



CARE to KNOW

Spring Magazine 2017

Information & Support for Unpaid Adult Carers in Gateshead



Northumbria University students add drama to our AGM. Page 7

NEW
eLearning
website launched

**WORKING
CARERS
AND
EMPLOYERS**

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**IMPORTANT
INFORMATION
ABOUT OUR SERVICES**

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21st
Anniversary!

A brief look
back in time
Pages 12-13



0191 4900121 enquiries@gatesheadcarers.com

www.gatesheadcarers.com



GatesheadCarers



Advertisement



Hello,

I am guessing if you are reading this then you already care for a loved one. I have had personal experience of being a carer and also experience of working with people who have been diagnosed with dementia. This is what led me to becoming a member of Crichton Wills Trusts & Probate. I was all too familiar with the lack of appropriate service provision for people who require a more personal service.

A service that:-

- Makes people feel at ease rather than more anxious – we do home visits which reduces the stress and anxiety of travelling to a formal office in the centre of town!
- Aids understanding rather than hampers it – we take the time to explain things in words and ways that are easy to follow rather than baffle you with legal jargon!
- Provides the time you need to understand things – we go at your pace and never try to rush things!
- Offers a high standard of service at a very reasonable price

QUOTE FROM A CARER: *“I would highly recommend Julie Mc Alpine from Crichton Wills Trusts and Probate. I found Julie a very friendly and helpful person to deal with. She remained very professional as well as her caring approach she guided me every step of the way, nothing was a problem if you needed her help or advice. Can’t thank her enough for her services.”* Maria (carer)

If you want to discuss any aspect of making a Will, setting up a Lasting Power of Attorney, creating a Family Trust, taking out a prepaid funeral plan or dealing with Probate then please do not hesitate to contact me for an informal chat.

Best wishes,
Julie McAlpine

Contact: Julie McAlpine Tel 0191 432 6860

Crichton Wills Trust & Probate (North East) Ltd, 1 Lochfield Gardens, Kibblesworth, Gateshead, Tyne & Wear, NE11 0XQ. Tel: 0191 432 6860 | Email: jsm@crichtonwtp.co.uk | www.crichtonwtp.co.uk

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CARERS WEEK 2017
(12-18 JUNE)

Party in the Park
Wednesday 14 June

Advertisements: Crichton WTP (pages 2, 8), Healthwatch (page 11 **Front cover photo:** Carers issues highlighted at our AGM 2016 by Northumbria University drama students. **Inside right photos:** staff at the AGM, eLearning website launch, Craft Group vintage candles, Social Group Christmas meal, 21st Anniversary cake celebration at the eLearning launch.

Welcome



Hello everyone,

Welcome to the spring edition of our newly named magazine 'Care to Know'. Thank you to everyone who submitted their name ideas. This year, as ever, there is lots going on. We were formed as a charity in 1996 which means Gateshead Carers association is 21 years old this year. We are planning some events to celebrate this and we'll put information on our website as soon as anything is confirmed. Talking of our website you may notice that it now has a 'Language and Listen' button just under our phone number at the top right hand side of the home page. Next time you visit the site press the button and have a look at the 100 languages you can instantly translate the page into and the 20 languages in which you can hear the content. It also provides the opportunity to change the text size, background and print colour which should be a great help if you are dyslexic or have sight impairment. Let us know what you think of this new facility.

The review of carer services and health budgets being carried out by Gateshead Council and Gateshead/Newcastle Clinical Commissioning group is continuing. We expect to hear the outcome sometime this summer. This review will effectively shape the future of carer support in Gateshead by deciding what and how carer services will be funded. Linked to this you will find an article in the magazine (pages 16 and 17) which outlines the challenges we are facing in trying to meet the exceptional growth in demand from carers for our services. The problem we are working on can be put simply; How can we continue to meet the increasing demand with static or reducing funding?

As always your views on the changes we are considering are really important to us. Please let me know of your thoughts or comments by phone 0191 4900121 or email steve.cowen@gatesheadcarers.com

With best wishes,

Steve Cowen - Chief Executive Officer

Helping socially isolated carers

8 in 10

carers have felt lonely or socially isolated as a result of their caring responsibilities.



7 in 10 carers feel that the stresses of caring make it hard to maintain relationships

These statistics, taken from a report by Carers UK*, help to highlight the impact that caring can have on an individual's social connections. Carers reported that the inability to get out of the house, and lack of time and finances to participate in social activities, were all contributing factors which led carers to feel this way. Loneliness and social isolation have been linked with various mental and physical health conditions, with some studies even comparing the impact of lack of social connections to well-known risk factors such as smoking and obesity.

*<http://www.carersuk.org/for-professionals/policy/policy-library/alone-caring>

Would you like to know more?
Contact Laura Ratcliffe
0191 4900121
laura.ratcliffe@gatesheadcarers.com

Befriending can be a cost effective way to relieve the effects of loneliness and social isolation by utilising the skills of trained volunteer befrienders to provide companionship and offer opportunities for carers to engage in community and social activities that they may not otherwise have done.

This can help to build self-esteem and self-confidence, and alleviate some of the emotional distress associated with loneliness and social isolation. Befriending relationships focus on the needs of the person who is accessing the support, which can offer carers a regular break and chance to put themselves first for a change.

Gateshead Carers are currently in the process of delivering a Befriending pilot project in the hope that a befriending service can be offered on a wider scale in future to the benefit of socially isolated carers across the borough.

Engaging with the Community

Carers from Minority Communities



Our Development Worker, Becci Varnham, who supports carers from ethnic/faith minority communities, has recently returned from maternity leave. Becci will continue to work part time on Tuesdays, Wednesdays and Thursdays.



There will be regular meetings for carers from a range of different communities in Gateshead:

- Chinese Cantonese Speaking Carers
- Roma Czech/Slovak Speaking Carers
- Muslim Ladies and Muslim Men's Groups
- Asylum Seeker/Refugee Group
- Polish Carers



... and new groups to start soon for **Eritrean Carers** and **Kurdish Carers**.



All groups usually include a presentation on a carer-related topic, as well as the opportunity for carers to get one-to-one advice. We hold these specific groups for carers who would find it otherwise difficult to access our information and services due to language and cultural barriers.



Short Breaks - some time for you!

We also offer culturally appropriate short breaks for carers from minority communities including women-only swim sessions & therapy treatments.

Please contact Becci if you would like to join a group, visit a group, or for more information: becci.varnham@gatesheadcarers.com



NEW DRAMA GROUP

This year we would like to offer you an new exciting group to get involved in. Join us and take part in the Drama Group at Gateshead Carers.

This group is for everyone!

For those of you who love drama and those who have no experience at all, it's a chance to learn something new, make friends and importantly have fun!

The group, which will be run by an experienced facilitator, will explore all aspects of drama and performance, with the chance to be involved in devising your own performance pieces if you want to! The group will also enjoy organised trips to local theatres. We hope to work in partnership with some of our other activity groups as well. Sessions will take place at John Haswell House.

If you are interested in joining the Drama Group at Gateshead Carers, please call 0191 4900121 or email enquiries@gatesheadcarers.com for further details.

DRAMA AT OUR AGM

We were delighted to be joined at our 2016 AGM by students from Northumbria University who researched, scripted & performed a drama based on carers' experiences. Extracts are available on our YouTube channel: <http://bit.ly/2IXZLp1>





Question:

My mum has been diagnosed with Alzheimer's and the bank is threatening to freeze her bank account. Help! Mum wants me and my brother to take over.

Answer:

If your mum has capacity then she should do a Lasting Power of Attorney (LPA). This is a legal document which allows the 'donor' (your mum) to appoint one or more people known as 'attorneys' to manage her financial affairs.

Question:

My husband is in a care home. I have a terminal illness and I wish to leave my assets to my children but my house is owned 'jointly' with my husband.

Answer:

You will need to make a Will which names your children. If you own any assets 'jointly' with your husband, then these assets will automatically pass to your husband on your death. You can sever the tenancy on your house so you own it as 'tenants in common' and this will enable you to leave your half to your children in your Will.

Question:

I have three children but one has a disability. How can I leave him something in my Will so that his sisters can manage it on his behalf?

Answer:

If you create a Discretionary Trust in your Will this will give the trustees the flexibility and discretion as to how, when, and for whose benefit to use the trust fund.

Any queries? Contact:

Julie McAlpine Tel 0191 432 6860

Crichton Wills Trust & Probate (North East) Ltd, 1 Lochfield Gardens, Kibblesworth, Gateshead, Tyne & Wear, NE11 0XQ. Tel: 0191 432 6860 | Email: jsm@crichtonwtp.co.uk | www.crichtonwtp.co.uk
Registered in England | Company No. 8397661 Regulated by the Society of Will Writers & Estate Planning Practitioners

by Paul Forster Support Worker



8.30 a.m. Arrive at work. I commute by metro so this can affect what mood I arrive in depending on whether the metro has been delayed or cancelled! I tend to want to get straight to my desk so have a reputation for being a bit of a grump in the mornings! I open my calendar and check what appointments I have and go through my emails, which I always try to respond to straight away as I think it's polite and important, especially messages from carers.

9.30-10.30 a.m. I am printing off forms, collecting my paperwork for the day's meetings and actions I need to get done. I update records. I will be making calls to carers to arrange appointments, call people back who have left messages and make enquiries on behalf of carers I have spoken to. It's important to prioritise urgent issues.

10.30-12.30 p.m. I am normally in a meeting with a carer, often a first time appointment so people can be anxious. I try to make them feel comfortable and relaxed, so they can open up and share with me. It's important to get as much information as possible without making anyone feel like they are being interrogated, and to ensure it is at their own pace. We deal with extremely personal matters and have to be sensitive, clear about what we can achieve and treat everything confidentially.

"I try to make carers feel comfortable and relaxed, so they can open up and share with me."

"...the support work is so intense, you tend to absorb people's angst and you have to remain positive and supportive."

12.30-1.15 p.m. Lunch at the office or on the hoof to an appointment. I try to make my own lunch but I often fail - my colleagues put me to shame with their home cooked, healthy options!

1.15-3.30 p.m. Usually another appointment which can be a home visit. I try not to do too many as we like to get carers down to the office and preferably without the person they care for. We want them to see where we are and what we have going on here and to enable them to talk honestly and openly about how they are feeling. This can be tricky if they are worried about what they say in front of the person they care for. Being a carer doesn't make you perfect or a saint - I feel it is important carers feel they can accept they don't have to be perfect as they can be too hard on themselves.

3.30- 5.00 p.m. I try to find time to add my notes onto our charity database and to do this as soon as I can, while it is fresh in my mind, also to manage my workload as I don't like it to build up. If I am off for some reason it's important that other staff can pick up what I have been doing and the carer doesn't have to repeat everything again. I am usually quite tired by now as the support work is so intense, you tend to absorb people's angst and you have to remain positive and supportive.

CONGRATULATIONS!

CREATED BY CARERS

Winners of our...

Volunteers of the Year 2016 Award

Members of the group were presented with their framed certificates and gifts at our AGM held on 25th November 2016.



THANK YOU!

- ★ Lynn Parker
- ★ Angela Reid
- ★ Elaine Gascoigne
- ★ Kathleen Barber
- ★ Melanie Arkless
- ★ Sharon Connelly
- ★ Jack Wilson
- ★ Linda Hannah
- ★ Marilyn Bays





..... ensures residents voices' are heard at a strategic level to help influence how local health and social care services are planned and delivered. We are a not for profit organisation, independent from the NHS, Council and all other bodies. All Board members are volunteers who have particular interests or skills in the health and social care sectors.

Healthwatch Gateshead staff and volunteers listen to you, your experiences and ideas and feed this back to our Board. The Board then use this knowledge as evidence to report, ask, and seek assurances where appropriate, at the Council's Health and Wellbeing Board (HWB), Care, Health and Wellbeing Overview and Scrutiny Committee (OSC), Clinical Commissioning Group (CCG) meetings (and many more), so residents experiences' can directly influence change locally.

If you want to know more about what we do and how we do it visit our website www.healthwatchgateshead.co.uk/whatwedo

Chat to us around the Borough www.healthwatchgateshead.co.uk/calendarofevents To read reports we've compiled, go to www.healthwatchgateshead.co.uk/reports

Get involved as a volunteer mystery shopper go to www.healthwatchgateshead.co.uk/volunteer

Give feedback, leave a review or rate a health or social care service go to our feedback centre at www.healthwatchgateshead.co.uk



5 April 9.30am-1pm
Beacon Centre
Newcastle

You are invited to our joint conference with Healthwatch Newcastle "The Whole Me" on 5 April at the Beacon Centre, Newcastle from 9.30am – 1pm. **We'd love to see you on 5 April and hear what's important to you.** Vote on our work priorities for 2017/18, hear inspirational **speaker Tommy Whitelaw**, dementia care campaigner, then join us for lunch. To book call free on **0808 178 9282** or via our website <http://healthwatchgateshead.co.uk> and follow the link. Reasonable travel expenses will be considered.



..... and call us

free on **0808 801 0382**



<https://twitter.com/HWGateshead>



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

info@healthwatchgatesheadco.uk

21st Anniversary 1996 - 2017

GCA Chief Officers:

Steve Cowen, CEO (2010-present)
Graeme Lyall (2005-2010)
Carolyn Burden (2004-2005)
Janice Wilson (2001-2004)



2011 Big Lottery cheque presentation £262,187



Actress, Gaynor Faye, presents the cheque

Rebranding - new logo



2002 Visit by HRH Princess Anne



Founded by 4 carers to provide mutual support and a chance to meet and talk with other carers. Based in one room in John Haswell House

2003 Move to Regent Terrace



1996

4 carers

1996

'Carers Culture Adventures' now Short Breaks, Activities and Clubs



Carers Elsie & Pat petition in London for a Carers Allowance



2008 Campaigning

Training



Community outreach & Volunteering



OUR TIMELINE A brief look back in time



2014

Community Allotment



2017

4200 carers

Marriage of Trustees
Bill Llewellyn
& Val Smith
20.10.2012



Our 1st Party
in the Park in
Carers Week

2012



Move back to our roots in
John Haswell House
occupying whole building



Caldew House Holiday
Home in Cumbria

2015

2015 Campaigning



New website &
social media
channels



We are instrumental in ensuring
that Gateshead Council become
the first Local Authority in the
country to have Adult Social Care
Standards for carers



2017

**WORKING
CARERS AND
EMPLOYERS**
eLearning
website
launched



Marsh Award
for Carers
presented to
Derek Elliott



2016



BUILDING A CARER FRIENDLY COMMUNITY through eLearning!

www.gatesheadcarers.com/workingcarers

We were delighted to welcome the Mayor of Gateshead, Cllr. Allison Thompson, along with other invited and distinguished guests, to the official launch of our **eLearning website** designed specifically for **Working Carers and Employers**. The event was held at HMS Calliope, Gateshead, on Tuesday 28 February 2017.

This new site, developed in collaboration with Northumbria University, is specifically designed to support employers and working carers who live or work in Gateshead and work full or part time whilst also providing unpaid care for a family member or friend. People can use the site to **access a carers' awareness e-Learning course**, which aims to raise awareness and increase knowledge and understanding of the nature of the caring role, particularly within the working environment. This project is an excellent example of how collaboration between the private and voluntary sector, local council and local businesses and higher education, can come together to benefit Working Carers and Employers both locally and nationally! In addition to a range of written materials, the site is packed with videos, templates, self-assessments forms, case studies, links to online resources, recommended reading and relevant research. Upon studying all of the topics, visitors will be able to **earn a well-deserved Carer Aware Certificate**. The website also has an accessibility toolbar, provided by Gateshead Company, Recite Me, making it fully accessible to everyone it aims to support through translation, visual and audio aids.

At the launch event, guests were invited to pledge their support helping to build a **'Carer Friendly Community'** by adding a signed brick to our Lego Pledge House. This theme continues into the year as part of the national strategy for Carers Week 2017.



The Mayor of Gateshead, Cllr. Allison Thompson & Steve Cowen, CEO, help to build a Carer Friendly Community.



"We wanted to create an easily accessible, flexible and cost effective learning site for employers and working carers to use at their own pace, time and location. We had previously spoken to working carers we support about the help and support they need and access to information online was a top requirement".

said **Katalin Bartos, our Employer Support Officer.**



**WORKING CARERS
AND EMPLOYERS**
www.gatesheadcarers.com/workingcarers
Creating



The Mayor of Gateshead, Cllr. Allison Thompson, welcomes guests to our event.

This free resource will be of great value to:

- **An employer, HR professional, or line manager.**
- **A carer who is currently combining work and care or looking to enter or re-enter the workforce.**
- **An employee who may become a carer in the future or who wants to learn more about their colleagues who are carers.**

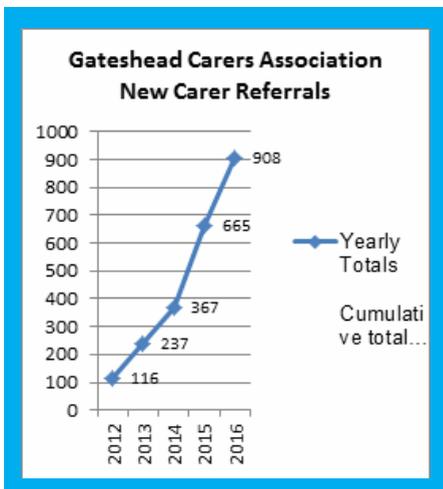
For further information about the new working carers and employers e-Learning website please contact: Katalin Bartos, Employer Support Officer, Gateshead Carers, katalin.bartos@gatesheadcarers.com

Important Information about our services

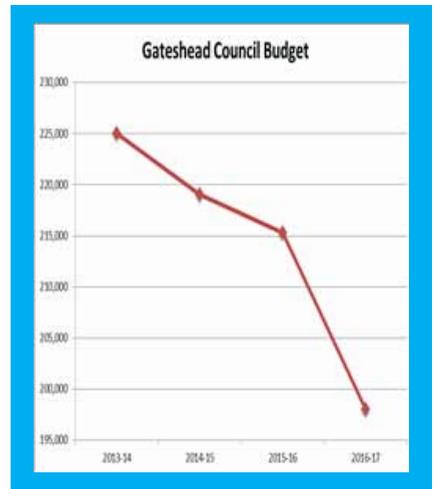
by **Steve Cowen, CEO**

Since the government spending review in 2010 local authorities have faced significant and on-going government enforced cuts to their budgets. We see the effects of this in many ways e.g. the frequency of refuse collections, pot holes in our roads, our parks being neglected. At the same time we are seeing an NHS which is struggling to cope with demand. The impact of these cuts is now achieving national media coverage in terms of waiting times at Accident and Emergency Departments, the difficulties experienced in getting an appointment with a GP and delayed hospital admissions and discharges. The reduction in the social care services which local authorities are able to provide to disabled people and those needing support to manage their daily lives is also attracting increasing media coverage. For the most part, cuts to services for disabled people result in an increased caring role for the family members and friends (carers) who are supporting them. This can mean carers having to give up their work, having poorer mental and physical health, and feeling increasingly socially isolated. It also means that this organisation has faced year on year increases in the demand for support from carers.

We are finding it increasingly difficult to meet the demand from carers for our services. Our projection is that over the next 12 months between 1,200 and 1,400 carers will seek support from us for the first time. Over the last 4 months we have been planning how we can meet the demand for support from what is likely to be over 100 new carers every month.



These graphs show the link between local authority budget cuts and the number of carers who are seeking support from us.



Important information about our services

by Steve Cowen, CEO

To do that we will have to change the way in which we offer support but we want to make sure that we continue to offer carers the best support we can. We are currently considering the following changes to our support offer to carers.

The introduction of a longer phone conversation with carers at our first point of contact. This will help us to understand the level, type and urgency of support required and to determine if a one to one meeting with a support worker is needed. An increase in phone support and a reduction in one to one meetings. Where one to one meetings are necessary, we will reduce the length of appointments to 30 minutes or 1 hour. Only in exceptional circumstances will appointments be made for longer.

We need your help. Many carers drop into the office, without an appointment in the hope of meeting a support worker immediately. Please only do this in an absolute emergency or crisis situation. We can no longer guarantee that if you come to the office without an appointment you will be seen by a Support Worker.

A reduction in the number of home visits. A one hour meeting at a carer's home effectively takes 2 hours out of a support workers day when travel time is taken into account.

This is will enable us to support more carers. Where the carer is absolutely unable to come to the office, for example because the cared for person cannot be left on their own, we will continue to visit the carer at home.

We are looking to expand our offer of peer support groups to enable carers to share their knowledge & experience to provide mutual emotional support and possibly develop friendships.

If we do not make these changes we will develop significant waiting times before carers can access our services and these waiting lists would quickly move to weeks rather than days.

Unfortunately we will be losing one of our carer support workers next month. This will have an immediate effect on the support we are able to give carers in relation to benefit claims. **From April 2017 we will be temporarily suspending the support we are able to provide for Employment and Support Allowance (ESA) claims.** We will continue to support carers through an ESA claim if we began working with them before this date. I would be really grateful for your views on these potential changes and I hope you understand that in the current situation we have to do things differently if we are to meet the demand for support from carers.

Short Breaks

Take a well earned break!

Art . Crafts . Gardening . Creative Writing

CLUBS: Male Carers . Peer/Carer Support

LGBT Carer Support . BME Carer Support



Contact Laura Ratcliffe
to book or
for more information

Tel: 0191 4900121

SOCIAL GROUP ACTIVITIES SCHEDULE 2017



Tyneside Cinema Tour & Afternoon Tea

Monday 24 April 11am - 1.30pm

Take a trip through time with this guided heritage tour of the beautiful Tyneside Cinema followed by an afternoon tea style lunch in the historic Tyneside Coffee Rooms (within the cinema building). **Non-refundable contribution required.**



Durham Botanic Gardens & Oriental Museum

Thursday 11 May 9.30am - 4.30pm

Enjoy a day out with fellow carers in these peaceful surroundings, including lunch in the garden cafe followed by a visit to the Oriental Museum. Transport provided.

Non-refundable contribution required.

Carers Week 2017 Activities

Monday 12 to Sunday 18 June

We are still planning our activities for this exciting week in our calendar! Look out for our programme of Carers Week events which will be published in May. Here's a taste of the events which will be held to celebrate carers in our community:



Local & Family History Monday 12 June 10am - 12noon

Gateshead Central Library LIMITED AVAILABILITY!

Carers Booklist Launch Tuesday 13 June 10am - 12noon

Gateshead Central Library - JUST COME ALONG!



Spa Treatment Days at Gateshead Carers

Treat yourself to 30 minutes of 'me time', during one of our monthly Spa Treatment Days. For only £10 our qualified therapist can offer Aromatherapy, Sports or Indian Head Massage, Reflexology, Manicure, Pedicure or Facial.

Mondays: 24 April, 8 May, 19 June, 17 July.

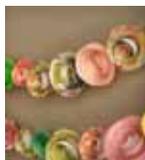
Call 0191 4900121 to book (appts.between 10am-4pm).

CRAFT GROUP SCHEDULE 2017



Our craft sessions are designed to offer carers a relaxing way to make new friends and learn various creative skills. Each session includes a different activity and will enable you to create a unique handmade item within the 2 hour session. We sometimes invite guest facilitators to demonstrate ideas and techniques. We also encourage any willing participants to come forward and share their skills with other members of the group.

DATE	ACTIVITY	TIME
28 March	Decoupage Spring Pots	10am – noon
11 April	Spring Flower Garlands	10am - noon
25 April	Torn Paper Pictures	10am - noon
9 May	Creative Clay Bowls	10am - noon
23 May	Personalised Notebooks	10am - noon
6 June	Painted Paper Fans	10am - noon
20 June	Silk Painted Cards	10am - noon



SPRING INTO THE ALLOTMENT!

For all gardeners out there, spring is the most exciting time of year, particularly on our allotment! Time to sow some early crops and to get weeding, digging, sowing planting and generally tidying up after winter.

Why not come and join us? We are always looking for new volunteers and enthusiasts! Our Art Group have recently painted some wonderful wooden bunting to add to our allotment ambience, so why not come along. You can also relax and enjoy a cuppa in this wonderful peaceful garden away from it all.



INTERESTED?

If you would like to gain further information, express interest or book for any of the above activities **please call 0191 4900121 and speak to Jess or Laura.** If you book for an activity, we will send a confirmation letter with full details (including meeting time, place etc.) in the two weeks before the event. Please note that where a deposit or contribution is required, your place will not be secured until this payment is received.



FREE Employer Carer Awareness Course for Managers, Supervisors, HR Teams and Team Leaders

In January our Carer Training Officer, Kelechi Dibie, delivered this training to a group of Team Leaders at HM Revenue & Customs, Washington.

The group of 10 delegates were asked if they had learnt anything new on this course and if they got the information they wanted, 100% said YES!

The areas most mentioned were:

- Legislation
- Making assumptions
- Different caring roles - what to consider or be aware of
- How to support staff with a carers' passport in place
- Amount of help and support available for carers locally - where to go for help
- The impact of caring responsibilities on the individual and their families
- Difficulties encountered in the work place
- The number of carers.

As a result of attending the course, 67% of delegates stated that they would now do some things differently, including:

- Supporting and signposting staff
- Be more considerate and aware of other carers
- Be more open to individuals to make sure an appropriate level of support is given when needed
- Treat each case on its merit – fully understand circumstances
- Check their HR policies and see if they cover the information covered in the course
- Look further into situations that may arise.

100% of delegates said they now feel more confident/comfortable about addressing or responding to carer issues as they arise and that they:

- are more aware of possible issues now
- know what support is available
- have more knowledge about different situations which helps you to be more understanding
- will feel more confident in what they discuss.

When asked what they liked most about the session delegates said:

- Learning more about different types of carers and the services available for them
- Interesting stories given about unnamed real life situations
- Assumption session
- Relaxed atmosphere, knowledgeable and likeable trainer / presenter
- Good use of time
- The genuine stories from the presenter.

If you are an employer, business owner or part of a personnel team and wish to access our FREE 'Employer Carer Awareness Training', **please contact our Carer Training Officer, Kelechi Dibie enquiries@gatesheadcarers.com or (0191) 4900 121.**

For the past 4 years we have welcomed student placements from Northumbria University studying for the BSc (Hons) Social Work. By providing these placements we hope to instil in students a greater understanding of adult carers by creating opportunities for learning and practising social work knowledge and skills within a real life adult social care environment. Placements are a three-way partnership between the student, the charity and the university, playing a vital role in potential carer development opportunities for the student and an investment in excellent social workers of the future.

Student Social Worker placement

Hi, my name is Laura Punton and I am a year two Social Work Student currently on placement with Gateshead Carers.

I have really enjoyed my time here and have been given the opportunity to meet carers and hear their stories of being a carer. I have recognised the various different individuals that as a social worker I may work with. It has allowed me to see the difficulties and challenges some carers face and how to best support them. I have seen at first hand the great service the support workers at Gateshead Carers provide to carers which will help me as a social worker in the future. From getting to know carers, I have found some are uncertain of what a social worker does. By providing placements for students like myself Gateshead Carers are helping to bridge the gap between social care professionals and other services that carers may be involved in and hopefully provide improved service in the future.

Thank you Gateshead Carers!

Laura

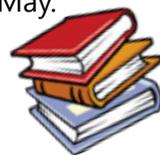
Get in touch... Send your letters, stories & photos to:
Care to Know, John Haswell House, 8-9 Gladstone Terrace, Gateshead, NE8 4DY
or email: enquiries@gatesheadcarers.com

CARERS WEEK 12 - 18 JUNE 2017



Carers Week is an annual campaign to raise awareness of caring, highlight the challenges carers face and recognise the contribution they make to families and communities throughout the UK. Here in Gateshead we are busy organising a range of activities and events to celebrate carers in our community. Look out for our programme to be published in May.

Here is a taste of events to come:



Local & Family History for Carers. FREE introductory session
Central Library - Monday 12th June, 10 am – 12 noon

In partnership with Gateshead Carers, Local Studies staff at the Central Library are offering adult carers this free introduction to local & family history. Give yourself a break and relax whilst the experts guide you through historic maps, photographs and other resources to get you started. You can also join the library if you're not already a member. Staff from Gateshead Carers will be on hand if you'd like a chat about how they can support you in your caring needs. **FREE. Book in advance, limited availability.**

Books on Prescription: Carers booklist launch - FREE just turn up
Central Library - Tuesday 13th June, 10 am – 12 noon

The national Books on Prescription schemes provide self-help titles for people with mild mental health issues, dementia, as well as titles to support young people. Gateshead Carers have been working in partnership with the Library Service to provide a new scheme of books, this time for carers. Come along to see some of the new titles, pick up a book list for yourself or someone you know. **Tea, coffee and cake available.**

Party in the Park Wednesday 14 June 2017 (11am - 2pm)

Competitions and Surveys

NAME OUR NEWSLETTER: CARE to KNOW

Thank you to everyone who took the time to enter and for such great ideas and to our winner Paul F with 'Care to Know'.

CARERS SURVEY 2016 FREE PRIZE DRAW

Congratulations to Lynn P who has won our prize draw of £200 shopping vouchers!

The survey and prize draw closed at noon on Friday 10 February 2017 and the above name was the first name to be drawn at random. Survey results will be published in May 2017.

What is a hate incident?

A Hate Incident is any incident which the victim, or anyone else, thinks is based on someones prejudice towards them because of their race, religion, sexual orientation, disability or because they are transgender. If you, or anyone you know, has been called names, been bullied or had anything happen to them that you think may be because of one of these factors, then you should report this as a hate incident.

Gateshead Council, Northumbria Police and partners have worked together to develop a new Hate Crime strategy to tackle hate incidents in the borough. This was approved by the Community Safety Board in April 2016. The plan focuses on three key themes:-

- **Reporting hate incidents**
- **Case Management**
- **Prevention through education**

Whilst Gateshead remains one of the safest places to live & work in the UK, it is important that individuals, groups and communities are aware of the different ways in which to report a hate incident.

How to report a hate incident

If you or someone you know has been affected by a hate incident then you can report it in one of the following ways:

By telephone. If there is an emergency please call the Police on 999, especially if the incident is happening or has just happened. In other cases you can call the Police on 101. Or, to report an incident 24 hours a day call the Arch helpline on 0191 433 2648. Reports can also be made to Arch 08000 323 288.

Online. Visit www.northumbria.police.uk to report the incident. True Vision is a national third party reporting website, reports can be made online to www.report-it.org.uk

By email. To communitysafety@gateshead.gov.uk This will be sent to Gateshead Council and responded to by the Community Safety Team (Mon-Fri 9am-5pm).

In person. Victims can speak to the police in confidence at their local police station. Approach any one of a wide range of Community Contact Points who will be able to help them file a report, visit www.gateshead.gov.uk



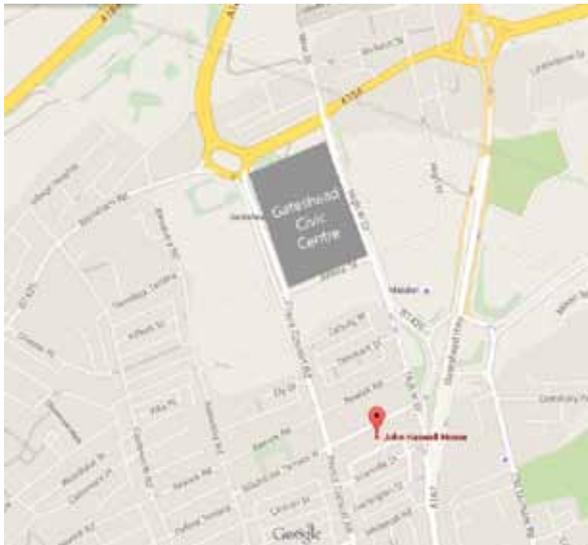
If you have suffered a disability hate incident you can also visit a Safe Reporting Centre to report or visit www.northumbria.police.uk

Are you an unpaid carer?

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. The reasons and causes of someone taking on caring responsibilities are varied but can include:

- Serious physical illness
- Long-term physical disability
- Learning difficulties
- Mental health problems
- Dementia
- Alcohol & substance misuse

Get in touch...



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