



Western Trust Launch Carers Strategy during Carers Week 2009

A new strategy from the Western Health and Social Care Trust (Western Trust) which maps out future plans to support Carers in the West was launched during Carers Week.

The Western Trust's Carers Strategy "Working in Partnership with Carers" 2009 – 2014, has been developed by the Trust's Carers Steering Group, voluntary organisations and Carers with the aim of improving the quality of life for Carers and the people they care for. More than 140 Carers across the Western Trust area attended the two launch events in Fermanagh and L'derry.

The Strategy sets out the services already available to support Carers in the West and a five year action plan for improving support which includes co-ordinating a range of events for Carers, training staff on Carers' issues, development of a Trust-wide Carers Forum, identifying the number of young Carers in the area and exploring ways of offering training opportunities for Carers through the development of a Carers Needs Assessment Tool. It is hoped that Carers will see developments which are of real practical benefit to them.

The launch event was chaired by Helen Ferguson, Director of Carers NI, along with Barbara Stuart and Stella Cummings, Non-Executive Directors, Western Trust, as guest speakers. There was also a presentation of a cheque to Carers NI by Cathy Magowan of the Western Trust after raising £200 on completion of the recent Tesco 10k walk in Enniskillen.

Lusty Beg Carers Event

Back row left to right (standing), Frank Gillease, Carer Rep Mental Health; John McGarvey, Assistant Director Primary care and Older Peoples; Lee McDermott, Carer Co-ordinator and Garry Hyde, Assistant Director Physical Disability.

Front row (left to right), Mrs Barbara Stuart, Non-Executive Director; Cathy Magowan Carer Co-ordinator; Mrs Moira Tapster, Carer Rep Older Peoples and Helen Ferguson, Director Carers Northern Ireland.



Important advice about Swine Flu

If you are taking Tamiflu or have flu like symptoms it is important that you help to prevent the spread of infection by:

- Staying at home until you are advised otherwise by your GP.
- Practice good hygiene by thoroughly washing your hands regularly, with soap and water or a sanitizer hand gel. Use clean tissues to cover your mouth and nose when you cough and sneeze. Bin the tissues after one use.
- Avoiding visiting friends or family in hospitals or residential care homes.
- Phoning in advance for advice if you have an appointment in a health or social care facility such as hospital outpatients or day care.
- Advising any health or social care professionals due to visit your home of your symptoms or if you have swine flu before they visit.
- Advising any domiciliary care worker such as a home care worker or home help of your symptoms before they visit.
- If you are suffering from swine flu or have suspected swine flu, health and social care professionals may be advised to wear protective clothing, to help prevent the spread of the infection, when they are in contact with you.

The Northern Ireland swine flu helpline number is **0800 0514 142**. This is a freephone helpline for those who want more information about swine flu.

Further information about swine flu can be found at www.dhsspsni.gov.uk

Carer Support Groups

Mental Health

Carer's group for families with a relative with a mental health problem:

- Fermanagh on 1st Monday of each month in Ernevale Beacon Centre, Mill St, Enniskillen at 7.30pm
- Tyrone on 2nd Tuesday of each month in Erne House, Omagh at 8.00pm

For further information contact Patricia McGurk, Respite Co-ordinator, 028 82835070.

CAUSE NW Carers support

Last Tuesday of every month
Melrose Day Centre, Glendermott Road,
Londonderry at 7 pm

HEADWAY

Brain Injury) Carers Support Group

Foyle branch 1st Wed each month, Foyle Disability Resource Centre, Glen Rd, L'derry at 7.30 pm.

Ennistrone (Fermanagh/Omagh)

Autism (NI)

Foyle Carers Support Group

Meets 3rd Tue each month, 7.30 pm, Education Centre, Foyle Hospice.

Fermanagh Monthly Meetings

3rd Tuesday, 20.00—22.00 Fermanagh House
1st Monday, 09.30—11.30 Fermanagh House

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National Autistic Society

NAS Parent Support Group - every 2nd Thursday of Month at Fermanagh House

Omagh Parent Support Group - 2nd Wednesday of every month, at Rivendell, Omagh

ERNE CARERS

Meeting on the 4th Wednesday every month
In the railway Hotel, Enniskillen 12.30 pm
Contact Freda Carson 02866322654

Foyle Parents and Friends

(support for carers of those with learning or sensory disability across the Derry City Council area).

Regular meetings as and when required. Contact Jacqui on 71271017.

Parkinson's Disease Society (Foyle)

Carer support meetings on the last Tue of each month, Broomhill Hotel, 7.30 pm

Contact Jack Glenn, 92 Duke St, Waterside.

CARERS Northern Ireland
the voice of carers

CARING UNDER PRESSURE

Annual Conference and Carers Summit

Tuesday 6th October 2009

10.15am – 3.30pm

Craigavon Civic and Conference Centre

Registration and Coffee from 9.30am

If you are interested in attending please contact Cathy or Lee as soon as possible, (see page 8 for contact details). We will organise transport and will meet the Conference fee.

Benefits Information

New National Savings Scheme to Include Carers

Following a campaign by Carers UK, carers are to be included in the new national savings scheme (the 'Saving Gateway') that is being introduced next year. People (of working age) on qualifying social security benefits will be allowed to save up to £25 per month for two years. At the end of the two years, the Government will add 50p to every £1 saved over the two years. This could mean that at its best, a carer who manages to save £600 over the two years, will be given £300 by Government. To be eligible, carers must be in receipt of carers allowance or any of the other qualifying benefits which are:

Income Support;

Job Seeker's Allowance;

Incapacity Benefit;

Employment Support Allowance;

Severe Disability Allowance;

Tax Credit (earning less than £15,575).

Not sure what benefits you are entitled to or need a benefits check?

For independent advice and support contact: -

Omagh Independent Advice Service

Tel: 028 82 243 252

Dove House Resource Centre, Derry

Tel: 028 71269327

The Resource Centre, Derry

Tel: 028 71352832

Churches Advice Centre, Spencer Rd, L'Derry

Tel: 028 71342536

Rosemount Community Resource Centre, Derry

Tel: 028 71282829

Limavady Community Development Initiative (LCDI)

Tel: 028 777 65438

Citizens Advice Bureau:

(Fermanagh) Tel: 028 66 324 334

(L/Derry) Tel: 028 71362444

(Strabane) Tel: 028 71282665

Carers NI also provide advice and support via a helpline Tel: 028 90439 843

Benefit Rates

Carers Allowance
£53.10

Adult dependents addition - £31.70

Earnings Limit - £95

Carers Premium - £29.50

Disability Living Allowance Care component

Lower Rate - £18.65

Middle Rate - £47.10

Higher Rate - £70.35

Mobility Component

Lower Rate - £18.65

Higher Rate - £49.10

Attendance Allowance

Lower Rate - £47.10

Higher Rate - £70.35

State Retirement Pension

£95.25

Pension Credit -
£130

Couple £198.45

Carer Addition £29.50

Carers Forum

The Western Health and Social Care Trust has established a number of carers forum throughout the Trust area. These forums are open to carers (informal and unpaid), of family members or friends. The forum acts as a two way communication process between carers and the Trust. It will facilitate the involvement of carers in shaping future policy and practice with regard to supports available to them. It will also provide an opportunity for carers to share experiences and discuss relevant local issues. All carers are welcome to attend any of the following meetings:

ARC Healthy Living Centre, Sally's Wood, Irvinestown, Tuesday 8th September 2009, 11am —1pm.

(please phone the ARC to confirm your attendance on 028 6862 8741)

TARA Centre, Holmview Avenue, Omagh, Wednesday 9th September 2009, 11 am —1pm.

(please phone the Tara centre to confirm your attendance on 028 8225 0024)

CASTLE PARK CENTRE, (Killymaddy Room), Lisnaskea, Wednesday 9th September 2009, 8 —10pm

(please contact Davina at Oak HLC to confirm your attendance on 028 6775 1913)

LIMAVADY, LCDI, Roe Valley Hospital, Thursday 10th September 2009, 7 — 8.30 pm

(please contact Mary at LCDI to confirm your attendance on 028 7776 5438)

L'DERRY, The Junction, Bishop street, Tuesday 22nd September 2009, 7 — 9 pm

(please contact Jacqui to confirm your attendance on 028 7127 1017)

STRABANE, Strabane District Caring, Bridge Street, Tuesday 29th September 2009, 7—8.30 pm

(please contact Jacqui to confirm your attendance on 028 7188 4986)

Further enquiries can be directed to Cathy Magowan, Carer Support Co-ordinator, Tel: 028 6634 400, Email Cathy.Magowan@westerntrust.hscni.net Or Lee McDermott, Carer Support Co-ordinator, Tel 018 7127 2103 Email Lee.McDermott@westerntrust.hscni.net

LTCANI

Long Term Conditions Alliance Northern Ireland

Managing the challenge

What is the “Managing the Challenge” of living with a long term condition course?

It is a course that will help you manage your condition more effectively. It will enable you to deal with pain, fatigue and stress by giving you helpful techniques such as exercise, relaxation, action planning, problem solving and by sharing experiences with others.

The “Managing the Challenge” of living with a long term condition is a course that was developed in Stanford University in the USA by people with long term conditions for people with long term conditions.

It is delivered by the Western Health Trust under license from Stanford University through the Long Term Conditions Alliance Northern Ireland.

How Do I Find out More about a course near me?

The courses are run throughout the Western Health Trust Area from Limavady borough council area, Derry city council area, Strabane district council area, Omagh borough council area, and Fermanagh district council area.

Contact Martina Blake Coordinator of Long Term Conditions Self Management Training Courses Phone 07545206367 or email Mblake@amh.org.uk

To register for a FREE 6 week Course in Fermanagh (Venue will be somewhere in Enniskillen). Please call Cathy on 028 6634 4000 / Direct Line 028 6634 4163 or Email Cathy.Magowan@westerntrust.hscni.net

6 consecutive Mondays (2nd November – 7th December 2009). Venue to be confirmed

Carers Event and Training

Carers Information/Health Check Days Well Attended

Information and Health Check Days were held across the Trust during February, March and April. The events were attended by over 200 carers who availed of health checks in relation to height/weight, blood pressure, blood glucose and cholesterol, (see *photograph right*).

Carers were also able to avail of some alternative therapies and beauty treatments that were on offer (at some venues) as well as lunch.

We hope all of you who attended enjoyed yourselves. For those of you who were unable to attend, perhaps we might see you at a future event.



Aware Defeat Depression – Living Life to the Full — Life Skills Programme.

This pilot workshop that takes place one night per week over 6 weeks began in Derry on 14 May with 16 carers enrolled. Thank you all for the huge interest shown, and apologies that we were limited to the 16 places.

The workshop can help you sleep better, feel happier, have more energy, gain confidence, get out more, enjoy better relationships and more able to care for others .

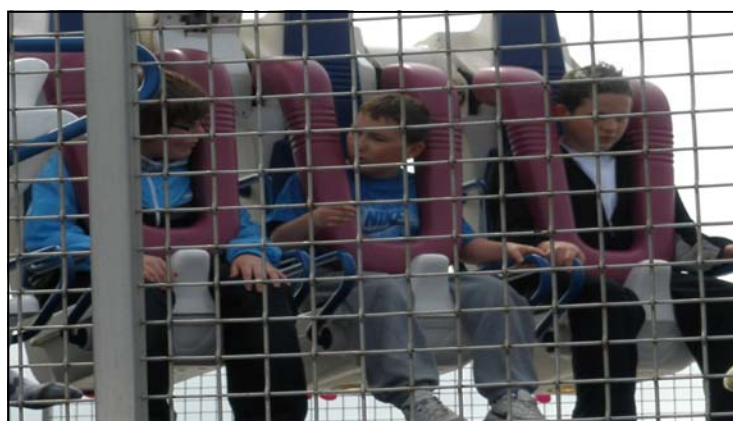
Dates: Wed. 23rd September 09

For six weeks (1½ hrs per week)

Venue: Tara Centre Omagh

Time: 8 pm

Please register with Cathy Magowan, Tel: 028 6634 4000 or 66344163



Ready for lift off! Three Young Carers brave a ride at Barry's

Young Carers Pilot Project – ‘Balancing Care and Youth’

Thanks to funding from Health Promotion – Mental Health Steering group, 15 young carers partook in the first residential weekend for this group from the Foyle area. The young people were treated to an activity weekend at the SHARE Centre, Lisnaskea, from 24-26 April.

A follow-up day trip to Portrush took place in June. The young people are encouraged to ensure that their caring responsibilities do not overshadow their need to enjoy their childhood.

A second group will complete the project in September. Meanwhile, in the Sperrin area, the Barnardo's Young Carers Project continues to provide a valuable support service to young carers across Tyrone and Fermanagh.

Picture Right: It's not easy staying on the Banana boat! Well done to Barry for being the only adult game to give it a go!



WHSCT Complaints Policy

A new complaints policy has been launched as part of a regional alignment of complaints procedures. This means each Health and Social Care Trust in Northern Ireland will use the same procedure.

The Trust welcomes complaints as a means of helping to improve the quality of services it provides. Anyone affected by a service can complain, preferably as soon as you can, but within 6 months of the matter being complained about having happened.

You should initially discuss your concern with a member of staff who will try to resolve your complaint quickly, if possible. However, if they cannot, they will tell you what you can do thereafter. The Trust has a dedicated Complaints Team who can assist you in making a more formal complaint.

They can be contacted on the following telephone numbers:

Altnagelvin Hospital – 71611226
Tyrone and Fermanagh Hospital – 82835485.

Alternatively, the Patient and Client Council can provide some independent assistance. Staff there can be contacted on:

0800 917 0222 or at
www.patientclientcouncil.hscni.net

Any formal complaints will normally be responded to by the Trust within 20 days. If you remain unhappy with the Trust's response to your complaint, it may be possible for you to take your complaint a step further to the Ombudsman (The NI Commissioner for Complaints). The office of the Ombudsman can be contacted on:

0800 343424 or at
www.ni-ombudsman.org.uk

The feedback about the Carers Newsletter is very positive. Please remember this is your Newsletter, so feel free to use it to share information with other Carers. We would also like to form an editorial group for the Newsletter. It will involve four meetings a year and we will provide alternate care for any Carer wishing to participate.

Parkinson's Event



A warm invitation

Event for Younger People (aged 65 years and under) living with Parkinson's Disease in Northern Ireland

Date: Tuesday, 15th September 2009

Time: 11.30am – 4.00pm

Venue: ECOS Centre in Ballymena

For more information, please contact Catherine Murnin, Information and Support Manager on 0844 225 3682 (calls charged at local rate) or email cmurnin@parkinsons.org.uk

Everybody hurts sometimes

If you're in distress or despair, call **Lifeline** free on **0808 808 8000**

Calls to **Lifeline** are answered by trained counsellors who can provide help and support. Counsellors are experienced in dealing with suicide, self-harm, abuse, trauma, depression, anxiety and many other issues.

Lines are open 24 hours a day, 7 days a week. Calls are free from all landlines and mobiles. (Text phone: 18001 0808 808 8000)

RNID Northern Ireland's life-changing support for hearing aid users and carers

RNID Northern Ireland's pioneering hearing aid volunteer project provides essential practical support and friendship to hearing aid users in their local communities. The project recently received the prestigious Queen's Award for Voluntary Service and RNID has also just been awarded Investing in Volunteers accreditation.

RNID Northern Ireland Outreach Development Officers, Audrey Johnston, based in Enniskillen and Geraldine O'Donnell in Derry, work closely with the Sensory Support teams to support hearing aid users in the Western Health and Social Care Trust area to understand the benefits of their hearing aids.

As well as showing people how to clean and maintain their hearing aids, the project's volunteers, the majority of whom are hearing aid users themselves, also assist families and carers in improving communication to make everyday life easier for people with a hearing loss. The service is free and can be delivered through home visits or at drop in clinics in several locations.

Clinics for September 2009

Clinic Venue	Time	Next Clinic
Age Concern, Malvern House, Chapel Road, Derry	12 – 1 pm 2 nd Wednesday of month	9 September
Hands that Talk Dungiven	12 – 1 pm 2 nd Tuesday of month	8 September
Drumboughil Community Centre	2 – 3 pm 2 nd Tuesday of month	8 September
Gortnahey Community Centre	2 – 3 pm Last Monday of month	28 September
Ballycolman Community Centre	10 am – 12 noon Last Thursday of month	24 September
Leonard Cheshire Disability Anderson House, Omagh (on the edge of the car park behind Supervalu)	10.30 am – 12 noon 3 rd Wednesday of month	16 September
Barbour Court Wellington Rd, Enniskillen (opposite KFC)	10.30 am – 12 noon 3 rd Monday of month	21 September

RNID urgently needs more volunteers, so anyone with free time who would like to help RNID support people who are deaf or hard of hearing in a voluntary capacity would find that there is a range of roles open to them: helping with exhibitions and displays, giving talks to groups, befriending someone who has a hearing loss or supporting someone who has recently lost their hearing and who uses hearing aids. Even a commitment of an hour a week can make a real difference to the lives of people who are deaf or hard of hearing.

For more information about support for hearing aid users, drop in clinics or volunteering opportunities with the project, contact details are as follows: Audrey Johnston, Drumcoo Centre, Enniskillen, telephone / textphone 028 6632 4400, SMS 075 533 53980, email: audrey.johnston@rnid.org.uk or Geraldine O'Donnell, Old Bridge House, Londonderry, telephone / textphone 028 7132 0132, SMS 079 187 67640, email: geraldine.o'donnell@rnid.org.uk

Finding the Balance Promoting Positive Health

The Western Trust recently launch a new resource to health and wellbeing. The booklet "*Finding the Balance, Promoting Positive Health*" has advice and information not only about health and wellbeing but also contains valuable information about how to get help and support together with a list of useful contact numbers.

The booklet part funded by the Western Trust, the Public Health Agency was designed in conjunction with Carers Northern Ireland and Carers in the Western Trust. The booklets have been circulated to Carer Support Groups, GP Surgeries and Trust facilities. If you haven't already picked one up, you can request one from either Cathy or Lee. Alternatively you can download the booklet from the Carers Northern Ireland website. www.carersni.org/information

Carer Support Co-ordinators and Carers Register

Cathy Magowan and Lee McDermott



Cathy Magowan (Southern area of the Western Trust)
Carer Support Co-ordinator
2 Coleshill Road
Enniskillen
Co. Fermanagh BT74 7HG

Tel: 028 6634 4000 or direct line 028 634 4163
Email: Cathy.Magowan@westerntrust.hscni.net



Lee McDermott (Northern Area of the Trust)
Carer Support Co-ordinator
Riverview House, Abercorn Road
L'Derry BT47 6SB

Tel: 028 7127 2103
Email: Lee.McDermott@westerntrust.hscni.net

Carers Register — If you don't receive this Newsletter or other Carer information by post directly to your home, you can, by registering on the Trust Carers Register. Complete the slip below and return to Cathy or Lee.

(This does not affect your benefits nor will your details be passed on to any other agency).

If you are not already on the Trust Carers Register and would like to be included please fill in your details below and return to Cathy Magowan, Carer Support Co-ordinator CSD 2 Coleshill Road, Enniskillen, BT74 7HG or Lee McDermott, Carer Support Co-ordinator, Riverview, Derry BT47 6SB .

I give permission for my details to be included on the Carers Register with the WHSCT

Title: *Mr / Mrs / Miss / Ms (*please delete)

First Name _____ Surname _____
Address _____
Postcode _____ Telephone _____ D.O.B. _____
Email: _____

So that we can make sure information being sent to you is relevant , we need some information about who you care for.

Please tick below

Age 0—18	<input type="checkbox"/>	18—65	<input type="checkbox"/>	65 and over	<input type="checkbox"/>
Learning Disability	<input type="checkbox"/>	ASD	<input type="checkbox"/>	Physical Disability	<input type="checkbox"/>
Dementia	<input type="checkbox"/>	Arthritis	<input type="checkbox"/>	Diabetes	<input type="checkbox"/>
Alzheimer's	<input type="checkbox"/>	Heart condition	<input type="checkbox"/>	CVA/Stroke	<input type="checkbox"/>
Renal/Kidney disease	<input type="checkbox"/>	MS	<input type="checkbox"/>	Parkinson's disease	<input type="checkbox"/>
Old and frail	<input type="checkbox"/>	Downs Syndrome	<input type="checkbox"/>	Brain Injury	<input type="checkbox"/>

Other (please specify) _____