



Gloucestershire
Carers



Carers Together

A red circular icon containing three stylized human figures in green, yellow, and red, representing a group or community.

Winter 2024



To switch from receiving our newsletter by post to email, call 0300 111 9000
or email carers@peopleplus.co.uk



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A Message from our Carer Services Manager Lisa Walker

Dear Carers,

I would like to express my sincere gratitude to each and every one of you for your unwavering dedication and support throughout 2023.

Your efforts have been instrumental in providing a lifeline of care and assistance to countless individuals.

We are committed to reaching out to as many Carers as possible, offering them the support, information, and advice they need to navigate their caregiving journeys with greater strength and resilience.

Our team is here to listen, guide, and connect you with the resources that can ease the burdens you face.

Our collaborative partnerships with various organisations have expanded our reach, enabling us to provide a comprehensive range of services tailored to your unique needs.

Please don't hesitate to reach out to our friendly and knowledgeable team, available from 9:00 AM to 5:00 PM on Mondays, Wednesdays, and Fridays, and from 8:00 AM to 8:00 PM on Tuesdays and Thursdays.

We understand the challenges and sacrifices you may make as Carers, and we are here to support you every step of the way. Whether you need information, guidance, or simply a listening ear, our team is committed to providing the support you deserve.

Thank you for being an invaluable part of our community.

Warmest Regards

Lisa Walker
Carer Services Manager
Gloucestershire Carers Hub



Contact Us

0300 111 9000

carers@peopleplus.co.uk

www.gloucestershirecarershub.co.uk

Gloucestershire Carers Hub c/o Omega Resource Group,
Head Office, Omega House, Bond's Mill, Stonehouse, Gloucestershire,
GL10 3RF



Our Impact in 2023

A Summary

During 2023, Gloucestershire Carers Hub have registered 4500 new Carers,



We have been working within local communities to respond to the growing needs of Carers. We have been out visiting local groups, running Carer cafes and meeting Carers at events across the county.



In April, we ran various activities for the Carers UK Active April campaign and took part in activities. We enjoyed seeing so many of you getting out and about in your localities.



This year saw us hold a Carers Week event in Cheltenham where we met a wide variety of Carers and professionals.



We have seen Be Empowered, delivered both online and in the community, welcoming new Carers and existing Carers to the sessions and providing information and advice to those who have attended.

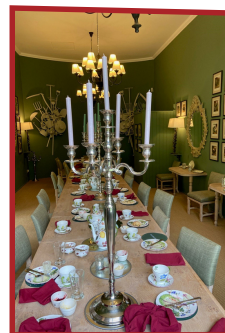
We have grown our Carer Aware discount providers list and have supported a variety of organisations become more Carer Aware.



We have also held professionals weeks which have allowed individuals to find out more about what we do and how we support Carers. There has also been e-learning which has been launched to support professionals and employers to become more Carer Aware and support Carers in their workforces.

You can access the e-learning by visiting: <https://gcc.astute-elearning.com/Content/LXP/LXPLogin.aspx?ReturnUrl=%2f>

We held various outings around the county inviting Carers and those they support to join us for a wide variety of activities. We are looking forward to seeing more of you in 2024.



“As a Carer, you are thrown into what can be an extremely difficult and stressful situation with no prior training. After Be Empowered, things felt clearer and I have more confidence not just in my caring role, but to be heard”

We would like to extend a huge thank you to everyone who attended our Carers Rights Day information drop in, online sessions and bus tour.

We enjoyed seeing so many of you attend the events to gain valuable information from a wide variety of professionals.

The Carers Rights event at Abbeydale Community Centre gave us the opportunity to welcome Carers and those they support to meet with various professionals and to obtain information and find out about the support which is available in the county.

We were also able to capture Carer feelings on the Artshape table and there was opportunity to explore the art work of some of our Carers as well.



NHS Bus Tour

The bus tour took us to various locations where we met with a multitude of people and were able to give support, information and advice. We were also joined by colleagues from a variety of organisations and it was great to hear about everything they are doing in the local communities we visited.



Feedback

If you would like to give any feedback on Carers Rights Day or you would like to be involved in the planning for the next Carers Rights Day in November 2024 please email: bookings@peopleplus.co.uk

The Right to Vote with Dementia Under the Mental Capacity Act

With a general election on the horizon we have outlined some information below with regards to individuals who have dementia and their right to vote.

People with dementia have the same right to vote as everyone else. No one can be prevented from voting because they have dementia.



The individual who has dementia:

- has the right to a companion to assist them at the polling station who must be a close relative
- can be registered to vote using a postal vote which can be posted by a trusted individual
- Can appoint someone to vote as their proxy – this is someone that they can trust to vote in order to fulfil their wishes. This should be put in place while the person has capacity.
- If there is a Lasting Power of Attorney in place, this attorney cannot vote on their behalf.

Further information is available by calling The Alzheimer's Society call: 0333 150 3456 or by visiting: [Alzheimer's Society](https://www.alzheimersociety.org.uk)



Planning ahead

Preparing for emergency situations

You never know when an emergency may arise, it is important to be as prepared as you can be in case anything happens to you and you are unable to carry out your caring role.

We have put together this article to support you when considering what documents you have and where best to keep them in case of an emergency situation.

Carers Emergency Scheme

You may have recently signed up to the scheme or you may have been registered for some time. Therefore, take a look at the information which you sent us and check for:

- Whether the condition of the person your support has changed
- If all the contact details are correct
- If all the other information in the document is correct

If you find that you need to amend the plan please contact us by calling 0300 111 9000 or emailing carers@peopleplus.co.uk

Message in a Bottle



Message in a Bottle is a simple but effective way for you and/or the person you support to keep your basic personal and medical details where they can be found in an emergency on a standard form and in a common location – the fridge. It helps emergency services personnel to save valuable time in identifying an individual very quickly and knowing if they have any allergies or take special medication. The form needs to be completed and updated inside it.

Things to consider adding to the form:

- Details of the name, address and contact details of the person you look after
- Who you and the person you look after would like to be contacted in an emergency
- Details of any medication the person you look after is taking and where it is stored
- Details of any ongoing treatment they need
- Allergies
- Details of GP and pharmacy, Any care and support services they receive
- What continence products are needed
- Any mobility challenges and mobility aids such as a wheelchair or hoist
- Anything behavioural others need to be aware of
- If you or the person you care for has an Orange Folder add the location of this folder to the top of the form in the bottle

You may be able to obtain a Message in the Bottle from your local pharmacy or GP.

What Matters to Me - Orange Folder

Most GP surgeries now hold personalised care Orange folders. These contain ReSPECT forms (if applicable) and other personalised care information.

If you have an orange folder ensure it is in an area of the house that would most likely be spotted by the ambulance service – for example, on the dining room table, or in the kitchen on the worktop.

If you have copies of Lasting Power of Attorney too place these inside the folder as they may be needed in Hospital.



Notes about Health and Wellbeing

If you don't have an orange folder or a message in a bottle, being organised and having a separate folder with up to date, relevant information regarding your health and wellbeing can be useful in an emergency.

You could include:

- An up to date prescription with medications listed on it
- Next of kin or emergency contact details
- Any allergies to medicines
- Whether you or the person you support has a pacemaker or ICD (Implanted cardiac defibrillator)

Support with Contingency Planning

We can support you with planning for an emergency. If you would like to talk it through with one of our team please get in touch with us:

Call: 0300 111 9000

Email: carers@peopleplus.co.uk

We will talk to you about the options available to you and what you could put in place to support you should an emergency arise.

Staying well this winter

A Carers Guide

Winter can be a challenging time for Carers as the colder weather and shorter days can take a toll on both physical and mental well-being. As a Carer, it's crucial to prioritise self-care to ensure you can provide the best support to the person you support.

In this article, we will explore some practical tips to help you stay well and make the most of the winter season.

1. Stay Active:

Physical activity is not only beneficial for your physical health but also for your mental well-being. Engaging in regular exercise can help boost your mood, increase energy levels, and reduce stress.

Consider finding activities that you enjoy, such as walking, yoga, or dancing, and try to incorporate them into your routine. If outdoor exercise isn't possible, there are plenty of online workout videos and apps available to help you stay active indoors.

Gloucestershire Carers Hub also run various online exercise sessions as well as outdoor walks which you could come along to.



2. Prioritise Self-Care:

As a Carer, it's easy to neglect your own needs while focusing on the needs of others. However, taking care of yourself is vital to prevent burnout.

Make time for activities that bring you joy and relaxation, such as reading, taking a warm bath, listening to music, or practicing mindfulness. Remember, self-care isn't selfish; it allows you to recharge and better support those around you.



3. Boost Your Immune System:

Winter is notorious for colds and flu, so taking steps to keep your immune system strong is crucial. Ensure you eat a balanced diet rich in fruits, vegetables, and whole grains to provide your body with essential nutrients. Stay hydrated by drinking plenty of water and consider adding immune-boosting foods like citrus fruits, garlic, and ginger to your meals.

You could also take additional Vitamin D which will support your immune system. Additionally, don't forget to get enough sleep as it plays a crucial role in maintaining a healthy immune system.



4. Connect with Others:

Social isolation can be a significant challenge during the winter months, particularly for Carers who may spend a lot of time at home.

Try to maintain social connections by reaching out to friends, family, or support groups. Carer support groups and Carer Cafes can provide a valuable network of individuals who understand the unique challenges you face.

Online platforms and video calls can also help bridge the distance and keep you connected. If you would like to learn more about getting online please get in contact with us on 0300 111 9000.



5. Take Care of Your Mental Health:

Winter can sometimes bring feelings of sadness and loneliness. It's essential to prioritise your mental well-being by seeking support when needed.

If you're feeling overwhelmed, please contact us to gain support and information.

Engaging in activities that bring you joy, practicing relaxation techniques, and seeking emotional support can all contribute to maintaining good mental health.



As a Carer, your well-being is crucial, especially during the winter season. By incorporating these tips into your routine, you can navigate the challenges of winter while maintaining your physical and mental health.

Remember, taking care of yourself allows you to continue providing the best support to the person you support. Stay active, prioritise self-care, boost your immune system, connect with others, and take care of your mental health.

If you need any advice, information or support, don't forget we are here for you.

**Call 0300 111 9000, email: carers@peopleplus.co.uk
or write to us: Gloucestershire Carers Hub c/o Omega Resource Group, Head Office, Omega House, Bond's Mill, Stonehouse, Gloucestershire, GL10 3RF**



Be Empowered Locations for 2024

Be Empowered is a series of awareness and information sessions to provide you, as a Carer the opportunity to develop your skills and confidence to recognise your own strengths and abilities.



Looking after yourself as a Carer, including in a crisis

The session explores how you can look after yourself in your caring role. We explore how to look after yourself in a period of stress or crisis, and help you develop a plan as to what you should consider to help you cope in these situations.

Developing Healthy Boundaries and Building Resilience

We explore different techniques to help you cope under difficult situations. The session looks at ways to improve the clarity of roles, establishing and maintaining healthy boundaries to give everyone a sense of safety and control.

Dealing with Carer Guilt & Compassion Fatigue & Feeling of Loss

The session looks at how compassion fatigue develops and what it looks like as a Carer in ways that you may not be aware of. We explore how you can feel loss and grief for the changes felt due to your caring role.

Communication with professionals, building confidence & knowing your rights

This session looks at types of communication you can use and how to successfully put them into practice including hints and tips to communicate confidently with services. The session also covers some of your rights as a Carer.

Contingency Planning

Explore what to put in place to help reduce panic and ensure the right information is shared at the right time.

Planning hospital care and discharge including technology & services to support at home

Looks at planning hospital and healthcare to promote you, as a Carer being involved as either a patient or a visitor to the person you support.



Tewkesbury

All sessions are on Thursdays from 12.45 pm - 2.15 pm at Tewkesbury Hospital, Barton Road, Gloucestershire, Tewkesbury GL20 5GJ.

Sessions commence on Thursday 4th January and run weekly with the last session being on Thursday 8th February.

Gloucester

All sessions are held on Monday's from 11.30 am - 1.00 pm at Aspen Centre, Horton Road, Gloucester GL1 3PX.

Sessions commence on Monday 8th January and run weekly with the last session being on Thursday 12th February.

Winchcombe

Day Time

All sessions are held on Tuesday's between 11.30 am - 1.00 pm at Winchcombe Medical Centre, Greet Road, Cheltenham, Gloucestershire, GL54 5GZ.

Sessions commence on Tuesday 6th February and run weekly with the last session being on Tuesday 12th March.

Evenings

All sessions will be held on a monthly basis between 6.30 pm - 8.00 pm at Winchcombe Medical Centre, Greet Road, Cheltenham, Gloucestershire, GL54 5GZ.

The first session will be held on Thursday 11th January and will continue monthly until the final session on Thursday 13th June.



For more information please call 0300 111 9000 or email bookings@peopleplus.co.uk

Upcoming Events

Happening online or near you

Online Sessions

Our online sessions are run via the Zoom platform, if you are unable to access Zoom and would like some support in doing so please get in touch. We have a team of IT volunteers who can support you and talk you through accessing Zoom. All you need is an internet connection and a smart phone, tablet or laptop. If you would like some help in logging in please call us on 0300 111 9000.

First Tuesday of every month at 7.00 pm How to Journal for self-care & wellbeing

Monthly 30-minute drop-in sessions providing the tools to help you focus on areas of wellbeing important to you as a Carer. The session will give you ways to start journaling that month, things to consider and help reduce the fear of staring at a blank page not knowing where to start. Each month has a theme; however, you can choose your own focus. Join to share ideas and receive support from others as you develop the tools to journal independently.

Tuesday 30th January – Energy Advice Information Session (Gas & Electric Utilities)

With energy prices set to increase in January 2023. Join National Energy Action to find out how you may be able to reduce your bills, get information about debt management and learn how to understand your bills.

Tuesday 30th January – Mindfulness Photography

Mindful photography helps us to slow down, to see things in a different way, and to express experiences creatively, increasing wellbeing and calming body and mind.

Thursday 8th February – Understanding Lasting Power of Attorney & Deputyship

Lasting Power of Attorney provides peace of mind and explains what happens if you or the person you care for wasn't able to make decisions about health, wellbeing and finances. This legal process allows someone to help on your behalf. There are a number of things to consider from cost to put in place, and in some cases, this may be free, to who should be responsible. Join the Care Advice Line to go through this process.

Thursday 22nd February – What is Ambiguous Loss? Grief and feelings of loss as you Care

Ambiguous loss is a term used when you experience grief when circumstances change. This could be suddenly or gradually, it could be a change in a relationship dynamic, such as someone's ability to be independent, or change in capacity. In this session we will explore what Ambiguous Loss is, and how to support yourself.

Tuesday 5th March – Information for Parents/ Carers – managing and creating trusts

Parent Carer information session with The Care Advice Line. Managing Trusts & financial affairs of the person you support. Join the Care Advice Line to develop a better understanding of how to manage someone's trust and financial estate as a Parent Carer. Opportunity to ask questions.

In the Community

Wednesday 17th January – Scam Awareness Information event. Morrison's Gloucester

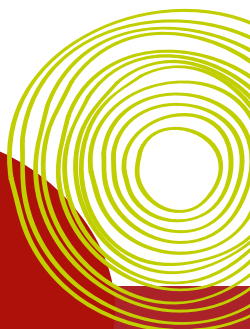
This workshop will look at different types of scams that are currently putting people at risk with a host that has worked for many years with Vodafone and BT providing cyber security to corporate organisations. The talk will look at how you can protect yourself and others and what to do if you are scammed.

Friday 19th January - 10.30 am - 11.30 am - Hucclecote Carers Cafe, Hucclecote Methodist Church - Winter Wellness Session

Come along to our informal Carer Cafe and meet with Healthy Lifestyles Gloucestershire to find out more about staying well this winter.



The links for these sessions will be sent out via email weekly.





Power of Attorney

Why is it important?

A power of attorney is a legal document that gives someone you trust the authority to make decisions on your behalf.

This can be important for a number of reasons, including:

- If you become incapacitated, meaning you are unable to make your own decisions, your attorney will be able to make decisions for you about your finances, healthcare, and other matters.
- If you are unavailable, such as if you are traveling or out of the country, your attorney will be able to handle your affairs on your behalf.
- If you simply want someone else to help you manage your affairs, such as an elderly parent or a child with special needs, a power of attorney can give them the authority to do so.

There are two main types of power of attorney:

- **Property and Financial affairs:** This gives your attorney the authority to make decisions about your finances, such as paying bills, managing investments, and selling property.
- **Health and Welfare:** This gives your attorney the authority to make decisions about your healthcare, such as consenting to medical treatment and making decisions about end-of-life care.

You can choose to have one or both types of power of attorney. You can also appoint more than one attorney.



It is important to choose someone you trust implicitly to be your attorney. This should be someone who is responsible, organised, and has good judgment. You should also make sure that your attorney is willing to take on the responsibility of making decisions on your behalf.

Once you have chosen your attorney, you can either go through a solicitor or by completing the forms yourself both will incur a charge.

Firstly, you'll need to get the LPA forms and an information pack from the Office of the Public Guardian. You can do this by visiting:

<https://www.lastingpowerofattorney.service.gov.uk/home> or order them by calling 0300 456 0300.

The document will need to specify the powers you are granting to your attorney and the circumstances under which your attorney can act on your behalf.

If you're happy to, you can fill out the forms yourself. But be careful – mistakes might mean your LPA is rejected and you need to pay a fee later to reapply. The Office of the Public Guardian have a step-by-step guide to completing the forms [on their website](#) or you can call them for assistance on 0300 456 0300.

You'll then need to sign the completed forms and send them to the Office of the Public Guardian. If you've downloaded the forms online or used the online service, you'll need to print them out before signing them.

Then, you need to have your LPA signed by a 'certificate provider' – this is someone who confirms that you understand what the LPA is and that you haven't been put under any pressure to sign it. The certificate provider must either be someone you've known well for at least 2 years or a professional person, such as a doctor, social worker or solicitor. Certain people aren't allowed to be your certificate provider – including your partner or any other family members.

Lastly, register the LPA with the Office of the Public Guardian – you cannot use your LPA until registration is complete, which can take several weeks. You can register your LPA if you have the mental capacity to do so. If you sign an LPA while you still have mental capacity but lose capacity before registering it, your attorney can register it for you.

Once the power of attorney document has been signed, it will be effective immediately if it is needed to be used. You should keep a copy of the document in a safe place, and you should also give copies to your attorney. There are some additional things to keep in mind about power of attorney:

- You can revoke a power of attorney at any time.
- If you become incapacitated, your attorney will only be able to make decisions that are in your best interests.
- Your attorney will be accountable to you or your estate for any decisions they make.

A power of attorney is a valuable legal tool that can give you peace of mind knowing that your affairs will be taken care of if you are unable to do so yourself.



Support for Families with Disabled Children (SFDC)

Funded by the Department for Education and managed by Family Fund, the SFDC programme provides a wide range of grant items to families in England with a low-income, who are raising a disabled or seriously ill child or young person.

Grants for families living in England

Through the Support for Families with Disabled Children programme you can apply for items that will help meet your child's additional support needs and make family life easier.

For example, you could request a kitchen appliance like a fridge, cooker, or washing machine, clothing or bedding for your child, sensory or play equipment, technology items such as tablets and laptops, or even a much-needed family break.

Eligibility

You can apply for an SFDC grant every 24 months. To be eligible, you must also be:

- The main Carer for a disabled or seriously ill child or young person aged 17 or younger
- Resident in England
- In receipt of benefits, or on a low income from working

For more information about eligibility, please visit <https://www.familyfund.org.uk/grants/am-i-eligible/>

Please note that you cannot apply for a grant for:

- Items that you've already bought
- Items that should be provided by a statutory agency such as a local authority or health services after a needs assessment (for example, home adaptations, therapies or specialist buggies)

How to apply

For more information and the application click here: <https://app.familyfund.org.uk/> or call the helpline on [01904 550055](tel:01904550055)



Active April Get Involved

Throughout the month of April, Carers UK is running a campaign called 'Active April'. We will be joining the campaign again this year.

When we say 'Active', we don't mean you have to run a 5k (unless you want to!).

We're simply encouraging you to add a little more activity into your day to feel good and improve your wellbeing.

We'll be sharing information and ideas on social media and communications, to help you add more activity into your day and boost your well-being.

If you're not receiving our email communications but would like to, please contact us at 0300 111 9000 or email bookings@peopleplus.co.uk

If you would like to stay up to date you can follow us on our social media platforms:

Facebook: @GloucestershireCarersHub
X: @GCarersHub
Instagram: Gloucestershire_Carers_Hub
LinkedIn: GloucestershireCarersHub

You can access activities online through the Carers UK active hub by visiting:

<https://www.carersuk.org/help-and-advice/your-health-and-wellbeing/online-meetups/share-and-learn/>

If you have any ideas of the types of things you would like to see this April please get in contact with us by:

Calling: 0300 111 9000

Emailing: carers@peopleplus.co.uk

Visiting: www.gloucestershirecarershub.co.uk

Writing to us: Gloucestershire Carers Hub c/o Omega Resource Group, Head Office, Omega House, Bond's Mill, Stonehouse, Gloucestershire, GL10 3RF

DON'T FORGET

We run sessions on a weekly and monthly basis which you can join in with including exercise classes and also monthly Stroll and Chat groups around the county. To find out more contact us.



Carer Cafes Near You

Why not come along to a local Carers Cafe near you?

We have listed all of the Carer Cafes which are available across the county. These happen on a monthly basis. Please feel free to come along to any of these cafes and join other Carers for a cuppa and chat.

We have a wide variety of Carers along with the people they support who come along to the Carer Cafes. If you are looking for a friendly and welcoming experience a Carer Cafe could be for you.

Some of the cafes will have a representative from Gloucestershire Carers Hub in attendance however, not all of the cafes are run by ourselves and therefore there is no guarantee that someone from the Gloucestershire Carers Hub will be at each café.

Cheltenham

Cornerstone Cafe

The Oakley Centre, Cheltenham
First Monday of the month at 10.30 am – 11.30 am

The Pavilion Cafe

Hatherley Lane, Cheltenham
Third Friday of the month at 1.00 pm – 2.00 pm

Forest of Dean

Cinderford – CANDI

31A Market Street, Cinderford
Every first Monday of the month at 11.00 am – 2.30 pm

Coleford – Bicky's

Pyart Court, Coleford
Every second Wednesday of the month at 10.00 am – 12.00 noon

Newent Carer Cafe

Newent Community Centre
4th Tuesday of every month between 1.00 pm and 2.00 pm

Cotswolds

Kate's Home Nursing

George Moore Centre, Bourton on the Water
Every second Friday of the month at 10.00 am

Tewkesbury

GL3 Community Hub

Churchdown
Every third Thursday of the month at 12.30 pm – 1.30 pm

Marina Court

Tewkesbury
Every first Tuesday of the month at 10.30 am – 11.30 am

Stroud

Scarlett House

123 Westward Road, Ebley, Stroud
Third Wednesday of the month at 2.30 pm – 4.00 pm –
Call to book 01453 808689

Longfield

Minchinhampton
Third Wednesday of the month at 1.30 pm – 2.30 pm

Longfield Bereavement Café

Minchinhampton
Last Tuesday of the month at 2.30 pm – 4.30 pm

Longtable

Stroud
Every Second Thursday of the month at
5.00 pm – 7.00 pm

The Keepers

Wotton Under Edge
Every first and third Tuesday at 10.30 am – 12.00 noon

Gloucester

Monk's Kitchen at Gloucester Cathedral

Gloucester City Centre
Every second Tuesday of the month at
10.30 am – 11.30 am

The Phoenix Centre

Matson
Every Monday at 10.00 am – 12.30 pm

Robinswood Hill

Gloucester
Every second and fourth Tuesday of the month at
10.30 am – 12.00 noon

Quedgeley Library

Quedgeley
Every fourth Monday of the month at 2.00 pm

Hucclecote Methodist Church Hall

Hucclecote
Every third Friday of the month at 10.30 am – 11.30 am



If you can't find a Carer Cafe local to you, or if you attend any which aren't listed please email careraware@peopleplus.co.uk



Getting enough Sleep Hints and Tips

Sleep is essential for everyone, but it can be especially important for unpaid Carers.

Carers often provide round-the-clock care to someone, which can leave them feeling exhausted and depleted.

Poor sleep can have a negative impact on Carers' physical and mental health, making it even more difficult for them to provide care.

How does sleep deprivation affect unpaid Carers?

Sleep deprivation can cause a number of problems for unpaid carers, including:

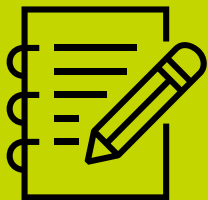
- Physical problems: Carers who don't get enough sleep are more likely to experience fatigue, headaches, muscle aches, and a weakened immune system.
- Mental problems: Carers who don't get enough sleep are more likely to experience irritability, anxiety, depression, and difficulty concentrating.
- Emotional problems: Carers who don't get enough sleep are more likely to feel overwhelmed, resentful, and burnt out.

How can unpaid Carers get enough sleep?

Here are some tips for unpaid Carers to get enough sleep:

- Establish a regular sleep schedule: Go to bed and wake up at the same time each day, even on weekends.
- Create a relaxing bedtime routine: Wind down before bed by avoiding caffeine and alcohol, taking a warm bath, and reading a book.
- Make sure your bedroom is dark, quiet, and cool: This will help you fall asleep and stay asleep.
- Avoid napping during the day: Napping can make it harder to fall asleep at night.
- Get regular exercise: Exercise can help improve sleep quality, but avoid exercising too close to bedtime.
- Seek professional help if needed: If you're having trouble sleeping, talk to your doctor. They may be able to rule out any underlying medical conditions and recommend treatment options.

Remember, getting enough sleep is essential for your health and well-being. By following these tips, you can make sure you're getting the rest you need to provide the best possible care for the person you support.



Journaling in 2024 How to get started

As many people plan to make changes in 2024, you may not feel that this will be of benefit to you this year.

Instead, why not try something new like keeping a journal or diary. We will be running monthly sessions via Zoom to support you get started with journaling, these will be held online but if you cannot access these sessions here are some hints and tips to get you started.

- You don't need to write a lot, just write down what you have done that day
- Highlight a positive of the day no matter how small
- Use the journal or diary to record special memories you may want to remember
- Don't be afraid to doodle or use images to help you remember

You can use the journal or diary as much or as little as you like. Some of our Carers and the individuals they support, complete their journals at the end of the day together.

The journal can be used as a reflective tool or a way of planning and making lists to complete over the course of the week, month or even year.

Why not give it a try, you just need a notebook or diary and a pen, if you gain benefit from writing a journal or diary, we would love to hear your feedback.

Please email us at bookings@peopleplus.co.uk





My Carer Story

Share your experience with other Carers

“

I look after my partner and she has looked after me. We both live with a mental health condition and have needed treatment at times. My partner has been in hospital once since we have been together.

Having my partner go in to hospital was frightening. I didn't know when I would see her again and whether she would be the same person who I had known for many years. She went into hospital shortly after the start of the pandemic. I couldn't go in with her and she was taken by the police which made it even more harrowing.

I started to get very anxious and my mental health began to suffer. I found it hard to communicate with the hospital and almost impossible to talk to my partner. For the first few weeks that she was in hospital, I couldn't have a conversation with her. The hospital staff were at times, very sympathetic but their need to protect my partner meant that they had to be careful about what information they shared with me and they limited my involvement in decisions about her care.

It was hard because I had been looking after her at home before she went in through some really difficult times, the worst of which was that she was throwing things around the house and irrational. She was having a psychotic break down and it all happened so quickly. Having looked after her with the support of the crisis team, I felt that I should continue to help when she was admitted and I was scared about how the hospital would look after her.

My partner had been in hospital for just a short time when an incident occurred which rocked my confidence.

A friend from where I used to work was working for Gloucestershire Carers Hub and suggested I call. I did that and was very quickly given a call by the triage team who offered me a call from a Keyworker and a Carers Assessment.

I had my call and she was brilliant. She helped me with objective advice and suggested that I reach out to an advocacy agency and PALS. I wasn't abandoned after one phone call. I was given calls on many occasions to see how I was doing. I was helped to find the strength to communicate effectively with the hospital.

I would recommend to anyone reading this that they make time to recharge. Having another interest, like reading, writing or listening to music, walks, photography all of helped me through.

Someone once explained that it helps to keep the stress bucket in mind. As it fills, you need to take time out to empty it. That can happen when we do things we enjoy or reach out to friends and family.

I have enjoyed meeting other Carers and find that really helpful. Together, we share ideas about how to get through.

My best wishes to you all. I know how hard caring can be, but appreciate that it is also something that offers purpose and satisfaction.

”

We would like to thank the Carer who shared their story with us. If you are supporting someone and would like to share your story with us please contact us:

Call: 0300 111 9000

Email: careraware@peopleplus.co.uk

Write to us: Gloucestershire Carers Hub c/o Omega Resource Group, Head Office, Omega House, Bond's Mill, Stonehouse, Gloucestershire, GL10 3RF

Herbert Protocol

What if someone you care for goes missing?

If you are supporting someone who is vulnerable, including those with dementia or Alzheimer's the Herbert Protocol is a tool which could support you.

There's a risk that those you support may at some point start to 'walk about'. This may only be into the garden or street for a short time, but some people can get lost and go missing.

So planning ahead to keep them safe is really important.

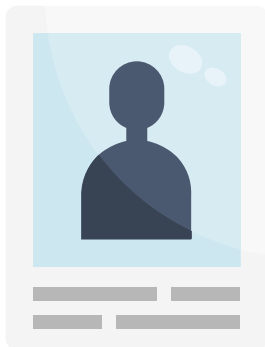
What is the Herbert Protocol?

The Herbert Protocol is a form that Carers, family or friends of a vulnerable person, or the person themselves can fill in.

It contains a list of information to help the police if the person goes missing, including:

- medication required
- mobile numbers
- places previously located
- a recent photograph

You can download the form by visiting: <https://www.gloucestershire.police.uk/SysSiteAssets/media/downloads/central/advice/herbert-protocol/gloucestershire/herbert-protocol-form.pdf>



Keeping a completed form saves the worry of trying to recall the information during the stressful time of someone going missing. It also saves time for the police, allowing the search to start sooner.

The initiative is named after George Herbert, a war veteran of the Normandy landings, who lived with dementia. He died whilst 'missing', trying to find his childhood home.

When to fill in a form

Use your knowledge as a Carer to decide whether a person is at risk of going missing. Update the form regularly to make sure the information is always accurate. Filling in the form can be a valuable way of communicating with a relative because it causes them to think about where they used to live and work. This triggers memories that they like to talk about.

When should the form be given to the police?

The police only need the form at the point the person is reported missing. There is no need to hand it to police before then and the form will be returned once the person is found.

Where should the form be stored?

It should be stored securely, but where you can find it quickly.

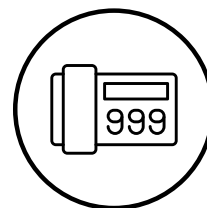
Printed or electronic form?

You can download the form below. A paper copy will need to be handed to the police officer who attends to take the missing person's report.

What if the person goes missing?

If you discover a person is missing, conduct a brief 'open door' search of the address, grounds and outbuildings, to see if you can find them.

If they're still missing, call 999 immediately. Don't worry - you won't be criticised for calling the police if you are worried about a person's safety. The sooner the police know someone is missing, the sooner officers can start looking for them.



When you ring the police, tell them you have the Herbert Protocol profile available.

If you have an electronic version of the form, the police will tell you where to email the document so that the information can be shared with the searching officers. If you have a paper copy, have it ready for the attending officer when they arrive.

Be prepared to answer the following questions on the phone:

- where and when the person was last seen
- what they were wearing and carrying

Don't worry, this won't delay the police response - officers will be sent out while you are talking.



Advocacy is empowering people to have a voice and making a real difference to their lives by speaking for them when they can't and supporting them to speak for themselves when they can.

How can an advocate help?

An advocate can help a person to:

- speak up for themselves or give their views
- understand the process they are going through, their rights and what choices are available to them
- be part of an important decision which is being made about them
- prepare for and take part in meetings and tribunals
- raise queries or concerns
- access information in the format which is most suitable
- access services that can support them

Advocates can also provide information and signpost people to other helpful services.

In Gloucestershire POhWER provides:

- [Independent Mental Capacity Advocacy \(IMCA\)](#) including [Relevant Person's Paid Representatives \(RPPR\)](#)
- [Independent Mental Health Advocacy \(IMHA\)](#)
- [Independent Health Complaints Advocacy \(IHCA\)](#)
- [Independent Care Act Advocacy](#) which includes Independent Advocacy for Adult Social Care Complainants.
- Community Mental Health Advocacy - currently available for inpatients on Abbey or Dean ward at Wotton Lawn Hospital

If you are not sure whether you can get an advocate, or for more information, advice and support in your area, you can contact us on 0300 0031162 or email glosadvocacy@pohwer.net



Safeguarding Myths vs Facts

Safeguarding is the term used for protecting children and "adults at risk" (more commonly known as vulnerable adults) from maltreatment and keeping them safe and protected from harm, abuse and neglect. Abuse may take many forms; physical, emotional, sexual and financial – amongst others.

We have put together some common myths associated with raising a Safeguarding concern along with the facts below:

Myth: It's not my job to report adult abuse.

Fact: Reporting abuse is everyone's responsibility whether you are a professional, a family member or a member of the public.

Myth: People will know it was me that reported the concern.

Fact: When you report concerns to adult social care, you will be asked for your details and can discuss with the team if you'd prefer your details to be kept private.

Myth: It is best to wait until you're certain you have firm evidence before reporting an adult abuse concern.

Fact: No, if you feel something is not right then please talk to adult social care who can look into your concerns.

Myth: Reporting abuse means the person I support will go into a care home.

Fact: No, sharing your concerns with a Local Authority does not mean a person will go into a care home. The enquiry is very much centred around the person's wishes and views.

Myth: Adult Social Care only safeguard older people.

Fact: No, adult social care support adults at risk to keep safe from 18 years onwards

Myth: Physical abuse is the most common form of abuse

Fact: There are many forms of abuse such as emotional, financial, sexual, self-neglect, domestic abuse, modern slavery, organisational, discriminatory as well as physical abuse.

Myth: Most abuse is perpetrated by a stranger.

Fact: Most abuse is carried out by someone we know and commonly, within families. However, anyone can be an abuser including Carers, professionals, a neighbour or a member of the public.

If you have a safeguarding concern which you would like to discuss contact the Adult Helpdesk by:

Calling: 01452 426868

Emailing: Socialcare.enq@gloucestershire.gov.uk

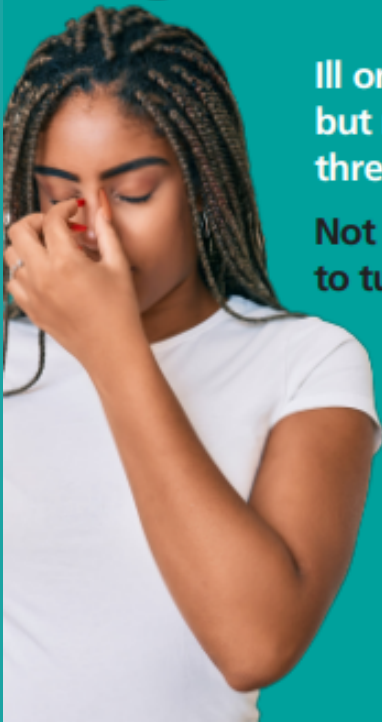
Visiting: www.gloucestershire.gov.uk/gsab

Click or
call first help us
help you

Unwell or injured but not life threatening? Not sure where to turn?



CLICK OR CALL FIRST



Ill or injured,
but not life
threatening?

Not sure where
to turn?

If it's a medical emergency

If you or someone you know is experiencing a medical emergency, you should call 999 or attend A&E.

What is a medical emergency?

A critical or life threatening situation, such as:

- Loss of consciousness
- Fits that are not stopping
- Severe chest pain or signs of stroke
- Breathing difficulties
- Severe bleeding that cannot be stopped
- Severe allergic reactions
- Severe burns or scalds
- Major trauma such as a road traffic accident



Click or call 111

If you think you may need A&E or to get the right care 24/7, click 111.nhs.uk or call 111. The 111 service can signpost or book you into local NHS services where appropriate



ASAP Glos website and app.

The asapglos.nhs.uk website and the NHS Advice ASAP Glos app also offer info on the full range of local services and when to use them.

Click or
call first

help us
help you

Click or Call your GP

If you have an illness that won't go away after self-care or advice from the pharmacy - click or call your GP surgery.

Use their website, the NHS app or phone.

If it's urgent and your GP surgery is closed, call NHS 111 and they will make sure you get the care you need.

The Gloucester Health Access Centre (GL1 2TZ) is also open 8am to 8pm, 7 days a week.

The centre provides a range of GP care.

Ring in advance on 01452 336290 to get an appointment time convenient to you.



Community Pharmacies

NHS 111, ASAP or the nhs.uk website might suggest a visit to a community pharmacy - a great first port of call for advice on minor health issues and medicines.

They can help with things like:

- Coughs, colds or flu
- Ear or headache
- Sprains
- Stomach upsets and diarrhoea
- Bites and stings
- Skin irritations
- Allergies
- Cystitis
- Emergency contraception

Many pharmacies have extended hours and no appointment is needed. They can also advise if another local NHS service is needed



Community Minor Injury and Illness Units

NHS 111 or ASAP might recommend one of the Community Minor Injury and Illness Units across the county.

The units treat a range of health issues, waits are generally short and there is free parking available.

They can help with things like:

- Sprains
- Simple fractures needing x-rays and plasters
- Simple wounds that may need stitches
- Minor burns
- Minor head injuries
- Minor illness - earache, sore throat etc
- Skin problems such as rashes, bites, stings and infections
- Eye conditions
- Emergency contraception

Staffed by highly trained nurses and paramedics, most are open 8am to 8pm every day, including weekends.

By calling first through 111 or 0300 421 7777, you can get a booked appointment at the most appropriate unit for your needs. It's still possible to just walk in, but you may have to wait longer to be seen.



The Care Advice Line is an information and advice service for adults and their Carers in Gloucestershire.

Our aim is to help individuals and their families make informed decisions about paying for their care and support.

Call our helpline on

01452 22 22 00

- Planning for future care needs
- Paying for current care
- Power of Attorney
- Benefits and entitlements
- How the care system works
- Managing assets
- Access to regulated financial advice

www.thecareadvice.org

The Care Advice Line can help anyone 18 or over in Gloucestershire plan to pay for their care and support.

You could be:

- A Carer looking after a family member or friend
- Concerned about a member of your family
- Thinking about your own future care needs

There are many questions such as:

- Am I eligible for any state funded support?
- Do I have to use all my money to pay for care?
- Do I have to sell my house to pay for my care?

There may be other aspects such as:

- How to appoint someone to act on your behalf
- How to secure your care cost and provide an inheritance
- The support you are entitled to as Carer

This service is provided on behalf of:



Being Carer Aware We need your feedback

Do you have a Carer Aware Badge or Lanyard?

In order to build a Carer Aware community we have Carer Aware badges and Carer Aware lanyards available free of charge.

You can wear these to show your support and help raise the profile of unpaid Carers, please get in touch if you would like one by:

emailing careraware@peopleplus.co.uk

or calling 0300 111 9000.

Carer Aware was launched following a suggestion from a Carer. It aims to support Carers with discreet identification within their communities, and also raise the awareness of unpaid Carers with others.

Carer Aware aims to make a Carer friendly community, if you see someone with a badge or using their card give them a smile or say hello.

We need your feedback

Do you use your Carer Aware discount card with the businesses we hold discounts with?

Do you use the Carer Aware discount card to obtain discounts elsewhere, if so where have you used it?

Do you use the Carer Aware Discount card as a form of identification of your Carer status?

Please email us to let us know about your experiences using the Carer Aware discount card: careraware@peopleplus.co.uk



You Said

We Listened

We are committed to listening to the needs of Carers and making sure that we provide the support that you need. Here are a few of the things that we have done recently in response to your feedback:

“ Carers asked for there to be a mental health support group in Gloucester.

“ Carers from the Armed Forces and Veteran community wanted a meeting where they could meet other members of their community.

“ The NHS wanted more information on employees who may also be unpaid Carers, how to identify them and how to support them as employees and as Carers.

We have supported volunteers to start a support group which now runs monthly at Morrison's, Metz Way.

We have opened a Armed Forces and Veteran community Carers Cafe which will reopen in 2024.

We are working with the NHS to raise awareness and we are providing advice on how to support their employees who are unpaid Carers.

Privacy Notice

We collect and use your personal information to provide Carer support services effectively and to meet our statutory duties under the Care Act 2014 and other relevant legislation.

We will collect only the personal information we need to perform our duties. We will collect your name and contact details as well as information relevant to your support needs. The Gloucestershire County Council and PeoplePlus Privacy Notice outlines the types of information we are required to capture, the reasons for this, and our commitments to privacy regarding all information that we hold.

The link to the Privacy Notice on our website is [here](#). If you would like a copy of the privacy notice sent to you as a hard copy, then please contact us to request one by calling 0300 111 9000.

Useful Numbers and Contacts



Gas Board 0800 111 999
Power Cut 105
Water Board 0800 783 4444
Non- Emergency Police 101
Health Emergency 999
Healthcare Advice 111
Adult Social Care Emergency Duty Team
01452 614194

Your Circle is a directory to help you find your way around care and support and connect with people, places and activities in Gloucestershire <https://www.yourcircle.org.uk/>

Gloucestershire's Inclusive Online Community Space
<https://www.yourewelcomeglos.org/>

Gloucestershire Family Directory
<https://www.glosfamiliesdirectory.org.uk/>



Highlights from Autumn 2023

Thank you to everyone who joined us



We hope you have enjoyed our Winter Newsletter, our next edition will be available in April 2024. If you have any suggestions on what you would like to see included please email bookings@peopleplus.co.uk or call 0300 111 9000.