



Dear Carers,

I would like to take this opportunity to wish you a Merry Christmas and to express the Trusts appreciation for all for the selfless work you do in supporting your loved ones. I have had the pleasure and privilege of attending a number of Carers events recently. At a number of these events I have heard individual carers tell their stories of the challenges that the caring role brings. We have also heard how new developments in carer support, particularly in the area of personal development, has inspired and supported carers.

Mr Alan Corry Finn is the Director with corporate responsibility for Carers and he has delegated the operational responsibility for Carers support to me. I chair the Western Trust Carers Steering Group and represent the Western Trust at the Regional Carers Strategy Implementation Group. While this is a challenging role, it is also a very rewarding one. The opportunity to work closely with carers and other colleagues in continuing to support you, helps in these difficult times. While we all face challenges, the time and effort you all put in to support your loved ones energises staff in the Western Trust and helps us rise to those challenges.

I would like to take this opportunity to thank Cathy Magowan and Lee McDermott who have worked tirelessly to implement as much of the Carers Strategy as possible with the limited resources available to us.

As we approach the New Year with a challenging economic environment 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 look forward to attending more carer events over the

coming year and meeting some of you there.

Aidan Gordon

Assistant Director Adult Safeguarding.



Aidan Gordon, Assistant Director for Adult Safeguarding

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Dementia sufferers 'not treated like thinking human beings' suggests new report

The number of people living with dementia is expected to increase faster in Northern Ireland than anywhere else in the UK, according to research. It was carried out by ARK, a joint initiative between Queen's University and the University of Ulster.

Almost half of the 1,200 adults interviewed in the survey, which explored attitudes to the illness, said they knew someone with dementia. There are 19,000 people living with the condition in Northern Ireland.

Nearly half of respondents, who took part in the 2010 Northern Ireland Life and Times (NILT) Survey, agreed that once someone is diagnosed with dementia they are not treated like "a thinking human being".

Ninety per cent said they would describe someone with dementia for a long time as confused, and only 7% would say they were happy. Most NILT respondents (83%) agreed there comes a time when all you can do for someone with dementia is keep them clean, healthy and safe. A similar proportion (87%) thought that people with dementia should be involved in activities in the community.

Dr Paula Devine, research director at ARK at the School of Sociology, Social Policy and Social Work at Queen's University, said: "The results tell us that there is greater need for clear, accessible information that gives the public an accurate understanding about dementia and how it impacts on the person with dementia. At the same time, the views of people with dementia are vital to understanding their needs as well as ensuring that there is also an increase in the expectation that higher quality of life can be achieved by, and for, people with dementia."

Maria McManus, director of the Northern Ireland office of the Dementia Services Development Centre and a co-author of the report, said: "The views reflected by the survey confirm much of what needs to be challenged about attitudes, care and services for people with dementia and the need to address this in public policies and research, as well as in practice through the provision of services."

The research findings are available in a report, "Dementia: public knowledge and attitudes" which can be found at www.ark.ac.uk

Out - of - Hours Emergency Social Work Service

Social Services operates an emergency response service after normal working hours – i.e. after 5pm each day and all day at weekends. 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.

Carers can contact the Out-of-Hours service (ask for the Duty Social Worker) on the hospital telephone numbers: **Altnagelvin – 71345171 / Erne – 66382000 / Tyrone County – 82833100.**

You will be asked for your name and telephone number and someone will call you back as soon as possible.

Benefits Information

Benefits Factsheet

In conjunction with Carers NI the Western Trust has a Benefits factsheet for Carers 2011/12, please contact Cathy for copies. Email requests accepted or access from the Western Trust website.

www.westeritrust.hscni.net

Also visit www.nidirect.gov.uk

Disability and Carers Service

Address: Castle Court, Royal Avenue, Belfast, BT1 1HR

Phone numbers:-

Attendance Allowance: (028) 9090 6178
Carers Allowance and Carers Credit (028) 9090 6186

Text Phone: 0800 243 787

Fax (028) 9049 0220

Pension Service - Pension Credit

Address

Pension Service– Pension Credit

PO Box 205

Londonderry BT48 6YB

Application line 0808 100 6165 (Freephone)

Phone number

Enquiry Line 0845 601 8821 (Freephone)

Application line 0808 100 1165 (Freephone)

Text phone

Enquiry line 0808 100 2198 (Freephone)

Fax 028 7127 4643

Opening hours:

Monday — Friday, 9am—5pm

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

£55.55

Adult dependent's addition

£32.70

Earnings Limit - £100

Disability Living

Allowance

Care component

Lower Rate - £19.55

Middle Rate - £49.30

Higher Rate - £73.60

Mobility Component

Lower Rate - £19.55

Higher Rate - £51.40

Attendance Allowance

Lower Rate – £49.30

Higher Rate – £73.60

Mental Health Focus

Action Mental Health – New Horizons

Growing numbers of people find themselves caring for a parent, spouse, or another adult family member. Providing care for another adult is complex and presents a variety of challenges. We at AMH understand that providing support requires energy and recognize the stress that comes with caring. Seeing someone you care about in a state of distress or struggling with a problem is challenging and most times, you will be able to provide support without feeling too taxed. However, when the stress is constant and support is frequently needed, your mental health can be affected and it is important that you seek support.

Action Mental Health have 2 services in the Western Trust area: *AMH New Horizons Fermanagh and AMH New Horizons Foyle*.

We help people with mental health needs through providing opportunities to learn new skills, or revisit old skills. We provide a wide range of personal development programmes for building self-confidence and coping skills and have an extensive list of qualifications that you can choose from.

If you or your loved one that you care for, has depression or other mental health diagnosis and are feeling isolated, overwhelmed and unmotivated. Then arrange a visit to one of our services and see for your self the opportunities available. You will meet staff and clients and decide whether this service could meet you or your families needs. Information on how to get referred to AMH will be given to you on the day. We pride ourselves on how straight forward the process is.

For an appointment Telephone:-

AMH New Horizons Fermanagh on (028) 66323630

AMH New Horizons Foyle on (028) 71373502

For more information www.amh.org.uk Or follow us on Twitter and Facebook

CAUSE—Carers Advocate.

Annette O'Doherty is the CAUSE, Carers Advocate for Mental Health. Annette facilitates the Carers Support Group in the Foyle area.

The CAUSE Carers Support Group meet the first Tuesday of every month at Melrose Day Centre Rosstown House Waterside from 7-9pm.

We support carers of severe mental health which include bi-polar, schizophrenia etc.

Guest speakers will sometimes come to the support group depending what carers request.

We provide carers with information, training events and provide one to one support.

We also run a helpline which covers the whole of the Western Trust which runs Monday Wednesday and Friday 10-4pm and Tuesday and Thursday 12-8pm. The number is 0845 60 30 29 1.

Mental Health Carer Support Group—Fermanagh and Omagh.

The Carer support groups offers training, information and support to informal carers, who provide significant support to people (aged 18-65years) who have severe enduring mental health problems living in the community.

The Carer support monthly meetings are held monthly in Omagh and Enniskillen.

The Enniskillen Carers Group meets on the 1st Monday of each month in the Beacon Centre (7.30pm – 9.30pm), and the Omagh Carers Group meets on the 2nd Tuesday of each month in Erne House (Beside Elm and Lime Villa) T & F Hospital Omagh (7.30pm – 9.30pm).

Both groups offer mutual support from other carers who may have similar experiences, as well as information in the form of guest speakers, attending conferences and relevant training.

The groups are facilitated by Mrs Patricia McGurk, Respite Coordinator.

Contact details are: Respite Care Dept, WHSCT, Tyrone and Fermanagh Hospital, 1 Donaghane Rd, Omagh, Co. Tyrone BT79 0NS.

Telephone: 02882835070

Adult Safeguarding

Deborah Hanlon, Adult Safeguarding Specialist, explains about the complexities of the caring role and protecting vulnerable adults.

Suddenly finding yourself in a caring role for a vulnerable adult brings both challenges and rewards. For many this stirs thoughts about practical issues, such as employment, equipment, finance and indeed much needed respite. The pressure of trying to get it 'right' to make sure your relative has all they need is often a stressful and complex task with many mazes of systems and services to negotiate through. Suddenly there are numerous people visiting and offering support in many different capacities to vulnerable adults and their carers.

Health and social care play a key role in preventing, detecting and providing protection of abuse to vulnerable adults. With the support and assistance of other statutory agencies, independent and voluntary organisations they aim to ensure vulnerable adults receive the necessary protection, support and where necessary, equitable access to the criminal justice system.

Adults whose vulnerability heightens the risk of abuse are those who because of mental or other disability, age or illness either receive or may be in need of community care services or are resident in a continuing care facility. They are either unable to take care of themselves or are unable to protect themselves against significant harm or exploitation. Therefore as a carer of a vulnerable adult it is important to know that steps are taken to prevent abuse occurring and also to know what to do if you have a concern or worry.

Abuse can take many forms and be defined as "...a violation of an individual's human and civil rights by any other person or persons." (No Secrets DH 2000) and may consist of a single act or repeated acts and can occur in a relationship where there is an expectation of trust. Sometimes the abuse can be intentional or unintentional and can occur where there is a lack of training or understanding of the vulnerable adult's needs. Abuse can happen in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. The abuser may be a member of the family, a friend or neighbour, a paid or volunteer care worker, a professional worker, someone else who is receiving care or someone you don't know and can occur anywhere including in your own home, in residential or nursing care facilities, day care facilities or in hospital.

What should you do if you have a concern?

If you are worried about someone who you think may have experienced or is being abused, exploited or neglected, then it is really important to seek help. You can either contact your nearest health and social services office or alternatively you're local PSNI. If you think someone else may be in immediate danger, Dial 999.

Deborah Hanlon, Adult Safeguarding Specialist Western Health and Social Care Trust. 028 71611366

Everybody hurts sometimes!

LIFELINE 08088088000

If you are in distress or despair, call LIFELINE free

Respite Review – Adult Learning Disability

The Adult Learning Disability Programme is planning to undertake a review of all respite provision provided to adults with learning disability. It is anticipated this review will take approximately 12 – 18 months and will look at:

- Current service provision
- Engagement with carers, families and people with learning disability in relation to their views on the future of respite services
- Look at how current services meet needs now and into the future

There will be a series of focus groups established as part of the review process to obtain input from carers, families and service users.

Further details of the review will be communicated when the review gets underway.

Carer Experience

Have you had a positive experience of Carers Assessment and or Direct Payments? Are you happy to speak in front of a group of professionals, with support?

If the answers to these questions is yes, then we need your help. We run regular training for staff groups on Carers Assessment, Carers Awareness and Direct Payments. Having carers talk about their experience helps us to drive forward the carers and direct payments agenda.

If you are interested please contact Cathy Magowan at Coleshill, Enniskillen on (028) 6634 4163

Caring for the future

This year's Carers Northern Ireland Annual Conference brought carers and professionals together for an update on the issues that matter to carers and the people who work with them.

The event took place on 11 October in Craigavon Civic Centre and took a look at some of the big challenges ahead for carers, with workshops on Welfare Reform, Personalisation and Re-ablement.

The event began with carer Margaret Field telling her moving story of caring for her son. Chair of the Northern Ireland Assembly Health Committee, Michelle Gildernew MLA, told the audience of her appreciation of the vast contribution that carers make to society and thanked carers for the valuable work that they do.

The afternoon session featured presentations and a lively panel debate with Les Allamby of the Law Centre, Bob Stronge of Advice NI and Maeve Hully from the Patient and Client Council. Carers were keen to hear the panel's thoughts on carers' rights and how to ensure carers are listened to and respected. The day ended with the Annual Members Meeting, where the Northern Ireland Committee gained two new members, Emma McDowell and Kevin Daly. See the full report at www.carersni.org

Centre for Independent Living Northern Ireland (CILNI)

Payroll service users will be aware that CILNI will be increasing the cost of their payroll service to £25 for a 4-weekly payroll or £27.09 for a monthly payroll.

This has been the first increase since the Payroll Service was introduced in 2003.

Email: info@cilni.org www.cilni.org

www.youngcarersni.net

Information for Young Carers and Professionals

CARERS NORTHERN IRELAND TRAINING FOR CARERS

Speak up, speak out - Training to help carers stand up for their rights

Carers Northern Ireland believes in getting a fair deal for carers. For this to happen, carers need to have their own voices heard by decision makers and service providers and be able to put their issues across more effectively.

We offer a number of **free** training sessions to help carers speak up and speak out on carers' rights as follows:

Be a Better Communicator

This session is aimed at any carer who would like support and information to develop their confidence when communicating at a personal level or with engaging service providers. It will look at assertiveness, communication skills, being your own advocate, carers' rights and useful contacts.

Being Involved

If you are involved in panels or reference groups, or would like to be, this session is for you. It will help you to represent carers' issues and advocate for their carers' rights. You will learn techniques for: engaging with different personalities in meetings, listening and speaking in meetings, making yourself heard in meetings and influencing skills to help you get your point across convincingly.

Handling the Media

This session is for carers that wish to communicate with the Media or get involved in campaigning, through press releases or radio and TV interviews. It will look at interview skills and techniques and developing your self awareness in high pressure situations.

Introduction to Lobbying

This session will give carers some top tips and skills for lobbying and advocating for change.

Find out more

The training is flexible and can be delivered at a place and time to suit demand. Each session lasts 2-3 hours. Contact Claire Leonard, Carer Involvement Officer, for more information on 028 9043 9843 or email: claire.leonard@carersni.org

Further training

You might be interested to know that we also deliver scheduled and bespoke training in Money Matters for Carers, Carer Awareness for Professionals, Protection of vulnerable adults and Carers Assessment for HSC staff. Contact the office on 028 9043 9843 for details.

Calling All Parents/Carers of Young People with Severe Learning Disabilities

Post 19 Lobby Group is a group of parents and carers of young people with severe learning disabilities and special schools from across Northern Ireland. The Lobby Group is calling for all parents and carers to get involved in a piece of research they are carrying out on Post 19 Transition. Transition is the process which marks the end of education and the move over to adult services. For young people with severe learning disabilities (sld's) this happens at 19 years.

Parents & Carers should use:

https://www.kwiksurveys.com?s=OHKILM_40b05ec5

Carer Support Co-ordinator

Cathy Magowan



Cathy Magowan
Carer Support Co-ordinator
Western Health and Social Care Trust
2 Coleshill Road, Enniskillen
Co. Fermanagh BT74 7HG
Tel: 028 66 344 163
Email: Cathy.Magowan@westerntrust.hscni.net

Dear Carers,

As you will know from previous Carers Newsletters, my colleague Lee McDermott has moved to another post. Our plan is to use the funding for Lee's post to employ two part time development workers who will be primarily responsible for developing and reviewing current information available in print and online. Another facet of their role will be to maintain links with Carers groups and develop links into Personal and Public Involvement (PPI) forums within the Trust. This is important as it is the Carers opportunity to have their voices heard.

Recently the Royal College of General Practitioners (RCGP), launched an initiative in conjunction with the Princess Royal Trust for Carers which will encourage GP Practices to identify Carers. If you have not identified yourself as a Carer within your GP Practice then please let the receptionist or practice manager in your GP practice know.

We are planning to do a piece of work with GP Practice managers in 2012 about identifying carers and what they can do to support and signpost carers.

Merry Christmas and a Happy New Year,

Cathy.

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.

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

[Change of details](#)

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"/>	19—64	<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) _____				Mental Health	<input type="checkbox"/>