



## Dear family carer champions, colleagues and professionals

Welcome to the October - January edition of our newsletter for professionals and people working with family carers. We have been away over the summer but we are back to tell you what we have been up to and to give you the latest information.

We hope you find this newsletter helpful in your work with family carers. Future editions will feature a more in-depth look at some of the schemes, projects and support services that support family carers in Suffolk.

Please share with your team members – it is possible to subscribe/unsubscribe by calling the Information Line on 01473 835477 to be added to or taken off the distribution list.

## Summer re-cap

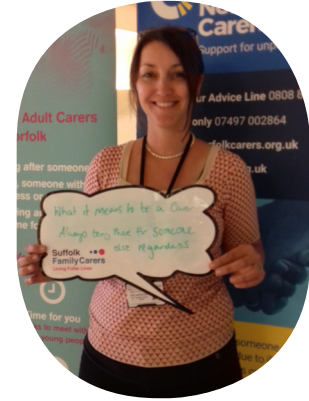
### Carers week

The theme for Carers Week this year was 'Building Carer friendly Communities'. Carers week was June 12th to 16th and what a week it was!

The buzz was fantastic. Facebook posted updates, Twitter twittered like crazy, Suffolk County Council were on-board with re-tweets and compliments!

Cakes were made and eaten throughout the County, in Ipswich Hospital smoothie bikes pedalled, family carers were treated to tea and cakes, and wrote on the bunting and 'speech bubbles' when they visited the bus whilst on its travels!





Suffolk Family Carers staff visited to Bluebird Lodge, Ipswich Hospital, West Suffolk Hospital and James Paget, and succeeded in raising awareness of family carers with professionals throughout the county!

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## Hot topic

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### Carer friendly hospitals

We thought you might like an update on our 'family friendly hospital award'. The family friendly award is a 'appreciative enquiry approach of how family friendly the environment, system, processes and practice is within the hospital.

Last year Ipswich Hospital went through the process and now West Suffolk Hospital has completed this too.

The award ceremony event at West Suffolk Hospital, which took place on 5th September, led to the hospital receiving individual certificates and action plans to develop further. The hospital was also presented with a whole hospital award. Look out for the certificates displayed around the hospital.



## Focus on

### **Mental Health & Wellbeing Service - update**

#### **Services for family carers supporting a person with mental health needs**

From 1st April 2017 the existing Mental Health Support and Advocacy service was replaced by a new service as part of a wider partnership.

The new Information, Advice, Guidance, Emotional Support (IAGES) service will bring together the services provided by Suffolk Libraries (New Chapters) and Suffolk Family Carers alongside peer mentoring support through Suffolk MIND.

The aim of this new service is to transform the way information, advice and guidance is available to people with mental health needs, their carers and families and to increase the range of information promoting positive mental wellbeing.

A key aspect of this new service will be the increased opportunities to become involved and volunteer, helping to shape how services are designed and delivered. Part of the implementation process for the service will be to establish working groups to help shape the service design. These will be organised in late April / early May, confirmation of these will be shared very soon and we are very keen to hear from people who would like to be involved!

Suffolk Family Carers' role within this new service will be to support family carers to develop peer led information groups and to provide limited 1-1 support on a needs led basis, working in partnership with Suffolk Libraries and Suffolk MIND.

To access information, advice, guidance and emotional support for family carers within this new service the contact details remain as – [MH@suffolkfamilycarers.org](mailto:MH@suffolkfamilycarers.org) / 01473 835455.

#### **Services for family carers supporting a person with substance misuse difficulties**

From 1st April 2017 following a review of the services provided through the Suffolk Recovery Network, there will be changes in the way in which support for adult carers is delivered across Suffolk.

Suffolk Family Carers will continue to deliver our 'Navigating the Road to Recovery' programme of information and support for family carers across Suffolk.

Alongside this, and to maximise the reduced resource within the team, our Facilitation and Support Worker will be working closely with Turning Point to develop regular 'drop in' sessions for family carers within Turning Point offices at Ipswich, Bury and Lowestoft.

These sessions are designed to provide support for family carers caring for a person accessing drug and/or alcohol services and to register people towards accessing 'Navigating the Road to Recovery'.

From April 2017 there is no longer a dedicated service user and family carer involvement role and this work will, from this date be led by Turning Point (0300 123 0872).

To access information and support through our Substance Misuse team the contact details remain as [subsmisuse@suffolkfamilycarers.org](mailto:subsmisuse@suffolkfamilycarers.org) / 01473 835411.

## Courses for family carers

### **Youth Mental Health First Aid (MHFA)**

Mental health issues often develop during childhood, with 1 in 4 children showing evidence of mental ill health.

The aim of the Youth Mental Health First Aid programme is to give anyone who works with or looks after young people the skills and confidence to help, just as they would in the event of a physical injury or illness.

We have accredited Youth Mental Health First Aid Instructors at Suffolk Family Carers, so if your organisation is interested in receiving this training, please get in touch for a quote: Daniel.Richards@suffolkfamilycarers.org or 01473 835415.

### **Who's in charge?**

Periodically we are able to offer Who's In Charge? This is a programme for parents experiencing child to parent violence.

This is obviously a difficult and sensitive topic, but previously participants on this programme have found it to be genuinely helpful and an opportunity to meet others in a similar position.

For more information please contact 01473 835438 and ask for Di, Louise or Daniel, alternatively email wellbeing@suffolkfamilycarers.org.

### **Caring with Confidence (CWC)**

Caring with Confidence is an information programme that provides family carers with information and tools to support them in their caring role. We discuss topics such as family carers rights and entitlements, regaining balance in their caring role and managing the stresses of caring.

Usually Caring with Confidence is facilitated as a 3 week programme however we are now able to offer a wider variety of information and education opportunities.

Family carers can join us for a 2.5 hour workshops. The workshops provide family carers with the opportunity to discuss a specific topic for example managing the stresses of caring.

They are excellent opportunities to meet others but to also focus their thought on ways to proactively ease their caring role.

Alongside the workshops and information programmes, we also offer standalone information sessions, these are often on subjects suggested by family carers such as First Aid, Lasting Power of Attorney and Carers Assessments.

Caring with Confidence is available to all family carers over the age of 18 across the whole of Suffolk. To find out more please contact us on 01473 835446 or email cwc@suffolkfamilycarers.org.

## Dates for your diary

### Family carer best practice forum

This is an opportunity to meet with other professionals who work with family carers to share experiences, information and best practice.

Future meeting dates

23rd November 2017

18th January 2018

The meeting is chaired by Suzie Stephens, Professional Training Lead at Suffolk Family Carers. If you would like to attend please email [reception@suffolkfamilycarers.org](mailto:reception@suffolkfamilycarers.org) or call 01473 835445 to book a place.

### Professional information sessions

Professional information sessions at Suffolk Family Carers are held monthly to familiarise professionals working within statutory and voluntary organisations about the services offered by Suffolk Family Carers.

Dates for future meetings:

13th October

29th November

25th January 2018

29th March 2018

Unit 9, Suffolk Family Carers Hill View Business Park, Claydon IP6 0AJ 9.30-11am.

If you would like to book a place on one of these sessions please email [reception@suffolkfamilycarers.org](mailto:reception@suffolkfamilycarers.org) or call reception on 01473 835445.

## Updates

### Carers connected - newsletter for family carers

The feedback we have had is that professionals would be interested to see the information family carers receive via 'Carers Connected' which is sent to all those family carers who are listed as wishing to receive a copy by email from Suffolk Family Carers.

To access the October edition, please visit our website. Alternatively, you can access it through links posted on our Facebook page and Twitter account.

As part of new accessibility guidelines, we are required to provide our Carers Connected newsletter as 'embedded' HTML. This allows the newsletter to be viewed as a webpage and ensures it is compatible with screen reader technology for those who are blind or partially sighted. If you would like this HTML link, please contact us.

## Carers groups for family carers

### Family carer groups in Suffolk

Local groups are a great way to meet other family carers - a warm welcome awaits. Family carers are welcome to 'just drop in' to their local group if they would like to just to 'get a feel' for the group.

For further information about a specific group please contact the facilitator of that group, as listed below.

#### Bildeston group

1.30-3.30pm - Bildeston Health Centre, IP7 7EX. Last Tuesday of each month  
Contact Louise Bissett 01449 740254 or email [louise.bissett@nhs.net](mailto:louise.bissett@nhs.net)

#### Bury St Edmunds group

1-3pm - Mount Farm Surgery, IP32 7EW. First Thursday of each month  
Contact our Health team on 01473 835407

#### Bury St Edmunds (evening)

6-8pm - The Oakes Barn, St Andrews St South, Bury St Edmunds, IP33 3PH. Last Tuesday of each month  
Contact Bev Stearn on 01473 835455/07766367021 or email [bev.stearn@suffolkfamilycarers.org](mailto:bev.stearn@suffolkfamilycarers.org)

#### Claydon social group

1-3pm - The View, a space for carers, Hill View Buisness Park, Claydon, IP6 0AJ. 4th Wednesday of each month  
Contact Neil Bowles on 01394 210377

#### Claydon craft & tea

1-4pm - Unit 9, Hill View Business Park, Claydon, IP6 0AJ. Third Monday of each month  
Contact Irene Davis on 01473 652303 or email [irene.davis2009@gmail.com](mailto:irene.davis2009@gmail.com)

#### Eye group

1-3pm - The Eye Bowls Club, IP23 7HW. First Monday of each month  
Contact Katrina on 07867844702

#### Felixstowe & villages group

1-3pm - The Community Hub, IP11 9EF. Second Monday of each month  
Contact Dennis Weston on 01473 832591 or email [dennisweston.49@btinternet.com](mailto:dennisweston.49@btinternet.com)

#### Hadleigh Together

2-3.30pm - Hadleigh Pool & Leisure, Stonehouse Road, Hadleigh. Last Tuesday of each month  
Contact Jill Mason and her team on 01473 823470

#### Haverhill group

1-3pm - The Burton Centre, CB9 8HB. Fourth Thursday of each month  
Contact our Health team on 01473 835407

### Ipswich group

2-3.30pm - 19 Tower Street, IP1 3BE. Second Wednesday of each month  
Contact Mary Quinton on 01473 742839

### Leiston & villages Group

1-3pm - The Bell Hotel, High Street, Saxmundham IP17 1AF. Third Tuesday of each month  
Contact Sue Bateman on 01728 602969

### Long Melford group

10.30-12pm - The Bull Hotel, CO10 9JG. Second Monday of each month  
Contact Mary O'Neill on 01787 280874

### Lowestoft - Waveney carers & friends

1-3pm - Community Church, Haddenham Road, Lowestoft, NR33 7NF. Last Wednesday of each month  
Contact Janet Betts on 01502 380475 or Pat Cruse on 01502 511892

### Mildenhall group

1-3pm - Market Cross Surgery, IP28 7EG. Third Monday of each month  
Contact our Health team on 01473 835407

### Needham Market group

11-1pm - Community Centre, IP6 8BB. Second & fourth Tuesday  
Contact Amanda King on 01449 258418 or Pat Gould on 01473 831129

### Newmarket group

1-3pm. The Rookery Medical Centre, CB8 8NW. Second Thursday of each month  
Contact our Health team on 01473 835407

### Stowmarket group

1.30-3pm - Hillside Community Centre, IP14 2BD. First Thursday of each month  
Contact Liz on 07936380127

### Sudbury group

1.30-3.30pm - Sudbury Community Health Centre, CO10 2DZ. Second Tuesday of each month  
Contact our Health team on 01473 835407

### Wickhambrook group

1.30-3.30pm - Wickhambrook Memorial Centre, CB8 8XP. First Tuesday of each month  
Contact our Health team on 01473 835407

### Woodbridge group

1.30-3pm - Framfield Medical Centre, IP12 4FD. Third Tuesday of each month  
Contact Fiona Baker on 01394 384028

## Carers Assessments

### Reminder

Suffolk Family Carers are continuing to carry out some Carer's Assessments on behalf of ACS.

Please remember that family carers cannot access or be referred directly to Suffolk Family Carers for a Carers Assessment. The referral has to come to Suffolk Family Carers via ACS using the agreed route in each area.

Family carers wishing to access a Carers Assessment should contact Customer First on 0808 800 4005.

ACS staff: if you are not sure how to refer, please speak to your Team Manager or email Steven. Emmerson@suffolk.gov.uk who is the new Carers Lead for ACS.

### IDT - Mental health carers assessment leads

Suffolk Family Carers have been working with NSFT colleagues to identify 'link' people as Carers' Leads - there are still one or two vacancies, but this is progressing and working well!

**Bury South** - IDT, G block, Hospital Road, Bury St Edmunds, IP33 3NR  
Julie Williams - Julie.Williams@nsft.nhs.uk or call 01284 733188

**Bury North** - Newmarket Hospital, Exning Road, Newmarket, CB8 7JG  
Vacancy

**Central** - Haymills House, Station Road East, Stowmarket, IP14 1RF  
Eddie Cross - eddie.cross@nsft.nhs.uk or call 01449 745200

**Adult Community Mental Health Services Great Yarmouth & Waveney** - Victoria House, 28 Alexandra Road, Lowestoft, NR32 1PL  
Catherine Phillips (role includes some aspects of the Carers Lead)  
Catherine.phillips@nsft.nhs.net or call 01502 532100

**Ipswich** - 3rd Floor, Mariner House, 43 Handford Road, Ipswich, IP1 2DG  
Judy (Jay) Chandler - Judy.chandler@nsft.nhs.net

**Coastal** - Walker Close, Ipswich, IP3 8LY  
Neil Broadway - Neil.broadway@nsft.nhs.net or call 01473 279200

Julia Wunderlich  
Professional Advisor (Mental Health)/AMHP  
01449 745200 / 07795 952745 (only use her mobile if urgent)  
julia.wunderlich@nsft.nhs.uk  
Julia is happy for people to contact her if you can't get hold of anyone else who could help them (email is the preferred option)