

### Respite Survey Report & Recommendations released on Carers Right's Day 2014

A new report by Richmond Borough Mind for Carers Rights Day 2014 shows the impact of a caring role for families and friends supporting someone with a severe mental health problem. More than half of families and friends surveyed said they have experienced an impact on their employment, education and volunteering, and their social situation due to their caring role. Over 70% are unable to spend their time as they would like doing things they value or enjoy and have experienced an impact on their free time from their caring responsibilities.

A minority of carers reported a severe impact which the report identifies is likely in turn to have a significant effect on their own health and wellbeing. The report also highlights a high demand (90%) for respite breaks and recommends providing respite for mental health carers to prevent their own care and support needs arising. At a time when mental health services nationally have experienced real term cuts in their budgets, recognising the impact on informal mental health carers becomes increasingly important.

Kim Willson, Richmond Borough Mind Carers Project Co-ordinator, said: 'This report highlights the impact of the mental health caring role and the importance of providing respite for mental health carers. I would urge people to read the carer comments to gain a better understanding of

the impact on families and friends. This is a national issue as very few areas of the country seem to offer respite to mental health carers. There is no simple solution – a range of options need to be available including services for the people they are supporting. One of the main recommendations is to provide effective social inclusion activities for people with severe mental health problems.'

Key recommendations include:

- ★ exploring the viability of a specialist befriending/mentoring scheme, with the befriender having responsibility for increased regular contact with the service user during a carer break and offering 24 hour support if this is required.
- ★ a model of 'enhanced support' by mental health teams to be explored through co-production with local carers, SWLSTG and the RJCC.
- ★ the early adoption of the Mental Health Crisis Care Concordat ahead of the 2016/7 timeframe outlined in the South West London Collaborative Commissioning five-year strategy with increased investment in the Crisis and Home Treatment Team.

The full report is being sent to all carers who requested a copy when they completed the survey and is available on the RB Mind website in the news section.



### Welcome Richard and Luna!

We are delighted that Richard Parkin, who worked with the project last year has become a new 'Carer Trustee' for RB Mind. Richard will also be hosting the male only evening once a month which was recently renamed by male carers - Men Mind Too! We would also like to welcome Luna Mollallegn as the new Acute Carers Recovery Worker. Luna can give you specialist individual advice and support during a crisis.



If you would like a copy of the newsletter in large print or you need any help accessing information from the internet - please let us know.

**The Care Act 2014 is the biggest change in Adult Social Care legislation for 60 years and it reforms the law and funding regime relating to care and support for adults and carers.** From April 2015 there will be a new legal framework - bringing legislation together into one modern law which encompasses the whole population not just those with eligible social care needs. The integration of health and social care runs throughout the Act. The act aims to make care and support clearer and fairer and put wellbeing at centre of decisions and extending personalisation. Local authorities have new responsibilities to all local people, including self funders. There will be significant changes to the way that people will access the care and support system.

There will be new responsibilities for local authorities towards all local people to:

- ★ Prevent, reduce or delay peoples' needs for care and support
- ★ Provide information and advice, including independent financial advice
- ★ Collaborate and cooperate with other public authorities, including integration with NHS and other services
- ★ Promote diversity and quality in the market of care providers
- ★ Ensure that no one is left without care if their service closes because of business failure

There will be new duties for local authorities:

- ★ Duty to meet carers' eligible needs and prepare a support plan
- ★ Duty to arrange independent advocacy if person unable to participate in or understand the care and support system
- ★ New statutory framework for protecting adults from neglect and abuse. Duty to investigate suspected abuse or neglect, past or present, experienced by adults still living and deceased
- ★ Duty to assess young people and their carers in advance of transition from children's to adult services, where likely to need care and support as an adult

Care and support planning should put people in control of care and the person must be actively involved and influential throughout the planning process. Independent advocates must be instructed early in planning process for people with substantial difficulty and no other means of

accessing support to facilitate involvement.

**Changes for Carers:** Where an individual provides care, or intends to provide care, the local authority must consider assessment if the carer appears to have any level of **need for support**. The previous requirement to provide 'substantial' and 'regular' care (to be defined as a carer) will be removed, as will the requirement to ask for an assessment.

The assessment must explore the carer's needs for support and examine the sustainability of the caring role. Sustainability refers to both the practical and emotional

support the carer provides. Local authorities must consider whether the carer is currently able – and will continue to be able - and is willing to continue to care for the person. It must consider impact on the carer's activities beyond their caring responsibilities, including the carer's:

- ★ desire and ability to work
- ★ ability to partake in education, training or recreational activities
- ★ opportunities to have time to themselves.

**People with Care and Support needs:** The Act introduces a national eligibility threshold whether the person has needs due to a physical or mental impairment or illness and whether those needs mean that they are unable to achieve **two or more specified outcomes** and as a consequence there is, or is likely to be, a significant impact on their wellbeing. Local authorities can also decide to meet needs that are not deemed to be eligible if they chose to do so. The specified outcomes are:

sequence there is, or is likely to be, a significant impact on their wellbeing. Local authorities can also decide to meet needs that are not deemed to be eligible if they chose to do so. The specified outcomes are:

- ★ Managing and maintaining nutrition
- ★ Maintaining personal hygiene
- ★ Managing toilet needs
- ★ Being appropriately clothed
- ★ Being able to make use of the home safely
- ★ Maintaining a habitable home environment
- ★ Developing and maintaining family or other personal relationships
- ★ Accessing and engaging in work, training, education or volunteering
- ★ Making use of necessary facilities or services in the local community including public transport and recreational facilities or services
- ★ Carrying out any caring responsibilities the adult has for a child.



## Care Act 2014



**1st CARE ACT WORKSHOP 30th Jan 2-4pm. There will be important opportunities to be informed and engage with local implementation - we will keep you updated.**

# Richmond Carers Centre

Richmond Carers Centre is the lead carers organisation in the borough of Richmond and they provide a range of services for carers living in, or caring for someone living in, the London Borough of Richmond upon Thames. If you are registered with Carers in Mind, you can also register with Richmond Carers Centre to access additional services to support you in your caring role. The following services may be helpful for you:

**Quarterly newsletter by post or email** Richmond Carers Centre produces a 24-page quarterly newsletter featuring interesting articles, information and notifications from Richmond Council, and details of services, events, activities and workshops from a number of local organisations. As a registered carer you can choose if you would prefer to receive this newsletter in the post or as a digital newsletter by email.

**Carers Engagement List** The Carers Engagement List is a mailing list you can sign up to if you would like to receive notification of opportunities to influence services in the borough of Richmond.

**Reduced cost access to gym facilities with your Richmond Card** Carers registered with Richmond Carers Centre can activate the leisure card section of their Richmond Card for a reduced cost of £6.50 (usual adult price £17.50). For more details on the Richmond Card go to Richmond Council's website [http://www.richmond.gov.uk/leisure\\_card](http://www.richmond.gov.uk/leisure_card).

**Access to Regular Groups, trips and workshops** Richmond Carers Centre runs a number of peer support groups, trips and activities where you can meet and chat with other carers and enjoy a break from your caring role. There is also a full programme of interesting and helpful workshops on anything from aromatherapy techniques or healthy eating and returning to work. Peer support groups include activities like art, digital photography, a book club, knitting and sewing, and floral design.



## South West London and St George's Mental Health NHS Trust awarded Triangle of Care Gold Star!

Carers in Mind was pleased to support SWLSTG in their application for the gold star at the South East Regional ToC Steering Group in October.



**Young Adult Carers Service** Richmond Carers Centre has recently launched a Young Adult Carers Service for 18 to 25 year old carers to help support them through the transition from children's services to adult services. This is a tricky time for many carers so a dedicated support worker and service is very important.

**Young Carers Service** Richmond Carers Centre Young Carers Services support young carers aged 5 to 18 years with after school clubs, 1-to-1 mentoring, day trips, weekend workshops and longer holidays.

**Richmond Carers Hub Service** Richmond Carers Centre provides free and confidential advice, information and support for carers and leads on the Richmond Carers Hub Service, a group of 9 charities offering universal and specialist services to carers. If you have any additional caring roles for other conditions or disabilities in addition to your mental health carers role, Richmond Carers Centre and the Hub service providers can help you gain additional advice and guidance relevant to additional caring roles.

### How to register

Call Richmond Carers Centre on **020 8867 2380**. You can email the office on [info@richmondcarers.org](mailto:info@richmondcarers.org) or send an email through the website [www.richmondcarers.org](http://www.richmondcarers.org). Alternatively, you can notify Kim or Ruth at Carers in Mind and they can make a referral for you.

**Richmond Carers Centre and Carers in Mind work in partnership so you will still access specialist 1-to-1 support, advice and guidance from Carers in Mind for your mental health caring role alongside any support you access at Richmond Carers Centre.**

## Important News! Carers Breaks

### Payments ending 9th January

The 2014-15 budget for the Carers Payment Scheme will cease on the Friday 9<sup>th</sup> January 2014 as the budget for this scheme has been fully allocated. No further applications for the scheme will be processed after this date. The scheme was funded by the NHS for the period 2011-2015 with a fixed annual budget of £230,000 however applications this year have been higher than expected and therefore the scheme has had to close earlier than planned.

Carers in Mind will be able to accept and authorise payments received by 3pm on Friday 9th January. The application form is available on the RB Mind website under the news section. **Kim and Ruth will be on leave until 5th January but the office is fully manned 5th-9th January for processing payment forms. If you would like to arrange to come in to complete the form please contact us.**

## Fuel Grants Scheme

If you are on benefits or only have a low income, you may be eligible for help from the Council with heating bills. Grants of up to £100 per household are now available from the Council. The Council has set aside £100k to protect residents who are at risk of living in fuel poverty.

If you would like to apply you can download an application form from the Council website or pick one up from the



Civic Centre in Twickenham. Alternatively forms are available with Council partners including Age UK, Richmond AID, the Citizens' Advice Bureau and local libraries.

## New MAP and TRiP Teams established in Richmond

South West London and St George's Mental Health NHS Trust (SWLSTG) has established the new community mental health teams in Richmond which are related to diagnosis rather than geographical area as previously. Since September service users have been allocated with care co-ordinators and psychiatrists within the new teams - please let us know if you are unsure about who you should contact following these changes.

As part of the redesigned services SWLSTG has introduced a new telephone system with a single contact telephone which should ensure that you are always able to speak to someone if you have any concerns. Please let us know if you have any problems with the new system as we consistently feed back to the Trust any carer concerns raised about communication.

The new community teams for Richmond and their Team Managers are:

- ★ Treatment & Recovery in Psychosis (TRiP) - Karen Humphrey
- ★ Mood, Anxiety & Personality (MAP) - Kaile Kamara
- ★ Early Intervention Service - Laura Gurney
- ★ Rehabilitation Service - Emma Clark

If you have any concerns that are not resolved by the care co-ordinator, please ask to speak to the Team Manager. Please let us know how this is working.

**The main telephone number to use is:  
0203 513 3200**

Unless the person you support is with the Early Intervention Service where you continue to use the telephone numbers you currently have.

Get support



Take Control



Feel better



**Big White Wall is an award winning online mental wellbeing service which is part of the vanguard for transforming mental health services in the UK.** It offers the first online pathway for mental health and wellbeing which places people at the centre of their own care. It also uniquely re-imagines the role of clinician from 'expert' to 'coach'. Its widespread adoption is

enabling people to access well-governed and safe therapeutic services through self-referral from the comfort of their own homes. It's safe, anonymous and available 24/7. The service offers:

- ★ Talk therapy in a community, groups or one-to-one
- ★ Trained counsellors online 24/7
- ★ Guided group support
- ★ Live therapy via text, audio or video
- ★ Self-administered clinical tests, guides, tips, articles to improve wellbeing.

**[www.bigwhitewall.com](http://www.bigwhitewall.com)**