

## Welcome to Connect!

**As most of you will know, following the award to Sheffield Carers Centre of a new contract to provide citywide support services to all adult carers in the city, there have been some changes in what we offer. To mark this new and exciting phase for the Carers Centre, we also have a new name for our newsletter – chosen by carers themselves following a competition announced in a previous newsletter. We intend that the newsletter will continue to be published four times a year and be full of information we hope you will find both interesting and useful**

Thank you to the carer whose suggestion led to this new name – he has won a small prize for his suggestion.

### **Make a donation!**

The Newsletter costs us about £20,000 per year to print and mail out.

If you have not already done so, you might like to help towards the cost of the newsletter. A donation of just £5 will cover the cost of your Newsletter for a whole year. If you are able to help in this way, please send a cheque payable to Sheffield Carers Centre, to the address on the back page. Don't forget to include your full name and address.

### **How else can you help?**

If you have access to the internet, you can ask us to send your Newsletter by email – this will save us money and it will help you too, because you will receive your newsletter a couple of weeks earlier. If you would like to get your newsletter this way, please let us know your email address by sending a message to [office@sheffieldcarers.org.uk](mailto:office@sheffieldcarers.org.uk) – or use the Contact Us page on our website.

### **Thank you for your help!**

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## Goodbye to...

**In June, the Carers Centre team is sad to be saying goodbye to three colleagues from the Carer Advisor team, Hilary Hull, Kirsty Worstenholm and Cathy Oliver.**

Cathy has been with us a short time since January but has become a valued member of the team, bringing wide experience of working with carers of people with learning disabilities. Kirsty has worked with the team for four years, mainly on secondment from her Sheffield Mencap and Gateway's Sharing Caring Project. We will miss Kirsty's lively enthusiasm. However, it is not all sad news as Kirsty and Cathy are going to be concentrating on their new job-sharing role back at Mencap and Gateway, still

supporting carers. As part of the Carers Centre's new plans for delivering the service, we are maintaining a strong connection with Mencap and Gateway by funding this new post. You can see more details about this on page 5.

Hilary Hull has been working as a Carer Advisor for more than four years. This followed a long career as a social worker, which meant she brought with her a wealth of valuable knowledge and experience which enabled her to provide enormous support and guidance to many carers over these years. As well as her work on the Carer Advice Line, Hilary was responsible for setting up our emergency planning service (In Safe Hands), which many of you have accessed. This helps

carers to make plans in case something unexpected prevented them from continuing caring, and helps provide invaluable peace of mind. She will be missed by her colleagues for her professional and personal support. We suspect we may continue to see a little of Hilary in the future as she has been heard to mention thoughts of coming back as a volunteer.

We would like to thank all of them for all their contributions to the Carers Centre and for their support for carers, and wish them well for the future.

Watch out for our next Newsletter in which we'll be introducing all the team, including some new colleagues.

# What's on?

## Let's Talk About...

<b>Avoiding scams</b>	Manor Library, Ridgeway Road (part of the Springboard, offered by Sheffield Mind)	5 June, 1.30pm
<b>Fire Safety</b>	Church of Christ, Station Road, Darnall Manor Library, Ridgeway Road	27 June TBA
<b>Food and Mood</b>	Church of Christ	23 May
<b>Health Screening</b>	Zest, Upperthorpe Terminus Café, Lowedges	21 July 11 July

All the above sessions run from 10.30am to 12 noon except where indicated. Please see our website for the most up to date list of events, or ring us on 0114 278 8942.

### Carers Café

Come along to the United Reformed Church on Norfolk Street, **10am – 12 noon**, to meet other carers and volunteers and staff from the Carers Centre. You are very welcome to bring the person you care for to this event.

9 June

14 July

11 August (At Sheffield Carers Centre, Concept House)

8 September

### Mental Health Hub

All carers of people with a mental health condition are welcome to come along to this session, held at the Carers Centre, **10am – 12 noon**, to meet carers in a similar situation, get information, and support each other.

15 June, this meeting will include a talk by a clinical psychologist on motivating

people with mental health difficulties

**20 July**, this meeting will include a talk by a clinical psychologist on responding to unusual behaviours, experiences and symptoms

17 August

21 September

### Darnall Carers Clinic

We offer a free carers clinic at Darnall Primary Care Centre, 290 Darnall Main Road, on the first Wednesday of each month, 10am – 12 noon. This is an opportunity to get help with:

- **Advice on your rights as a carer**
- **Access to social care services**
- **Welfare benefits (including referral to a specialist service if necessary)**
- **Referral to specialist legal advice around Wills, Power of Attorney and similar issues**

This service is by appointment only – please ring the surgery on 0114 226 0000 for an appointment. For more information, please ring our Carer Advice line on 0114 272 8362 or email support@sheffieldcarers.org.uk

## Free safety event for carers!

The Carers Centre is hosting a free fun event. with lunch included, to raise awareness of issues such as:

- **Fraud & Scams**
- **Doorstep Callers**
- **Mobility & Disability Issues**
- **Fire Safety**
- **First Aid**

This interactive event takes place at the Lifewise Centre, Rotherham on Thursday 17 August 2017.

A free coach will pick up at the Carers Centre, Concept House, 5 Young Street, Sheffield S1 4UP and return afterward. (times to be advised)

There will be free tea/coffee/ biscuits on arrival, free lunch and a goodie bag to take home.

To book your places please ring Jan on 0114 278 8942 or e-mail: jan@sheffieldcarers.org.uk

# Caring for Carers Awards 2017

**Has someone from health, social care, a home care agency, or a voluntary or community organisation supported you in your role as a carer? Perhaps a nurse, doctor, consultant, social worker, therapist, care worker or volunteer?**

They may have been helping the



person you care for, but they've still gone that extra mile to support you, too. If so, this is your chance to say "thank you" by nominating them for a Caring for Carers award from Sheffield Carers Centre.

Previous awards have shown how much carers valued the help and support of some of the many professionals they come into contact with. Award winners have included a community psychiatric

nurse, care workers, GPs, a carer support worker, a herbalist and a consultant.

To make a nomination, call Jan on 0114 278 8942 or email jan@sheffieldcarers.org.uk to ask for a nomination form. Please note that we need nominations by Monday 5 June.

Awards will be presented at a special event during Carers Week in June.

## Sheffield Carers Centre seeks a new Treasurer

**We're looking for a new honorary Treasurer to join our Board of Trustees, as Glynn Sherwin has decided to step down after 8 years in the role.**

Do you have an interest in help us supporting carers? And experience of overseeing and reporting on financial management?

Sheffield Carers Centre is an independent charity and supports over 9,000 carers across the city. We provide a range of services, delivered by 17 staff and about 30 volunteers. We're also a network partner of Carers Trust, a national network of Carers Centres and Crossroads Care schemes.

The Treasurer's role is to oversee the financial arrangements of the Carers Centre, ensuring that they are robust, regularly reviewed and meeting the requirements of company and charity legislation. The Treasurer is supported by the staff team.

### Specific tasks include:-

- *Attending quarterly meetings of the Board of Trustees,*

- *Chairing the Resources Committee (terms of reference available on request),*
- *Supervising the production of the annual budget, final accounts and quarterly financial monitoring statements,*
- *Contributing to discussions and decisions on all financial matters affecting the Carers Centre.*

You would need to be able to commit, approximately 2-3 days per month. Our meetings are usually held during the daytime. The role of Treasurer is voluntary and we pay expenses and provide an induction into the work of the Carers Centre.

For further information and an expression of interest form, please contact Graham Foxcroft at the Sheffield Carers Centre (office@sheffieldcarers.org.uk or telephone 0114 278 8942).

Closing date for expressions of interest - Friday 21 July 2017.

## Meet the Carers Centre Trustees!

### Who are the Board of Trustees?

Sheffield Carers Centre has a small number of dedicated volunteers who oversee the strategic direction and overall management of the organisation.

We currently have 11 trustees who meet once a quarter at full Board meetings and also at various committees which have a specific function (Resources, Quality and Performance, Governance etc).

At least 4 of our trustees must be current or former carers – to ensure that we comply with our governing document and that carers' needs and experiences are included in every level of the organisation.

Brief profiles can be found on our website:

<http://sheffieldcarers.org.uk/sheffield-carers-centre-trustees/>

## Calling all artists! *Emma Green writes*

### NHS Sheffield Clinical Commissioning Group (CCG) is launching a special competition for carers and families to design a logo for 'For Pete's sake!'

We are a NHS organisation and are responsible for buying and contracting (otherwise known as commissioning) many of Sheffield's healthcare services. We are passionate about helping the people of Sheffield live healthier lives, and want to raise awareness of caring and highlight the huge contribution they make to families and communities throughout the UK.

### What is 'For Pete's sake!'?

This is about a patient who had MS and sadly died last year. In the later stages of his illness, in particular, there were lots of times when he saw small actions that could make significant differences to patients' quality of life. There were many times when things would happen that would lead him and his family to say "For

Pete's sake!" He was passionate about improving experiences for other people and enabling their voices to be heard.

The wife of this gentleman is now campaigning to make this his legacy. She is aiming to raise awareness of the small steps that can be taken to improve the experience for carers and families. She and her family want to use the branding 'For Pete's sake!' to encourage all staff to think how they can best support people, what difference can be made and to see the bigger picture for the person, carer and family by making small steps.

### How to enter

We are asking you to design a logo that is simple, easy to reproduce, and reflects the meaning of 'For Pete's sake!' to show that small steps can make a big difference. The logo, no larger than A4,



should be striking and instantly recognisable.

The competition is open for any carer, or member of their family, to enter.

Entering the competition is simple. You can email a scan or photo of your design to:

SHECCG.SheffieldCHC@nhs.net or you can post it to:  
NHS Sheffield Clinical Commissioning Group (CCG), 722 Prince of Wales Road, Darnall, Sheffield, S9 4EU.  
Email: SHECCG.SheffieldCHC@nhs.net

Please remember to tell us your name and contact details so that we can let you know if your design is chosen. The closing date for entries is 30th June and a winner, who will receive small prize will be selected on 21st July. The winning design will then be used on the website and all future NHS Sheffield Clinical Commissioning Group publicity and materials. We look forward to receiving your entries!

# Caring and Employment

**Staying in employment is vital for many carers and not solely for financial reasons. It can be the means of maintaining social contact and avoiding feeling of isolation, and can give a sense of self-worth and wellbeing.**

However juggling work with caring responsibilities can be really difficult for the estimated 3 million working carers in the UK (Carers UK), so if you are a carer struggling to maintain employment because of difficulties balancing employment with caring responsibilities, you are certainly not alone.

We are delighted therefore to be able to introduce a new Carers Centre service to support carers who are in this position. We are working with Sheffield Occupational Health Advisory Service (SOHAS) to provide a specialist service to carers who are experiencing difficulties in their workplace because of their caring responsibilities.

SOHAS is a well-established and respected registered charity which has been supporting Sheffield people for more than 30 years. Their main objective is to provide support and advice for

people whose health is affected by their work and to help and support them to keep their job. Many people have been supported by the service to maintain their employment, or return to employment from long-term sick leave, for example due to stress.

## How will this service support carers?

SOHAS advisors will work one-to-one with carers who have been referred by the Carers Centre because of specific difficulties relating to working and caring. For example, a carer may want to change a shift pattern, or apply for flexible working, or maybe they just need some support to understand their legal rights as a carer, or guidance about how to approach their employer. They would also be able to advise a carer who is off sick long-term because of stress, but wants to agree a plan for returning to work which is manageable for them and agreeable to their employer. You don't have to wait until you are already in a difficult position at work. SOHAS stress the importance of acting early. Some early support and advice if you anticipate future problems in the workplace because of your caring role can help

prevent far more complex situations developing.

If you think this is something that will help you, please give us a call on the Carer Advice Line. You will speak in the first instance to one of our Carer Advisors who will talk to you about your situation and the difficulties you are experiencing. If further specialised discussion with a SOHAS advisor is needed, then, with your permission you will be referred to SOHAS, who will contact you and arrange an appointment. Straightforward queries may even be answered over the telephone if that is more convenient for you.

As a carer and employee you have rights which are protected by the law - if you are struggling with employment, or importantly, you foresee possible future problems with this, please contact us to talk about how we can help.

Tell us about your experience. Have you been in a situation where your employer was exceptional in their support for you as a carer? Or maybe the opposite? Send your story to us by email - we would like to publish stories from carers about their experiences in future Newsletters. Please see back page for contact details.

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## Don't forget these Carers Centre services!

### Drop-in on Wednesdays!

Don't forget that if you want support and information, you can drop-in to the Carers Centre to talk to one of our advisors face-to-face on Wednesday mornings. You don't need an appointment - just turn up.

While many carers choose to use our carers advice line, we know some people just find it easier to talk to someone face to face. So our drop-in service is available every Wednesday morning between 10am and 12noon at the Carers Centre (address on the back page of this newsletter). Just call in and we will arrange for you to speak in confidence to

a member of the support team.

### In Safe Hands

Unexpected events happen in all of our lives, meaning plans have to change or things can't continue as usual; maybe a hospital admission, an injury which makes travel difficult or even just a long delay in traffic. If we're lucky, this is just an unpleasant inconvenience. If you are a carer though, it can be more than this. You have the additional worry about who will look after the person you care for, how will they know what they need?

The Carers Centre can provide you with a guide to help you create a plan for what will happen if anything unexpected

prevents you from you caring. The guide helps you to consider all the things you would want someone else to know if they temporarily took over care, a form for you to fill in which becomes your emergency plan and a card you can carry with you, which states that you are a carer and who should be contacted in the event of an emergency.

We hope you would never have to put this plan into action, but as a carer it gives you some peace of mind. You know if for any reason you are prevented from caring, you know exactly what will happen, and that the person you look after will be cared for. Please contact our Carer Advisors to find out more.

# Support for carers from the Sharing Caring Project



**The Sharing Caring Project is part of Sheffield Mencap and Gateway, which hold a sub-contract with Sheffield Carers Centre to provide support to carers of people with learning disabilities or autism.**

The Project offers a number of services for this group of carers.

## Carer Support Groups

These are now run by the carers themselves, but with support from the workers at the Sharing Caring Project, and from Lou and Stephen from Circles of Support. The groups are informal with lots of peer support between carers who share an understanding of the impact of a lifetime of caring and value the chance to have a break and relax.

- The **North Carers Group** meets on the 3rd Tuesday of each from 12 noon to 2pm, at the Acorn pub in Burncross
- The **Central Carers 'Butty' Group** meets on the 4th Tuesday of each month at the Carers Centre
- The **South East Carers Group** meets on the last Thursday of each month, at the Sherwood pub in Frecheville.
- The **Community Café** is held every Thursday in term time at Sheffield Mencap – lunch is available for a small cost.

## Information sessions

- **Safeguarding Information Session** – Simon Richards, Head of Quality and Safeguarding at Sheffield City Council will focus on how safeguarding processes work in Sheffield to protect vulnerable adults. This will take place at **10.30am – 12.30pm on Wednesday 21 June**
- **Getting your cushions in place** – a session focusing on some of the practical steps families can take to prepare for a range of situations that could arise. This will take place at **10.30am – 12.30pm on Wednesday 19 July**
- **Wills and Trusts** – solicitors from Lupton Fawcett will talk about what families may need to know if they, or other relatives, are thinking of leaving money or property to someone with a learning disability or autism. Date and time to be announced.

All these sessions will take place at Sheffield Mencap and Gateway,

Norfolk Lodge, Park Grange Road, S2 3QF. Booking is not essential, but it is helpful for you to let the Project know you are coming – please ring 0114 275 8879 or email [cathyliver@sheffieldmecap.org.uk](mailto:cathyliver@sheffieldmecap.org.uk) or [kirstyworstenholm@sheffieldmecap.org.uk](mailto:kirstyworstenholm@sheffieldmecap.org.uk)

## 'Keep in Touch' service

This project works with family carers aged over 55 or people with a learning disability or autism. Its focus is to keep in touch and help families to think about the future and create emergency and long term plans. Cathy and Kirsty can help by providing a regular contact and face to face appointments. They can be contacted on 0114 275 8879 (Monday to Thursday) or by email – [cathyliver@sheffieldmecap.org.uk](mailto:cathyliver@sheffieldmecap.org.uk) or [kirstyworstenholm@sheffieldmecap.org.uk](mailto:kirstyworstenholm@sheffieldmecap.org.uk)

## ADVERTISEMENT

### ARE YOU OR ANYONE YOU KNOW A CARER?



Do you feel like you would benefit from having a regular break from your caring duties?

At Holmes Adult Carer Service we can provide two forms of respite support for carers.

Firstly, we offer support via a **Hub**. A Hub is a group led activity based programme. This is a hugely popular option for clients otherwise isolated.

Hubs are held Monday to Fridays 10am to 4pm at venues across Sheffield. We offer a **free** taster session so please come along and join us for the day.

Alternatively, we can provide **1:1** support for your cared for in the home or out in the community.

It is our **Ethos** here at Holmes Adult Carer Service to freely provide advice and emotional support for you the carer, as we understand what its really like to care for another person.

### You Care, We Care

Call us on 0114 4493162

or Visit

[www.holmesadultcarerservice.com](http://www.holmesadultcarerservice.com)

## New publications on dementia

Alzheimers Society has published a new booklet for LGBT people living with dementia, LGBT: Living with dementia. The Society has also updated its factsheet Supporting a gay, lesbian, bisexual or trans person with dementia.

Both of these publications can be obtained from [www.alzheimers.org.uk/publications](http://www.alzheimers.org.uk/publications) or by calling 0300 303 5933.

There are also three updated factsheets on low vision, spectacles and eye tests for when a person has dementia – go to [www.vision2020uk.org.uk](http://www.vision2020uk.org.uk) and search for 'dementia factsheets' or call 0202 3829 2900.



# Carers Week 2017

## Programme of Activities

### Creating Carer-Friendly Communities

**12th-18th  
JUNE**

This year's Carers Week programme is more exciting than ever, including some events we put on each year and some new ones. Please come along to show your support and to learn more about what Sheffield Carers Centre can do for you!

This programme is correct at time of going to press, but please keep checking our website, Facebook page and Twitter stream for up-to-the minute information!



**Thursday 8 June, 1-4pm**

#### Fun at the Grosvenor

Join Mark and Shakara for an afternoon buffet with live entertainment at Grosvenor Casino, 87 Duchess Rd, S2 4BG

Please ring Jan on 0114 278 8942 or email [jan@sheffieldcarers.org.uk](mailto:jan@sheffieldcarers.org.uk) to reserve a place.



**Friday 9 June, 10.00am - 12 noon**

#### Carers Café

Our Carers Week café will be a bit special with cakes and craft session and entertainment from the Council and Carers Choir. Also a bingo session hosted by our good friends from Grosvenor casino.



**Monday 12 June, 11am - 2pm**

#### Songs and Selfies – Busking on The Moor!

Lots of our musical friends have promised to come along and perform at our busking spot on The Moor. Come along and enjoy performances from Julia McInally (our Young Adult Carers Worker) and the Council and Carers Choir. There will also be Carers Centre staff and volunteers will be on hand to chat and give out information. Come along to support our buskers – and bring your friends!

If you can sing, dance or perform in any way, it's not too late to book your slot – contact Julia on 0114 278 8942 or email [julia@sheffieldcarers.org.uk](mailto:julia@sheffieldcarers.org.uk)



**Tuesday 13 June, all day**

#### 'Say Hello'

Come and say hello to us at Sainsbury's in Crystal Peaks where we will be giving out information and chatting to carers.



**Wednesday 14 June, 12.30pm - 2pm**

#### Afternoon tea at the Carers Centre

Please join us for a fun quiz (with prizes) and to meet other carers over tea and cake. There is no need to book for this event, but feel free to contact Jan on 0114 278 8942 or email [jan@sheffieldcarers.org.uk](mailto:jan@sheffieldcarers.org.uk) if you need more information.



**Tuesday 13 June, all day**

#### 'Move to the Beat'

Come long and enjoy music and dance, arranged by Sheffield Young Carers – includes a performance by the Carers and Council Choir at 6.15pm.

Venue: Hallam Square, Sheffield Hallam University.



**Thursday 15 June, 11am**

#### Caring for Carers Awards

In our last newsletter we invited carers to nominate professionals who they feel deserve special recognition for the support they have given to carers. This event will be held in the Lord Mayor's Parlour in the Town Hall, but due to lack of space this event is only open to nominees and those who nominated them.



# Carer's Needs Assessments

Since April 2017, there has been a change in how Sheffield carers can access a carer's needs assessment. Assessments are now being provided by Sheffield Carers Centre, on behalf of the local authority.

## What is a carer's needs assessment?

If you are an adult carer, providing care for someone aged over 18 years of age, a carer's needs assessment provides an opportunity to discuss the support or services you might need to help you in their caring role.

The assessment looks at how caring affects your life, physically, emotionally and practically, and at whether you are able or willing to continue caring. Before your assessment, you will be advised to think carefully about how your caring role affects you and what would help you manage better.

The Carer Advisor will discuss with you any support you may receive already and consider with you how other approaches or activities might help you. They will also be able to advise for example about benefits you may be entitled to and will support you in accessing specialised help.

A carer's assessment is **not** about assessing how well you are carrying out your caring role, it is solely about supporting you as a carer.

## Who can have a carer's needs assessment?

If you are an adult providing unpaid care for an adult relative or friend, you are legally entitled to have a detailed assessment of your needs as a carer. Any carer, regardless of the amount or type of care they provide can ask for an assessment. This is completely separate from the support needs of the person who is cared for, whether or not their needs have been assessed, and whether or not they receive any formal support. If you share care with another person, each of you is entitled to an assessment. You do not have to live with the person you care for to be entitled to an assessment.

## How are carer's needs assessments carried out in Sheffield?

Local authorities are responsible for ensuring carer's assessments are

carried out as the law requires. (Care Act 2014). Until the end of March 2017, carer's assessments in Sheffield were carried out by the Adult Social Care department of Sheffield City Council.

In April 2017, Sheffield Carers Centre became responsible for carrying out carer needs assessments on behalf of the local authority. The assessment takes the form of a conversation designed to look at how caring affects your life and wellbeing and what support is already available to you.

The only exception to this is if the person you look after has a social care package arranged by one of the mental health teams within Sheffield Health and Social Care Trust. In these cases, it will be the Trust who is responsible for completing your assessment. However, all the other services provided by Sheffield Carers Centre will still be available to you as usual.

The Carers Centre has been supporting carers for more than twenty years and is well placed to take on this important role. The single focus of our organisation is carers and our team of staff and volunteers has an excellent understanding of caring and the issues carers can face, often having experience of caring themselves.

Because the Carers Centre team is carrying out statutory carers assessments on behalf of Sheffield City Council, it is important that you realise that in some circumstances, details of your assessment may be forwarded to the Council and recorded on their database. This will mainly be the case if the person you care for is receiving support from the Adult Social Care (within Sheffield City Council). We will discuss this with you at the time of your assessment. If you wish your assessment to remain fully confidential (and not be shared with Sheffield City Council), unfortunately this may limit the support available to you.

## How can I find out more?

If you would like to discuss this with one of our Carer Advisors, call our Carer Advice Line on 0114 272 8362 or email your query to: [support@sheffieldcarers.org.uk](mailto:support@sheffieldcarers.org.uk)

If you would like to read more about carer's needs assessments, there is a great deal of useful information on the

Carers UK website;

<http://www.carersuk.org/help-andadvice/practical-support/getting-care-and-support/carers-assessment>

## Do you know you're a carer?

**If you're receiving our newsletter, it means you've recognised that you are a carer and that can be the first step to finding vital information and support.**

But many people take a long time to recognise that they have taken on a caring role – and they often miss out on support because they simply didn't think of themselves as a carer.

*Missing Out: the information challenge* is a report published by Carers UK which will be useful to anyone working with carers. More than half of people questioned took over a year to recognise their caring role, while 24% took over five years to identify as a carer and nearly 1 in 10 took over 10 years. Carers who had missed out on support said that this had made them feel more anxious.

The report ([www.carersuk.org/missingout](http://www.carersuk.org/missingout)) recommends that there should be a new duty on NHS and education professionals to identify carers and promote their health and wellbeing and that there should be information and training for a range of professionals so they can make sure carers have access to information and advice.

If you know someone who is caring, or you're a professional who has worked with carers, make sure they know about the Carers Centre and can contact us, to receive information and support.

# How do we manage the information you provide?



**We want to make sure that as a carer accessing our service, you understand how we use the information you give to us and know how to ask questions and find out more if you wish. So this information is provided to help you feel confident about how we protect your personal information.**

In order to provide the best possible service, we need to collect and store important information about you and your caring situation. We recognise that this information is often personal or sensitive and want you to feel confident that we will protect the confidentiality of information you provide to the highest standard and as the law requires (Data Protection law)

## What is personal information?

We mean anything that would identify you. This could include your name, address, date of birth, information about your caring situation, who you care for. Less obvious things can also identify you, for example if the person you care for has an extremely rare health condition, or you have a job that only you, or a small number of others do.

## What information do we record?

We may collect your name, address, telephone numbers, email address and your date of birth. If you speak to a member of the carer advisor team or one of our volunteers over the phone or in person, we will document the reason you needed support, details of what we have done and the support we have offered. We may also need to record details you have given us about the person you care for.

## Where do we record it?

All information is recorded and stored on the highly secure database at the Carers Centre. We know exactly where this information is stored and we have full control of who can access it.

## How do we use this information?

For our own internal records – we want to make sure we provide the information, services or support you need and have asked for. For example, we will use it to contact you and send our quarterly Newsletter, or to return telephone calls if you have sent us one of our self-referral cards, asking for us to contact you. We record any communication we have with you - if you contact us again, this means you don't have to go through everything again.

We may also use the information you provide to help us involve you in developing and improving our services.

## Do we share your information with anyone?

Sometimes, to make sure you receive the right support, we may share your information – for example, we may make arrangements for you to see a counsellor or benefits advisor, and need to pass on information to them. But we will only do so with your permission.

We will not share your personal information with organisations and individuals outside of the Carers Centre without your consent except in the most exceptional circumstances. Exceptional circumstances might be that we have been asked for information by the police or law courts relating to a criminal investigation, or we need to share information in order to ensure a vulnerable person, who might be at risk of harm, receives proper protection.

We will never sell or give access to your information to third party organisations, nor share your personal information with third parties for their benefit.

## How long will we keep your information?

We will hold your information for as long as you want to maintain your connection with the Carers Centre. If you ask to be removed from our database or you ask to receive no further contact from us, we will remove you from our mailing list and make your database record inactive.

We may keep some basic information in order to avoid sending you unwanted materials in the future, and to ensure that we don't accidentally store details for the same person multiple times. However, your record would not be 'live', we would not be accessing it and we would not use or share it for any reason.

After that, we would fully delete the record so nothing could be retrieved at all as soon as possible.

## Do we use cookies?

A cookie is a small file of letters and numbers that is downloaded on to your computer when you visit a website. Cookies are used by many websites, including ours, and can do a number of things, for example 'remembering' your visit to the site and which pages you have looked.

We do not collect any personal information about you through use of cookies. If you want to learn more about our cookie policy, please go to <http://sheffieldcarers.org.uk/cookie-policy/>

## Following links to third party websites

If you use our website, you will come across links to other organisations' websites which you may choose to access. We will never pass your details on to these organisations. If you access these websites, you should consider reading their privacy statement if you want to find out how they manage any information you may provide.

## What rights do you have?

You have a legal right to access information held about you. Contact us if you want to ask for this. Your request will need to be in writing but if you need some advice or information about this first, you can call us to discuss it. There are some exceptions to what we can disclose but we will make this clear to you. We will respond within 40 days.

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### There may be a charge for providing a copy of your record

You can ask us to stop using or holding information about you if this is causing you substantial, unwarranted damage or distress. There are a few exceptions to when we would be able to do this, but will certainly respond to all requests within 21 days and will always comply with what the law says we must do.

If you believe we are holding any inaccurate information about you, you have the right to ask us to correct it.

### What if your personal information changes?

We want to be sure the information we hold is accurate and up to date. Please tell us if your personal details change (such as change of address or phone number), or maybe you are no longer a carer and want us to stop sending you a Newsletter.

Finally, you do not need to become an expert on the Data Protection Act – but it is important to be mindful of what organisations do with the personal information you provide and to understand your rights. If you would like to know more about this, or to let us know your personal details have changed, please contact us – details of how to do this are on the back page of this Newsletter.

## Carer's Allowance

**Carer's Allowance is the main benefit available to people caring for someone for at least 35 hours per week.**

If you are eligible for the allowance, it is paid at the rate of £62.70 per week (2017-18 rate). However, you cannot get the benefit if you are earning over a certain amount – the threshold this year is £116 per week, after certain deductions.

A comprehensive guide to the Carer's Allowance can be downloaded from the website of Carers UK -

<http://www.carersuk.org/help-and-advice/financial-support/help-with-benefits/carers-allowance>

If you cannot access the internet, you can ask our Carer Advisor team to send you a copy.

#### ADVERTISEMENT

At home with



Sometimes just a little help with everyday tasks can let you enjoy living at home without worrying about how you'll get everything done.



FOR MORE DETAILS ABOUT OUR "AT HOME" SERVICE... OR A FREE TASTER SESSION AT OUR WELLBEING CENTRE FOR PEOPLE WITH MEMORY LOSS

T: (0114) 250 2850

E: [enquiries@ageuksheffield.org.uk](mailto:enquiries@ageuksheffield.org.uk)

Sheffield ageUK Wellbeing Centre

- ✓ Opportunities to meet new people
- ✓ Daily organised activities, arts, crafts and games
- ✓ Welcome, stimulating environment
- ✓ FREE personal independent living assessment

Sheffield ageUK

Sheffield's over-50s experts

Respite for you  
Happy days for your loved one



Memory loss is no barrier to fun at our Wellbeing Centre. Why should your loved one experience anything less?

# New report on Personal Independence Payment (PIP)

**Citizens Advice Sheffield has produced a report on the implementation of PIP, which was introduced by the Coalition Government as a major element of the Welfare Reform Act 2012, to be the new benefit for disabled people of working age, eventually replacing Disability Living Allowance. The new**

**benefit was intended to be simpler to administer and easier to understand.**

The report draws evidence from the experiences of people seeking help from Citizens Advice Sheffield. It finds that some people do receive more benefits, but there are also others whose benefit is reduced – often substantially.

The report includes findings that the new benefit particularly adversely affects

disabled people with severe walking difficulties, older people whose condition worsens, people with hearing impairments and mental health problems and draws attention to questions over the quality of decision-making and the clarity of award letters.

The full 24-page report can be downloaded from <https://citizensadvicesheffield.org.uk/news/personal-independence-payment/>

## Changing Faces *Sam Killick of Changing Faces writes...*

**Changing Faces provides help and support to adults, children, young people and their families, who live with a condition, mark or scar that affects their appearance.**

We have a team of practitioners with backgrounds in professions like counselling, psychotherapy, and social work. We can help parents and carers cope and learn ways of managing everyday situations like staring, questions and comments that they may experience when looking after a child or a dependent relative or friend, who has a visible difference. This unusual appearance can be anything from having a birthmark, cleft lip and palate or other condition like a dog bite or scars from cancer treatment; or a condition developed over time like facial palsy, vitiligo or acne. It might also be a difference only noticeable under clothing, such as a stoma.

Carers and parents are often overlooked in the provision of support, with the focus being purely on the individual needing the direct care or support of a particular service. At Changing Faces we offer advice, information and support to clients directly affected by a disfigurement and also to others affected around them, and aims to provide a holistic approach. Sometimes if a child is young and not very aware of their

difference, it is the parent that receives more of the unwanted attention and comments than the child and it is all the more important that they can get help and support in how to deal with this, by building strategies and coping mechanisms.

### **How we can help you as a parent or carer**

If your child or the person you care for looks different, we can help you to cope with the effect that disfigurement has on daily life. Our practitioners tailor the help and support they give to meet your needs. This can include:

- One to one support either in person or by phone, Skype or email
- Support, information and advice to help you with your feelings and address your concerns
- Practical self-help guides for adults, children and parents to build confidence and self esteem
- Advice on how to find out more about a condition and its treatment – though we don't provide medical advice or referrals for treatment
- Group workshops for adults, children or parents, or carers to share experiences with others and learn new ways of approaching things
- Support for teachers and schools including practical guides, lesson plans and effective approaches to prevent

bullying, or meetings with your child's school, health professionals or others

Whether you need to talk to a practitioner, learn from others with similar experiences, or want help using our online resources, we are here to answer your questions.

The Yorkshire & Humber Centre  
0114 253 6662 or visit [changingfaces.org.uk](http://changingfaces.org.uk)

## A-Z of Health

**Watch out for our A-Z of Health series**

Returning in our next edition!

# Young Adult Carers celebrating their successes!

**It's been a great few months for young adult carers in Sheffield; as we reach the one year point of our dedicated Young Adult Carer Project.**

As well as running some interesting and informative events since our last newsletter, some of our young adult carers have achieved some brilliant things individually, just by getting the right help and support. We have seen one of our young carers get a place on a work apprenticeship, and another offered a place on her dream course at university, something she says she could never have achieved without the help of the Carers Centre. Well done to all of you... you know who you are!

## Group update!

We have been running fortnightly group sessions for young adult carers since September last year now and we have a nice cohort of young people that regularly attend. At the group we talk about issues that affect carers, like finding work, accessing university and looking after our health and finances. It's a great way of learning new skills, whilst meeting other carers who understand how tough caring can sometimes be.

Last month one of our group sessions was an emergency first aid course at the University of Sheffield, kindly delivered by the university medical students. Carers are often the only ones around when there are medical emergencies at home, so the training taught them some



*Medical students in action!*

essential skills and built their confidence in case they ever need it.

This course was also a great chance to visit a university and meet students, including some young adult carers who are studying at the University of Sheffield - they were really inspiring role models and it was great to hear real-life accounts of what studying and caring can be like.

We'd like to say a huge thank you to Kate Smith and all the staff and students from the university for hosting us and making it happen. If you're a young adult carer and are thinking about studying at university, you can contact Julia, our Young Adult Carer Project worker, to get

more information about the dedicated support offered to carers by the universities in Sheffield.

Coming up over the next few months, we will be running some new sessions focusing on helping young adult carers look after their mental health as well as our usual events.

See our website for details of all of our groups and events [www.sheffieldcarers.org.uk](http://www.sheffieldcarers.org.uk). If you are interested in the Young Adult Carer Project for yourself or someone you know is caring, contact Julia at [julia@sheffieldcarers.org.uk](mailto:julia@sheffieldcarers.org.uk) or call 0114 278 8942.

## For sale and wanted

We receive many requests to advertise items carers would like to sell (or buy). Unfortunately, we don't have room to advertise them all in the Newsletter - but we do now advertise all these items on our website.

If you want to see what's available to buy, please go to [www.sheffieldcarers.org.uk](http://www.sheffieldcarers.org.uk) and click For sale/wanted on the left hand side. If you are looking for an item but don't

have access to the internet, please ring us on 0114 278 8942 and we can tell you what is currently being advertised.

Examples of things we've been asked to advertise recently include:

- A lightweight **3-wheeler walker** (£80)
- A **Kirton GE11 Tilt-in-Space chair** (£1,200) in S8
- a **folding wheelchair** (£30) in Handsworth

- a slimline **Brooks straight stairlift** (£500) in Stannington
- a **Laybrook Winchester electric profiling single bed** (£500) in Ecclesall

If you would like to advertise an item on our website, you can email details to [office@sheffieldcarers.org.uk](mailto:office@sheffieldcarers.org.uk) or call us on 0114 278 8942, and we will take down the details and place the advert for you.

# Time for a Break

**It is vital for most carers that they have a break from their caring responsibilities, for the sake their own health and wellbeing. But for many carers, it can be difficult to do so, with many unable to remember when they did last have a break.**

There are many different ways of having a break; some carers may choose to go away for a holiday, with or without the person they care for, but a break does not always mean going away. For some, it might be a little time alone at home, for others, time for a hobby, or night out with friends. Although many people wouldn't think of going to work as a break, for some carers being able to continue in employment can be part of how they have a break from their caring role and maintain social contacts.

At the Carers Centre, we recognise this difficulty and want to support carers to find a way of having a break when it sometimes seems impossible

## How can the Carers Centre help?

If you contact our Carer Advice Line, you will have a conversation with one of our Carer Advisors about your caring situation and how it is affecting you. This conversation is designed to look at how caring affects your life and wellbeing and what support is already available to you.

Following this conversation, it may be agreed that one of the ways of helping you as a carer is to support you to have a break. This may involve, for example,

guiding you towards activities in your own neighbourhood, maybe offering a free spa voucher or working with you to look creatively at the options available.

Sometimes it will be possible to offer a grant to support you to have a break

We consider this to be so important that very shortly we will be appointing a member of staff to a new post of Time for a Break Respite Co-ordinator, who will support carers who need a break. There will be more news about this new post at the Carers Centre in the next Newsletter when we hope to be introducing our new colleague!

## What happened to the Time for Me grant?

Many of you will have benefitted in the past from a grant from the 'Time for Me' fund. This scheme was really successful, to the extent that unfortunately the money ran out and we have been unable to offer this grant for some time as a result. The Time for Me grant will not be re-introduced in the same form, but we are pleased that Sheffield City Council has provided some funding which will allow us to support carers to take a break in some circumstances. We will ensure the money doesn't run out too soon, and that as many carers as



possible can be helped to have a break who couldn't do so without some financial support.

How we award the grants will be different. One of the differences is that you will no longer be able to ring the Carers Centre to ask for a grant – you will need to speak first to a Carer Advisor who will talk to you about your caring situation, how it is affecting your life, and what may help you to continue caring. All options will be explored and it may be possible to offer a grant, but you may be asked to contribute a little more to the cost of your break than before.

If you are interested in speaking to one of our Carer Advisors about taking a break from caring, please ring them on 0114 272 8362 or email [support@sheffieldcarers.org.uk](mailto:support@sheffieldcarers.org.uk)

## How to get in touch with Sheffield Carers Centre

### Carers Advice Line

For information and a listening ear or to arrange a face to face appointment:

**0114 272 8362**

(Mon-Fri 9.00 am – 6.00 pm)

For information and support by email:

**[support@sheffieldcarers.org.uk](mailto:support@sheffieldcarers.org.uk)**

### Office enquiries

Telephone: **0114 278 8942**

Email: **[office@sheffieldcarers.org.uk](mailto:office@sheffieldcarers.org.uk)**

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

Post: **Ground Floor East, Concept House,  
5 Young Street, Sheffield, S1 4UP**

We always welcome articles from carers for our Newsletter. Please send by mail or by e-mail (Word or plain text format).

The deadline for copy for the next edition is: **Friday 21 July**

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