



# Carer Support Wiltshire



## Newsletter

### Spring/Summer 2019

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**carerstrust**  
England  
a Network Partner

**Carer Support Wiltshire is a local charity providing support to carers in Wiltshire.**

A carer is someone who provides unpaid support to a family member or friend who could not always manage without their help.

We help carers, including young carers and young adult carers, to access the information, support, training and breaks they need to continue in their caring role. We work with organisations, employers and health and social care professionals to help raise awareness of and support carers.

To find out more visit [www.carersupportwiltshire.co.uk](http://www.carersupportwiltshire.co.uk)

**If you look after someone and would like to find out about the support available ring 0800 181 4118.**

## Hello from our Chief Executive, Judy Walker



Dear reader, welcome to our Spring/Summer 2019 Newsletter.

I have been with Carer Support Wiltshire since early November, and have spent a lot of time learning the details, and meeting the staff and volunteers who really are Carer Support Wiltshire. I have been impressed by them – they're a great team.

As I write, recent snow has just gone, and daffodils are appearing on verges and in gardens. Our spirits get lifted as we see the days lengthen. Still, it can be very cold, and it's very important to keep warm and safe. If you are struggling to heat your home, get in touch with us at Carer Support Wiltshire, and we can direct you to practical help and advice.

2018 was a period of change for Carer Support Wiltshire, as new teams and ways of working were established. In this newsletter, we highlight one of these new teams - Community Connectors – what do they do and who is yours? There is also a new initiative with Wiltshire Council we're piloting called Make a Friend Be a Friend.

Since the last newsletter, our Courage to Care service has truly got off the ground. The Courage to Care team have services backgrounds, and really understand the issues facing carers in military families. This service aims to provide practical help plus new volunteering opportunities - more on this later.

Lastly, please send me your feedback on what we do. It's a great way for us to learn what is working well and where we need to do better. You can email me at [judyw@carersupportwiltshire.co.uk](mailto:judyw@carersupportwiltshire.co.uk) or call me on 01380 819473, or post to us any postcards we may have given you.

With best wishes  
**Judy**

Our team of Community Connectors work with the local authority, GP surgeries, hospitals and hospices, local health and wellbeing boards and voluntary organisations to identify and support carers to access the services they need. There are six Community Connector areas in Wiltshire, each supporting around three local community areas.

## Connecting our communities

### Our Community Connectors are:

*Samantha Langton & Diana James*

– Warminster and South West Wilts

*India Sutton*

– Tidworth, South Wilts, Amesbury and Salisbury

*Alison Millar*

– Melksham, Trowbridge and Westbury

*Jemma Pearson & Anne Baldie*

– Chippenham, Corsham and Bradford on Avon

*Julian Pugsley*

– Devizes, Marlborough and Pewsey

*Ashley Harris*

– Malmesbury, Cricklade, Calne and Royal Wootton Bassett

**To talk to yours contact us  
on 0800 181 4118.**



# Appeal reaches target

Thanks to the generosity of the people and organisations of Wiltshire, our Community Connections Appeal has reached its target. Over **£25,000** has been raised to tackle the loneliness and isolation experienced by carers, many of whom are unable to spend time with friends, other family members or take part in activities they may have previously enjoyed. The money will be used to help them access activities in their communities.

Support for the appeal came from across the county including customers in local Tesco and Co-op stores. Pictured is the Pewsey branch of Co-op where an impressive **£7,511.48** was raised by Co-op through their Local Community Fund.

**A BIG thank to you everyone!**







Funds awarded to us from the Tesco Bags of Help scheme are helping us to fund a new carer café in Marlborough.

Julian Pugsley, the Community Connector for the Marlborough area for Carer Support Wiltshire, said, *"We are very excited to be establishing a carers café in Marlborough, to serve as a resource for unpaid carers in the town and the surrounding villages."*

Julian continued, *"Our carers cafés are very informal and unpaid carers can simply turn up on the morning and receive a warm welcome. Carers do not need to be registered with Carer Support Wiltshire to attend and there is no obligation for carers to talk about their caring roles. Very often, this is the last thing carers wish to talk about! However, the café can also be a safe space to talk about issues carers are facing and to seek advice and guidance from our volunteer and other carers."*

The café runs the last Wednesday of each month at St Peters Church Cafe (and the cakes are delicious!).

New Carer Cafes and Carer Information Services will soon be seen in the regions community hospitals. Working in partnership with Wiltshire Health and Care, Warminster, Chippenham and Savernake will follow similar initiatives already successfully running at Royal United Bath, Great Western Hospital and Salisbury District Hospital (pictured are volunteer Helen Dowse and Julia Burton, Dementia Support Education Co-ordinator at Salisbury)

**For information on all carer cafes visit the What's On section of our website.**



It's not just time that's often in short supply for many carers, it's also money or the opportunity to enjoy activities and hobbies many of us take for granted. The money raised from our 2017 Time for Carers Appeal is now being used to benefit carers like Bob who is the main and only carer for his wife Sally.

Sally suffers from multiple health issues and the couple also have three children between them who live at home, one of whom has severe Autism.

Bob's caring role includes personal care for Sally, administering medication, travel to and from numerous medical appointments, all on top of the day to day cooking, cleaning and shopping for the whole family.

When we asked Bob what would really help him he said that being able to drive would make a real difference. A Time for Carers grant meant that we were able to pay for Bob to take driving lessons and his test which he was thrilled to pass. It's meant he now finds it much easier to take Sally to medical appointments and doesn't have to rely on others to help with the school run.

*"To be able to drive will also feel normal as a family, we could go out for days, especially if Sally is having a good day."*

An initiative to help bring people together and connect with their communities has been launched by Carer Support Wiltshire and Wiltshire Council.

## Everyone needs friends

The Make a Friend, Be a Friend project focusses on linking older people experiencing loneliness or isolation with local groups and clubs, based on their interests, needs and abilities.

Postcards providing information about the service have been sent to homes in Melksham and Corsham with a further roll out planned for Trowbridge over the next couple of months.

Over 60 local groups have already signed up with a wide mix of social meet-ups, hobby classes and support groups, all committing to create a warm welcome for new attendees referred on by the project.

If you live in Melksham, Corsham or Trowbridge and you would like to get out and make new friends we would love to hear from you. If you are finding it hard to get out and about, or are caring for someone we can help with that too. Find out what's available and for a friendly introduction to the group you most like the sound of, or why not volunteer at your local club? It's another great way to meet people and we can match you with a group or charity to help get you started.

**Call our friendly team on 01380 90 80 80 Monday-Friday 9am-4pm or email [community@carersupportwiltshire.co.uk](mailto:community@carersupportwiltshire.co.uk). If you are a group in Melksham, Corsham or Trowbridge who wants to get involved with the project we would love to hear from you.**





# Courage to care

Wiltshire has a long history with the armed forces with bases in and around Salisbury Plain, Warminster and Lyneham and now, our Courage to Care service can support those with a caring role. If you are a member of a serving family and provide support to somebody who could not always manage without you, then we can help signpost you and your family to support services and information that will make your caring role easier.

The service will also provide employment and volunteer opportunities to help develop skills for use in future postings and later in civilian life. As well as on base support and training, carers will be signposted to existing local services.

**If you would like to know more,  
please get in touch on 0800 181 4118.**



**ARMED FORCES  
COVENANT**





New research by Carers UK has revealed that more than 600 people a day leave their job because of the pressures of juggling work with caring for loved one.

## Leaving work to care

The findings also show that almost 5 million workers are now juggling their paid job with caring, with many going unnoticed and struggling without support. 33 per cent of people currently juggling work and caring said that there were no supportive employment policies to support carers in their workplace.

Carers UK are calling for UK employers to support the increasing number of staff with caring responsibilities to stay in the workforce with more flexibility over working hours, annual leave and paid care leave.

The Carer Support Wiltshire Working for Carers project works with employers to raise carer awareness and help them to identify, support and retain staff members with caring responsibilities.

Already up and running in 3 counties, we have several more not-for-profit partners gearing up to launch the service this year. Our membership has doubled in the past year, and we expect to see even more employers making the pledge to become carer-friendly over the coming months.

**You can find out more on the website: [www.workingforcarers.co.uk](http://www.workingforcarers.co.uk)**



# Looking out for Young Carers

1 in 5 secondary school pupils care for a family member. It can be lonely and stressful and lead to mental health problems. That's why this year the focus for Young Carer Awareness Day (31st January) was around mental health.

Celina, now eighteen, was only twelve years old when her Dad sadly passed away. At such a young age, Celina suddenly had to deal with the loss of her Dad and, as the oldest of her five siblings, take on the role of second parent. She also became the main carer for her

Mum, who has cerebral palsy, fibromyalgia and also suffers with symptoms of agoraphobia, which means she finds it difficult to leave the house.

*'I started doing everything - cooking, cleaning, helping my mum get washed and dressed, and when she found it hard to leave the house I'd take on doing the shopping and other stuff.'*

A Carers Trust survey found that 39% of young carers said that nobody in their school was aware of their caring role with many struggling alone with no support.

*"No one really knew what it meant to be a young carer, everyone just thought I was helping out, but it was more than that."*



Young carers are  
**more likely**  
to have an  
**emotional disorder**  
like **depression**  
than other young people

© Carers Trust



Liam, now nineteen, has been helping to care for his seven year old younger brother since he was a child. Like Celina he found support wasn't easy to find and struggled on his own, unaware that there were others just like him. Now they both attend the Young Adult Carers Café each month where they have made friends and enjoy a break from their caring roles. They also attend activities like our young adult carer cookery course where they enjoy trying out new dishes and brushing up their skills.

*"Coming to the Young Adult Carer Café makes me feel normal. Everyone is in the same sort of situation and everyone just gets what might be going on in your life."*

Although life can very busy and sometimes stressful due to their caring roles, both Liam and Celina are now attending college and showing that when Young Carers and Young Adult Carers are supported they can still go on to achieve their goals and have time for themselves doing the things they enjoy.

If you are aged between 5 and 16 check out our website for young carers.  
[www.carersupportwiltshire.co.uk/young-carers/](http://www.carersupportwiltshire.co.uk/young-carers/)

If you are caring for someone and aged between 16 and 25 visit YACbook for info and support including great blogs and articles around everything from looking after yourself to the importance of pets [www.YACbook.co.uk](http://www.YACbook.co.uk)



# Keep In Touch

Find out more at [www.carersupportwiltshire.co.uk](http://www.carersupportwiltshire.co.uk)  
[www.carersupportwiltshire.co.uk/young-carers](http://www.carersupportwiltshire.co.uk/young-carers)  
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(our young adult carers Facebook page)



You can find Carer Support Wiltshire and YACbook on Instagram

**If you require large print or audio format simply contact us  
on 0800 181 4118 or send a quick email to  
[admin@carersupportwiltshire.co.uk](mailto:admin@carersupportwiltshire.co.uk)**

## Contact Us

If you are a carer you can contact us on Freephone: **0800 181 4118**

For all other enquiries: **01380 871690**

Social Care out of hours emergency duty number: **0300 456 0100**

Email: [admin@carersupportwiltshire.co.uk](mailto:admin@carersupportwiltshire.co.uk)

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Carer Support Wiltshire, Independent Living Centre, St George's Road, Semington, Trowbridge,  
Wiltshire BA14 6JQ and at 15 New Street, Salisbury, Wiltshire SP1 2PH

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