

Who cares

Quarterly newsletter for carers

Issue 36 - April 2016

New Derbyshire Healthcare text reminder service for carers

Derbyshire Healthcare can now offer carers the opportunity to receive appointment reminders by text for the people they care for. This is an extension of the service already accessible to patients who can choose to receive text reminders for their appointments.

Once the person you care for agrees, you can ask for your SMS mobile number to be added to our electronic system. After this you will start to receive text reminders providing details of the date, time and location of your loved one's next appointment. To help with this, we have included a tear-off slip below for you to complete, with the signature of the person you care for, and send it back to us or give it to the care co-ordinator.



Changes to carers support in Derbyshire County

Derbyshire County Council is changing the way carers are supported in Derbyshire. Currently there are a number of different carer organisations providing support to carers which can often cause confusion. To simplify this, from April 2017 there will be a sole countywide provider organisation which will offer all services to carers including:

- The provision of information, advice and guidance
- Carer assessment and support planning
- Delivery of carer personal budgets
- Support for carer support groups
- Training for carers.

The advert for this new contract is out and organisations who are interested in providing this service will bid as part of a competitive process. Interviews will take place in November and carers will be involved in the selection process. The new organisation will be confirmed early next year and begin providing the service from April 2017. Please be aware, this does not affect carers living in Derby City.

To find out more, please call **01629 532483** or email jude.boyle@derbyshire.gov.uk

Forum for mental health carers

There are two forums for carers of people with mental health problems offering help, support and information. New members welcome.

Derby City and South Derbyshire Mental Health Carers Forum

When and where:

Meetings Third Friday of each month
11.30am – 2pm, The Oddfellows Hall,
32 Charnwood Street, Derby, DE1 2GU

Tel: Vivien: **07921 162 740**
Joyce: **07931 722 977**
Pam: **07891 450 119**

www.dcsdmentalhealthcarers.org

North Derbyshire Forum for Mental Health Carers

When and where:

Last Wed of every month. 10am-1pm,
Winding Wheel, 13 Holywell Street,
Chesterfield, S41 7SA

Contact one of the members on:

07494 943084 **07494 947427**
07494 947428 **07494 947245**

www.ndmhcarers.org

Name of carer:

Carer mobile number: 07.....

I,, (name of patient) give permission for the carer named above to receive **SMS text reminders** about my appointments with Derbyshire Healthcare NHS Foundation Trust.

Signed: Date:

Return this slip to the co-ordinator or CPA and CCS Service, The Lodge, Walton Hospital, Whitecotes Lane, Chesterfield S40 3HW

Please contact the CPA and Core Care Standards Service on **01246 515974** or email corecarestandards@derbyshcft.nhs.uk if you would like to contribute or if you have any comments about this newsletter.

The 'Triangle of Care' at Derbyshire Healthcare

Derbyshire Healthcare strives to provide the best support for the carers and families that support our service receivers.



Recently the Trust introduced a project called the **Triangle of Care: Carers Included** in our hospital settings. This project supports our staff to make sure carers get the right help and information at the right time. We are now introducing this work into all our neighbourhood teams and staff training is taking place.

The Triangle of Care project is an initiative run nationally by the Carers Trust and supports good links between the service receiver, staff member and carer that promotes safety, supports recovery and sustains wellbeing. The Triangle of Care helps to ensure that carers are key partners in care and supported when the person they care becomes involved with mental health services.

To learn more, please contact the Core Care Standards Service on **01246 515974** or email corecarestandards@derbyshcft.nhs.uk

Warm Home Discount Scheme

For winter 2016/17 you could receive £140 off your electricity bill through the government's Warm Home Discount Scheme.

The money isn't paid to you - it's a one-off discount on your electricity bill between October 2016 and April 2017. The discount won't affect your Cold Weather Payment or Winter Fuel Payment.

You may qualify for the discount if your electricity supplier is part of the scheme and you are on a low income, certain means tested benefit or getting the Guarantee Credit element of Pension Credit. If you qualify, you should receive a letter telling you about this discount. Alternatively you can contact the Warm Home Discount Scheme to find out more on **0345 603 9439** (Monday to Friday, 8.30am - 4.30pm) or visit the website address below:

www.gov.uk/the-warm-home-discount-scheme

A new dementia support service for Derbyshire

Friday 1 December 2016 will mark the first day of Making Space taking over responsibility for delivering Derbyshire's dementia support service from the Alzheimer's Society.



There will be a transition period from 14 November to 30 November when new referrals to Derbyshire dementia support service will be directed to the new provider, Making Space. During this time referrals should still be made to the Alzheimer's Society (by emailing derbyshire@alzheimers.org.uk or calling **01332 208845**).

From 1 December onwards all new referrals to the Derbyshire Dementia Support Service must be directed to Making Space who can be contacted by calling **01246 592010** or emailing derbyshiredementia.service@makingspace.co.uk

Derbyshire Carers Association seasonal celebration event

Derbyshire Carers Association (DCA) are hosting a seasonal celebration on Thursday 8 December at the world famous 'Crooked Spire'. This event will offer the opportunity to meet with carers from across the county in a relaxed and informal setting. It will also give the chance to meet representatives from a variety of agencies including DCA staff, who will be there to provide information, support and advice.

Find out more at: www.derbyshirecarers.co.uk

Improving hospital experiences for carers of people memory problems

Derby Teaching Hospitals NHS Foundation Trust want to know how hospital stays for your loved one can be less stressful for you. Working with Healthwatch, Derbyshire Carers, Making Space, Alzheimer's Society and Creative Carers, they want you to tell them about your experiences in hospitals and, together, we'll come up with ideas about what will work better.

Thursday 1 December 2016: 10.30am - 1pm at Haven House Carers Retreat, 31 Charnwood Street, Derby DE1 2QU Light lunch will be provided.

Book a place by contacting Creative Carers on **01332 227711**.

Time Swap – a chance to swap time, not money!

Can you give an hour of your time to receive an hour of someone else's time?



Time Swap is a new initiative that encourages local communities to help each other by sharing time and talents. As a Time Swap member you can earn 'time' by doing things in your community that you enjoy, or are good at, to help other people. You can then spend that time on getting help from other people with something that you find difficult or someone in your community could teach you a new skill. The scheme is completely free to join and participate in.

If you're interested in becoming a Time Swap member, please contact Call Derbyshire on **01629 533190** or email timeswap@derbyshire.gov.uk

Learning disability news

Derbyshire's general practitioners (GPs) are being asked to sign up to a scheme to prompt people with learning disabilities to have screening for:

- breast cancer
- bowel cancer
- cervical cancer
- aortic aneurisms.

People with learning disabilities often miss screening and leave problems too late to be treated effectively. In 2017, GP practices will be contacting patients and reminding them about appointments. The screening is important to identify problems before they become too serious.

For more information about screening processes for people with learning disabilities, please contact Jackie Fleeman by emailing jackie.fleeman@derbyshcft.nhs.uk

Who Cares is available in other languages and formats. Please email communications@derbyshcft.nhs.uk

Please send/do not send me a copy of the newsletter:

(Name)

(Address).....

Please tick one: I am currently a carer I am not a carer at the moment

Return this slip to: CPA and CCS Service, The Lodge, Walton Hospital, Whitecotes Lane, Chesterfield S40 3HW