



You Care, We Care  
Spring 2021

## What's inside:

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- News and info
- Health and wellbeing
- Online training courses

Save Paper, Save the Environment

Receive your copy of the magazine by email: contact **03456 434 435** also available online [www.devoncarers.org.uk](http://www.devoncarers.org.uk)

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**03456 434 435**



# WELCOME

## Welcome to the Devon Carers magazine!

As we endure another lockdown, the estimated 130,000\* unpaid carers in Devon are supporting their family and friends more now than ever before due to COVID-19. We know this is a worrying time for everyone, and we continue to adapt our services to support you in your caring role.

For those of you new to Devon Carers, we support unpaid carers to maintain their health, wellbeing, and independence, by providing the information and advice they need in the caring role.

Our services continue to look a little different as we work to keep carers and our staff safe:

**Helpline:** open from 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; automated answers will appear, which may answer your question, if not our Helpline will answer 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 new Help during Coronavirus section visit **<https://devoncarers.org.uk/help-during-coronavirus-covid-19/>**

**Peer Support:** although 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. We will continue to support you online. 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, please 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 any 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](mailto: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.

\*Source: A recent YouGov poll, supported with research by Carers UK, has seen the carer population increase nationally by up to 50%. This means that locally in Devon, excluding Torbay and Plymouth, there could now be up to 130,000 carers.

## Devon County Council funded campaign helps us raise awareness of unpaid carers



Becoming a carer can often creep up on you, it might happen gradually as the condition of the person you care for increases, or you might just be helping out a friend or neighbour, but if they couldn't manage without your support, then you are an unpaid carer!

The number of people caring in Devon is predicted to have risen to over 130,000\*

as a result of the COVID-19 pandemic. As we are part way through another lockdown, there are over 21,000 carers currently accessing the vital support available FREE to them through Devon Carers, but we need to reach out to far more. One of the issues is that people often don't recognise themselves as carers. These 'hidden' carers often feel it is just a natural part of their relationship with those they care for, but we are here to support you in your caring role, by helping you maintain your health and wellbeing.

Devon County Council has enabled us to raise awareness of unpaid carers by funding a marketing campaign across social media, local radio, bus shelters, inside buses, on pharmacy bags and at the RD&E Hospital. The campaign has been a great success with more carers registering with us, but we know there are more who need our support.

If you know of anyone in this position, then please ask them to visit our website [www.devoncarers.org.uk](http://www.devoncarers.org.uk) or phone our Helpline **03456 434 435** for more information.

## Carers Rights Day Thursday 26th November 2020



Prior to COVID-19, some of us knew Zoom to be an ice lolly from our childhood; however, it has now become a platform which many of us now use! Thankfully video conferencing technology (with

other Apps) has enabled many of us to maintain social contact throughout COVID. We used this platform to deliver our Carers Rights Day sessions online on Thursday 26th November 2020.

Sessions focused on topics suggested by our carers with questions invited and answers provided. These Q&A documents, are available on our website for carers to refer to. They include:

- Everything you want to know about training
- Caring for somebody with dementia
- Navigating social care
- Legal advice
- Understanding direct payments
- Thinking about mental capacity; what it means
- Returning to work or leaving employment
- The Care Act – what does it mean for carers?
- Benefits advice
- Mental health services; what and where
- Mobility, adaptations and equipment.

Providing information, advice and support at the right time to our carers, is key to our provision. Enabling carers to understand their rights would not have been possible without the tremendous support from Michelmores Solicitors, Citizen's Advice Bureau (Exeter) and ACAS; together with our Devon Carers managers and Lead Practitioners, we have helped more carers during this challenging time.

It's never been more important for carers to be informed and know their rights. To help carers know what they are entitled to, please read Carers UK's latest 'Looking After Someone Guide'. This can be found at: <https://www.carersuk.org/help-and-advice/get-resources/looking-after-someone> or a paper copy can be purchased from their online shop.

If you need help with getting online and using technology, please contact us as our IT Support may be able to help you. Alternatively, <https://abilitynet.org.uk/> provide free support.

# Deadline approaching to apply for our Carers Break Funds



Demand for the Carers Break Funds has understandably increased significantly over the last few months. To date, over 300 unpaid carers have received a payment.

You are guaranteed a minimum of £50 with the average amount over £140. Payment will continue whilst funds permit, so if you haven't already applied, there's still time before the scheme closes at the end of March 2021.

The latest lockdown has been even more challenging for carers, so please don't miss out on this opportunity to receive a payment that you can use towards something that will give you a break from caring, even if it's just for a few minutes at a time. Doing something positive for yourself can have a real benefit for your mental wellbeing.

It can be used on anything that will give you a break from your caring role, as long as it's not items for your cared for person that should be provided by the NHS or Social Services. Why not join a wellbeing activity such as mindfulness, exercise, dance or yoga class, or use the money to stay in touch with family and friends by putting it towards a tablet or smartphone, or when we are able to, enjoy a day trip out or for something to help you relax such as music, painting, gardening or other hobbies. How to spend it is up to you!

## Who can apply?

Please don't think the money could be better used by someone else, if you are 18 or over, caring for an adult who lives in the Devon County Council area and not currently engaged with Devon Carers Hospital Service or Time for You, then this is for you!

**How to apply?** You must be registered with Devon Carers to apply. You can register online by visiting: <https://devoncarers.org.uk/self-referral-form/> or by calling our Helpline on **03456 434 435** open Monday to Friday 8am-6pm and Saturday 9am-1pm.

To apply or to find out more information, contact us using the online 'ask' webchat on [www.devoncarers.org.uk](http://www.devoncarers.org.uk) or call our Helpline on **03456 434 435**. The application can be completed online or by post.

## Life as 'hidden carers' for our dear friend, by Jo Earlam

My husband John and I knew Stan, who was such a kind and gentle man, and his wife Joan who were part of our social circle of friends in our village. We had lots of social things that we did as a small group, in the years before Joan sadly passed away.

After Joan died, we invited Stan to have dinner with us, it turned into a weekly Friday night event! He remained very independent, taking care of his washing, shopping and driving, but gradually he became less able and became increasingly affected by confusion, memory problems and not taking care of himself. We began to do more for him, and in talks with Stan and his step-daughter who lived abroad, John became his power of attorney as he could no longer manage on his own.

We engaged with his doctor and social services, did his shopping, laundry, visited him, and he'd still come to us every Friday for dinner. The rest of the social group fell away, either because they were elderly themselves, or not interested, and as he became less able, we organised visits from paid carers and meal delivery for him. If we went on holiday we'd liaise with his step-daughter to come and stay as there was no way he could have managed alone. I was always anxious about him falling, which he did on several occasions. His needs really increased in the last few months, where he'd ring up sometimes several times a day.

It did become very wearing at times, and we'd discuss with his social care team what options there were, but he was determined not to go into care. Eventually, the predictable moment came when he fell overnight and was taken to A&E and admitted. We were able to get him relocated to a local hospital, and then he went into a home where he spent the last few months of his life, where I'd visit him every week. Sadly he passed away at a time when we were on holiday, so we never got the chance to say goodbye, but we did everything for him that we could.

I did struggle with the mixed attitudes from friends and those in authority, to our role in Stan's care because we weren't family. Doctors were at times dismissive of our thoughts even though we knew Stan better and did more for him than anyone else. At work too, it sometimes caused issues, being questioned why I had to attend a care meeting on a certain day or take Stan on a medical appointment. I know that Devon Carers are well aware of the thousands of people who are in a similar position as



***Stan with his wife Joan at their Golden Anniversary***

'hidden carers' who take increasing caring roles for friends and neighbours, more so since COVID-19. Being a carer for my husband made me realise you can be just as much a carer of someone who is not family, but I don't believe there's a general awareness of that type of caring.

I felt I had to share this with you all, not for me, but in memory of Stan and of all the other people living alone out there and the friends and neighbours who are looking out for them and supporting them. Had I known about the support I am now receiving whilst I care for my husband John, from Devon Carers at the time, I would definitely have contacted them for support and advice and would advise others to do the same.

# 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!

## Tony's canine companion helps to raise awareness of unpaid carers



**Tony's New Zealand Huntaway puppy, Zin**

Tony had no hesitation into throwing himself into caring for his wife Dianne who was diagnosed with the neurological condition Progressive Supranuclear Palsy (PSP). He had a face-to-face assessment with Devon Carers, at the suggestion of social services, but it was only when Dianne's condition worsened, and she needed a hospital stay, that Tony asked for help.

*"It got to a crisis point," said Tony. "If I'd had a little less pride and micro-managed her condition less like project management, I would have asked for help before."*

Devon Carers advised Tony on how to access direct payments

for care in the home, which made a big difference when Dianne came out of hospital, giving him some time to himself. They also recommended attending a Peer Support group. At first he didn't really think it was for him but persevered and through sharing his caring experience with others, found it very supportive.

After Dianne's death in 2019, due to Tony's passion for the role of unpaid carer, he decided to become a Volunteer and Carers Ambassador for Devon Carers. He takes every opportunity to raise awareness about their services and the support available, even drawing on his canine companion to help!

On walks with his New Zealand Huntaway puppy, he finds that Zin's large size and colouring is a conversation starter about what it means to look after a lively young dog that weighs 40 kilos.

*"He really opens doors," said Tony. "We talk about Zin, which generally leads on to me having been a carer and I ask people if they have any experience of caring. It's amazing how many people don't think of themselves as carers when they are!"*

*"Carer Ambassadors are experienced in care," said Tony.*



**Tony and Dianne at her 70th birthday celebrations**

*"We are the unbiased ears, eyes, and voice of carers. Every carer is different, and everyone is caring for a different cared for person. It is really important that unpaid carers are recognised by statutory commissioners, and we are lucky to be supported by Devon County Council." Tony feels the provision of help for carers is good, but with 130,000\* carers in Devon and 21,000 being supported by Devon Carers, he believes there's more to be done. Tony said: "The simple message is, help is out there when you start your first steps on the caring journey. Devon Carers is the best port of call because they will listen to what your situation is and will treat you as an individual. They are concerned about 'you' the carer, it's not about the person being cared for. Don't be afraid to ask and get the emotional support that can help you. Don't wait until a crisis happens, as I did."*

**Tony Bartlett was interviewed by fellow carer Jo Earlam**

## **Would you like to become a Carer Ambassador?**

By sharing your personal experience and knowledge of caring you can help improve the lives of other carers. Visit our website for more information: <https://devoncarers.org.uk/get-involved/carers-ambassadors/could-you-be-one-of-our-valued-carer-ambassadors/> or call our Helpline on **03456 434 435**.

## Top tips for new carers

Reaching out to others can be difficult when we are busy caring, and many leave it until they are at crisis point to do so. We encourage all carers to contact us early in their caring journey. We are able to help you plan for the future to ensure support is in place, enabling you to become more resilient and prepared for when difficult situations occur.

We asked some of our registered carers for their top tips which they would like to pass on to carers new to our service.



**Don't be afraid to call:** "Sometimes, it can be hard to pick up the phone and make an initial/follow up enquiry. Each time I've called Devon Carers, I've been glad I did as there's always someone willing to help."



**Swallow your pride:** "Do not be afraid to ask questions that you think are childish or that there might be an obvious answer, because the more help you can get, the better and healthier carer you become."



**We all need someone's help, just ask!** "Without the help of Devon Carers my life and my husbands who I care for, would have come crashing down! Ask for a Carers Assessment so they can chat to you and offer a personalised support plan. It's not to interfere with your choices, but to talk through all your queries and make your lives easier to cope with. They are so kind and supportive, I thank Devon Carers for all they did and still do, to make my caring journey less lonely."



**Assistance to get online:** "With the latest lockdown, it has been beneficial that I can access services from Devon Carers online. From applying for the Carers Break Fund to attending Peer Support groups where I can chat to other carers, I'm not very 'techie' but their IT Support helped me to get online and thank goodness they did, as it has also enabled me to keep in contact via Zoom with my grandchildren whilst shielding."



**Apply for an Alert Card!** "I would definitely recommend that all carers apply for the Alert Card. Not only can it be used to alert people that I'm a carer and that the person I care for might need assistance if anything happens to me in an emergency, but it can also be used for free parking at my local hospital, it has been an absolute god send!"



**Attend an online training session:** "I'm needed 24/7 by the person I care for so have never been able to attend face to face courses. Since Devon Carers have offered online sessions, I have benefitted from learning and chatting through issues such as stress and dementia in the company of other carers, which I would never have been able to do previously."

# Devon County Council's commitment to carers

'Together for Devon' is a partnership of Devon County Council, Plymouth and Torbay Councils, the NHS in Devon and Livewell South West. All have signed up to a Devon-wide Commitment to Carers, based on seven principles/priorities:

- Identifying carers and supporting them
- Effective support for carers
- Enabling carers to make informed choices in their caring role
- Staff awareness
- Information sharing
- Respecting carers as expert partners in care
- Carers whose roles are changing or who are more vulnerable

You can read more about this here:

<https://www.togetherfordevon.uk/priorities/carers/>

In September 2020, over 100 Carer Ambassadors and staff from across the DCC area came together in a virtual event to plan how to put these parts of the Commitment into practice in their everyday work.

Sue Younger-Ross, Joint Carers Lead, Devon County Council said *"We will identify and recognise as many carers as possible as early as possible in their caring journey, including Young Carers and Parent Carers. All Health and Social Care Services will identify, recognise, involve and support carers. Effective support for carers will be well integrated with mainstream health, social care and community services. Services will: be carer friendly and treat carers with consideration; link carers into support."*

*This was the first time we had worked together in such a large group online and without being in the same venue. We learned a lot from doing it, and participants said they found it really useful as well as enjoyable.*

*When the Covid 19 Pandemic is under control and staff are able to spend time with us again, we will hold another event. We will review where we got to with the priorities we worked on in September and take another 'chunk' of the Commitment to work through. We will also work out how we can track improvements over time, as the whole point is to make things better for carers."*

If you'd like to suggest ways we can put the Commitment into practice, you can email us at

[carersstrategy-mailbox@devon.gov.uk](mailto:carersstrategy-mailbox@devon.gov.uk)

## Devon Carers Hospital Services are finalists for national Health Service Journal award



Our pioneering Hospital Services project has been heralded nationally and is shortlisted for the System Led Support for Carers category of the Health Service Journal prestigious care award.

Piloted at the Royal Devon and Exeter Hospital, Hospital Services is now also running in North Devon and Torbay Hospitals. The team identify situations where support for unpaid carers is needed for patients to return home safely, or to prevent hospital admissions.

The team assess the personal situations of unpaid carers and offer tailored support. For example; people unable to leave hospital because the person who is caring for them has become unable to cope, or because the patients' care needs have increased, or the carer could be unwell themselves, or simply exhausted from providing round the clock care.

The support varies greatly from providing emotional help and supportive calls to providing specific training in a particular condition such as dementia. There could be practical support with cleaning or arranging meal deliveries or putting the carer in touch with local groups or individuals who have shared experience of caring.

Billy Hartstein, Head of Devon Carers Services said *“Our Hospital Services is the result of ongoing communication with unpaid carers, Carers Ambassadors and our fantastic partnership with Devon County Council and the NHS Devon CCG. Our integrated approach to developing this service has resulted in this innovative project to support carers. We continually review and adapt the services we offer to ensure we meet the needs of unpaid carers and those they care for, providing the right help when they need it most. As the needs of carers continue to change, we respond quickly by developing new areas of work and support.”*

Between April and December 2020, a total of 8,762 wellbeing calls have been carried out by the Hospital Services team. They have helped 2,866 carers with 2,242 of these not being previously known to Devon Carers.

The winner of the System Led Support for Carers Health Service Award will be announced in March 2021.

**“ Thank you Hospital Services, I wouldn't have managed to cope with this whole caring process and trying to work as well. It's very much appreciated, and you have gone beyond the call of duty. ”**

## Young Carers Action Day (YCAD) 16th March 2021

YCAD is a Carers Trust initiative which has been running for the last six years. You may have previously heard it called Awareness Day, but young carers asked for it to be changed to 'Action' day, and are asking for people to take action to support them.

With a new date in March and the inclusion of young carers up to 25 years old, this year's theme is 'Protect Young Carer's Futures.' Young carers told the Carers Trust that they would like to celebrate the skills they have acquired through being a carer such as; time-management, empathy and adaptability. These skills and others are highly sought after in the workplace, further and higher education. Many young carers do not recognise the skills they have gained or how these can help them in their future.

Carers Trust are expected to say that Government needs to do more so that young carers skills count and to call for action plans for young carers and young adult carers.

A Network Partner of  
**CARERS  
TRUST**

In Devon, Devon Young Carers (Westbank) works with young carers aged 4 to 18, with Devon Carers working with carers aged 18+. Together we identify and support carers and will do the same for YCAD 2021. Watch out for our updates on social media!



## Robopet fostering scheme to aid people with dementia

Pets play an important companion role in many people's lives; however giving a home to a real pet whilst caring for someone with dementia may not always be feasible. Robotic pets have been developed in recent years, and although will never be as an effective replacement as their live counterparts, they have many attributes that can have a positive impact on those with dementia and their carers.



A recent review of studies on Robopets for dementia patients suggested time spent with them lowered levels of agitation and depression\*. For those with dementia who have fond memories of owning a pet in their past, spending time petting their Robopet, keeping them calm and engaged for periods of time, may enable their carer to have some quality time to themselves.

We have recently received funding from the Devon County Council Carer's Innovation Fund to roll out our Robopet Fostering Scheme. The scheme will enable carers to 'foster' a pet for an initial period of six weeks. This will allow enough time for the carer to ascertain if their cared for person benefits from having the pet in the home and if they are able to get some respite from their caring role whilst the Robopet is in use. Following this period, the carer will have the opportunity to adopt the pet! For more information or to apply for the scheme, please contact our Helpline **03456 434 435** or chat online by clicking on 'Ask' on **www.devoncarers.org.uk**

**Thank you to the Devon County Council Carer's Innovation Fund to enable us to offer these schemes to carers.**



\* NIHR Applied Research Collaboration South

West Peninsula 'What are the effects of robopets on the health and wellbeing of residents of care homes. A systematic review of qualitative and quantitative evidence.'

## New Tablet Loan Scheme

Would you like to get online to chat to friends and family, book online shopping or just to search the internet, but not have a digital device to do so?

With thanks to the Devon County Council Carer's Innovation Fund, we can now offer a new tablet loan scheme (includes a data card for internet access). For more information call our Helpline **03456 434 435**.



# Increased Peer Support Groups running online

Due to COVID-19 and the most recent lockdown we are still unable to run our face-to-face groups, so we have taken them online!

We are providing virtual peer support groups via Zoom as well as connecting carers on a one-to-one basis. The focus of the groups is led by carers. They may be concentrated around, for example, hobbies; interests, emotional wellbeing or the health condition of the person they care for. Connecting with a carer individually is also led by the carers' shared interests, for example; cars, gardening, languages, history or reading. The fundamentally important element of Peer Support is for carers to mutually support each other. Carers can meet with other carers in both their local area and across the county.

The groups we are currently facilitating include:

- Craft skill sharing/Craft make and natter
- Locality groups including; Ivybridge, Newton Abbot North Devon, Teignmouth and Totnes
- Sport themed
- Young adult carers
- Condition specific groups including; dementia, mental ill-health and learning disability

To help us celebrate the festive season our groups were treated to a stunning performance from soprano Judith Charron from the World Harmony Orchestra which included a goose-pimple producing version of Ave Maria. One carer commented, "The singing moved me from frantic and pre-Christmas rushing about to being peaceful and in the moment." Other carers from our Craft Peer Support group swapped beautiful handmade Christmas decorations, which inspired one carer to make felted ornament gifts for family members.

If you need IT support to access virtual provision, we may be able to provide help.

The benefits of interacting with other carers are even greater now, due to the increased loneliness and isolation COVID has put upon us. Benefits include:

- shared experiences and knowledge
- mutual support from other carers
- reduction in social isolation and loneliness
- developing new friendships
- building/re-building resilience
- being treated as equal
- regular activities

If you are interested in participating in Peer Support, contact our Helpline **03456 434 435**, by clicking on the 'Ask' button on **[www.devoncarers.org.uk](http://www.devoncarers.org.uk)** or, by speaking to your Carer Support Officer.

## Latest update on carers receiving COVID-19 vaccines

The Joint Committee on Vaccination and Immunisation (JCVI) guidance recommends that carers who are 'in receipt of Carer's Allowance or those who are the main carer of an elderly or disabled person whose welfare may be at risk if the carer falls ill, should also be offered vaccination' alongside people with underlying health conditions in Priority Level 6. Carers 65 and over will have been offered the vaccine by this point. We are advised that the vaccine will be offered more widely as soon as possible.

The wording in the Government vaccination priority list still causes some confusion by referencing the 'residents in a care home for older adults and their carers' to be the first priority to receive the vaccine, but has been clarified, and this refers to paid care workers in residential homes, not unpaid carers.

Whilst extremely positive, advice within the independent report... 'is provided to facilitate the development of policy on COVID-19 vaccination in the UK' and is not current Government policy.

Current advice on the NHS page can be found here: <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine/> and states:

- Wait to be contacted: The NHS will let you know when it's your turn to have the vaccine. It's important not to contact the NHS for a vaccination before then
- You must be registered with a GP: <https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/>

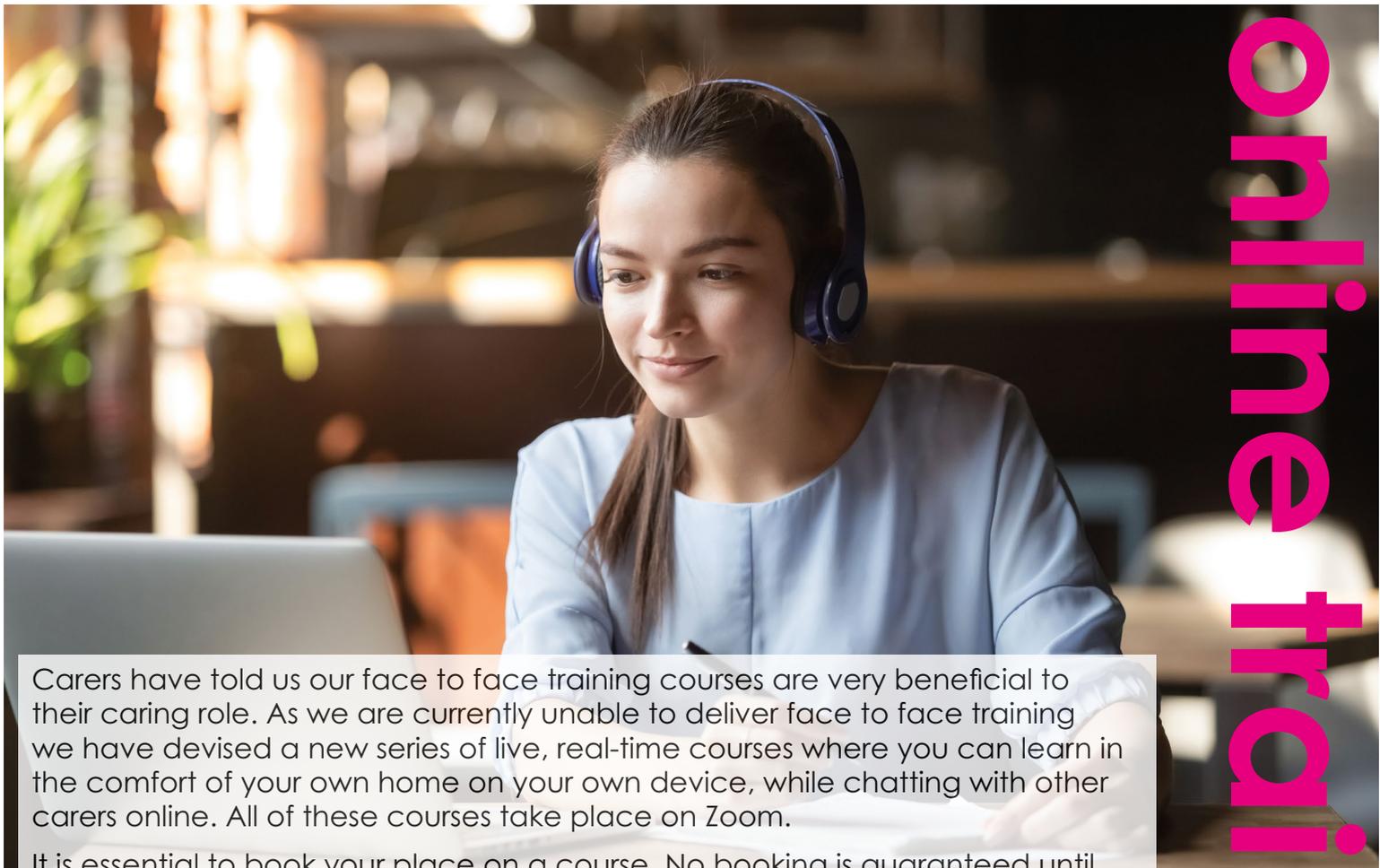
**Ensure that your GP surgery is aware that you are an unpaid carer.**

In answer to our correspondence with The Department of Health & Social Care Vaccines Team they have advised us that they "hope to publish guidance on vaccinating unpaid carers in the next couple of weeks." We will post this guidance online as soon as it is available.

This information is correct at the time of printing, for the latest information visit: <https://www.gov.uk/government/publications/priority-groups-for-coronavirus-covid-19-vaccination-advice-from-the-jcvi-30-december-2020>

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

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



Carers have told us our face to face training courses are very beneficial to their caring role. As we are currently unable to deliver face to face training 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](mailto: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 live, real-time online Zoom session will:

- Allow an informal discussion to identify sleep problems
- Find solutions that carers need to get a good night's sleep

Wednesday 17th February and Monday 12th April

10.30am to 12.30pm

## How to identify a Financial Scam

We are currently seeing an increase in COVID-19 related scams over the phone, online and face-to-face, which means we and the people we care for are becoming even more vulnerable to financial abuse. We are joined by a representative from Natwest for this live, real-time online Zoom session and will:

- Make you aware of the different types of scams we are currently facing
- Help to prevent you being scammed and discuss ways to protect you, your family and friends
- Help you to protect your money
- Answer any questions around the subject of scamming

Thursday 18th February

10.30am to 11.30am

# online training courses

## Looking After You: Looking after your relationship

When we care for people we need to ensure we look after our relationship with them, but also with our family and friends, and at times this can be very difficult to maintain.

This live, real-time online Zoom session will:

- Look at being a carer especially when you look after someone with a long-term condition, where we take on added responsibility for providing the increased support they need
- Consider how spending more time with those we care for can impact greatly on our relationships with them, family and friends
- Discuss strategies to enable us to pay greater attention to our relationships to help avoid breakdowns in times of stress
- Give time to explore what is important to us as individuals and in our relationships

Tuesday 23rd February

10.30am to 12noon

## Dementia and Effective Communication

Caring for people with dementia can be very difficult as we slowly see them struggle with everyday tasks including their communication skills. But in order to communicate with them more effectively we need to improve our own communication skills.

This live, real-time Zoom session will:

- Look at five different types of dementia
- Discuss problems with communication and how to avoid miscommunication issues
- Chat about problems experienced by asking questions

Thursday 25th 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? This live, real-time session 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

Thursday 4th March and Tuesday 4th May

10.30am to 12.30pm

## Relaxation and Wellbeing from a setting in nature, with mindfulness practices

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

This live, real-time Zoom session will:

- Include a guided meditation
- 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 others

Wednesday 10th March and Friday 16th April

2.00pm to 3.30pm

## Managing Stress

Caring can be very rewarding but also stressful at the same time. 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.

This live, real-time Zoom session will:

- Discuss the awareness of stress, its symptoms and how it affects us
- Develop an understanding of mindfulness and resilience
- Equip learners with mindfulness coping strategies to help support them to manage stress and build resilience to stress
- Identify the point when further assistance may be needed.
- Guide you on what to do if they are feeling overly stressed and where to get further support and advice

Wednesday 17th March and Friday 9th April

10.30am to 12noon

## Causes of distress, agitation and its impact for those living with Dementia

Those living with dementia can experience agitation, which can be brought about by external factors

This live, real-time session will:

- Look at distress and agitation, and what causes this
- Cause and effect of pain, fear, depression, boredom, hunger and thirst
- Look at delirium, which can be mistaken for dementia

Thursday 25th March

10.30am to 12noon

## Unpaid Carers and the Menopause

Caring for others can be very stressful but with the added mental and physical pressures of the menopause, it can make coping even more challenging.

This live, real-time session will:

- Allow you to talk about the issues that you face with the menopause
- Discuss strategies to cope with the identified issues and how this will enable you to cope with your caring role

Tuesday 30th March

10.30am to 12.30pm

## 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 live, real-time three week course will:

- Help you to manage your caring role and to stay well
- Discover what type of carer you are and how this impacts on your caring role
- Help you identify and manage stress
- Look at the effects of caring and find coping strategies
- Create a contingency plan in order that you can have peace of mind when anything unexpected or urgent happens

Wednesday 7th, 14th and 21st April

10.00am to 11.00am

## Dementia and the environment

People living with dementia can be affected by environmental factors. This live, real-time Zoom session will:

- Look at the environmental factors that affect people with dementia
- Discuss problems with depth perspective eg why a person can't see the food on their plate/patterned carpets
- Talk about stored and working memory
- Discuss the Importance of routine and sleep

Thursday 22nd April

10.30am to 12noon

## Basic First Aid Q&A

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.

This live, real-time Zoom session 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

Friday 30th April

10.30am to 12noon



# 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](http://www.devoncarers.org.uk/alertcard)

# [www.devoncarers.org.uk](http://www.devoncarers.org.uk) | 03456 434 435

Please call **t: 03456 434 435** or **e: [info@devoncarers.org.uk](mailto: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.