This information bulletin is for carers, professionals working with carers and other organisations supporting carers. The Carer Support Team supports informal carers in Wolverhampton. The carer might be looking after someone with a physical or sensory disability, mental health need, learning disability; they may be an older frail person or the parent/carer of a child with a disability.

To find out more about the support we provide contact the carers team on 01902 553409. You can visit our website at www.wolverhampton.gov.uk/carers, email us at carer.support@wolverhampton.gov.uk or drop in to the Carers Centre, Blossoms Fold, Off North Street, Wolverhampton, WV1 4HJ.

Please feel free to pass this bulletin to anyone you think might find it useful. The current edition of the City Carer magazine is available to pick one up from the Carers Centre in Blossom’s Fold or from your local GP surgery, library or information point.

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Please find also attached to this bulletin, information about the ‘Inside out of Mind Tour’

1. Information, Advice and Support Service & Royal Mencap: Independent Support Offer
You will be aware that the Information, Advice and Support Service (formerly the Parent Partnership Service), in partnership with Royal Mencap, is delivering the Independent Support offer for Wolverhampton.

Independent Supporters will work with parents and carers and with young people to help them navigate the new Single Assessment process.

An Independent Supporter is available and should be offered to:

1. Parents and carers of children and young people who are new entrants to the new Single Assessment process (which replaces Statutory Assessment)
2. Young people (16-25) who are new entrants to the new Single Assessment process (which replaces Statutory Assessment)
3. Parents and carers of children and young people with a Statement of SEN or a LDA as they move to the new system
4. Young people with a Statement of SEN or a LDA as they move to the new system

Please see attached leaflet for more information about the offer. If you have any queries about the Independent Support offer, please contact Lucy Harris or Elaine Westwood at the Information, Advice and Support Service 01902 556945 lucy.harris@wolverhampton.gov.uk or elaine.westwood@wolverhampton.gov.uk. You can find out more about Independent Support from the Council for Disabled Children website.

2. 21 Years of Parent Partnership
Join us on Wednesday 18th March 2015 to celebrate our 21st Birthday and to mark us becoming the Information, Advice and Support Service. Booking is essential. Call now to reserve your place. Booking Essential – please contact us on 01902 556945 or email ias.service@wolverhampton.gov.uk.
3. **How the government is supporting carers**

Norman Lamb, Minister of State for Care and Support, has written about the contribution of carers and new funding for projects to support carers. To read more, go to: https://www.gov.uk/government/speeches/how-the-government-is-supporting-carers

4. **More about carers**

NHS England has renewed its commitment to improving the quality of life for young and adult carers. Commissioning for Carers: Principles and Resources to Support Young and Adult Carers has been developed with input from carers themselves, leading charities, and partner organisations and identifies ten principles that will help commissioners to deliver the care and support carers need.

For more information, go to: http://www.england.nhs.uk/commissioning/comm-carers/

5. **Wolverhampton Healthy Minds**

Wolverhampton Healthy Minds is a free NHS Service for people who are feeling down, anxious or stressed. Our team of Psychological Wellbeing Practitioners (PWPs) offer a range of different treatment options proven to help with these types of difficulties. Our treatments are based on Cognitive Behavioural Therapy (CBT) and our aim is to help you to help yourself with your difficulties. CBT can help you find ways of balancing your thoughts which can have a positive effect on the way you feel and the things you do.

Changes to our Service means that you are now able to refer yourself to us if you feel you would like further help. You can do this by visiting our website: www.wolverhamptonhealthyminds.nhs.uk and completing the online form or by texting WHM to 07800 006 474 or by coming to talk to us at one of our information events (please see our website for details of where we will be).

6. **Fallcheck: new app launched to help prevent falls in the home**

Falls are a common and serious problem for older people. People aged over 65 have the highest risk of falling, with around 1 in 3 over 65 falling at least once a year, and around half of those over 80 years old falling at least once a year. Falls are estimated to cost the NHS more than £2.3 billion per year, doesn’t include the personal cost of falling: distress, pain, injury, loss of confidence, loss of independence. Falling also affects the family members and carers of people who fall – stress of constantly worrying about them (NICE, 2013)

Preventing falls is a complex issue, but one of the things you can do is to look at the home environment and identify ways of making the home safer for people at risk of falling and to think about how people might get help if they do have a fall, though using Telecare for example.

Coventry wanted to develop a new way of getting this information out to people before they had a fall and involve the whole family in fall prevention, and therefore developed the Fallcheck app.

Fallcheck is a web based app that works on any smart phone, tablet or PC and is aimed at anyone at risk of falling, or carers and family members worried about them.

It was developed through the Innovation in preventing falls project funded by NHS West Midlands. Dr Gill Ward led the development at the Health, Design & Technology Institute along with the Centre for Excellence in Learning Enhancement at Coventry University and worked with colleagues in social services and the NHS to develop the app.

The content of Fallcheck is based on information from occupational therapists and falls experts in the United Kingdom. The app helps identify potential hazards in the person’s home that might cause a fall and gives information and advice about what can be done to reduce or remove the hazard. It takes the user through the home room by room, uses pictures to highlight problem areas creates a personal checklist for that person’s home.

The app then suggests solutions to reduce the fall hazard; it could be something easy like removing a rug or rearranging the furniture. Where more complex problems arise it also provides links to further information such as where to buy equipment or technology that could be helpful, for example a night light that would automatically come on if the person goes to the toilet in the night so they can see better or a rail at their door. If people need further information and advice the app also tells people how to contact social services or Telecare services.

The Fallcheck app is free to download at www.cele.coventry.ac.uk/fallcheck

7. **Scribble & Scribe: Form Filling Service**

This pilot project is now up and running. It is a FREE service and we are actively seeking users.
Scribble & Scribe is a service wherein we apply pen to paper (or fingers to keyboards) and complete forms in the words of clients who are struggling to fill them in for whatever reason.

Which forms do we help people with?
For the pilot, we have decided to concentrate our efforts on the forms, which are the most difficult to complete:
- Disability Living Allowance applications
- Personal Independence Payment applications – PIP 2 forms
- Attendance Allowance applications
- Employment and Support Allowance applications – ESA50 forms

Why was it set up?
1) An inability to complete forms, impacts on many people and often generates problems that could have been avoided, had the person been given this kind of support.
2) Commonly, to attain help completing these forms, an individual had to be a member of a particular group/organisation rendering this type of assistance.
We are offering this service to all.
3) Because each form can take over two hours to complete properly, they can be a major drain on the resources of Community and Voluntary groups with small number of staff. By offering this service, we hope to free-up their capacities.

Responsibilities
Clients seeking to use the service sign a disclaimer to the affect that the role of the scribe was to transcribe the clients own words and that the service accepted no liability for the outcome of any claim process. Where fraud is suspected the service will not assist with applications.

‘The Scribble & Scribe’ form filling service is NOT an advice service, clients needing advice about their rights, responsibilities and entitlements will be signposted to appropriate advice agencies such as the CAB.

The scribe enters information provided by the client in their own words. This is separate from a decision about whether or not a form or application is required or should be submitted in any individual instance. Scribes understand and respect confidentiality.

Booking an appointment / Contacting Us
Andrew Walters – CLIC-Uk – Tele No: 01902 877567/530 – www.clic-uk.org
Wolverhampton Citizens Advice Bureaux – 01902 572006 – Ask to book an appointment with Andrew Walters and state the form that assistance is required with.

CLIC-Uk via ‘Scribble & Scribe’ are proud to be one of the 12 organisations working in partnership with the Local Advice Wolverhampton Project (funded by Big Lottery).

8. Caring and isolation in the workplace – employee survey
Employers for Carers and Carers UK are conducting a short employee survey about caring and isolation in the workplace. This new research survey is now open. If you’re a working carer – or you know someone who is – we’d really appreciate it if you could complete the short online anonymous survey.
While one in nine people in any workplace will be supporting an older, ill or disabled relative partner or friend, caring still remains a relatively hidden issue in the workplace. Many employees either do not recognise themselves in a caring role, know where to turn for help, or feel comfortable about coming forward for support.

The purpose of this short employee survey is to improve our understanding of:

- how and why carers can often feel lonely or isolated (either at work or at home) even when they may be part of a busy workplace or wider family unit
- how working carers can best be supported to minimise such isolation including through early advice and information and practical help
- practical ways in which employers and other parties can help

The survey will be open from now until 28 February 2015 and the results will be published in late March 2015. To complete the survey click [https://www.surveymonkey.com/s/isolation-carersuk](https://www.surveymonkey.com/s/isolation-carersuk)
9. **Living with Sight Loss course**
Activelyes has teamed up with Action for Blind People and will be running a Free of charge 5 week Living with Sight Loss course

- Thursday 5\(^{th}\) March
- Thursday 12\(^{th}\) March
- Thursday 19\(^{th}\) March
- Thursday 26\(^{th}\) March
- Thursday 2\(^{nd}\) April

All days 10.30am – 3pm

The course is informal and friendly. It is open to people with all levels of sight loss. We cover topics such as eye health, emotional aspects of sight loss, technology, benefits, housing, leisure and being independent as much as we can. This list is not exhaustive and the course will be tailored as much as possible to the group of individuals taking part. We will also have guest speakers coming in giving relevant presentations to us all, letting you know what is available to you and how to access help and support especially with welfare benefits.

We would particularly like to encourage those new to sight loss that may need advice, guidance and support with any of the issues outlined above. For more information or to book a place please get in touch with Tim Jukes, Community Support - Lead Officer | Beacon Centre for the Blind
Wolverhampton Road East, Wolverhampton, WV4 6AZ.
T: 01902 880111 | D: 01902 880111 | W: www.beacon4blind.co.uk

10. **Brain injury survivors choir to sing at Sunrise**

- The Headway Black Country Choir, who are formed of people living with acquired brain injury, are performing at Sunrise of Tettenhall on Wednesday 18\(^{th}\) February from 10.45 to 12pm
- It is only their second performance and will mark a huge achievement for the group
- The performance is part of a Brain Injury Awareness event being held by Sunrise of Tettenhall and Headway
- A representative from the charity will also be on hand to discuss the services available to the estimated 2,500 people in the Black Country living with a severe brain injury
- Drinks and light refreshments will be served after the performance
- All are welcome to attend. Sunrise of Tettenhall’s address is 73 Wergs Road, Wolverhampton, WV6 9BN

If you have any queries, please feel free to contact Carrie Jahn, Director of Community Relations, Sunrise Senior Living on 01902 774100 or email tettenhall.dcr@sunriseseniorliving.com


Headway Black Country offers coffee and chat meetings on the first Wednesday of every month from 10.30am to 12.30pm at West Midlands House, Gypsy Lane, Willenhall, WV13 2HA

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Contact Kerry Foster for further details on 01384 869961 or email info@headwayblackcountry.co.uk

**Please note:** If you do not have access to the internet but would like to access any information from the links included about please get in touch. I hope that you have found this month’s bulletin useful. Please get in touch if you would like to include anything in the next bulletin and if you have any feedback. **Deadline for submissions to the March Bulletin is Monday 23 February 2015.**

Melinder Kaur, Information Officer
Carer Support Centre, Blossoms Fold, Wolverhampton, WV1 4HJ
Tel: 01902 553429 Email: Melinder.Kaur@Wolverhampton.gov.uk

See [www.wolverhampton.gov.uk/carers](http://www.wolverhampton.gov.uk/carers) to access information about Carer Support in Wolverhampton.