

Newsletter

Do you want to be involved?

Here's how you as a carer can be more involved in decisions taken by CWP to improve services and facilities for Service Users and Carers by registering to become an "Involvement Representative"

Possible roles:

- 1 **Make a difference:** Attend meetings, Focus Groups, help to carry out surveys, share experiences (anonymously if you wish) to help with staff training and raise awareness of the needs of Carers and Service Users.
- 2 **Volunteer** – give some of your time to for example assist on wards or be a volunteer driver.

(Training and expenses available for 1 and 2 above – if you have any time – ask the Involvement Team– contact details below – to send you an "Involvement Pack" which has more details)

- 3 **Consultation** – Give your contact details to Family Tree to say you will be happy to be approached to complete surveys and/or be part of a focus group" – a small carer group giving feedback, ideas and suggestions to the trust.
- 4 **Membership** – Become a member of CWP – it costs nothing and you will receive newsletters, invites to planning and social events. (the current edition of the newsletter is viewable online at: <http://viewer.zmags.com/publication/3be0d9a8>)

**Contact: Bob Davies,
Involvement Team Manager,
Upton Lea,
Countess of Chester Hospital
Tel: 01244 397389**

Carer's corner

Jill Siddle has kindly written the article on "getting involved" for this issue. We would be really pleased if we could incorporate in each newsletter a section written by carers for carers. So – if you have information to share with the Family Tree carers – or maybe questions to ask, or maybe ask for help and support – or offer help and support – please contact the Family Tree Office and we'll ensure that your contributions are included in the next newsletter !!
Looking forward to hearing from you...

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Wirral Council is supporting a new online 'one stop shop' for wellbeing, health and social care services in Wirral. The new website – www.wirralwell.org – has been developed by Voluntary and Community Action Wirral

New Family Tree carers support group

We are planning to start a new Family Tree carers therapeutic support group at the end of February. It will run one evening a month - day, time and venue to be determined.

Topics for the group sessions will be planned jointly with group members but could include topics such as stress management, relaxation, problem solving, building confidence and assertiveness.

If you are interested in joining please contact the Family Tree office. Numbers will be restricted to 12 maximum - first come, first served - so don't delay !!!!

Don't forget our website www.familytreewirral.co.uk

CWP Carer Lead report for Family Tree **November 2011**

Cheshire and Wirral Partnership NHS Foundation Trust (CWP) has progressed rapidly in its aim to improve services and support to carers and families. The Trusts Carer Lead has taken over the "Triangle of Care work" (ToC) schedule already started and in addition set out the main draft aims and objectives of supporting carers, improving knowledge and skills, developing systems and pathways.

Although not exhaustive, this update captures work undertaken to date with reference to work programmed for the near future.

Triangle of Care

The Triangle of Care has been a key driver, both nationally and locally, for improving service and driving standards for carers in mental health services. CWP adopted three key elements of the Triangle of Care

Advanced Statements (Advanced statements being in addition to the ToC which the Trust identified as a key improvement area)

Effective Communication and Information Sharing

Training

The recommendations of the ToC was presented to CWPs senior managers and accepted in October. These recommendations will now be implemented as part of the wider work schedule of the Trusts Carer Lead. The implementation and monitoring of the work will be overseen by a new Carer Strategy steering group. This group is scheduled for mid November and incorporates carers, service user and staff groups.

Draft work schedule and Strategy

A draft work schedule has been developed and will be discussed at the Carer Strategy steering group. The work schedule aims to provide broad aims and objectives incorporating the recommendations of the ToC. The work to improve service for carers focuses on these broad headings;

Policy

Developing a CWP wide carer Strategy and carer Charter (The strategy itself will generate

Ensure the Triangle of Care is embedded across services (This includes the recommendations as discussed above)

Ensure that the Carer Strategy links with the Trusts wider recovery strategy

Training, Skills and Workforce Culture

Develop and implement a CWP wide carer training programme

Performance, Quality and Evaluation

- Increase the number of carer assessments undertaken
 - Increase carer involvement and evaluate carer satisfaction
- Develop partnerships and projects that support carers

Work undertaken

In addition to meeting as many people as possible and developing partnerships and relationships. The following has been undertaken to date

- Links established with all external statutory organisations i.e. interagency carer meetings with the Local Authority and PCT.
- Link worker development programme undertaken, with development meetings have taken place and workshops planned.
- Review CWP carer and service user website, with the aim of improving the information and communication for carers
- Re design of the Trusts Carer Survey, with an emphasis on satisfaction and away from demographic information collated.
- Involvement in a number of CWP wide projects where carers are indicated i.e. Grozone Northwich (Groundwork)
- Work undertaken to understand the themes emerging from reporting of incidents and complaints (Carer and families).
Schedule of meeting in house to communicate aims and objectives.

Although the first phase has been to establish the role, develop relationships and communicate aims and objectives, work has clearly been undertaken to make a real difference from the start. The next phase will enable the main work objectives to be achieved and monitored by the Trust.

A Very Big Thank You

Thank you all very much for the wonderful lunch you gave me on the 13th October and for all the gifts and cards.

I am going to have a stunning garden next year as I have almost £200 to spend in garden tokens which is absolutely amazing.

It was lovely to see you all again, I will miss you, but I will be back for special occasions such as the Christmas Crafts and the Christmas meal.

I have every confidence that Iain is the right person to take Family Tree forward and that he is already doing an excellent job so please support him in all that he does.

With Best Wishes
Sue Gladden

How to raise money for Family Tree without it costing you anything !!!

Using www.easyfundraising.org.uk is the simplest way to raise funds for Family Tree. If you shop online with your favourite stores you can raise money at the same time. It's that easy.

They work with thousands of well known retailers including Asda, Argos, Amazon, Ebay and many more. The retailers will then donate a percentage of your spend to Family Tree when you shop with them through the www.easyfundraising.org.uk website.

For example, spend £50 with Boden and you'll raise £1.25. Insure your car with the RAC and they'll donate up to £30. Take out a new mobile contract with Vodafone and raise up to £45. What's more, they work closely with retailers to find voucher codes and discounts so you can save money on your shopping too.

Sounds good? Here's how to do it!

Firstly, visit the www.easyfundraising.org.uk website and tell them you want to support Family Tree – it's completely free.

When you've registered, you're ready to shop and raise money! Simply click on the retailer you want, then shop as you would normally. When you make a purchase, they will send you an email telling you how much you've raised and pass the donation to Family Tree.

Will my shopping cost me more?

Absolutely not. You pay exactly the same price exactly as you would if you visited each retailer's website directly.

How much can I raise?

Donations vary between retailers but an average donation is 5% of your spend. Some insurance and mobile retailers pay a substantial one-off donation of up to £50. The donation amount is shown directly next to each retailer listing and Family Tree will receive 100% of the donation shown. For example, if the donation shown is 2.5%, your cause will receive 2.5p for every £1 you spend.

Am I buying from the retailer or easyfundraising?

You still deal directly with each retailer. They simply record your visit to their website and reward Family Tree when you make a purchase.

What's the catch? Is it for real?

There's no catch. They've raised millions for good causes across the UK and they're a member of the Institute of Fundraising.

So please register now and start raising funds for Family Tree – and pass this message on to anyone you know who shops online !!

Past and future events

Following the highly informative training day on 27th October with Chris Taylor and Iain Stewart, Chris has kindly written an article for this newsletter and Iain has sent me an electronic copy of his presentation – if you would like a copy by email please contact me at iain.mayoll@cwpa.nhs.uk.

On Wednesday January 11th at St. Saviour's there will be a workshop from 10:00 until 12:00 on the Triangle of Care and preparation for **Sheena Cumiskey's (Chief Executive CWP)** visit later in the month – if you spend some time during the session preparing questions and comments then I can forward them to Sheena in advance to maximise the benefit to you all from her time. Sheena will be visiting us on Thursday 26th January at St. Saviour's from 10:00 until 12:00. Booking forms are enclosed for both sessions – alternatively you can ring me to book places on my mobile on 07552 930789, or at the Family Tree office on 0151 488 7708 ext. 3843 or by email as above.

I'm hoping that as many of you as possible will take this opportunity to speak directly to the chief executive of the trust about issues you care about and that have a major impact both on your lives and on the lives of those you care for.

A New Carers Group in Birkenhead

Carers from all communities are invited to a new monthly support group to be held at the MultiCultural Centre. It will be starting on 5th December 2011 between 12:00 and 3:00 p.m. Mental Health Carers from both the Primary and Secondary Care services are invited. If you are interested please contact Rod Elton on 0151 488 7708.

Soup 'n' Support

New Carers Group in West Wirral

A new carers group is being set up in West Kirby for any carer in the area.

The aim is to provide a local venue where carers can get the information and support they need, including mutual support, and where they can be signposted to other agencies for more specific help.

The group will meet on the first Thursday of the month at West Kirby Methodist Church, Westbourne Road from 12.00 – 2.00. The first meeting is on Dec 1st. Lunch will be provided (Rev. Jim makes very good soup!) and this will be followed by either an information session or an activity (craft, gentle keep fit, etc).

If you live in this area you will be very welcome to come along.

Please contact Sue Gladden on 07968 236 854 for further details

Please note that if you live in the Pensby area a similar group, Carers Together, meets at St Michael and All Angels Church, Gills Lane on the second Thursday from 11.45 – 1.30.

Contact Carol Jordan 07932 251 198

DO YOU HAVE AN OPINION???

A GOVERNMENT CONSULTATION

Caring for our Future: shared ambitions for care and support

There are six main areas covered in the consultation. You can respond as an individual or as part of an organisation. The main document and feedback form are available through the Department of Health web-site <http://caringforourfuture.dh.gov.uk/get-involved/>

The six areas are:-

Quality -How could we improve the quality of care and how could we support the care workforce to do this?

Personalisation - How could we give people more choice and control over the care and support they use and help them make informed decisions.?

Shaping Local Services - How could we ensure that there is a wide range of organisations that provide innovative and responsive care services and that respond to people's needs and choices?

Prevention - How could we support more effective prevention and early intervention to keep people independent and in good health for as long as possible?

Integration (in partnership with the NHS Future Forum) - How could we build better connections locally between the NHS and other services?

The role of the financial services - What role could the financial sector play in supporting care users, carers and their families?

Plus - any other comments on Social Care reform including the recommendations of the Commission on Funding of Care and Support

Who can get Council Tax discounts?

A full Council Tax bill is based on at least two adults living in a home. Certain groups of people don't pay Council Tax. So, if you live with any of them or are in one of those categories they or you won't be counted as an adult for Council Tax purposes.

These people include:

- children under 18
- Young people who are in education or on training and apprenticeship schemes
- **people who have a severe mental disability (usually on high rate DLA or AA)**
- **live-in carers who look after someone on high rate DLA or AA who isn't their partner, spouse or child under 18 years**

To find out if you should get a Council Tax discount, count the number of adults who live in your home as their main home. Don't count anyone who is in one of the above groups.

If one adult lives in your home, your Council Tax bill will be reduced by 25 per cent.

If you are left with no one who counts as an adult, your Council Tax bill will be halved.

So, if you are look after a son or daughter with severe mental health problems and there are just the two of you in the house then you could get 50% off your Council Tax bill.

If you are a couple you may, in certain circumstances, both be counted as carers and could again get 50% off.

Tel 0151 606 2002 for further information.



WISHING

YOU

ALL

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VERY

HAPPY CHRISTMAS

A RESEARCH PROJECT PALM: Psychosis: Assessment of Life in the Moment

What does the study involve?

Service users and carers complete an electronic diary for 6 days to record their activities, thoughts and feelings. This study is trying to show how stress can affect the mood and symptom severity. For more information or to refer a patient phone/text 07881942333 or email lisa.douglas@cwp.nhs.uk

Who are we looking for?

Services users experiencing psychosis (including schizophrenia and delusional disorder), aged 18-65, also looking for carers of SU's. Participants receive £15 in shopping vouchers.

Family Tree Mailing List

Please **remove** my name from the mailing list

Name

Address.....

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