



Working to improve the lives of carers

Carers News

Update Bulletin April 2020

Message from the Staff and Trustees

At what is such a difficult time for all of us, we would like to assure you that the team at Calderdale Carers are continuing to work remotely to provide support and information to carers in Calderdale.

In this special edition of our Newsletter we have outlined how to contact us and the services available. Please take a little time to read through it and do not hesitate to get in touch with us if we can be of any help or support to you. We assure you your messages will be responded to as soon as we can.

Please do all you can to stay safe and remember we are here to speak with you and can refer you for help with shopping, prescriptions, medical appointments etc if you need it.

We know you will want to join us in thanking the NHS, Social Care and all those key workers and volunteers who are keeping things running to keep us safe and ensure there are essential services and food.

Carers have long been the vital army supporting Health and Social Care and without whom the system could not cope. By carrying on in your caring role at this time you are a key part of the national effort and when we applaud the NHS and essential workers each Thursday night we will be cheering for you as well.

Kindest regards
Staff and Trustees.

Contact Details

Phone; **01422 369101**

Email; enquiries@calderdale-carers.co.uk

Website; www.calderdale-carers.co.uk

Facebook: **Calderdale Carers**

Help from Calderdale Council

If you or someone you know is struggling with isolation, financial hardship or cannot get out for essential provisions during this difficult time there are people working across Calderdale who can help. You can request support online: <https://www.calderdale.gov.uk/v2/coronavirus-covid-19/support-extremely-vulnerable>

If you need urgent help and don't have internet access call 01422 392890

Current Services Available

Over the last few weeks we have been working hard to establish ways in which we can continue to support carers during the coming weeks and we have listed just a few of the ways we are adapting our service.

- We appreciate that in the coming weeks carers may start to feel isolated or overwhelmed so we are focusing on ensuring we can offer a listening ear and emotional support to those who feel this would help. We can look at arranging specific time to talk with a member of staff based on individual needs.
- We understand that carers may have questions and concerns so we are encouraging carers to contact us by phone and leaving a message or by email. It would help us greatly if you could include your name, contact number and a brief explanation about the support you require. We are trying our best to respond as quickly as possible but please allow us a little more time than normal to get back to you.
- We have adapted our processes for emergency back up plans and are able to email these or in some circumstances complete over the phone. The admin side of process plans has proven a bit more of a challenge so please allow us a bit longer to get a processed plan back to you.
- We are regularly updating our facebook page with information from local and national services so if you have access please follow the page. If not don't worry just contact us with enquiries and we will do our best to find you some information or signpost you to appropriate support.
- We have put together a letter and included it as part of this newsletter that can be used to help access the extra provision available to unpaid carers during this time, such as the priority shopping hours or needing to travel to deliver essential items to the person you care for.

We would like our overall message to be that we are help in any way we can so please do not hesitate to get in touch.

Important Information Regarding Post

Unfortunately despite efforts to make alternative arrangements whilst we are working remotely we have no means of receiving any post sent to our office in Rimani House. We are minimising the post we are sending out to carers and have updated our processes so we can register carers without written consent at this time. We can also email forms to carers with internet access or discuss completing some forms over the phone.

If you have posted anything to us in the past weeks and not had a response from us please contact us so we can help as we will not have received it.

We are sorry for the inconvenience but it is due to circumstances beyond our control.

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.

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



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To whom it may concern

Covid-19 and Caring Responsibilities

This is to confirm that the person whose name and address is in the box at the top left corner of the front page of this Newsletter is an unpaid carer for a family member, friend or neighbour and is registered with our organisation.

Somebody relies on their care and support to keep them safe and well. As such, the above named person may need to leave their home on a regular basis to visit them so they can support them in various ways, including administering medication, help with their personal care or shopping and delivering essential supplies.

This carer would also greatly benefit from being granted access to the additional provisions, such as the priority shopping hours or being able to shop with the person they care for with them.

If you have any concerns, please contact our office on 01422 369101 and leave a message, someone will return your call as soon as possible.

Thank you for your understanding, during these unprecedented times.

Yours sincerely

Lynn Ward
Chief Officer