



A message from Director Dr Bob Brown

Dear Carers,

I would like to take this opportunity to wish you a Merry Christmas and a Happy New Year and to express the Trusts appreciation for all for the amazing and selfless work you do in supporting your loved ones.

I took up the post of Director of Primary Care and Older Peoples services in September of this year. As the Director with corporate responsibility for Carers, I have asked Ms Deirdre Walker (Assistant Director) to take operational responsibility for Carers. Ms Walker chairs the Western Trust Carers Steering Group and represents the Western Trust at the Regional Carers Strategy Implementation Group. Whilst the Trust, like all others, faces many challenges on a day-to-day basis, the time and effort you all put in to support your loved ones energises and inspires staff in the Western Trust and helps us rise to those challenges.

I would like to take this opportunity to thank Cathy Magowan, Carers Coordinator and the members of the Carers Support Team, who have worked tirelessly over the past year to implement as much of the Carers Strategy as possible within the limited financial resources available to us.

An example of innovative and creative developments within the world of carers support is the development of the Carer Discount Voucher Scheme. The Carers Support Team has worked with businesses in the local community to agree one-off discounts for carers. The team have been pleased with the initial response of local businesses in recognising and valuing carers. This is part of a larger initiative to build carer friendly communities.

As we approach 2018 with increasing numbers of people requiring care and support, more than ever we need to work in partnership with you and to support you in any way we can.

I will endeavour to attend some of the carer events over the coming year; look forward to meeting you, learning about your vital work and considering together how we can best support you going forward.

Dr Bob Brown

Director of Primary Care and Older People's Services / Executive Director of Nursing.

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Carers Groups

The Carers Support Team maintain a list of Carers Support Groups. If you belong to a group and know of any changes e.g. Chairperson/secretary/contact details, please let us know. We are happy to attend groups to talk about the team and the work that we do.

What do I do if I have a crisis during the holiday period?

The following information is for *emergency* situations and should only be used when the crisis cannot wait until the return of your key worker (social worker/nurse).

Regional Emergency Social Work Service

(028) 9504 9999

The regional emergency social work service operate an emergency response service after normal working hours – i.e. after 5pm each day and all day at weekends and public holidays. Carers who find themselves in a crisis may contact the service to discuss their situation and ascertain if any advice or practical help may be available. Carers are advised that this service is designed to cover *emergency* situations only and staff will not be able to deal with routine matters that can wait until carers are able to contact their keyworker (Social Worker) on the next working day.

District Nursing

The District Nursing Service provides cover 9am—5pm seven days a week.

If the person you care for is *currently receiving a district nursing service*, you can contact the service if an emergency situation arises on Saturday/Sunday or public holidays 9am—5pm. Contact your local hospital switchboard (see numbers below). Switchboard will pass your contact details to the District Sister/Nurse who will call you to discuss the situation.

Between 5pm and 9 am call **Western Urgent Care (GP Out of Hours) Tel: (028) 7186 5195.**

If you are *not in receipt of district nursing services* please ring Western Urgent Care.

South West Acute Hospital (028) 6638 2000

Omagh Hospital (028) 8283 3100

Altnagelvin Area Hospital (028) 7134 5171

The Northern Ireland Ambulance Service operate around the clock. You should call 999 in the event that *emergency medical assistance* is required in a life-threatening situation following a serious accident, injury or illness.

In all cases please have as much information to hand regarding the cared for person's personal details e.g. age/date of birth, medical conditions and medications.

Benefits Information

Social Security Agency
Improving Uptake of Benefits
Community Outreach Officers

| Name | Office Base | Telephone | e-mail |
|---------------|----------------------------------|---------------|--|
| Derek Moran | Enniskillen | 077 3977 3727 | derek.moran@nissa.gsi.gov.uk |
| Sharon Scott | Strabane | 077 3977 3716 | sharon.scott1@nissa.gsi.gov.uk |
| Steven Horner | Foyle Lisnagelvin Limavady | 077 3977 3719 | steven.horner@nissa.gsi.gov.uk |
| Thomas Corey | Omagh | 077 3977 3722 | thomas.corey@nissa.gsi.gov.uk |

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) 8224 3252

Dove House Resource Centre, Derry

Tel: (028) 7126 9327

The Resource Centre, Derry

Tel: (028) 7135 2832

Rosemount Community Resource Centre, Derry

Tel: (028) 7128 2829

Limavady Community Development Initiative (LCDI)

Tel: (028) 7776 5438

Citizens Advice Bureau:

(Fermanagh) Tel: (028) 6632 4334 **(L/Derry)** Tel: (028) 7136 2444

Spencer Rd, L'Derry Tel: (028) 7134 2536 **(Strabane)** Tel: (028) 7138 2665

Carers NI also provide advice and support via a helpline Tel: (028) 9043 9843

Benefit Rates

(April 2017)

CARER'S ALLOWANCE

£62.70

Carer premium - £34.95

Earnings limit - £116

ATTENDANCE ALLOWANCE

Higher rate - £83.10

Lower rate - £55.65

DISABILITY LIVING ALLOWANCE

Care Component

Highest - £83.10

Middle - £55.65

Lowest - £22.00

Mobility Component

Higher - £58.00

Lower - £22.00

Carers Discount Voucher Scheme

Together, the Carers Support Team and representatives from the business community have developed a book of discount vouchers for Carers who are registered on the Western Health & Social Care Carers database.

This is part of a larger initiative to build 'Carer Friendly Communities' which has been the theme of Carers Week for the past two years.

We have endeavoured to secure a range of providers across the Western Trust area.

It is essential that you read the terms and conditions before purchase, as these differ for each voucher. Please note that some of the businesses require prior knowledge that you are using a voucher e.g. at the time of booking.

We are very pleased with the response from local retailers and wish thank each of the businesses for their support of the Carer Friendly Communities campaign.

As Carers Coordinator I would like to extend my thanks to Geraldine McLaughlin and Louise Gilheany for their hard work and commitment in bringing this project together.

NEED A BREAK
FEELING ALONE

STRUGGLING TO COPE
EXHAUSTED

Get in touch:
0808 808 7777
advice@carersuk.org

The Welfare Changes
Advice Service

Funded by
Department for
Communities
www.communities-ri.gov.uk

Do you need Welfare Reform Advice?

- Personal Independence Payments
- Disability Living Allowance
- Employment Support Allowance
- Housing Benefits
- Universal Credits
- Tax Credits

Help is available through face to face advice or by telephone from your local Citizens Advice or Advice NI independent advice centre.

Call our free independent welfare changes helpline Monday - Friday 9am to 5pm.

0808 802 0020
welfarechanges@adviceni.net

adviceⁿⁱ
the independent advice network

Lau Centre (NI)

citizens advice Northern Ireland



Advice Line
028 9043 9843

Carers Information

<http://www.westeritrust.hscni.net/services/CarersInformation.htm>

Follow us on Facebook:-

<https://www.facebook.com/WesternHSCTrust>

NI State of Caring Report – October 2017

Carers UK carries out an annual survey of carers to understand the state of caring in the UK. Of the 7000 people who completed this year's State of Caring Survey, over 600 were from Northern Ireland making it the largest State of Caring carried out by Carers NI to date.

Key Findings:

Rather than a health and care system which values and supports carers, the 2017 survey suggests that too often carers are being pushed into poor health through lack of access to practical support and breaks.

71% of carers said they had suffered mental ill-health and 57% said their physical health had worsened as a result of their caring role.

Nearly 1/3 of carers had not had a break from caring in over a year. One in five had not had a day away from caring in over 5 years

35 % of carers said they were struggling to make ends meet with 17% saying they were in debt as a result of caring.

62% of respondents were in employment. 37% had to reduce their working hours to care whilst over half said their work was negatively affected by their caring role.

22% of respondents said they received no practical support with caring whilst 40% said they received support from family and friends.

Only 24% of respondents had been offered a carer's assessment/reassessment in the past 12 months.

The full report can be found on the Carers NI website <https://www.carersuk.org/northernireland/policy/policy-library/state-of-caring-in-northern-ireland-2017-2>

Carers Radio Interview

Michael Downes, Carer Representative on the Western Trust Carers Steering Group and member of the L/Derry Carers Walking group was one of three carers interviewed by Linda McAuley from the On Your Behalf show BBC Radio Ulster. The interview took place at the Carers NI Summit, 10th October 2017.

Michael spoke very honestly about the positives and challenges of caring for his late father and currently for his mum. A short video clip of the interview can be seen on the BBC webpage (see link below).

<http://www.bbc.co.uk/programmes/p05k8bq5>



CHRISTMAS RECIPE

Christine Ritchie (Carer Representative)

shares her recipe for Trifle Truffles.

Makes 20

Ingredients

½ oz glace cherries
½ oz mixed peel
1 tablespoon orange juice
2 trifle sponges
1 oz ground almond
6 oz chocolate



Method

- Chop fruit finely; soak in orange juice (or sherry if preferred) for 15 minutes.
- Crumble in trifle sponges.
- Add ground almonds with 1 oz of melted chocolate.
- Place in heaps on kitchen foil and leave until firm.
- Coat with the rest of the melted chocolate.
- Leave to set.
- Put in small bun cases.



Carer Support Team



Cathy Magowan
Carer Support Coordinator
Western Health and Social Care
Trust
2 Coleshill Road, Enniskillen
Co. Fermanagh BT74 7HG

Tel: (028) 6634 4163

Email:

Cathy.Magowan@westerntrust.hscni.net

CARER DEVELOPMENT WORKERS

Geraldine McLaughlin (Mrs)

WHSCCT Carers Development Worker, Shantallow Health Centre, Racecourse Road
Londonderry BT48 8NL Direct Line: (028) 7135 5023
Email: GeraldineAnn.McLaughlin@westerntrust.hscni.net

Louise Gilheany (Mrs)

WHSCCT Carers Development Worker, Community Services Dept., 2 Coleshill Road
Enniskillen BT74 7HG Direct Line: (028) 6634 4180
Email: Louise.Gilheany@westerntrust.hscni.net

Carers Newsletter

To receive the Carers Newsletter directly to your home please contact the Carers Support Team. If you are registered on our mailing list and your details are not correct, please let us know so they can be updated/amended.

If you no longer wish to receive the newsletter, please ring (numbers above) or email Carers.Support1@westerntrust.hscni.net

EmployAbility Project Overview

Mencap is the voice of learning disability in the UK. Everything we do is about valuing and supporting people with a learning disability, their families and carers. We work with people with a learning disability to change laws and services, challenge prejudice and directly support thousands of people to live their lives as they choose.

Mencap's Employment Services has been supporting people with learning disabilities to find and keep jobs in Northern Ireland for over 20 years. We have done this through a range of services and projects.

EmployAbility

Mencap's **EmployAbility** project is a specialist Employment service for people with a learning disability.

The aim of the EmployAbility project is to connect people with a learning disability to the labour market using a person centred approach.

A person will be eligible for the programme if they:

- are 16 years old or over
- have a learning disability
- want to work
- are available for work
- are willing to travel to work
- live in an area where we provide the EmployAbility project.

Each trainee will work with a dedicated staff team, who will work with them to develop their own personal agreement. This agreement will help the trainee to work towards fulfilling their training for employment goals.

The trainee's personal agreement may include some of the following elements, as appropriate for the individual:

- Skills analysis
- Job profiling
- Job matching
- Job sampling
- Vocational advice and guidance
- Support to get benefits advice and a better off calculation
- Work skills training
- Interview skills training
- Job search activities
- Support to develop independent work skills
- Support to develop independent travel skills

If you would like further information on Mencap's EmployAbility project you can contact:

Denise Hyndman

Phone: 02882259249

e-mail: denise.hyndman@mencap.org.uk

