



You Care, We Care
Autumn/Winter 2020

What's inside:

- Welcome
- Carers Rights Day
- Carers stories
- News and info
- Health and wellbeing
- Online training courses
- News from DCC

Save Paper, Save the Environment

Receive your copy of the magazine by email: contact **03456 434 435** also available online www.devoncarers.org.uk

www.devoncarers.org.uk
03456 434 435



we welcome

Welcome to the Devon Carers magazine!

For those of you new to Devon Carers, we support unpaid carers to maintain their own health, wellbeing, and independence, by providing the information and advice they need in their caring role. Our services continue to look a little different as we work to keep carers and our staff safe during COVID-19.

Helpline: open during 8am to 6pm Monday to Friday and 9am to 1pm Saturday where you can talk to our advisors during these hours **03456 434 435**.

Webchat: chat online with our Helpline team during our opening hours by clicking on the 'Ask' button on

www.devoncarers.org.uk. Outside of these hours you can post your question and automated responses will appear, which may answer your question, if not our Helpline will reply to your query during opening hours. The Helpline is not able to offer medical advice. If your query is concerning a medical matter, please follow the latest NHS information and advice:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Further continuously updated information is available from the Government: **<https://www.gov.uk/coronavirus>**

If you become unwell and are worried about looking after the person you care for, please contact **Care Direct 0345 1551 007**.

Website: our website is kept up to date with information and guidance including our Help during Coronavirus section visit **<https://devoncarers.org.uk/help-during-coronavirus-covid-19/>**

Peer Support: our face to face peer support groups have been cancelled at this time. We are very concerned about the effect lockdown may have on your wellbeing and we continue to support you online and through telephone conversations. If you haven't already accessed our Peer Support, now is the time to contact us, visit: **<https://devoncarers.org.uk/peer-support-during-social-isolation/>** or contact our Helpline.

Training: our face to face training courses have been cancelled until further notice. If you would like to access an online course, either live in real time with other carers or via self paced learning, visit our online training page:

<https://devoncarers.org.uk/online-courses/>

Health and Wellbeing Checks (Carers Assessments) and reviews: will be carried out over the telephone where possible. We will only make home visits where this is essential, AND an individual risk assessment shows this is safe for carers and staff to do so. During essential visits, we will observe social distancing and hand sanitising rules.

Please note: services are provided on behalf of Devon County Council, if you do not want your information recorded on their systems please inform our Helpline **03456 434 435**.

We welcome your thoughts with regards to items you would like to see included in our future magazines - please email us:

newsletter@devoncarers.org.uk

We apologise if you have recently informed us of no longer being a carer and have still received this magazine. We are in the process of working through our deletions and appreciate your patience at this unprecedented time.

Providing support to our carers

Due to COVID-19 the number of unpaid carers in Devon have risen sharply. You are supporting your family and friends more now than ever before. We know this is a worrying time for everyone and we continue to adapt our services to support you in your caring role. **Over the last six months:**

Devon has seen an increase from **88,000** to an estimated **130,000*** unpaid carers

*Using 1:4 ratio from Carers UK, Carers Week 2020 Research Report - The rise in the number of unpaid carers during the coronavirus (COVID-19) outbreak'



Our Helpline answered
6,009 phonecalls
946 online chats



Hospital Services managed

1,891
referrals

and made

5,388
wellbeing calls



369 calls

made by volunteers to support carers struggling with isolation or who are shielding

19,058 carers received
A COVID-19 special bulletin



2,250

assessment and reviews were undertaken

Our **Help During Coronavirus section**

was added to our website:
<https://devoncarers.org.uk/help-during-coronavirus-covid-19/>



738

Alert Cards

were issued

Our **website** received over **14,000** visitors



Additional help for unpaid carers of adults

We recognise that this is a very challenging time for unpaid carers. Devon County Council have responded by providing additional 'Special Schemes' funding to help support you. These are independent to the main carer support offer and provide targeted help to address specific areas of concern.

There are currently three 'Special Schemes':

- 1. Hospital Services:** additional support to carers when they or their cared for person has been admitted to hospital for an overnight stay. Referrals are made up to 10 days of the date of discharge. This service has been greatly expanded to reflect the additional demands currently being placed on the NHS.
- 2. Time For You:** a low-cost sitting service, providing volunteers to spend time with your loved one whilst you take time out. Restrictions due to Covid put this trial service on hold, it is now restarting.

For more information about the special schemes above visit www.devoncarers.org.uk or phone our Helpline **03456 434 435**.

- 3. Carers Break Fund:** two funds are available under this new scheme. Both provide a small amount of money to enable carers to enjoy an activity, hobby or anything else that helps them to get time out from their caring role.

For more information about the Carers Break Fund and to apply for the fund relevant to your needs please phone our Helpline **03456 434 435**.

With either fund you will receive a minimum payment of £50 which may increase to £100 or more depending on your caring circumstances. Access to these are whilst funds permit and so early application is advised.

What can I use the money for?

It can be used on anything that will give you a break from your caring role (not for items for your cared for person, that should be provided by the NHS or Social Services).

Carers have already benefitted from the new fund which has enabled them to:

- Participate in a wellbeing activity: yoga, mindfulness and exercise



- Pursue a hobby; purchasing garden tools, plants or buying art and crafts materials
- Undertake a relaxing activity; reading, making a jigsaw or listening to music
- Help towards buying technology; a smart phone or tablet enabling carers to join in with online activities and chat to family and friends virtually
- Or, even to help towards a day trip or night away

How to apply

You must be:

- aged 18 and over, and
- caring for an adult who lives in the Devon County Council area, and
- registered with Devon Carers which you can do using <https://devoncarers.org.uk/self-referral-form/> chatting online or by phoning our Helpline.

If you are already known to us, or have registered, and are interested in applying for the funds or to find our more information, click on the 'Ask' button on www.devoncarers.org.uk or call our Helpline **03456 434 435**, Monday to Friday 8am-6pm and Saturday 9am-1pm.



Whether you are a new carer or have been caring for a while, we believe it is important you are aware of your rights and can access the support available to you, at the time, you may need it.

Know Your Rights, the theme for Carers Rights Day 2020, is about:

- making carers aware of their rights
- letting carers know where to get help and support
- raising awareness of the needs of carers

As unpaid carers, you need to know your rights wherever you are in your caring journey: whether you are in the workplace, in a healthcare setting, when interacting with professionals or, at home. We want to empower carers with information and support, so you can feel confident asking for what you need. We also want carers to know how to challenge things, if their rights are not being met.

Following COVID-19 guidance and regulations, our Carers Rights Day events will be provided online through Zoom. Should you require any IT support to help you access Zoom on your device, please contact us well in advance, as we may be able to help.

Events include:

- Michelmores Solicitors answer legal questions you may have including power of attorney queries*.
- Citizens Advice will join us to chat online about your rights and the benefits available to carers.
- Our Lead Practitioner for Training will discuss new skills you would like to learn to help support you in your caring role*.
- Our Occupational Therapist will host a Q&A session to answer your equipment and manual handling queries*.
- A helpful Q&A session on caring for someone with dementia*.
- How to navigate social care with our Social Care Manager*.
- Devon County Council will host an understanding direct payments session.
- Our Lead Practitioner for Mental Health will discuss how to access services and how they can help.

For our full programme of events visit: <https://devoncarers.org.uk/information-and-advice/information/my-rights-as-a-carer/carers-week-carers-rights-day/>

* Questions required in advance of Zoom session

Top tips for keeping well this winter

With the winter setting in the cold weather can make some health problems worse or even lead to more serious complications for you and the person you care for, especially if you are elderly or have a long-term health condition. Take these steps to keep yourselves warm and healthy.



Book an appointment for a flu vaccination: if you are over 65 or the main carer of an older or disabled person, or in household contact with someone on the NHS Shielded Patient List, you are entitled to book an appointment at your GP surgery or pharmacy.



Keep yourself warm: if you or the person you care for have a health condition such as heart or lung disease, heat your home to at least 18C, have at least one hot meal a day, drink hot drinks regularly, draw curtains at dusk, block draughts and get your heating system regularly checked.



Help with heating costs: you maybe able to claim financial and practical help with heating your home including the Winter Fuel Payment and the Cold Weather Payment. For more advice visit the Government's Simple Energy Advice website: <https://www.simpleenergyadvice.org.uk/> or call 0800 444 202.



Get advice if you feel unwell: see a pharmacist for initial advice, they will be able to tell you if you need to book a doctor's appointment. If in doubt or unable to visit, contact 111. The sooner you get advice, the sooner you are likely to get better.

For more advice and information visit:
<https://www.nhs.uk/live-well/healthy-body/keep-warm-keep-well/>

THE FLU
CAN BE DANGEROUS
IF YOU'RE A
MAIN CARER

For further information visit: <https://www.gov.uk/government/publications/flu-vaccination-who-should-have-it-this-winter-and-why>

Online Zoom sessions enable Pat to enjoy new activities



Pat Clark has been a carer for her husband Ken for more than 20 years since he was diagnosed with a serious heart condition in his mid-40s. After long stays in hospital Ken now relies on a permanently fitted defibrillator and live-linked monitoring equipment in their home.

Pat, who used to be a chef, found her outlet from caring in crafts. With a talent for sewing, quilting and cushions, she was keen to improve her skills and learn new techniques. This interest led her to access Devon Carers - Carers Week online craft sessions, which before the COVID-19

lockdown restrictions, she was able to attend these types of workshops in person.

The original Carers Week programme of face to face events was cancelled due to COVID-19, in their place online workshops were offered to carers instead. With the help of their IT Support, carers like Pat were able to take part by using the digital link-up platform Zoom. Pat, who's 67, said: *"At first I couldn't get it at all, not really knowing what I was supposed to be doing. Devon Carers IT Support rang and went through it with me. I was able to get on to Zoom with their help, set it up on my computer and take part in the workshops. They were very patient and calm while assisting me."*

"It was nice to be able to see other people again, even if it was only online. I made some paper flowers which I put in an infuser, so it smells nice too, and a flower ring and I'm contributing to a quilt making project. When I first had a computer, I just about managed it for typing. Gradually over the years I've done more, though it's not something I'm good at. I'd used it for things like Facetime with family, but I was a bit nervous of trying Zoom. Now I don't mind doing it at all!"

Pat also signed up for a Devon Carers Sleep Workshop as she often only gets four hours of sleep a night. Although she still finds sleeping through the night difficult, she said it had been good to talk to other carers who had similar problems. As well checking out the Devon Carers website, Pat is now following them on Facebook and taking part in their online Peer Support carers craft sessions too.

Pat feels nervousness about computer skills does not need to be a barrier and she'd encourage other carers to have a go.

"It's great that the support is there and it's free," said Pat. *"It's a way of connecting with other carers, seeing people and keeping in touch with things that you're interested in. It gives me a break, and some time for myself."*

Pat Clark was interviewed by fellow carer Jo Earlam.

We have received the Helplines Standard Accreditation



We are pleased to announce that our Devon Carers contact centre has been successfully accredited by the Helplines Partnership with their prestigious Helplines Standard. The Helplines Partnership are committed to supporting

organisations that provide advice and information via telephone, email and online methods to improve their client's general wellbeing. Helplines Standard is a nationally recognised quality standard which defines and accredits best practice in helpline work.

Working with them provided an opportunity to review how we deliver our service and to ensure that the views of carers remain at the heart of everything we do. This ensured that our carers not only had the choice of how and when to contact us, but a clear understanding of the service they can expect to receive. It has also allowed us to look wider than the contact centre itself, to ensure that communication flows smoothly throughout the organisation.

For staff, this has been a great way to recognise and celebrate the hard work they do day-after-day in order to provide carers with the best possible support.



When was the last time you took time out from your caring role?

Caring for someone can be a full-time job so taking a break is vital for your own wellbeing and quality of life.

Finding time to meet up with friends or family, attend a favourite activity or simply visit the shops, can make the world of difference to your health, lifting spirits and renewing vigour to continue in your caring role.

Louise is one such unpaid carer who has benefitted from Time For You, a low cost sitting service provided by Devon Carers and local suppliers. She recounts her experiences and tells us:

“ **The famous line from poet Elizabeth Barrett springs to mind ‘let me count the ways’ just how the Time For You project and one of their suppliers Totnes Caring, has helped us to keep on keeping on!** ”

Those wonderful river walks, come rain or shine that my husband Wayne enjoyed so much with their volunteer Jan. For me, a chance to breathe, take stock of plans and have precious moments of reflection on what life has brought. Time to wander to the shops, the library or get stuck in to some urgent home decorating. Wonderful!

Devon Carers are working with many local providers to find compassionate competent volunteers to sit with your loved one whilst you enjoy a valuable break.

If like Louise, you would like to take time out from your caring role, speak to your nearest provider listed on our website at

<https://devoncarers.org.uk/time-for-you-sitting-service/>

or click on the ‘Ask’ button on our homepage

www.devoncarers.org.uk to chat to our Helpline online

or phone **03456 434 435** during office hours.

Stay updated on social media!



Look out for our regular posts on Facebook and Twitter to keep you up to date with the latest news!

News from Devon's hospitals:

Northern Devon Healthcare Trust are keen to welcome carers when they attend appointments or when visiting their loved ones in hospital. They are delighted to announce that they are providing free parking for unpaid carers who are registered with Devon Carers, and who have one of our Alert Cards when visiting North Devon District Hospital. There are plans to extend free parking for carers when visiting Bideford Hospital and Barnstaple Health Centre. For more information about the Alert Card visit: www.devoncarers.org.uk/alertcard

Partnership with North Devon Health Trust and Macmillan Living With and Beyond Cancer

Caring for someone with cancer can be especially demanding physically and emotionally, which is why we are delighted to be working with The Fern Centre which is at the North Devon Cancer and Wellbeing Centre at North Devon District Hospital. We are working in conjunction with them to raise awareness about our support services to carers of people with cancer.

Our leaflets are included in the Macmillan Pre-Treatment Packs and our Referral Forms have been distributed to the Cancer Nurse Specialists. We have also created a film which can be seen on their website:

<https://www.northdevonhealth.nhs.uk/services/living-with-and-beyond-cancer/carer-support/>

The centre is aiming to evolve into encompassing conditions beyond cancer and we look forward to our continued work with them, in our strive to support as many carers as possible.



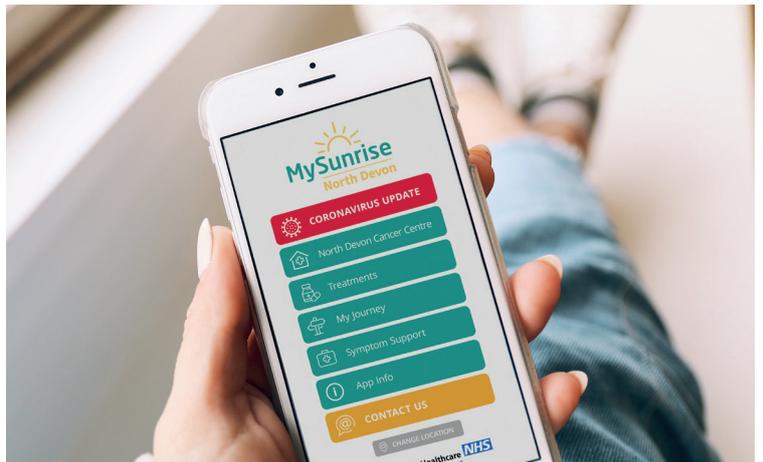
MySunrise App

The MySunrise App has been developed to support cancer patients and their families across the south west, from the moment of diagnosis through to their treatment pathway.

Devon Carers have contributed to the app covering the North Devon area, which provides up-to-date information for cancer patients and their families, including a range of videos, relevant links, cancer resources and information specific to North Devon District Hospital. It can help patients find everything from which bus to catch to the hospital, through to support groups in their local areas and what to expect when coming in for treatment.

For more information or to download the App visit:

<https://www.mysunrise.co.uk/> or from the App Store or Google Play.



Devon Carers increases online services

COVID-19 has postponed many of our services including our face to face training, carers support and peer support groups. You told us that these were very beneficial to you, so we have introduced a series of live, real-time courses and groups where you can meet with other carers virtually on Zoom.

For those new to technology our IT Support team have helped over one hundred carers to set up their devices enabling them to access online apps such as Zoom, Facetime or Skype to not only access courses or groups but also to but to keep in touch with your families, who are sometimes 1000's of miles away.

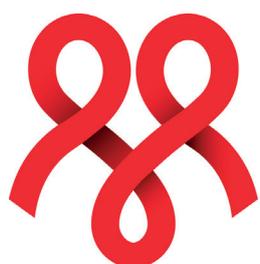
One of our carers commented "You don't know how much you have done for me" as she could now video chat with her grandchildren on the other side of the world. She had said that she didn't know when or if she would ever see them again!

Our Peer Support team have been running some very inspiring craft workshops and dementia carers groups, many of which have been run out of office hours to help fit in with caring roles.

We have increased the online self-paced courses run by external organisations which cover courses such as dementia, mental health, autism, health and wellbeing and learning disability. To view these visit: <https://devoncarers.org.uk/information-and-advice/self-help/on-line-training/>

To replace our face to face courses, our training team have spoken to carers to organise a series of live, real-time courses where you can learn new skills with other carers about subjects you have expressed an interest in. We are always keen to know about more courses you would like to attend, so please do let us know!

Please visit p15-16 for a list of our online courses or visit: <https://devoncarers.org.uk/online-courses/devon-carers-online-courses/>



carersUK

Access Carers UK helpful online courses by visiting
<https://carersdigital.org>
and use the free access code provided by Devon County Council:
DGTL8827

It's good to talk, please help us to brighten up an unpaid carer's day

"Catching up with Jane is one of the highlights of my week, it's a break from my caring role and we even laugh"



Join our team of telephone volunteers. Engage in friendly conversation and share information which may help to reduce the loneliness and social isolation carers may experience.

No experience is necessary; we will provide full training and support throughout your time volunteering with us. For more information about this volunteering role and how to apply, please contact volunteering@devoncarers.org.uk

We need your help to find more carers in Devon

There are an estimated 130,000 unpaid carers in Devon, which we would like to identify so that we can share more information about how Devon Carers can help them in their role.

It may be that you have a family member or friend who has recently become a carer, please share this magazine with them and ask them to get in touch with our helpline or visit our website to find out more about how we can help them.



Carers Alert Card FREE service for unpaid carers

Carers often worry about what might happen to the person they care for, should something unexpected occur.



Our free Alert Card is designed to identify someone as an unpaid carer, so if they find themselves in an emergency situation unable to tell people they have someone at home who is dependent on them, the card will be used to alert a 24-hour emergency call centre that the cared for person may need help.



Devon and Cornwall Police recognise our card as identification for being an unpaid carer.

For more information: www.devoncarers.org.uk/alertcard

Devon libraries are now open offering many new benefits during COVID-19

Libraries Unlimited

Our recent partnership with Libraries Unlimited will enable us to raise awareness of unpaid carers who use their services across Devon. There are many benefits for carers to become a member which are especially helpful during COVID-19 for

example if you are shielding or unable to visit libraries including;

- It's free to join and you can register online:
<https://www.devonlibraries.org.uk/web/arena/join-the-library>
- Book Delivery and Choose & Collect services are both available: **<https://www.devonlibraries.org.uk/web/arena/coronavirus-updates>**
- Magazines, newspapers (including national), audiobooks and music are available online
- Free access to Ancestry **<https://www.devonlibraries.org.uk/web/arena>**



This is a great time to join and all libraries are following COVID-19 guidelines, so please do support your local library!

Now is the time to get online!



With limited chances to see our family and friends face to face at the moment, it has never been more important to get online. There are many ways to keep in touch virtually on; social media, video calls and online groups - and if you are unsure of how to do this, then we can help

you! Contact our Helpline for more information and to book a telephone appointment with our IT Support **03456 434 435**.

online training courses

We are unable to run our face to face training courses due to COVID-19 but you have told us they are very beneficial to support you in your caring role. We have devised a new series of live, real-time courses where you can learn in the comfort of your own home on your own device, while chatting with other carers online. All of these courses take place on Zoom.

It is essential to book your place on a course. No booking is guaranteed until you have received confirmation from our training team. To find out more about the course content, please visit: <https://devoncarers.org.uk/online-courses/devon-carers-online-courses/>

To book your place email sally.radcliffe@devoncarers.org.uk with the course name, date, your name and date of birth.

Sleep Workshop

Do you have trouble sleeping? This workshop will enable carers who are looking to improve the quality of their sleep patterns to chat through related issues with other carers. This course will: Allow an informal discussion to identify the problems and find solutions that carers need to get a good night's sleep.

Monday 2nd November

10.30am to 12.30pm

Mindfulness

Would you like to enjoy the beauty of nature whilst learning Mindfulness techniques?

This course will:

- Give you strategies to help you let go of your worries and find peace and joy in the moment
- Offer you time to reflect and share your experience with other carers

Saturday 21st November
and Saturday 16th January

2.00pm to 3.30pm

Basic First Aid

Learning basic first aid is essential for every day caring roles to give you the confidence to act in a practical and safe way should a medical emergency arise.

The course will:

- Offer a Q & A session for first aid related questions
- Guide you in what to do when approaching the scene of an emergency/first aid situation and decision making to manage the situation effectively

Thursday 19th November and Thursday 11th February

10.30am to
12noon

Thoughts, Feelings and Challenges

Have you ever given yourself the time to sit and think about your thoughts and feelings on being a carer? Maybe you're new to caring and unsure of what to expect or you might be a long term carer who can help others by talking through your experiences?

This course will:

- Give you space to talk about your thoughts and feelings on being a carer
- Allow you to explore the challenges you face and look at strategies to help you manage those challenges

Wednesday 6th January

10.30am to 12.30pm

Managing Stress

We will look at stress, its causes, symptoms and a variety of ways of limiting its effect. We will use a variety of techniques and tools to find methods that work for you.

The course will:

- Help you to develop an awareness of stress, its symptoms, what is stress and how does it affect us?
- Develop an understanding of mindfulness and resilience
- Equip you with mindfulness coping strategies to help support you to manage and build resilience to stress
- Identify the point when further assistance may be needed

The workshop will also give you guidance on what to do if you are feeling overly stressed and where to get further support and advice.

Wednesday 20th January

10.30am to 12noon

Caring for Carers (three session course)

When you are caring for others it can become quite easy to forget about your own health and wellbeing, but it is important that you don't!

This three week course will:

- Help you to manage your caring role and stay well
- Allow you to discover what type of carer you are and how this impacts on your caring role
- Look at the effects of caring and find coping strategies
- Assist you to create a contingency plan to enable you to have peace of mind when anything urgent happens

Tuesday 2nd, 9th and 16th February

10.00am to 11.00am



Commissioner's update

Over the last six months, the lockdown has been difficult for many of us but particularly for carers, with many care services being severely disrupted. For carers, this has meant often being unable to get a break from their caring role.

To all carers, and in particular, those in more challenging situations, thank you. Your continued ability to care during the lockdown is genuinely and deeply appreciated by those of us with responsibility for health and social care in Devon.

A recent YouGov poll, supported with research by Carers UK, has seen the carer population increase nationally by up to 50%. This means that

“ Despite the pressures of the pandemic contact between Devon County Council, Devon Carers and carers has been maintained and proved very supportive. ”

Jane, Carer Ambassador (South Devon)

locally in Devon, excluding Torbay and Plymouth, there could now be up to 130,000 carers. We've seen many of these 'new' carers identified through Devon Carers Hospital Service in the Royal Devon & Exeter Hospital.

The majority of carers who come through the hospital discharge process, are where the hospital does not consider there to be any social care needs. It is most likely that being a carer is something that can all too easily remain 'hidden' or can be missed by even the most well-intentioned of professionals.

There has also been a significant impact on working carers who've had to navigate furlough schemes or possible redundancy from workplaces.

It has been essential for our team at Devon County Council to try and keep in as much contact with carers as possible, we do this through our Carer Ambassadors.

DCC support during COVID-19

- At the beginning of the lockdown, we worked to ensure that the supplies of personal protective equipment (PPE) were made available to carers even though they were not originally part of the Government's key groups for provision.
- We wrote out to around 27,000 carers providing information and advice on the current situation.
- We worked with colleagues in the Council to develop COVID-19 Easy Read and accessible documents, for those with learning difficulties or disabilities.
- We worked with Devon Carers to support them with reorganising their service to adapt during the pandemic.
- We supported Devon Carers by providing additional funding to the Hospital Service in the RD&E and North Devon Hospital. We also

helped out with cover for the service at weekends and evenings.

- We have provided funding for Carers Breaks and implemented this, within a few weeks of the lockdown coming into force, to support carers to access a break in a different way to having replacement care.
- We have provided funding for an additional carers payment scheme to address the impact of COVID-19.
- We have worked with Carer Ambassadors to support them with the use of technology to keep engaged and involved in the work we do.
- We worked with the Devon and Cornwall Police service to allow the Carer Alert Card to be recognised and enable carers to travel freely when caring during the lockdown.
- We joined a number of working groups to ensure that carers were part of the planning undertaken; for example, the Coronavirus Practice Working Group which was convened to make decisions on the legislative changes being brought in by Government.

We regularly linked with our counterpart carer leads in Torbay, Plymouth, and Cornwall to share information and learning on COVID-19 and its impact on carers locally.

“ It was really good to have a quick response to support carers with supplying PPE when they were informed that they did not qualify for it ”

Philip and Linda, Carer Ambassadors
(Mid Devon)

In September, we delivered our first virtual conference for staff and Carer Ambassadors to launch Devon's Commitment to Carers. Approx. 100 people attended from around 14 different organisations. Learning from the event will help us to increase carer awareness in Devon County Council and the NHS.

The next six-months

- As we enter the time of year where seasonal flu begins to put pressure on the NHS, it's particularly important we all take care of ourselves and others. Part of this is to make sure you get your flu jab from your GP Practice or Pharmacist.
- We are providing additional funding to Devon Carers for the Hospital Service and are reviewing the 'Carers' Offer' a range of support and services available to carers in Devon.
- We are funding a major publicity campaign to help identify 'hidden' carers. These may be people who may have become carers during COVID-19, or whose caring role has increased and they may be unaware of their employment and benefits rights and the support available to them through Devon Carers. If this is you, or you know anyone like this, then please contact them.
- To make sure Citizen's Advice can offer timely advice to carers in these circumstances, we have also extended the funding we provide to them.
- We have increased our work to develop the 'care market' for replacement care (previously known as 'respite') because COVID-19 means that many

“ I have always found your support and guidance invaluable, but particularly during this unprecedented period. Not only have you enabled me to update my equipment, but you are always willing to support and guide us whenever we stumble across an issue. Even when it is concerns an individual case, you are there to guide us. ”

Winnie, Carer Ambassador
(East Devon)

pre-existing services will not be available in the same way or possibly not at all. We will be funding a Replacement Care Innovation Fund to support with this.

Keep an eye on the Devon Carers website for news of all future DCC initiatives.

We would like to thank the Carer Ambassadors for their input, advice and for challenging us during this time.

We still need more Carer Ambassadors, if you are interested in finding out more or want to get involved please contact

Catherine at Devon Carers at catherine.hill@devoncarers.org.uk.

Thank you

Sue, Owain, Lorna - Joint Carers Team

Devon County Council / NHS Devon Clinical Commissioning Group



Sue Younger-Ross
Joint Carers Lead



Owain Bale
Business Analyst



Lorna Cook
Commissioning
Support Officer

We need you!

In everything we do we are carer led. Are you interested in helping to ensure the voice of carers is heard? If you can spare some time each month to help shape carers services, we would love to hear from you.

For more details please contact Catherine Hill:
(Catherine.hill@devoncarers.org.uk)

Taking time out – replacement care survey

Devon County Council is working to develop ways to increase the availability of replacement care. Providers of care services are working with the Council to find ways of providing support that are safe. A new initiative has been launched that the Council hopes will mean more providers of care services will provide services in a short term way, that can help carers take a break. We need to hear carers' own ideas about how replacement care could be provided in new and interesting ways. The availability of care workers, buildings-based (day care) and bed-based (replacement care in a care or nursing home) services have particular challenges to be COVID secure. There will be a small fund to help test the most promising and interesting ideas. Think big!

They would like to know:

1. What new kinds of replacement care do you think you will need in the future?
2. What is it about these things that you would like to see tested?
3. Would you like to be part of testing new ideas?

Send your answers to **carersstrategy-mailbox@devon.gov.uk**; or if you are not online, contact Devon Carers, remembering to give us your contact details (if you have answered Yes to question 3) by Monday 30th November 20.

COVID-19: providing unpaid care to adults with learning disabilities and autistic adults

The Government have updated their guidance to help those caring for adults with learning disabilities and autistic people to keep them safe, to support them to understand the changes they need to make during the COVID-19 outbreak, and to protect their own wellbeing. For more information visit: <https://www.gov.uk/government/publications/covid-19-providing-unpaid-care-to-adults-with-learning-disabilities-and-autistic-adults/>

Sign up to receive coronavirus updates from Devon County Council straight to your inbox!

Registering at: <http://soc.devon.cc/hofCq>

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Please call **t: 03456 434 435** or **e: info@devoncarers.org.uk** for more information or if you would like to contribute to a future magazine. This magazine is made from FSC certified paper and printed using vegetable inks. Published on behalf of Carers+ by Westbank: Registered Charity No 1119541 Company limited by guarantee Registered in England No 6243811. Devon Carers, Westbank, Farm House Rise, Exminster, Exeter, EX6 8AT.