



Working to improve the lives of carers

Carers News

Update Bulletin September 2020

Update Message To All Carers

As a team we want to take this opportunity to remind carers that we are still here to support you however we can! We are now 6 months in to the Coronavirus pandemic, which I think we all agree has been a challenge. We are constantly taking national and local advice and are continuing to adapt our service to meet the ever changing needs of carers. We want to reassure you that we understand how difficult things are right now and we are here to help where we can.

Throughout the last 6 months all staff have been working from home and developing the ways in which our services can be offered. We have all had to become more technical, moving more of our services online but we have tried to always be mindful of those carers that don't have as much experience in this area. It has certainly been a learning experience for us all!

Janet and Julie have been offering an invaluable life line to carers by providing regular support calls to those who felt this would help. Ruth and Lydia have been busy adapting how they can offer assistance with paperwork such as carers assessments and emergency back up plans and these new ways are now working really well. Lynn has been very busy in the background ensuring we all have what we need and that all our practical issues are resolved. It has been a fantastic team effort and we are so glad we have been able to support so many of you during these difficult times.

Unfortunately for the safety of carers, the person they care for and staff we are not yet offering face to face support. This is something we have been really keen to offer however the recent announcements have meant this is now back on hold. However, support is available in a range of ways including by phone, email, text and now virtually over zoom. Zoom allows us offer as close to face to face as we can and some guidance can be given to help get this set up for you.

To give you a better idea of the numbers, since the start of lock down in mid-march we have responded to almost 2000 carer contacts or enquiries, registered over 100 new carers, done over 700 planned support calls and completed or updated over 150 emergency back up plans.

As always our overall message is that we are here to help in any way we can so please do not hesitate to get in touch to discuss your needs.

Contact Details

Phone; **01422 369101**

Email; [**enquiries@calderdale-carers.co.uk**](mailto:enquiries@calderdale-carers.co.uk)

Website; [**www.calderdale-carers.co.uk**](http://www.calderdale-carers.co.uk)

Facebook: **Calderdale Carers**



Throughout lockdown we have been having regular virtual team meetings and at our latest one we all wanted to give you a wave and say 'Hello'

Answerphone Messages

We are not currently able to answer calls so we are continuing to ask carers or professionals ringing in to leave a message on our answerphone. We are checking our messages daily and aim to have somebody call you back within 72 hours.

When leaving a message please include:

- Your Name
- Your contact Number
- The name of the person you want to speak with if known
- A short explanation about the support you require

This information will help us ensure the appropriate person gets back to you.

Information videos and Factsheets

In order to help with some of the services we offer we have produced some new information videos and factsheets. They cover

- Emergency back up plans
- Carers needs assessments
- Carers personal budgets
- Carers allowance
- Pension credit
- Council tax reductions
- Professional referrals

Each video gives brief information and the fact sheet goes in to slightly more details. These are available to view now on our website, Facebook page or can be sent to you direct.



Facebook

We are still sharing as much accurate and up to date information as possible with carers through our social media so if you have Facebook please consider following our page for regular updates from both local and national services.

Search: Calderdale Carers and click Like Page

Calderdale Council- Emergency Back-up Plan

During this difficult time you may feel especially worried about what would happen to the person you care for if you became unwell or had an emergency? The councils emergency back-up plan scheme aims to help carers put together a plan of support for the cared for person. If a carer is involved in an emergency such as illness or hospital admission they have peace of mind that the person they care for will be supported.

The plan will include gathering information about family/ friends who could help out and noting down important information such as care and support needs and medication. We are able to email carers a copy of the plan or in some situations complete a plan over the phone.

To find out more about the scheme or to discuss completing or amending a plan please contact us on 01422 369101.

Calderdale Council- Carers Personal Budgets Update

Carers who are already getting ongoing payments, eg for cleaning or gardening, will continue to do so, but new awards and annual renewals are on hold until the coronavirus restrictions are lifted, unless it is something that can still be accessed, eg a laptop/tablet/mobile to use to keep in touch with family and friends or do online shopping or banking, or a small interim award for activities to do at home such as magazine subscriptions, puzzle books, crafts, hobbies or interests.”

To discuss please either contact our office on 01422 369101 or Gateway to Care on 01422 393000 or Gatewaytocare@Calderdale.gov.uk to request a Carers Needs Assessment form to see if you are eligible.

Free Access to Carers Digital Resource

In order to provide extra support during these difficult times Calderdale Council have paid for annual membership of the Carers UK 'Digital Resource for Carers'. There are lots of resources on Health and Wellbeing, Support for Caring, Technology and Caring, Financial Planning, Working and Skills, including free e-learning and free access to the Jointly app to help share the responsibility of caring for someone, and we also have our own page with links to the key organisations relevant to carers in Calderdale.

Carers can sign up for free at www.carersdigital.org with the Access Code DGTL7421.

If you no longer wish to receive this newsletter, please contact us on 01422 369101.