



Carers'
Information
& Support
Service

CISS Newsletter



CARERS NEWSLETTER

January 2021

Welcome to the 1st edition of the Carers' Information & Support Service (CISS) newsletter. We hope it will keep you up to date with all things carer across the city.

CISS continue to deliver information, advice and support to unpaid carers in Hull. Please do not hesitate to contact us if your caring role has changed and you need support. We are accessible over the telephone, virtually and face to face within our partnership settings.

Some things to remember about what we offer:

Access to a carer's 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 if your situation changes.

Carer Card, offering you the opportunity to plan for emergency situations if you're not able to provide your caring role and also access to discounts in Hull and East Riding on a varied selection of service and goods. We now have 58 local businesses signed up to the discount scheme. For a full list of what's available please call 01482 222220 or have a look on www.hull.connecttosupport.org; there is an interactive map which shows you the businesses and their locations.

Access to Befrienders.

Advice and information around individual caring roles and conditions.



Carer Card

Name:

Reference no:



If found please call
01482 222220



Hull
City Council

Carers' Information & Support Service

The Calvert Centre, 110a Calvert Lane, HULL, HU4 6BH

01482 222220 chcp.carersinfo@nhs.net



Parent Carers

It is often missed that you are a carer when it is your child you are caring for. It is a role we did not apply for, a role that was not advertised but a role we have nonetheless! We as a forum are all parents walking similar paths, we all have children or young adults who have Special Educational Needs and Disabilities (SEND) and aside from our requirements to be a forum we do offer support and signposting. This could be in the form of coffee mornings, focus groups or even training on subjects relevant to us.

What is Hull Parent Carer Forum? A Parent Carer Forum is a group of parents and carers of young people and children with additional needs. Their aim is to make the services in their area meet the needs of disabled children and their families. In England there are Parent Carer Forums in almost all Local Authority areas. Hull Parent Carer Forum works with Hull service providers Education, Health and Social Care. We are run by parents for parents.

Together we can make a difference! Hull Parent Carer forum represent the Parent Carer voice for people in Hull with children aged 0-25 who have Special Educational Needs and Disabilities aged 0-25 in Hull. As a group of Parent Carer Representatives we work in co-production with a variety of organisations bringing lived experience and knowledge to the decision-making processes that impact on SEND children throughout the city.

We have a very active Facebook page Hull Parents' Forum (MEMBERS ONLY CLOSED GROUP). This is a closed group and a great source of information around disability, what we as a forum are up to and a page where you can ask questions and get answers from some of our many members. We also advertise any coffee mornings, focus groups or training on here so you can be involved as little or as much as you would like (most things are done virtually at present due to Covid-19 restrictions).

If you require further information you can contact Gina Walker/Laura Jones by email Hullparentsforum@hotmail.com



YOUNG CARERS PROJECT NEWS

The Young Carers Project has continued to work with and support Young Carers aged 5-18 throughout the pandemic and Youth Workers have continuously adapted their practice to ensure young carers receive the support they need. Telephone support, 121 face to face appointments in local youth centres and children's centres were developed as part of our extended offer during lockdown and weekly support group sessions for 10 – 16 year olds continued to run through an appointment basis as restrictions lifted. In May 2020, Hull City Council and NHS Hull Commissioning Group in partnership with KIDS charity launched The Young Carers Wellbeing Grant and to date over £15,000 has been awarded in grants to support young carers in the City. These grants have been a vital support to young people during the pandemic as they have enabled them to continue or take up new hobbies, support their educational studies through media equipment and also provide many with bikes and fitness equipment to improve their physical and emotional wellbeing. Looking ahead in 2021, online support for young people aged 8 – 10 will be launched as well as the Young Carers Card for young people in March 2021.



RENEW—Independent Family Support Service

Renew Independent Family Service is a dedicated service for family, friends and loved ones of people who use drugs or alcohol and offers information and advice, 1:1 support, individual and family sessions, group sessions on common themes, peer support groups and phone support 10am–4pm, Monday-Friday; daytime and evening appointments are available.

During this difficult time we feel family support is more important than ever and although we can't have face to face appointments, we are offering 1-1 telephone sessions and virtual group meetings.

Those close to someone having problems with drugs or alcohol can often experience difficulties themselves resulting from the ongoing support they provide. The family service offers a safe and relaxed environment to discuss your personal wellbeing, either alongside others in similar circumstances or in an individual appointment, which is confidential.

You can access the service by phoning 01482 620013 or by texting or phoning on 07836526520 and asking to speak to the Independent Families team or by emailing family.support@cgl.org.uk.

Manage your health, care and support needs with Connect to Support Hull

Growing older, having a disability or additional care needs doesn't mean that you should stop enjoying your life.

As your circumstances change, it becomes important to consider your options to deal with these changes and to find new ways, or rediscover old ones, to live your life to the full.

Connect to Support Hull is your local information and advice website. It is packed full with useful links, information and advice for you and your loved ones to:

- Find care providers that suit your needs
- Ideas and tips about how you and your loved ones can stay happy, healthy and fit
- Detailed information, advice and support so you can continue to live independently.

You will find comprehensive advice along with a community directory of self-help groups and activities to keep you active and connected in your community.

Get advice. Get support. Get Connected with Hull Connect to Support.

Website

www.hull.connecttosupport.org

Facebook @connecttosupporthull

“

HULL CONNECT TO SUPPORT IS THE PERFECT PLACE TO FIND LOCAL INFORMATION AND ADVICE.

HELPING YOU TO LOOK AFTER YOURSELF, KEEPING YOU WELL, SAFE AND CONNECTED.

”

 **Hull Connect to Support**
Live your life. Take control.

www.hull.connecttosupport.org

Home Library Service

Do you have difficulty getting to your local library?

Is there no-one who can visit the library for you?

Are you a Carer that uses the library on behalf of someone?

The Home Library service can provide you with all the materials available in our libraries right to your door.

We can provide:

- Books in regular or large print
- Books on tape or CD
- CDs and DVDs
- A request service
- Information and advice. Joining is easy and membership is free.



Charges apply to the loan of some materials; ask the staff for details of the current fees and charges.

For more information or to arrange a visit to your home contact: 01482 331254 or email

library.link@hcandl.co.uk Manager: Cath Anderson Tel: 01482 613431 Email:

cath.anderson@hcandl.co.uk

Come and Exercise your Chuckle Muscles with Read and Chat for Carers – On-line with Zoom

If you're a Carer and would like to meet other Carers in a safe fun environment to chat and share experiences please feel free to join our on-line sessions of Read and Chat for Carers.

It's a relaxed and fun get together; we read a short story and poem to get us all talking and, most importantly, laughing. As one of our carers commented, "**It exercises your chuckle muscles**".

The sessions take place on a Friday 1pm to 2pm via Zoom; you just need to contact us so we can send you the link and it will be the same link for every session. If you haven't used zoom before we are happy to help you.

The next session will be Friday 5th February then every Friday from then on.

We really hope you can join us and we are looking forward to meeting you.

If you are interested or would like to know more you can email Carol on carol.murtagh@HCandL.co.uk or Susie on susie.kelly@HCandL.co.uk . You can also ring us on 01482 615346 for Susie or 01482 612197 for Carol



HULL LIBRARIES
...everything, and the books...

WE ARE ALWAYS OPEN ONLINE!

www.hcandl.co.uk/libraries

facebook.com/hulllibraries
twitter.com/hull_libraries
instagram.com/hull.libraries

Hull Culture & Leisure

Wellbeing Zone

Making Time for sleep and relaxation: Getting a good night of quality sleep can lift your energy and mood- there's no doubt about it, it just feels wonderful. Believe it or not, giving yourself just a couple of minutes to relax during a busy day can actually make all the difference between waking up feeling refreshed and ready for the day's challenges ahead, or waking up on the wrong side of the bed...

Why is relaxation so important? Shouldn't I be doing something more productive with my time? Many people struggle with the idea of taking time to stop and relax during the day, as there is such a big focus on 'doing' and 'achieving' in society today. Relaxing and taking time out might be seen as lazy, unproductive, and even selfish. Actually, that couldn't be further from the truth. Your mind and body both need rest in order to work at their top capacity. Whether that means being more focused at work, supporting a friend or relative through a difficult time, or caring for someone physically, everyone benefits when you are at the top of your game.

What's the best way to relax? Relaxation comes in many forms – it doesn't always mean sneaking in an afternoon nap (although we wouldn't blame you if you did!). There are a multitude of different ways to relax and recuperate your mind and body that don't involve sleeping at all. From practising mindfulness, to engaging in your favourite hobby, laughing with friends, to cuddling with a pet, self-massage, to simply taking a few seconds to breathe consciously. In our busy and often stressful lives, any precious moment you take to relax is never a moment wasted. The best part is, by engaging in relaxing and enjoyable activities in the day, your body and mind will be better prepared for rest at night. And with better sleep, as you know, mood and energy lift, ultimately leaving you feeling more calm, centred, and in control of your life.

Every time I try to unwind, my mind just won't stop spinning If you're one of those people who is constantly rushing about it can be extremely difficult to even begin to switch off and relax at all. With constant anxieties about the future and worries about the past, even drifting off to sleep at night can seem near impossible.

If this sounds familiar, you could try giving mindfulness a go. Mindfulness is all about consciously quieting the mind by focusing on the present moment, giving yourself permission to sit and just breathe for a while, without the constant chatter of thoughts. There are lots of books available to help you learn how to be mindful and many apps too.



Money Matters

Who can claim Carer's Allowance?

Not every carer can get Carer's Allowance. You may be eligible if you meet all the following conditions:

You look after someone who gets a qualifying disability benefit

You look after that person for at least 35 hours a week

You are aged 16 or over you are not in full-time education

You don't earn over £128 a week (after deductions)

You satisfy UK residence and presence conditions



Who can claim Attendance Allowance?

- If you have reached State Pension age
 - If you need care or supervision because you have an illness or disability
 - If you have needed care or supervision for at least 6 months because of your illness or disability.
- If you're terminally ill, you can claim Attendance Allowance straight away - you don't need to wait 6 months.

You don't need to have had a formal diagnosis to claim Attendance Allowance. For example, you might still be having tests or appointments to find out what's wrong with you. As long as you've needed help or supervision, or you've had difficulties for 6 months because of your condition you can claim Attendance Allowance.

You can also claim Attendance Allowance if you live on your own - it's based on the help you need, rather than the help you are already getting. If you get Attendance Allowance, you can spend the money however you like - it could help you stay independent in your own home for longer.

You can also apply for Attendance Allowance on behalf of someone else, for example a parent or a friend or other relative.

Applying for someone else

You might need to apply for Attendance Allowance for someone else, for example if they're too ill to fill in the form or if they don't have the 'mental capacity'. This means they're unable to make decisions. It's okay to fill in the form for someone if they can sign it themselves. If they can't sign the form you'll need to have the legal right to do it for them. You can sign the form for them if you:

- Are an appointee
- Have power of attorney
- Are a deputy

Get permission to apply for someone else—You'll need to get the legal right if you want to apply for Attendance Allowance on behalf of someone who can't sign the form themselves.

It can take a while to get this permission so it's best to do this as soon as possible so you don't delay the Attendance Allowance claim.

Hulls Carers Strategy - Some words from Cllr Gwen Lunn, Portfolio Holder Adults Social Services, Public health and Protection.



Carers come in all shapes and sizes, all ages and all backgrounds and cultures. The single most important thing they have in common is the 'CARE' they give, be it to a family member, loved one or friend. Hull City Council recognises that vital contribution each carer makes to the wellbeing and dignity of the person they are caring for and the impact that has on both the giver and the receiver of the care.

As the way forward to ensure that we, and our partners, keep carers in the forefront of the work done by adult social care a strategy has been agreed to take us over the next five years. The strategy was co-produced with carers and carers groups via the Carers Partnership Board and it focuses on the following priorities:

- integrated information and advice
- relaunch of carers card. This card is obtained free and holds relevant details so should the carer be in a position to need assistance then the card is an alert to inform people of the situation ie that they are caring for someone, who may or may not be with them at the time, and will need assistance to deal with that situation too
- joint work being completed with children's service to include young carers and parent carers
- implementation of carers champion role in GP surgeries and then consider wider roll out to other environments
- jointly commissioned integrated prevention and early intervention
- ensure carers are aware of preventative support available (such as flu jabs)
- Work with Fire, Primary Care Networks, dentists etc to identify carers and signpost to support.

This is not an exhaustive list and will change and be updated over time. Importantly we appreciate that a 'carer' is also an individual in their own right, somebody who has their own interests and needs and we will also try and encourage and work with the carer to ensure that wherever possible that they get the support they need to also live their lives. This could be signposting, acting as an advocate or perhaps just an ear to listen sometimes.

Strategies should always be dynamic and to ensure that we are meeting the needs of our carers it will be greatly appreciated if you can find the time to let us know what works for you and what needs to be changed.



Learning & Development News

HULL City Council Adult Social Care – training currently available and accessed by emailing: Learninganddevelopment@hullcc.gov.uk and requesting an application form. You are entitled to access this training within your unpaid role as a carer.

Pressure Ulceration (Sores)

(Virtual via Microsoft Teams 9th February 21)

Medication – Approved Medication for Adult Services

(Virtual via MS Teams 22nd February 21 or 8th March 21)

Infection Prevention and Control

(Virtual via Microsoft Teams 25th March 21)

Elearning Programmes below are available through the Learning Pool Platform (please complete the application form to request a Learning Pool guest account)

Adopting a Strength Based Approach

Carer Champion Training

Introduction to the Care Act

Mental Capacity Act Introduction

Resources for End of Life Care – Covid-19

We are currently developing our 2021/2021 catalogue of training at the moment and delivery will begin again in April 2021 – Further details will be sent with the next Newsletter.



Hull Churches Home From Hospital

The Carers Support Scheme was set up in 2004 following a needs analysis of carers looking after those with life limiting illnesses. The aim of the scheme is to meet the real needs of carers enabling them to stay healthy and to continue caring for their parent or partner at home. The scheme also enables carers and patients to fast track access to Welfare Benefits for which they are eligible.

The Carers Support Scheme recruits and trains volunteers who offer practical and emotional support to carers. It is our experience that the services of a Carers Support volunteer can enhance the quality of life for both the carer and the cared for person and evidence is increasing that support for a carer will relieve stress and reduce patient admission into hospital when carers feel that they cannot cope.

We are represented on the Hull Palliative Care and Cancer Working Group and have strong links with the local hospice (Dove House) and the Carers information & support Service.

What is a Twiddle Muff and who can use them? It is a knitted muff with attachments of various shapes and textures, such as button, ribbons, pom poms etc. on both the inside and outside. It is designed to provide visual, tactile, and sensory stimulation to people with dementia, to reduce their anxiety and helps distract their restless hands, whilst also keeping them snug and warm. If you feel you would benefit from a Twiddle Muff or know someone who might please contact us on:

Hull Churches Home from Hospital Service
Lindsey Place
Hull
HU4 6BS
01482 447673
Registered Charity No. 1181247

Website: www.hchfh.org.uk

Follow us on :
Twitter <https://twitter.com/HCHF15>

Find us on:
Facebook: <https://www.facebook.com/homefromhospital>



Virtual Health Checks.



Stay young at heart and take the heart age test today

Your heart age gives a good idea of your current and future health. If your heart age is higher than your real age it may be a sign of health issues such as strokes and heart attacks.

But there are things you can do today to help **reduce** your heart age and your risk.

Take the heart age test www.healthcheckshull.co.uk and book a FREE virtual health check with Hannah who will create a personalised plan to help you start your journey to being the best version of you...

We provide a one to one service over the phone or by video chat.

You don't have to be ill to benefit from a health check. Nothing puts a spring in your step more than a clean bill of health and taking control of your health can be empowering as well as reassuring.

We provide a one-to-one service over the phone or by video chat.



Ready, steady, Census

Census 2021 will provide a snapshot of modern society

Households across Hull will soon be asked to take part in Census 2021. The census is a once-in-a-decade survey that gives us the most accurate estimate of all the people and households in England and Wales. It has been carried out every decade since 1801, with the exception of 1941.

It will be the first run predominantly online, with households receiving a letter with a unique access code, allowing them to complete the questionnaire on their computers, phones or tablets.

“A successful census will ensure everyone from local government to charities can put services and funding in the places where they are most needed,” Iain Bell, deputy national statistician at the Office for National Statistics, said.

“This could mean things like doctors’ surgeries, schools and new transport routes. That’s why it is so important everyone takes part and we have made it easier for people to do so online on any device, with help and paper questionnaires for those that need them.”

Census day will be on March 21, but households across the country will receive letters with online codes allowing them to take part from early March.

The census will include questions about your sex, age, work, health, education, household size and ethnicity. And, for the first time, there will be a question asking people whether they have served in the armed forces, as well as voluntary questions for those aged 16 and over on sexual orientation and gender identity.

Results will be available within 12 months, although personal records will be locked away for 100 years, kept safe for future generations. For more information, visit census.gov.uk.



Useful numbers:

Carers Information & Support Service	Tel: 01482 222220
Young Carers Project	Tel: 01482 300304
Out of Hours Call Centre	Tel: 01482 300 304
West Long Term Support Team	Tel: 01482 572911
East Long Term Support Team	Tel: 01482 822819
Community Team Learning Disability	Tel: 01482 303733
Disability Services (Occupational Therapy)	Tel: 01482 318700
Disability Services (Sensory Impairment)	Tel: 01482 318700
Continuing Health Care (CHC) Team	Tel: 01482 335511
Dementia Academy	Email: Dementia.academy@hullcc.gov.uk
Direct Payments	Tel: 01482 616 057
Drug and Alcohol Team	Tel: 01482 300 300
Fairer Charging Team	Tel: 01482 300 300
Independent Mental Capacity Advocate Service	All queries to be routed through Safeguarding Tel: 01482 616092 Cloverleaf Tel: 01724 854952
Safeguarding Adults Team	Brunswick House Strand Close Hull City Council Kingston Upon Hull HU2 9DBTel: 01482 616092 Email: SocialServicesSafeguardingServiceAdults@hullcc.gov.uk
Tim Fincham—Benefit Advisor Age UK	01482 324644
East Riding Carers Service	01482 396500 0800 9176844
Early Help Children's Services	01482 300300
Hull churches Home From Hospital	01482 447673

Virtual Appointments

Are you too busy to attend face to face appointment or unable to leave your loved one? If you would still like to see a friendly face, you can now access us using these three easy steps:



chcp

Carers' Information & Support Service

Its never been so easy to access a member of the CISS team! We are now offering virtual appointments.

For more information call 01482 222220

chcp

Carers' Information & Support Service

You only need to follow these 3 easy steps to get connected:

1. Call 01482 222220 and we will book your Livi appointment
2. When it's time for your appointment, you'll get a text
3. Follow the link in the text to start your video appointment

For more information call 01482 222220

chcpcic.org.uk/chcp-services/carers