

# focus carer 92

The newsletter of Scarborough & Ryedale Carers Resource

Autumn 2018

## AGM 2018

Wednesday 17th October, 10.00am  
at Malton & Norton Golf Club,  
110 Welham Road, Norton,  
Malton YO17 9DU  
Bacon or Egg Butties, Coffee and Tea

## Focus on Adult Services

A special interactive presentation  
featuring our Adult Services...

Home from Hospital service  
Caring with Confidence courses  
and Action Towards Inclusion

## New services and innovative ideas lead the way in the provision of effective support for carers

Elizabeth McPherson - Chief Officer

**What an exciting year for Scarborough and Ryedale Carers Resource, with new services, projects, new staff and Trustees joining the team. As you will see when you read this edition of Focus Carer there are lots of great innovative ideas that have really made a difference to the people we support.**

Two new services this year, one being the county-wide **Home from Hospital** contract which started in April, the lead contractor being The Carers Resource based in Harrogate. We were delighted to be asked to be part of this contract and it has allowed SRCR to diversify its services to support more predominately older people but anyone from 18+ can access this service who are being discharged from hospital and in need of some support. The service is time limited, up to 6 weeks, to build resilience and independence, to allay any anxieties and resolve issues that may arise. The aim is to keep people well at home and keep them out of hospital.

The second new service which will be starting in October and in partnership with Ryedale Carers Support is the **Wellbeing and Prevention Service**. This is to meet the needs of adults who are at risk of deteriorating health, social isolation and loneliness (primarily focusing on older people and those with physical disabilities). The service will focus on being the 'right

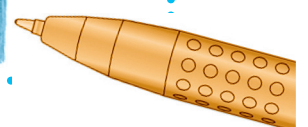
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Elizabeth McPherson

**Take part in our Carers Survey (pages 11 & 12)**

*Share your ideas with us and return the survey by Freepost*



support, at the right time in the right place’ – this will mean a combination of delivery at the service users home, within their local community with assistance if required.

We will be looking at providing information, advice and support, a befriending service and utilising social activities either provided by ourselves or those already up and running in the community. Please keep an eye on our website for more information and updates on both these new services [www.carersresource.net](http://www.carersresource.net)

**Our AGM** will be on the 17th October at Malton and Norton Golf Club, 10.00am and we would like to invite you to come along. This year we will be focusing on our adult services with presentations from the Adult team: Caring with Confidence, Home from Hospital and some fun interactions to ensure it’s an enjoyable morning. There will also be refreshments with bacon or egg butties!

**The team and organisation** are growing, and we are pleased to be able to spread the excellent support we provide not just to unpaid carers, but also to vulnerable people who live on their own in need of care and support. Our core work will always be focused on supporting carers from 8 to 108 and that runs through every contract or project we deliver.

Lastly, I need to thank this incredible **staff team** I have the privilege to work with, their enthusiasm and professionalism is second to none and they all go way beyond what is required of them to ensure the support is provided. We have had a lot of changes this last year and the staff team have embraced the development and new opportunities. We are all proud to see the organisation grow and reach out to support many more people.

**The Board of Trustees** have been a great support and 100% behind the way the organisation is moving forward. I just wanted to say that we need to remember the Trustees are volunteers and give up their time and skills to ensure SRCR continues to meet the needs of all its service users in line with its values and ethos. With all the cuts in statutory provision and funding getting harder to secure, we need to keep evolving to ensure the long-term sustainability of SRCR. Thank you for your continuing and valued support.

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**Contacting Carers Resource**

Tel: 01723 850155  
e.mail [staff@carersresource.net](mailto:staff@carersresource.net)  
[www.carersresource.net](http://www.carersresource.net)  
Facebook: srcr1  
Twitter: srcarers

.....  
**Scarborough & Ryedale Carers Resource  
AGM 2018 ‘Focus on Adult Services’**

Wednesday 17th October, 10.00am  
at Malton & Norton Golf Club,  
110 Welham Road, Norton,  
Malton YO17 9DU

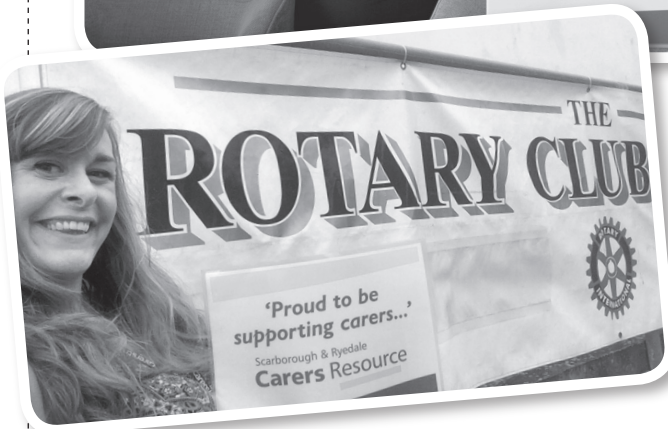
Join us for Bacon or Egg Butties,  
Coffee, Tea and presentations.

Please complete the reply page at the end of this newsletter and return to us at the Freepost address shown.

You can also apply for or renew your membership at the same time, read more about membership of SRCR on page 13.

*All are welcome - come and join us - meet trustees, staff, carers and supporters*

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*Carers Week saw many pledges of support for the work of Carers Resource from organisations, businesses and individuals throughout the community - above: members of Scarborough B2B; the Rotary Club (left) and NYCC Commissioning Group (right).*



## Carers Week - Building partnerships, making new friends across the community

**What an amazing 'National Carers Week' we celebrated this year (11th -17th June); this year's national theme was about us all coming together to build communities that support the health and wellbeing of our carers.**

Using the week as a springboard, without question we managed to develop some amazing long-term partnerships with local businesses and organisations that will help to continue and extend support for our carers long into the future.

We received many pledges of support from existing and new connections, with individuals and organisations offering their time, resources and an opportunity to promote the work of Scarborough and Ryedale Carers Resource.

If we were looking to raise awareness of the fabulous work that carers do, this was the year

to celebrate achieving our maximum reach into the heart of Scarborough, Whitby and Ryedale. Local radio and press coverage during the week helped spread the word and we are just overwhelmed at the reach and response we have had.

There are many thank you's to be said, too many to mention perhaps, but we are confident in the months to come, the pledges of support for partnership working will have a significant impact on the quality, reach and impact of the work we do together to support our local carers.



# Home from Hospital

**Some of you may be aware, in Spring time Carers Resource began working in partnership with Harrogate Carers Resource to deliver the Home from Hospital service. Elaine, Becky and Emma are our new Home from Hospital team covering Scarborough, Whitby and Ryedale. The service provides support for anyone, not just to carers. Since April we have supported 80 clients and the service is going from strength to strength.**

We are really pleased to be able to provide this service, as we can appreciate how difficult it can be returning home after a stay in hospital. No matter how short or long the stay was, the service can provide reassurance as well as help with some of those basic tasks that can be a struggle when getting back on your feet. We can provide free, low level support for up to 6 weeks for those important tasks such as shopping, collecting prescriptions as well as



*Home from Hospital team members, Emma, Elaine and Becky.*

helping identify and signposting to other services. Please do bear the service in mind, if you or someone you know would benefit from some support once returning home from hospital.



# Action Towards Inclusion

**Action Towards Inclusion is a project supporting people who are facing all sorts of barriers in returning to work / training or education.**

Carers Resource are supporting carers in our area, (Scarborough, Whitby and Ryedale) who are over the age of 18, as part of this country-wide initiative. We aim to support carers to develop new skills and interests and build future aspirations as well as identify opportunities for personal development.

**The Project focus is to:**

- Help the most disadvantaged
- Tackle social exclusion
- Focus on the capabilities of each individual
- Lead to better coordinated services
- Create new opportunities for work

One of the opportunities in July took participants to The Community Furniture Store where they got the chance to increase their skills with a workshop in Furniture Restoration (see photos on page 4).

The event also gave carers a chance to have a little respite from their caring role, to help reduce isolation and to meet others who are in similar situations.

Scarborough & Ryedale

**Carers Resource**

# Adult Carer Support Team

**What a busy year for the adult carer support team! As always, we have been pleased to advise, provide useful information, help to maximise income and lend a listening ear to carers past and new.**

Our **Helpline sessions** have increased due to demand and outreach locations for face to face support have enabled us to move around the area to make best use of resources and see several carers in one day. This has given us time to continue providing essential home visits where carers either can't easily leave the person they look after or meet us at outreach due to transport issues or their own ill-health.

Being ever keen to fly the flag for carers and our service we have continued our **representation** at local groups and forums with other well-known organisations and reached out to meet the public and raise awareness. You may have spotted us in supermarkets, surgeries and at community events in our distinctive blue and yellow T shirts! Come and say 'hello' if you do! During this June's Carers' Week we were a regular feature on Yorkshire Coast Radio and enjoyed some wonderful press coverage. Find more about Carers Week 2018 in this issue of Focus Carer!

Dawn's **Action Towards Inclusion Project** now has a whole year of success stories around carers looking to get back into training, employment and volunteering as well as those re-connecting with the community, developing interests and gaining new friends. The project's success has been underlined by its need for a second worker and Lindsay has recently joined Dawn to provide dedicated input for the Whitby area!

Last, but not least we have been very excited to update and deliver our **Caring with Confidence** course which has already run very successfully in Scarborough and is currently running in Pickering. One of its sessions explores self-care and complementary therapies including Mindfulness and we are hoping to run a more in depth course for carers on this very subject in October. Keep an eye on the website for dates!



*An Action Towards Inclusion participant takes part in a furniture restoration project.*



Participants of a recent *Caring with Confidence* course complete a First Aid Skills module.

## Caring with Confidence comes to Pickering

**We know that caring significantly affects the wellbeing of carers and we aim to support carers to improve theirs through a variety of sessions; building on their own existing skills, learning new ones and increasing resilience. And of course, free tea and biscuits which always helps!**

The sessions are all free and cover a variety of topics. Including information about benefits; the role of stress and balancing caring demands with personal needs; learning relaxation and mindfulness techniques; basic first aid skills; looking at practical ways to improve communication; discovering your creative side and a taster of some complementary therapies and local wellbeing classes.

The aim is for the sessions to be light hearted and for people to really learn from one another. The course is facilitated by our own Support Workers, but Carers have so much varied experience it gives the opportunity to share that experience and to help each other.

When we ran the course in Scarborough we were amazed at the mix of carers that attended and how well the group gelled. There were tears and laughter and a healthy exchange of information and tips to help in the caring role. We all learned a lot.

We really hope that these sessions give carers more confidence in their roles and it gives us

an opportunity to say thank you, appreciate and to care for our carers.

### **You can join our Pickering Course**

**The course is currently running in Pickering at the Memorial Hall, there are still some places available for the following sessions:**

**5th September – Health & Wellbeing**

**12th September – Caring Day to Day**

**19th September – Caring & Communication**

**26th September – Caring for You**

**The sessions are all on a Wednesday and run 10.00am till 12.30pm at Pickering Memorial Hall.**

**You can attend one, some, or all the sessions, but they do need to be booked.**

**To book please ring 01723 850155 or email [staff@carersresource.net](mailto:staff@carersresource.net)**





## For Young Adult Carers it's Sew Easy!

**In April the Young Adult Carers Project and the Action Towards Inclusion Project started a new workshop designed to equip carers with useful sewing and design skills. The project entitled 'Sew Easy' was an 8-week workshop where carers got together to design and make an outfit of their choosing.**

The group was led by the expert tutor Rebecca Riley of Frankly My Dears based on Queen Street in Scarborough. We invited a group of 7 carers from ages 17 – 37 to get together and discuss their ideas. We had everything from Anime style leather trench coats to couture vintage inspired dresses! The group then met every Monday evening for 8 weeks to complete their projects.

It was wonderful to see a very quiet and shy group bond so quickly! As the sessions progressed the conversations flowed and real friendships were developed. Some of the carers are now accessing the classes independently as part of an ongoing focus on their wellbeing. Every carer that attended reported really positive outcomes from their experience. One of the most significant outcomes is that one carer was able to use the garment he created as part of his final art piece for his Art Foundation course at Scarborough TEC. As an organisation we

work closely with learning providers in the local area and it was great to see the college working with a carer to facilitate their caring role alongside their studies. The extra time he saved completing his final piece at the Sew Easy workshops allowed him to focus his time on his supporting portfolio. As an added bonus Scarborough TEC agreed to support us as a charity by collecting donations and displaying our information at the end of year art exhibit!

We can't overstate the importance of being able to take a break from your caring responsibilities. Providing care to a family member can have a huge impact on your life and we understand this. Having the capacity to facilitate activities where carers can not only enjoy some respite and make new friends but also learn some useful life skills is at the heart of what we strive to do.

## Curiosity – a short term project based on sciences

**We are very proud to have been supported by Children In Need and The Wellcome Trust who have jointly funded activities over the summer for our Young Carers.**

The project was based on the land, the sea and the air and gave Young Carers the opportunity to learn about the environment around them through a series of themed activities.

We thank our partners, Hidden Horizons for providing the expertise and know-how for these activities which have included:

**Fossil Hunting on Cayton Bay Beach**

**Cooking and foraging for food in the woods**

**How to make a bow and arrow from what nature provides in the woods**

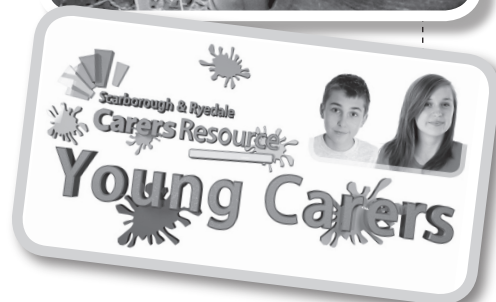
**Star gazing and moon gazing on the beach.**

**Learning about shooting stars and meteor showers**

**Rock pooling on the South Bay and learning about pollution of the sea.**

**Collecting sea glass and creating sea glass planets with the help of a professional artist.** The planets are on permanent display at the Summit – do pop along and see them if you can, they are very impressive.

The Young Carers that have taken part in the Curiosity project have had great fun while learning about the natural environment on their doorstep.



## Celebrating Curiosity

**As a finale to the BBC Children In Need funded project "Curiosity", a family day was held at The Summit, on St Nicholas Street Scarborough. The Young Carers who had benefited from the project came along with their families to showcase all they had achieved over the summer. The Mayor and Mayoress of Scarborough, Councillor Joe Plant and Margaret Plant helped the Scarborough Lions present the Young Leaders in Service Awards to 10 Young Carers.**

Hidden Horizons, our partner in this project, had the pop-up dome showing a 3D film on the planets. It was a great day to bring families, professionals from North Yorkshire County Council, staff from Carers Resource and partners together at a venue Young Carers enjoy using.



*Young carers with the Mayor of Scarborough*





Scarborough Lions representatives with Young Carers - the Lions have been active assisting a monthly youth club and helping young people achieve the 'Lions Young Leaders Award'

## Young Carers Service

**This year has been amazing for our service, we have seen over 147 young people supported in a variety of ways.**

The Service is growing from strength to strength. When we first took on the Young Carers service the emphasis was very much on doing fun activities away from their caring role. Our main area of work now is on individual support. Young Carers coming to us have much greater needs because of how their caring role affects them. We aim to work with the schools and other organisations to maximise the support available to these young carers, helping them to develop the skills and tools they need to balance their own lives alongside their caring responsibilities. Our work sees us helping young people to understand their own reactions and emotions and to manage them towards others around them.

We hope to develop stronger connections with local secondary schools to ensure our Young Carers are well supported and realise their full potential.

We still do fun things as well though!

In addition to the 1-1 work, we have offered a wide range of targeted activities that have supported social and emotional growth for our young people. Work with Children in Need and the Wellcome Trust (through Starfish and Curiosity), Hull University (Young Carers Residential), the New Opportunity Area and The Children's University have given the Young Carers fantastic opportunities to try in a safe environment.

We have developed a lively monthly youth club, supported by organisations such as Santander and Scarborough Lions who are also working with us to help young people achieve the 'Lions Young Leaders Award' for the support they offer at home and in the wider community.

The 'fun activities' side to the Young Carers service is only available thanks to the generous support of local organisations and groups. On behalf of the Young Carers who benefit, a massive THANK YOU to all – you know who you are.

# A Carers Poem

**We are very pleased to include this moving poem written by local carer Cathy Dunderdale. Cathy first came to us in 2001 as a parent caring for her son with complex additional needs. She wrote this poem when he was 7 years old. He is now an adult and she continues to care for him at home and since this poem her youngest son has been diagnosed with Autism.**

Cathy has had a variety of support from our Adult service, one to one support with a worker and has attended the Cuppa and Wellbeing group. She also completed the 8-week Mindfulness Course last year. She says she found all these groups very supportive and helpful, making new friends and learning how to manage some of the stresses in her caring role.

## Christmas Cheer?

by Cathy Dunderdale



*People keep rushing around everywhere  
 Some are tearing out their hair  
 Or arguing from that shopping spree  
 Would they do that if they were me?  
 Because here I am standing still  
 Hoping my child does not get ill  
 So they can enjoy some Christmas cheer  
 And for once, be well at this time of year  
 There'd be no constant visits to our docs  
 And they'd be well enough to rustle their socks  
 that Santa's left for them overnight  
 And we'd see them well and really bright  
 They'd be excited, like the children running  
 around, in awe of every Christmas sound  
 But you hear children being chastised from afar  
 Those parents don't realise how lucky they are  
 We try to make Christmas as special as can be  
 Because we don't know our child's life expectancy  
 Whilst everyone else goes around without a care  
 Pushing each other here and there  
 So, as I watch those people getting irate  
 And getting themselves in such a state  
 I sit and gaze up at the Christmas tree  
 And wonder...  
 Would they do that if they were me?*



## Carers comments

**Chances are, if you're reading this, you will have had a service from SRCR and you will have probably have been asked for feedback afterwards. Here are a few comments from the many that we receive:**

*"Very good and efficient. I'm passing your phone number and info on too."*

*"Thanks to the team in Snainton for their help, kindness and support which was very reassuring and valuable at a very difficult time."*

*"It's been very useful"*

*"Everyone has been incredible, so helpful and to know that there is someone there if needed."*

We welcome all feedback, it is vital to demonstrate to funders that their money is being well spent, so please help us to help you by giving your views (good or bad) on the service you've received. You can do this now by completing the survey on the next page. While you've got your pen out, please complete the reply page on page 14 and send back to us with your survey.

# Carers Survey

**Carers Survey and AGM forms**  
It's easy to return them to us by **FREEPOST**

As an organisation providing services to both young and adult carers we are very interested to hear your views on how you think we are doing, good or bad! If you are receiving services from us or have done in the past, please take 5 minutes to complete this survey. Your views are important to us and will help us to design services for the future.

**1. What is the condition of the person/s you care for: (tick all that apply)**

- Physical Disability
- Mental Health Issues
- Visual Impairment
- Substance Abuse
- Learning Disability
- Dementia
- Hearing Impairment
- Other

**2. How many hours of Care do you provide?**

- 1 – 19 hours
- 20 – 49 hours
- 50 hours or more

**3. What age range are you?**

- 0 - 24
- 25 - 49
- 50 - 64
- 65+

**4. What age is the person/s you look after?**

- 0 - 24
- 25 - 49
- 50 - 64
- 65+

**5. If you have telephoned or emailed Carers Resource, did we answer quickly?**

- Yes
- No

**6. If you left a message on our answering machine, did we ring you back promptly?**

- Yes
- No

**7. Was the person who answered your call (Tick all that apply)**

- Friendly
- Helpful
- Polite
- Rude
- Knowledgeable
- Unhelpful

**8. If we sent or gave information leaflets, was this information:**

- Relevant
- Not Relevant
- Too much
- Too little

**9. If it was arranged for one of our Support Workers to contact you – either by phone or face to face, did you find the Support Worker... (Tick all that apply)**

- Friendly
- Helpful
- Polite
- Rude
- Knowledgeable
- Unhelpful

**10. During our contact with you, if we agreed to do something within a timescale, was this timescale met?**

- Yes
- No



11. Are you in employment?

Yes

No

If Yes, do you work

Part Time 16hrs or less

Full Time

12. Do you have any aspirations for your future that you would like support with?

If Yes please leave your details below for a member of staff to contact you.

Work/Returning to work

Training/Education

Volunteering

Activities/Hobbies

Social Groups

13. Has our support made a difference to you?

Yes

No

If yes, can you say how?

14. Would you use this service again or recommend it to others?

Yes

No

15. If you were unhappy with our service, why was this?

16. We are always looking to improve services to Carers, are there any other services you would be willing to pay for to support your caring role, for example, Sibling Support, Domestic Care, Respite, Shopping Support?

17. Can you tell us one thing that we could improve on:-

18. Would you be happy to be contacted in the future, to give your views on carer services?

Yes

No

Please include your contact details.

19. Anything else you want to say?

Please complete your contact details here (if you would like us to contact you)

Name .....

Address .....

Telephone ..... Email .....

Thank you for completing this form, we appreciate your feedback.

Please return your completed survey to:

FREEPOST RSBA-HSHU-YKZZ

Scarborough & Ryedale Carers Resource,  
96 High Street, Snainton, Scarborough YO13 9AJ



Scarborough & Ryedale  
**Carers Resource**

# Would you like to be involved in how Carers Resource is run?

**Scarborough & Ryedale Carers Resource is a membership organisation. This means that members vote and appoint Trustees to manage the organisation on their behalf. All potential Trustees must be members of the organisation before they can be nominated and elected at an AGM.**

## Membership

Show your support for Scarborough and Ryedale Carers Resource by becoming a member. This will entitle you to vote at the AGM and thereby influence the direction and future development of the organisation. Members are entitled to nominate another member to be a Trustee, or stand for nomination themselves. The only commitment of being a member is that in the event of the organisation being wound up, members may be required to contribute £1 to the assets of the organisation. Fill in the membership section overleaf and return to us at the Freepost address shown.

## Trustees

The Board of Trustees are responsible for ensuring the organisation is run in accordance with its aims and objectives. The Board meets 6-8 times a year and is made up of people from all walks of life. It is important for some Trustees to be carers or former carers, some also have business and financial skills or experience in social care or community work.

If you have the necessary skills or experience to be a Trustee we would love to hear from you. Contact the Chief Officer, Elizabeth McPherson, on 01723 850155 for an informal chat about what is involved and how to apply.

## focus carer

Focus Carer is the newsletter of Scarborough & Ryedale Carers Resource. We always welcome your contributions, letters, news, praise or criticism.

**Please contact us at Scarborough & Ryedale Carers Resource,**

96 High Street, Snainton, Scarborough. YO13 9AJ

Phone: 01723 850155

e-mail: [staff@carersresource.net](mailto:staff@carersresource.net)

web-site: [www.carersresource.net](http://www.carersresource.net)

 @srcr1  @srcarers



*Please note that whilst every care has been taken to provide accurate information, no responsibility can be accepted for errors and omissions in this newsletter, neither does the inclusion of any resource or service imply any kind of recommendation.*

Scarborough & Ryedale Carers Resource is an independent Charity and a Company limited by guarantee. Charity No.1046228. Company No.3042108. We are funded by North Yorkshire County Council, North Yorkshire Clinical Commissioning Groups and several Charitable Trusts.

# AGM - Reply Page

**Please complete this page and return it to us FREEPOST**

**FREEPOST RSBA-HSHU-YKZZ, Scarborough & Ryedale Carers Resource,  
96 High Street, Snainton, Scarborough, YO13 9AJ**

**I will be attending the AGM on Wednesday 17th October 2018 at 10.00am**

**Malton & Norton Golf Club, 110 Welham Road, Norton, Malton**    yes     no

Members not able to attend the AGM are entitled to appoint another person to vote as their proxy. If you wish to appoint a proxy please tick here and we will send you the appropriate form.

**I would like to make a proxy vote**



## Membership

Scarborough & Ryedale  
**Carers Resource**

Membership needs to be renewed annually, so please complete this section.  
You will receive a membership certificate.

**I wish to apply for membership of Scarborough & Ryedale Carers Resource for 2018-19**

Name: .....

Organisation (if any): .....

Address: .....

.....

Phone number: .....



## Donations and Gift Aid

*giftaid it*

**I enclose a donation of £** .....

*Please make cheques payable to Scarborough & Ryedale Carers Resource.*

Sign and date below if you are eligible to donate via Gift Aid

*I am a UK taxpayer, please claim back the tax I have paid against all charitable gifts made in the last four years and any future gifts I may make including those to Carers Trust.*

*I understand that if I pay less Income Tax and/or Capital Gains Tax in the current tax year than the amount of Gift Aid claimed on all my donations it is my responsibility to pay any difference. I understand the charity will reclaim 25p of tax on every £1 that I have given.*

Signature: ..... Date: .....

Print name: .....