey please follow this link [State of Caring survey](#)

CISS Carers Emergency

Have you got your CISS Carers Emergency Card?

If not – why not ?

Contact CISS for further information on how to get your card.

Email: chcp.carersinfo@nhs.net

Call: 01482 222 220

Text: CARERS to 61825*



Meet the CISS Admin Team

My name is Trisha, and I am an Administration Assistant at the Carers Information & Support Service. I have been with the service for six years.

My role is very varied. I handle administration related to the Direct Payment for Carers Grant Scheme, CHAMP Awards, Carers Market Place Event, Carers Champion Training, and much more.

When I joined the service, I did not really know what it was about. However, having become a carer myself and experiencing many of the challenges that the carers who call us face, I have gained a good understanding of their feelings.

I try my best to help them in any way I can, by making their lives easier and sharing any knowledge I have or pointing them in the right direction for help. It is rewarding to know that when they come back with a thank you or a compliment, I have helped them, which gives me job satisfaction.

My name is Grace, and I work at the reception desk for the Carers Information and Support Service (CISS). I am often the first point of contact for both CISS and the Volunteer Hub. My role involves directing carers to a Carer Support Worker for further advice or information that can assist them in their caregiving roles.

I enjoy working with the carers who come into the service. When they speak to me, I take pleasure in booking appointments with CISS so that a Carer Support Worker can support them through a Carers assessment and ensure they receive the help they need. It is rewarding to see carers continue their journey through the service, receiving support, advice, and information relevant to their situation.

At CISS, I handle all phone calls, queries, and appointment bookings. I also send out the CISS Carers Cards and contact local businesses within the Hull area to ask if they would like to offer our carers an ongoing discount as part of our Carers Discount scheme.



For more information

Email: chcp.carersinfo@nhs.net

Call: 01482 222 220

Text: CARERS to 61825*

* Normal network charges may apply