

NEW LEGISLATION TO SUPPORT CARERS

What is the Carers (Scotland) Act 2016?

The Carers (Scotland) Act introduces new rights for unpaid Carers and new duties for local councils and the NHS to provide support to Carers. The Act came into force on 1 April 2018.

What will change?

In summary, the Act introduces a number of new provisions to identify and support Carers. These include:

- Carers Assessments will now be replaced with Adult Carer Support Plans (**ACSP**) and Young Carers Statements (**YCS**). These will be available to all Carers at their request.
- **Adult Carers** are defined as being at least 18 years old. **Young Carers** are defined as being under 18 years old.
- Adult Carer Support Plans (ACSP) and Young Carers Statement (YCS) will help identify Carers personal outcomes related to their caring role.
- The ACSP and YCS will identify if a Carer is eligible for support against local eligibility criteria. Eligibility criteria provide the framework used to determine who is eligible for social care

services from their local authority.

- Carers who do not meet eligibility criteria will still receive help and can access services such as information and advice from local councils and local Carer support services. Carers may also be offered support such as breaks from caring.
- The ACSP and YCS for anyone caring for someone with a terminal illness will be expected to be completed within a specific time limit.
- The NHS will be required to inform Carers and take account of Carers views in making decisions relating to hospital discharge for the person they care for.

How will the Carers Act improve the quality of services available?

The Scottish Government want Carers to be well supported on a more consistent basis so that they can continue to care, if they so wish, in good health and have a life alongside caring.

If you would like to complete an Adult Carer Support Plan or Young Carer Statement please get in touch with your Support Worker or give us a call on 01387 248600.

NEW OPENING HOURS

The centre in DUMFRIES is now open 10am to 3pm

MONDAY TO FRIDAY

We hope that by opening every day we are making it easier for Carers to access us. With the service being increasingly busy, it's important we can be there to provide support for Carers when they need it.

If you would like to come in to see a specific Worker, please call ahead to ensure the person will be available. Our Support Workers can often be out and about visiting Carers at home or attending meetings so in order to provide you with that personal touch, please let us know in advance and we will put the kettle on.



DISCOUNTS FOR CARERS

Sometimes as Carers, we like to go to social events with the person we care for. Maybe they have a particular interest in musicals or the cinema. Many venues offer a Carer discount, where if you show proof of the person's disability, you can go free. Some places offer an Access Scheme where you can register and receive discounted tickets for accessible seats. Ambassador Theatre Group which owns the Playhouse in Edinburgh and Theatre Royal and the Kings Theatre in Glasgow offer such a scheme, as does the Sands Centre in Carlisle which is a bit closer to home for us here in Dumfries & Galloway. You can also obtain a Cinema Exhibitors Card which is accepted at most cinemas and entitles the Carer to free entry.

Whatever the venue you are attending, ask the question to check if they offer a discount. As the old saying goes "you don't get it if you don't ask".

NEW STAFF

There have been some changes at the Carers Centre this year. We welcome Sam Dickson, our new Admin and Reception Worker who will be the friendly face you see when you come into the Centre. Sam has a wealth of knowledge in this type of post and we are already wondering how we ever managed without her.

Shelley Smith has joined us as Adult Carer Support Worker for Annandale & Eskdale. Shelley settled into post very quickly and has been out in her area meeting her Carers and professionals who we work closely with.

Back at Dumfries we have Claire Burns who joins us as Adult Carer Support Worker. Claire has previously worked in a support role and has quickly got to grips with supporting Carers and has been a welcome addition to the team.

We are now in the happy position of having a full staff complement with 19 members covering the whole of Dumfries and Galloway.

Drawing for Enjoyment

Young Carers



This is an exciting new opportunity for Young Carers to come together in Dumfries once a month and try their hand at drawing – they do not need to be extremely talented as the focus is about enjoying yourself and expressing in a fun filled way. It's important that Young Carers meet with peers in a similar situation and we have used this opportunity to deliver the groups with a varying age range of 7 -18 years – this has worked really well and we are going to continue to develop these sessions and hopefully expand where we deliver them.

Frank Hayes who runs these sessions has a very calming and friendly approach to allow everyone to feel relaxed. The pictures show the fun that the Young Carers had when attending one of the sessions.



Adult Carers

After a well attended taster session, we received very positive feedback from Carers and decided to roll out a programme of six weekly daytime sessions and two evening sessions. These have proved very popular and Carers have really enjoyed being able to express themselves and take some time out from their caring role.

A SERVICE TO LESSEN THE PAIN WHEN SOMEONE DIES

Equiniti partners with UK Finance and six major financial institutions to create a Death Notification Service, aiming to ease the burden on bereaved families

Equiniti is pleased to announce that a new service enabling people to report the death of an individual to several major financial services providers at the same time is now available.

The free, online **Death Notification Service** is available to anyone who wishes to notify, in a single step, one or more member organisations that a customer has died.

The gateway service aims to make the process easier for those who have suffered a bereavement by relieving the stress and burden around repeated notifications and enabling them to manage these at a time that is convenient.

Once the online form is completed the selected financial institutions will then contact the notifier to inform them of the next steps.

For more information:

Temple Bar Advisory

William Barker / Sam Livingstone

Tel: 078 2796 0151 / 077 6965 5437

Email: williams@templebaradvisory.com / saml@templebaradvisory.com

PROTECTING YOUR DATA

In May of this year, Data Protection Laws were updated which meant we had to make some changes at the Carers Centre. Many of you will have noticed that we sent you an “opt in” email asking you to register in order to continue receiving our information by email. If you have stopped receiving our information and would like to be added to our address list, please email us at info@dgalcarers.org and let us know.

Whenever we register new Carers we will always check that you are happy for us to record your information. We won't share your details with anyone unless we have your permission to do this. However, there are occasions when we are required by law to divulge information, eg when we have a concern about a child or a vulnerable adult.

There are other changes to data protection which protect your rights and privacy. If you would like more information, please email me at lesley.jeffrey@dgalcarers.org

Remember you can keep up-to-date with events and activities at the Carers Centre by “liking” us on facebook – Dumfries and Galloway Carers Centre.

Lesley Jeffrey
Assistant Manager



Attend Anywhere

Do you struggle to attend our office but would prefer a face to face chat from the comfort of your own home? From Spring 2019, Dumfries & Galloway Carers Centre will be using NHS Attend Anywhere to offer Carers an additional way to access our service via a video call link. To use this service you will require a computer with a web camera and speakers or you can use a Smartphone.

The service will be available on Tuesdays 1pm-3pm and Thursdays 10am-12pm. A link to access Attend Anywhere is available on our webpage <http://www.dgalcarers.co.uk/>.

If you require any further information or support, please contact Sam Dickson at the Centre on 01387 248600.

STV Childrens Appeal

The Young Carers Project was very lucky to receive a grant of £2000 from the STV Childrens Appeal. We decided to use this money towards our October activities and offered a variety of different opportunities for Young Carers across the region.

These varied from den building in the forest of Stairs Estate, Chocolate Making at the Cocoa Bean (Twynholm and Glasgow), a trip to Glasgow Science Centre and Xscape at Braehead. As you can imagine these were extremely popular and everyone had fun.

It is important that we continue to provide different social opportunities to Young Carers across the region and allow them to be children and young people. We rely on grants to allow us to provide these trips so this was very welcome funding.



CHANGES TO TENANCY LAWS FOR CARERS

If you move into someone else's home to care for them it is important you know about new legislation which may affect you. You may have been a Young Carer who left home for College or University and are returning home to continue caring or to care for the first time. In these circumstances it is important you inform the landlord of your residency.

Recent changes to legislation mean that for a person to take over a tenancy in the event of the death of the person they care for, they must have notified the landlord that they live in the property and following that notification they must have been living there for at least 12 months.

In the future if anyone is planning to move in with you to care for you, it is better if they get some advice first about their rights as a Carer and how giving up their own home may affect their future rights to a tenancy.

If you have concerns or would like to find out more information, please contact your landlord.

DONATIONS TO THE YOUNG CARERS PROJECT

Many thanks to a lovely couple in Dumfries who sold calendars and raised £100 which funded a Young Carers trip with lunch.

We received £2,000 from the STV Appeal which funded Young Carers trips during the October school holidays.

Many thanks to the Caring for Carers shop in

Castle Douglas who donated £100 raised from a book sale. This helped pay for a Young Carers trip to Cream o' Galloway.

We received a private donation of £370 for Young Carers activities.

Many thanks to the pupils of Georgetown Primary school who raised funds of £250 which they kindly donated to the Young Carers Project.

Many thanks to the staff at Boots in Castle Douglas who raised £100 which was donated for Young Carers activities in Stewartry.

Many thanks to the ladies at Dumfries & County Golf Club who donated £200 for Young Carers activities.

£1000 from an anonymous donor which will be used for Young Carers activities.

GENERAL DONATIONS

Many thanks to the Inner Wheel in Kirkcudbright who donated £500 to the Carers Centre which they collected from fundraising activities over the summer.

A very generous donation of £1,000 was received from the estate of one of our late Carer's. The Carer died last year and had accessed Carer support and groups/activities.

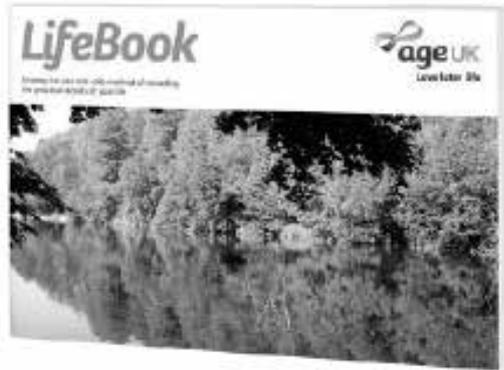
A very generous donation of £300 was received from a Carer in Wigtownshire for activities in that area.

Many thanks to Kirkcolm Rural for their kind donation of £50 for Wigtownshire activities.

ANNUAL SURVEY

Many thanks to all our Carers and Young Carers who responded to our annual survey. It's been lovely to read all the very positive responses and reassuring to know how much you value the support and services we provide. Congratulations to Adult Carer Anthony Bird from Castle Douglas who won a £25 voucher in the prize draw. A Young Carer also received a £25 prize.

KEEP ALL YOUR DOCUMENTS SAFE AND EASY TO FIND



The LifeBook is a free booklet where you write important and useful information about your life, from who insures your car to where you put the TV licence.

HEALTH & WELLBEING

Another great Health & Wellbeing Year at the Carers Centre!

We recently held a Mindful Self Compassion on day course in Dumfries which proved successful with Carers. One Carer commented "the day made me realise that I am important. I'd always known this but attending the course reaffirmed it for me". Very often as Carers we forget the importance of being kind to ourselves and this day is a gentle reminder. Further sessions will take place across the region so please let Gillian or your Support Worker know if you would be interested in attending.

Knitting & Crafting groups are held in Dumfries and Wigtownshire. The Dumfries group have had two day trips to Glasgow to visit the Hobbycraft Show and the Country Living Christmas Fayre which everyone enjoyed. Both groups would welcome new Carers to attend so come along and give it a try. As well as the activity there is plenty of chat and a cuppa!

As always we welcome any ideas for activities or training that you would like for your area. Please forward any ideas or suggestions to Gillian.corbett@dgalcarers.org

Sometimes it's easy to mislay important documents and information, so we developed the LifeBook to help you find exactly what you need without searching.

Why should I complete it?

The LifeBook will not only help you to be more organised, but could also be invaluable to a family member or a friend if they need to find important information about you in an emergency.

How do I use it?

Follow the step-by-step instructions to fill in the various sections with your details, contacts and locations of important documents. You don't have to do it all at once - just complete it at your own pace.

The LifeBook is available in a booklet or we can email you a copy to complete and store on your computer.

How do I order a copy of LifeBook?

Call 0345 685 1061, quoting ALL 721 or go to www.ageuk.org.uk to complete an online request form.

MALE CARERS TRIPS

We have had three Male Carer Days Out recently – Annandale Distillery with lunch: The Riverside Museum of Transport in Glasgow and Dumfries House in Cumnock including a guided tour. The trips are an opportunity for Male Carers to take some time out from their caring role, meet with others and generally just have a bit of time to themselves. We've seen 25 Male Carers from across the region at these trips and the plan for 2019 is to hold more "Days Out". We would encourage any male Carers reading this to put their name forward to attend. Most importantly the days have included a good lunch and a few laughs!

If you are interested, please contact Gillian Corbett at the Centre.



Wigtownshire News

Cray House Residential Trip

In the spring ten Carers headed up to Cray House in Perthshire. We had been a bit worried in the run up as the weather had been so bad with heavy snow but the morning dawned sunny and dry. The journey up was beautiful and as we got nearer there was more and more snow lying and it was like a winter wonderland by the time we arrived. First job was to light all the fires and prepare a lovely feast for dinner. The following day we went to House of Bruar then on to Pitlochry for some retail therapy and dinner. Our planned trip to Stirling on the way home was hampered by a lack of parking for our bus so we diverted to Braehead for yet more retail therapy. A wonderful time was had by all and it was lovely to see Carers relaxing and enjoying some much needed "me" time.

Carers Week Bag Packing at Sainsburys

A rota of 14 Carers helped this year and we raised £567.23 from bag packing and raffle donations.

Carers Week Afternoon Tea at North West Castle

A total of 48 Carers were able to come along to celebrate National Carers Week in June. We had a wonderful afternoon tea served in the dining room. Everyone left feeling very full and with a few doggy bags to share for later.

August Shopping Trip

We asked our Carers where they would like to go for their shopping trip and Carlisle won hands down. Fourteen Carers boarded the bus empty handed and disembarked back home fully loaded with shopping. "Just what the Doctor ordered" and "Lovely to go away and not have to organise it all myself" were just some of the comments from our Carers.

Autumn Coffee Morning



This year we moved the Coffee Morning forward as in previous years the weather has not been in our favour (filling cars in a blizzard is no fun at all!). Our Coffee Morning

was a great success as always. We welcomed around 70 Carers friends and families and raised £611.00 for Carers Activities in Wigtownshire. Thank you to everyone who helped out on the day and for taking all that was left to the local charity shops.

Fiona Barr

Stewartry News



To celebrate Carers Week in June we had a rather scrumptious Strawberry Tea at the Garden Centre in Castle Douglas. This was enjoyed by 22 Carers, some of who were attending an event for the first time.

It has been great to see a rise in Male Carers attending groups. A few have attended the Male Carer trips and have thoroughly enjoyed these.



Check our facebook page for upcoming events and don't forget about the Male Carers lunch held each month in Castle Douglas.



Once again I have been busy helping Carers to complete Adult Carer Support Plans. The many Carers who have completed these have found them to be a really useful listening tool and also in many cases have helped gain much needed support.

I am pleased to announce that Kay Harper from the Financial Inclusion and Welfare Support Team is back and the Surgeries are now up and running again. If you would like to book an appointment please give me a call.



Some of my Carers have benefitted from attending training from CTC at the new office in Castle Douglas. We have: Coping with Difficult Situations and Assertiveness. If you feel you would benefit from training, please let me know.

Just a wee reminder that Debbie from the Caring for Carers shop has secured discounted membership at Castle Douglas and Dalbeattie Golf Clubs for Carers. If you are interested then please contact Debbie to find out more information.



Karen Lewis

Stewartry Carers Support Worker

Young Carers/Young Adult Carers Project – New Staff

The Young Carers Project has had two new members of support staff join the team. For the first time they will have an age remit of 7 – 25 years old; this is due to merging the Young Carers and Young Adult Carers Project across Dumfries and Galloway which is a welcome change and will allow for a consistent and smooth transition from one project to another which can often be a daunting thought for children to go through and it is hoped that the organisation merging the two projects will make it seamless. The skills and broad knowledge of the support workers will allow this to be easier for Young Carers and Young Adult Carers.

Maggie Dickson will cover the East of the region – she is a welcome member of staff having previously been a student Social Worker with us and now qualified she wanted to continue to support Young Carers and Young Adult Carers.

Deborah Baker is the new support worker for the West and has an exciting background in drama and supporting young people in their passion for this. She also has personal experience and knowledge of being a Carer and she will bring understanding, knowledge and skills to the post.

Sara Jackson
Young Carers Manager



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NETWORKS**

Bringing you a little extra help

We are SP Energy Networks, your local Distribution Network Operator. We are the people who keep your lights on and deliver electricity to your home 24 hours a day – 365 days a year.

Are you on the best energy tariff

We're your Network Operator and deliver electricity to your home, we're not your supplier and we don't issue your bill. If you haven't looked at reviewing your tariff or supplier recently then you could be missing out.

Our partners work independently to look for the best tariff across all Suppliers to ensure your energy bills are as low as possible. They will help you switch suppliers where there is a better deal – taking the hassle away for you. On average last year our customers who switched saved £166 p.a

Helping you in a powercut

In the event of a power cut, our teams work around the clock to restore your electricity as quickly as possible. We appreciate for some customers this may be distressing and that's why we offer extra support to customers who feel they might need our help.

You can join our Priority Services register if you:

- Are over the age of 60
- Have a special communication need
- Depend on electricity for home or medical care

- Have a child under 5 years of age
- Have chronic illness
- Or just feel you need a little extra help.

You can also register with us if you feel you need support for a short period of time.

If you join our Priority Service Register, we will know that you might be vulnerable and we'll keep you updated during a power cut at least every 3 hours, we'll also know that you might need additional assistance.

What to do next?

For more information on how we can help, call us on

0330 1010 154

Lines are open **8.30am** to **4.30pm Monday to Friday**

Our team will be happy to talk to you and make referral arrangements on your behalf.

Details are available online at **www.spenergynetworks.co.uk**

Scottish Young Carers Festival

This year saw a change to the Scottish Young Carers Festival with the development of two festivals taking place at different locations. Ten Young Carers attended supported by three staff members and embraced the whole camping experience.

We had a pre festival get together and had a practice run at putting the tents up in the Crichton grounds – this was a fantastic team building experience and let everyone get to know each other. With the beautiful summer that we had we thought for sure we would be blessed with a perfect camping experience – oh how wrong we were! In fact we could not have had a wetter camping experience. However the Young Carers never cease to amaze me and there was not one complaint or moan along the way. We all embraced it and got the wellies and waterproofs on.

Many outdoor adventures were on offer from a high ropes course to cave walking and a good old sing song round a camp fire. And not to forget a boogie before bed at the silent disco and those who were a little weary chanced their luck at bingo – many prizes were won.

All in all it was a fun filled couple of days.

Sara Jackson
Young Carers Manager



CONTACTING THE DUMFRIES AND GALLOWAY CARERS CENTRE

The Carers Centre provides information, advice and support to anyone caring for a relative or friend throughout the region. The Carers Centre is based in Dumfries at 2 – 6 Nith Street, Dumfries, DG1 2PW, Telephone Number 01387 248600. An Outreach Service is provided throughout the region with workers in Annandale and Eskdale, Upper Nithsdale, the Stewartry and Wigtownshire.

Carers based in Wigtownshire can contact their local Carers Support Worker on 01671 401152.



If you do not wish to receive information from the Carers Centre please complete the slip below and return it to us free of charge. Or you can email us at info@dgalcarers.org

I no longer wish to remain on your mailing list.

Name: Address:

Please return to Dumfries & Galloway Carers Centre, Freepost, SCO1597, Dumfries. DG1 2PW.

**DUMFRIES & GALLOWAY CARERS CENTRE, 2-6 NITH STREET, DUMFRIES. TEL: 01387 248600
WIGTOWNSHIRE 01671 401152 E-MAIL: [INFO@DGALCARERS.ORG](mailto:info@dgalcarers.org)**

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