



Carer Locality Lead GP Bulletin Coalfields Area

April GP Bulletin

Who is Sunderland Carers Centre and what do we do?

The Centre is for ALL carers who look after someone with a long-term illness or disability. Sunderland Carers Centre offers a confidential information, advice and support service to carers throughout the City of Sunderland (including Houghton-le-Spring, Hetton-le-Hole, Easington Lane and Washington). Our services are confidential, non-judgemental and impartial and we are the "centrepiece" of support for all unpaid carers in Sunderland.

Sunderland Carers Centre is an independent voluntary organisation, registered as a charity, and is a Network Partner of Carers Trust.

Supporting carers so they can improve and maintain their caring role is our primary focus, from young carers aged 5-16, our young adult carers aged 16-25 and our adult carers 18-end of life. The support we provide is not time limited as we know carers lives can be like a rollercoaster at times, sometimes life is great and no support is needed but then something can happen and they may need a lot of support to get them through a difficult time.

What do we do?

We offer various ways of support for carers:

- listening ear / emotional support
- advocacy support
- We empower and encourage the carer to come up with their own solutions to what ever problems they face, we will help them look at all their options, then formulate a plan that they can work towards achieving.
- We provide information advice and guidance to carers and professionals
- Groups, workshops and training

Although our primary role is to support the carer, we also support the cared for. Evidence suggests that if the cared for are happy and well, the carer will be happy and well. The support for the cared for can vary, whether that is arranging for an adult needs assessment or providing some information on social activities. It is important to recognise that we as an organisation we strive to deliver a whole family approach to our support, ensuring that all the family receive the support they require at that time.



Do you help and support a family member or friend because of their long term physical or mental illness, disability or frailty?

If yes, then you are one of tens of thousands of unpaid carers in the city and Sunderland Carers Centre is here to support you



Offering confidential information, advice and support services to anyone in a caring role throughout Sunderland (including Washington and the Coalfields Areas) we are the 'centrepiece' of support for all unpaid carers in Sunderland.

If you cannot come to the Centre, staff can arrange to visit you at home or other suitable place. If you work during the day, someone will also be able to meet you after 5.00pm or at weekends.

Keep in touch with the important news for Carers in Sunderland

- Facebook: @sunderlandcarerscentre
- Twitter: @sunderlandcarer
- Website: www.sunderlandcarers.co.uk
- Phone: 0191 549 3768
- Email: contactus@sunderlandcarers.co.uk

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Social Prescribing

Within the media there has been a lot of conversation about social prescribing, which in general means to refer people to a range of local, non-clinical services. Sunderland Carers centre have followed this model and will continue to do so. One example of this is that we are a recognised refer for the local food bank. We recognise that carers health is determined primarily by a range of social, economic and environmental factors, we work to address carers needs in a holistic way. Using this model also aims to support individuals to take greater control of their own self-care. This supports the out of hospital model delivered by the community integrated teams which we are highly recognised as a valued partner.

Carers Contact Centre

We provide a single point of entry within the Carers centre, our carer contact team, respond to all incoming telephone calls and online contacts to the centre. As you can imagine this is a very busy place with many calls from carers and professionals being handled every day. There are various ways referrals can be made, contacting us by telephone on 0191 5493768, using our quick contact via our website

www.sunderlandcarers.co.uk and emailing our contactus@sunderlandcarers.co.uk. Depending on the nature of support required some referrals will just need information, advice and guidance at the first point of contact and this is all that is needed however some may need more intense 1:1 support it is then allocated to one of our carer practitioners to provide that support.

Within the centre we have our centre point, this is the main area at the front of the building as you enter through the front door. There is always a member of staff present to greet anyone entering the building. The staff also provide face to face support to any carers who walk in and self-refer. It can take a lot of strength and courage for a carer to walk in and ask for support, having a friendly face at that point who can listen makes them feel at ease and will be more prepared to engage in on-going support.

Carers Assessments

Carers assessments are a statutory assessment that the Local Authority have a duty to complete however they acknowledged our expertise in this field and asked us to complete all carers assessments on their behalf. In the last year we have completed over 275 carers assessments and this has risen year on year. This ensures that carers are receiving the right support and are having their views recorded on a statutory assessment. If you feel any of your carers would benefit from a carers assessment, please contact Sunderland Carers Centre using one of the ways listed above.

SEND Information Advice Service

From the 1st of April 2019 we will now be providing the SEND IASS on behalf of the Local Authority. IAS Services have a duty to provide information, advice and support to disabled children and young people, and those with SEN, and their parents. They are statutory services which means there has to be one in every local authority.

Here are just a few of the things that can be provided:

- IAS through the EHC assessment and planning process.
- A phone helpline.
- Confidential and impartial IAS to young people (16+) on their own, if requested.
- Individual casework, representation and support in preparing for and attending meetings.
- Help in filling in forms and writing letters/reports.
- Support on exclusions
- Support in resolving disagreements, including mediation and tribunals.
- Signposting to local or national sources of advice, information and support.
- Links to local parent support groups and forums.
- Training on the law relating to SEN and disability

Dementia Advice Service

Our Dementia Advice Service (DAS) was launched 1 year ago and continues to grow, our statistics show that our largest carer group are those caring for someone with dementia. Dementia Action Week is the 20th May and we will be out and about within the community with our dementia advice service reaching out to those who may need support. Our Dementia Advice service offers information and guidance to the loved ones of people living with the heart-breaking condition. The service will ensure that those who care for a person diagnosed with dementia can access information, advice and guidance about what to expect, other services that could help, or any other general questions or enquiries.



0-25 team

We provide support to parent carers with children 0-25 and young carers aged 5-25. The centres trained staff offer one-to-one support and guidance to children and young adults whose lives are impacted by having a caring role. This might be because they look after someone themselves or are part of a family where someone is cared for and it has an impact on the young person's life. We offer a range of targeted support and activities such as skills development, confidence building, developing friendships and providing time away from their caring role.

Groups

We offer a wide range of groups throughout the city, offering per support, education and training. This gives carers much needed time away from their caring role, to meet new friends and the opportunity learn from each other.

Here are just a few of the groups we offer:

- Coalfields Carers Group
- Partners Group
- In-Touch group
- Carers On The Move
- Parent Carer Transition Group

Although that was a small snippet of the work we do, you can see there is a lot going on within the carers centre. If you would like more information about any of the services we provide or require any leaflets for your notice board please don't hesitate to contact the carers centre on 0191 5493768.

I'm also available to do training that you may feel would benefit your teams, this can be basic carer awareness training or specialist training around a particular condition and the caring role.

Debbie Ainscow, Carer Locality Lead (Coalfields)

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