

## Welcome to the first edition of our new, quarterly newsletter.



**Christine Alexander**  
CEO

**This newsletter is a new initiative to bring you news from both outside our organisation and regarding some of the top level work that is taking place inside the organisation. My hope is that some of you will find it both interesting, and perhaps may want to get involved in some of these activities.**

CTEM has been in existence for a little over 21 years. We have seen so much change over those years that our organisation has little resemblance to the one that started in 1996. We have added ten organisations to our own along the way... too many to mention, but each have added quality and expertise to our own... and have made us collectively stronger. We would not be here today if we had not joined together in this way.

In recent months we have expanded our services to include what we call 'Information and Advice'... or 'Carers Hubs' to our portfolio. These services are a superb way to offer support to carers that both provides them with general information, but also supports them to access more responsive and hands on services when they face a crisis. Our Hub team members are hugely skilled in assessing the wellbeing of carers by talking to them and listening to them, and are then able to direct them towards the services that will best support them. It is an immensely valuable addition to our service and one that we intend to grow and develop as we get opportunities over the coming months and years.

At present, we are operating these services in Nottinghamshire and Reading Borough. The services that we call our 'Health Projects' have also grown significantly over the last couple of years and are becoming more and more important as the pressure on the



**Board Meeting 2016**

NHS and clearing hospital beds increases. For those of you who like statistics, here is some of our key facts:

**We have an average turnover of £6.5 million (2016/17)**

**The 'Health Projects' make up approximately 57% of our turnover**

**We have 277 Care Staff and 50 Office Staff (this includes Carers Hub staff)**

**98 of those care staff are salaried positions working in the Health Projects**

**We support approximately 3,100 carers throughout our area**

One other area that I will mention in this first newsletter is our Volunteer Service. This operates in Nottingham and Northamptonshire and this too has become an integral part of our 'development and diversification' over recent years. We now have 64 volunteers, each of who provide a befriending/sitting service for carers. As you may know, Local Authorities have in recent years needed to cut significant amounts of funding from

front line services. Carers who were once eligible for services, are now left with little or no support at all. Our volunteers have helped to bridge that gap and many of the families they support, would receive no help at all if it wasn't for these volunteers.

As we approach Christmas time, it is worth remembering that this time of year can be very challenging for the families we support. It can also be very challenging for us if we encounter snow and ice and all the other elements that challenge our ability to get about. I never cease to be amazed at the lengths that so many of you go to each year to ensure that our families are supported and cared for... the way you help each other and ensure that each other are safe as you go about your work. You are truly remarkable and I thank you for the 'extra mile' that you always seem to pull out of the bag.

I will finish by wishing you all, and your families a very Happy Christmas and New Year.

# “I liked that I had fun and built up relationships with other people.”

Young Carer feedback, after PGL Activity Day in August 2016



The Young Carers Pilot Project runs alongside the Nottinghamshire Carers Hub and is funded by the county council. The project started in May 2016 and covers the Mansfield and Ashfield area of Nottinghamshire. It is aimed at Young Carers under the age of 18, who provide care for a parent, grandparent, brother or sister, because that person has an illness or disability, mental health condition or problems with addiction to alcohol or drugs. The project runs support groups, local activities and outings, plus online support networks.

One of the outings held over the summer holidays was a PGL Activity Day in Caythorpe, Lincolnshire. PGL activities are designed to motivate, challenge and build confidence.

The day started with Zip Wire followed by Challenge Course, Problem Solving and then Trapeze! Throughout the day there were adrenalin rushes, euphoric moments and feelings of achievement and success.

With plenty of encouragement from the trained instructors the 11 Young Carers who attended, found the motivation to dig deep and found the courage to jump, to climb, and to take a leap of faith into the unknown. It was an amazing day out for the Young Carers and the project team!

A special thanks to the Kirkby-in-Ashfield Rotary Club, who kindly funded the transport element of this outing.



If you'd like to know more about the project, please contact the Nottinghamshire Carers Hub on 0115 824 8824 or visit their website at: <http://carerstrustem.org/young-carer-project>

You can also 'Like' their Facebook page: <http://www.facebook.com/YCPCarersHub>



Pathways Carer Support Service is a specialist social care service that supports unpaid Carers who are looking after someone within the last twelve months of life, any diagnosis. This service has been part of the Carers Trust East Midlands family since June 2016, and the contract has recently been extended until March 2017.

The Pathways team comprises 3 staff: Claire, Marie and Nicola, who offer practical and emotional support to the Carer up to point of bereavement, and a short while after.

The service is tailored to suit the Carer's needs and offers different levels of support which can range from:

- short respite breaks (up to 4 hours per week) from their caring role. This support is provided by professionally-trained care support workers
- providing a listening ear, allowing the Carer to talk to someone about any worries, concerns and their feelings to help identify coping strategies
- supporting in accessing information, advice and signposting to other beneficial services
- providing practical help for example - housing, financial, employment and legal matters
- social support - accessing clubs, carer groups, and activities to reduce social isolation
- advocacy, signposting and guidance - introducing other beneficial services, increase carer awareness of services and entitlements
- assistance with emergency situations, care and support at a time of crisis.

The aims and objectives of the service are to:

- empower the Carer to enhance their caring skills
- increase the Carers' confidence in their caring ability
- reduce Carer stress and the inability to cope
- support the Carers' mental well-being, avoid or minimise Carer crisis
- reduce isolation of Carers and their 'Cared For'
- allow Carers to have a life of their own alongside their caring role
- provide independence and personal dignity for people approaching the end of life.



Pathways Carer Support Service will accept referrals from any Health or Social Care Professional or Carer via the Nottinghamshire Carers Hub on 0115 824 8824 or [hub@carerstrustem.org](mailto:hub@carerstrustem.org)

For further information, or to view the referral criteria, please visit: <http://www.carerstrustem.org/carers-services-end-of-life>

## What you said!

### Staff Survey 2016

Thank you to the 141 staff who took the time to share your views and opinions with us - it really does help to shape our Organisation's future plans.

From responses received, here are some of the key highlights:

Nearly **20%** of you are 'carers' in your own right (away from paid work).

**87%** of you said you receive enough information to do your job effectively.

**10%** of you are not receiving emails via your work's mobile phone - please get in touch with your local office to resolve this.

**88%** of you find Team Meetings useful.

**89%** of you would recommend a friend to work for Carers Trust East Midlands.

More detailed results will be shared with you during the next round of team meetings.

# Carers Trust Quality Award

**We did it! Carers Trust have awarded our organisation their top accreditation, the Centre of Excellence quality award.**

To achieve this status, we had to go through a rigorous audit process and demonstrate high quality across all aspects of our organisation, from its governance

to the way that we engage with families and the support we deliver to them. The award will help to position our organisation in the best possible way, in a highly competitive sector and help us to develop and succeed in our aims. It should also give carers an even greater confidence in the quality of service they can expect from us.

A huge thank you and congratulations from the Senior Management Team to everyone



involved in the organisation, whatever your role. The work that you do on a daily basis enabled us to showcase so many examples of excellent practice and expertise to highlight. Thank you, also, to all of those who took part in the site visit back in June.

## Bee App

**CTEM recognises the importance of investing in technology and has recently committed to investing in an app which aims to enhance the role of Care Support Workers. It has been decided to pilot the app in Nottingham, Reading and Leicester, initially.**

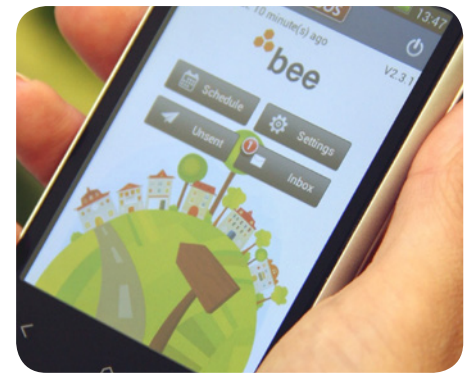
### Purpose of the app

This app has been developed to aid our care staff to reduce the amount of time they need to spend on admin tasks whilst trying to do their care work. It also is a means by which our care staff can access

information in a quicker and easier way using their 'mobile phone devices'.

### Benefits

The main benefit of this app is the speed, ease and 'portability' of the data for care staff who are out and about and often need quick access to key information on the cared for and their carers. The app has an enhanced alert system and enables easy monitoring of tasks such as administration of medication to ensure service users are not at risk. It also provides extra security for lone workers through a one-click SOS button. The project will be reviewed on an on-going basis



during the pilot period, to ensure that any issues are resolved before implementing across the organisation. Information regarding the organisation-wide roll out will be communicated in due course.

## New Business

Reading Borough Council & West Berkshire Council Carers Information and Advice Hub Service

**CTEM currently deliver a locality wide Carers Information and Advice Hub Service that provides one stop, single point of access to an integrated Carers support pathway which facilitates access to Information, Advice and Guidance Support to Manage Caring and Supporting Carers to Enjoy a Life Outside of Caring provision.**

CTEM were selected for our proven abilities in securing strategic outcomes in:

- ensuring the contribution of Carers is sustained and valued and supported

- improving Carers physical and mental health and wellbeing financial welfare
  - engaging Carers currently not receiving any services, particularly those with complex caring responsibilities and not previously known to Adult Social Care
  - increasing the number of Carers who receive a Statutory Carer's Assessment
  - sustaining caring to avoid or reduce dependency on statutory care services
  - supporting Carers to make individual choices about services they wish to receive, ensuring preventative support and going beyond statutory obligations
  - treating carers as expert care partners and plan services in partnership with service users, carers, the statutory, voluntary and independent sectors to ensure a co-ordinated approach to the delivery of services.
- The service focuses on preventative support through helping Carers to build personal capacity to be better able to meet the demands of the Caring role; whilst protecting Carers wellbeing and welfare. This service shares many common elements with those of the NCC Carers Hub specification in an offer that spans: information, advice and guidance, support to manage caring and supporting carers to enjoy a life outside of caring.