



Durham County
carers support

Caring Matters

Your local charity
supporting carers

Charity No: 1069278
Company No: 3534933

Our **mission** is to "Improve Carers Lives"
Our **vision** is to "Create a community where Carers are recognised, valued and supported"



Advice on Energy Bills and Grants

(see page 9 to find out more)

"Guardian Angel"
helps family secure
Medical Room
(read this uplifting story
on page 8)



Receive Caring Matters by email to win! (go to page 5)



County Durham
Clinical Commissioning Group

Contact us:

Head Office: Enterprise House, Enterprise City
Meadowfield Avenue, Spennymoor
Co Durham DL16 6JF

Telephone: 0300 005 1213 Text: 07860 017 632
Email: admin@dccarers.org Web: www.dccarers.org
www.facebook.co.uk/durhamcountycarerssupport
[@dccarers](https://twitter.com/dccarers)

The Greatest Showman Sing-Along

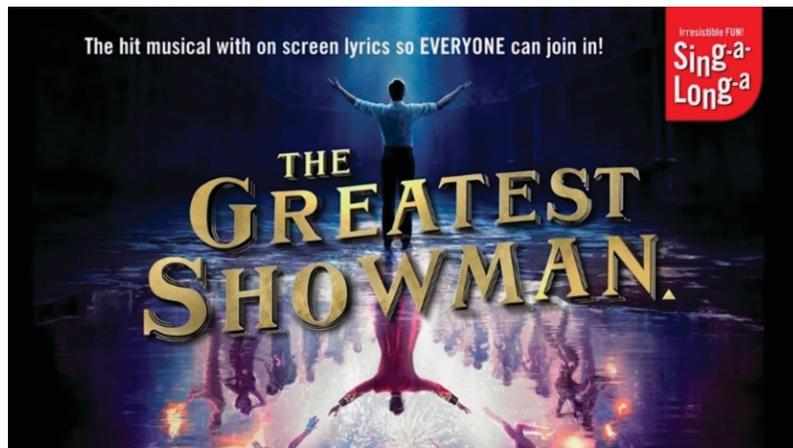
The Sunderland Empire Saturday 09th April 2022 at 2pm

Come and sing along to the classics of this movie showing and cheer on Hugh Jackman, Zac Efron and Rebecca Ferguson as you experience The Greatest Showman in the greatest way possible - with lyrics on the screen so you can join in as loudly as you want.

Why go and see it?

You, the audience, will rewrite the stars as you sing-a-long to the smash hit musical film, The Greatest Showman.

Sing-a-Long-a Productions, producers of Sing-a-Long-a Sound of Music and Sing-a-Long-a Grease brings you their newest show, the smash hit film musical that everyone can't stop singing - The Greatest Showman! Look out 'cause here it comes....



The live host will teach everyone a unique set of dance moves, show you how to use our interactive prop bags, and get you to practice your cheers, your boos and even a few wolf whistles. Fancy dress is optional, and you can participate as much as you wish, or just soak up the atmosphere (please note this is a screening of the movie not a live stage show).

What the critics say 'If you want a really good sing along and a dance this an experience not to be missed' Manchester Review

Tickets are available by completing this booking form and are available to purchase on a first come first serve basis in sets of 1 or 2. Each ticket is £3, and please note we are not providing transport to this event. If you have any questions, contact Andrea on email: andrea.emerson@dccarers.org or call 0191 500 6010.

The Greatest Showman Sunderland Empire Saturday 9th April 2022 at 2pm

Please return with payment to Andrea Emerson, DCCS, Enterprise House, Enterprise City, Meadowfield Avenue, Spennymoor, DL16 6JF (cheques made payable to DCCS)

Name of Carer:

Address:

..... Postcode:

Telephone number:

Email Address:

Number of tickets 1 or 2 (please circle) @ £3.00 each - Total Paid £.....

Volunteer Corner

A message to our Volunteer Team from Jenni Wood, CEO.

It has been such a difficult and challenging time for all of us, but research has shown that Carers have been affected disproportionately during the pandemic. The added worry, stress, and financial strain that many have experienced and are still dealing with, has taken its toll. That is why I wanted to say thank you for everything you have helped us achieve. We did not close for one normal working day and with your help we have expanded the Counselling service, ran online activities, supported families to secure disability benefits and started a new project (Keeping in Touch). All of these rely on our fantastic team of Volunteers. I know that some of you were unable to carry out your normal roles due to all the restrictions, but we still knew you were there supporting us. Now we are beginning the slow and carefully thought-out return of our Volunteers, deciding how to restart some face-to-face contact and even considering a mixture of online and face to face support groups. Our recent AGM celebrated the many successes of the organisation and highlighted that our team of Volunteers are essential to everything we do. A huge thank you from all of us to all of you and we look forward to seeing you all soon. – Jenni

Face to Face Counselling and Group Support

Our plans for starting to reintroduce face to face sessions with Carers are well underway and we are excited that the first face to face counselling sessions will start again. However, this will be a gradual reintroduction and will take some time to work through, but our Volunteers are working hard to get round to seeing everyone.

After a very lengthy period of us keeping an eye on numbers and working with our group support venues, we have undertaken a survey for all Carers to tell us their thoughts on group support. The results were clear, there is a need for hybrid support groups therefore we will continue to offer online groups and we are slowly, and where appropriate reintroduce groups. If you would like any further information on this or you are interested in

hearing about our Volunteering opportunities, then please get in touch on 0191 500 6010 or email andrea.emerson@dccarers.org

Volunteer Case Study Why I became a Carer Ambassador for Durham County Carers Support.

I realised how vital the need for this role in our community is because I know of people out there who are unpaid Carers who may feel very isolated and not know which way to turn for help. This inspired me to take on the role to help others which is something I love doing and during the lockdown there has been immense pressure on Carers, and this made me more determined, so I decided I wanted to try and turn this around to something more positive.

In my role with the 'Keeping in Touch' project I try to contact Carers by telephone, many of whom have not been in contact with DCCS for some time and I remind them of what support is available, update their details and get them back in touch with their Carer Support Coordinator. The project has been very successful and rewarding for me personally as I get to feel like I have helped Carers. My other role is to help spread the word of the Carers Discount Card and to encourage businesses to get on board and offer their support to unpaid Carers by giving a discount however big or small on whatever goods or services they provide. This has also been very successful and again helps Carers to access even more support when they need it most. It's very satisfying to then see the Carers stickers in the windows of local shops, which helps DCCS to make our communities more Carer friendly.
Love, Moira x



Vacancy - Keeping In Touch Volunteer

Here at Durham County Carers Support we have a new and exciting opportunity as we look to recruit 10 people into our 'Keeping In Touch' Volunteer project. Carers situations may well have altered drastically during the pandemic and we would like to be able to assist where we can or signpost Carers to get the support they need. The purpose of this role is to make contact with those people who may be vulnerable and/or are not sure of the support we can offer or to simply re-engage with our services. This is done, at home, via a one-off telephone call and with the aid of some pre-guided questions we can create actions for our Carers Support Coordinators. It is a 6-month project

requiring a minimum of 4 hours per week and we provide the tools and training needed along with ongoing support. There is a real sense of personal satisfaction from knowing you can make a difference to Carers lives and that's exactly what Volunteering for DCCS can bring and we have nearly 21,000 Carers registered with us!! This is also a great opportunity for anyone wanting to upskill, gain confidence or experience for your CV.

If you, or anyone you know, might be interested or have any questions regarding this Volunteer role, then please get in touch. Contact Andrea on andrea.emerson@dccarers.org or 0191 5006010.

Are you Caring for Someone Living with Dementia?

We are pleased to be able to offer you the opportunity to attend a 3 session course full of useful information and techniques to help you to manage what can be a challenging caring role.

The Course Tutor is Amy Ryan who, in her role as Lead Occupational Therapist with TEWW NHS Trust Older Persons Mental Health Services, has a wealth of knowledge, skills and experience to share.

You will have the opportunity to ask questions, engage in discussions and learn from others.

Session content will be influenced by the things you would like to discuss and will also include training in relation to the Positive Approach to Care™

The Positive Approach to Care™ concept has been developed by Teepa Snow, an internationally renowned leading educator on dementia and the care that accompanies it. As an occupational therapist with 40 years' experience of clinical practice Teepa Snow's approach demonstrates how to support people living with dementia by equipping both formal and informal Carers with specific skills aimed at increasing understanding of what it is like to live with dementia. Her approach is focused on care delivery, rather than theories.

Positive Approach to Care™ training focusses on what skills remain, rather than what is lost. It explains the changes in the brain and why people living with dementia may behave in a certain way and supports the care giver to appreciate what it is like to live with dementia, to accept the person with dementia is unable to change but that the caregiver can be flexible in their approach to make care giving easier by matching the approach with the specific needs of the individual.

The sessions, which will last for 2 hours, will be held over Zoom on

Wednesday 16th February 2022 1.30pm – 3.30pm

Wednesday 23rd February 2022 1.30pm – 3.30pm

Wednesday 2nd March 2022 1.30pm – 3.30pm

To book a place please contact Karen Wilson on 0191 500 6011 or email karen.wilson@dccarers.org It is advisable to plan to attend all three sessions. If your caring role would limit you from attending we may be able to arrange a sitting service for the person you are caring for – please contact Karen to discuss.



Durham County
carers support

NHS
Tees, Esk and Wear Valleys
NHS Foundation Trust

Everything In Place Project

The 'Everything in Place' project devised by St Cuthbert's Hospice and delivered across Durham, often in partnership with countywide organisations including Durham County Carers redesigned last year to an online course. From January 2022 we hope to offer face to face sessions (in the Hospice) and an online zoom delivery – Covid guidance permitting.

It is our belief, proven over time that discussing plans for life, and end of life, can empower individuals, helping them understand how to remain in control of making decisions for later life – particularly around finances and care/health.

The programme, delivered fortnightly in 8 x 2-hour sessions covers –

- Why you need a will - Choosing an Executor, Probate, laws of inheritance, things to consider.
- Understanding Capacity - What is Mental Capacity and who can make decisions on your behalf if capacity is lost.
- Power of Attorney – the process and the paperwork – what you should know / keeping costs down.
- Understanding Care - Anticipating future needs /putting plans in place – things to think about and finding information.
- Planning a funeral - Making your wishes known, pre-payment options etc. What do you want?
- Understanding euthanasia - the debate, discussing evidence from other countries.
- Heart and Soul and Memories – The laws about organ donation / donating your body to medical science. Sharing your memories.
- Your digital legacy - Social media accounts, storing digital information. Difficult conversations.

We hope you would be able to join all the sessions which are informal with plenty of time to ask questions.

We are not lawyers - we aim to ensure that you understand the conversations you should be having with family members/professionals to make sure they know how you would like to be cared for in later years if you become unwell. Gaining confidence in dealing with these issues for yourself may help you to have the conversations with those you care for and help to get "Everything in Place" for them.

Please contact Louise Johnson – Community Liaison Officer – St. Cuthbert's Hospice on: louise.johnson@stcuthbertshospice.com or call 0191 374 6196 and leave a voicemail registering your interest in attending a course in our 2022 programme.

St Cuthbert's Hospice



Commitment to Becoming England's Greenest Region

DCCS have signed up to help the Voluntary Sector in the North East become England's Greenest Region. Over the next year we will begin a number of initiatives to reduce, reuse and recycle wherever possible. We also want to support Carers to join us. As part of this we will be holding a range of different information sessions, beginning with one about recycling.

Small Electrical Recycling Drop in Sessions

Durham County Carers Support (DCCS) and Durham County Council will be running two recycling events in March 2022. The events are both held at small electrical recycling collection points and attendees are encouraged to bring along any broken small electrical items, which will be collected for recycling at the event. There will also be an in-depth presentation on recycling, electrical recycling and the future of the waste sector. Staff from DCCS will also be there with information about our progress and how we can support you to reduce, reuse and recycle.

Dates for your diary

Wednesday 9th March 2022

Spennymoor Leisure Centre, High Street,
Spennymoor, DL16 6DB
between 10am and 2pm



Wednesday 16th March 2022

Citizens House, Station Rd, Consett, DH8 5RL
between 10am and 2pm

Refreshments will be provided

Please email sophie.johnson@dccarers.org to register your interest for this event.

Receive your Caring Matters Newsletter by email and you could win

By signing up to receive your newsletter by email, not only will you help our Charity reduce postage and production costs, but you will also help us with our pledge to reduce waste and reduce energy usage.

You will be one of the first to receive the next copy of the newsletter and you will also hear about our Carer training courses and activities. Send us an email to: admin@dccarers.org and type 'I am happy to receive information by email'.

We will not share your email address with a third party without asking for permission first. To read our full privacy policy visit our website www.dccarers.org/privacy-policy

Prize Draw

All Carers who receive the newsletter by email are entered into our quarterly prize draw and this time the two winners will each receive a pamper box.

October 2021 Prize Draw Winners

Congratulations to Lindsay Forster & David Charlton who were the lucky winners of a luxury box of tiffin from Tiffin Annie's.



Pamper Box (Picture for illustration purposes only)

"Making Sense of Caring"

Sessions delivered by DCCS Carer Support Coordinators

Would you like to join us and find out more about the maze of services out there for you and the person you care for? How do you access Health and Social Care support? Who to contact and will you be able to get the support you need? Join two of our knowledgeable Carer Support Coordinators for an informal session with lots of opportunity to ask questions and make sense of what is available. Free Afternoon Tea delivered to all participants who attend. We are holding sessions on:

Wednesday 9th February 2022, 6pm-8pm

Wednesday 9th March 2022 10am-12pm

Wednesday 27th April 2022 6pm-8pm

(The sessions will be delivered online via Zoom)

Topics include:

- Where to go to get the services and support you need.
- Hear more about the support we offer including benefits, grants and funding to take a break.
- What does all that jargon actually mean?
- An opportunity to get answers to your questions.
- What is a Carers Assessment, and do I need one?

Please email jacqueline.young@dccarers.org if you would like to attend or call on 01207 263494.

One Step at a Time

Our Mission Statement 'One small step forward is the first step to success'

One Step at a Time supports individuals with Mental Health challenges who are disengaged, isolated or not in education. They help individuals of all ages who care for someone. At The Hub in Jubilee Park, Spennymoor they provide a safe, caring, nurturing environment where service users receive support based on their hobbies and interests, this could be gardening, arts & crafts, walking etc.

There is a Carer Support Session every Thursday 10.00am -12.00pm and they also offer a drop in service for anyone who wants to come along to The Hub for help and support. One Step at a Time works with our service, GP Social Prescribers and the wider community to support a range of needs.

The kettle is always on so if you would like to find out more about their service, contact them on the details below.

Contact: Emma 07933 589040 or Tracy 07969 467358

One Step at a Time
The Hub at Jubilee Park
Carr Lane
Spennymoor
Co Durham DL16 6JJ
Email: 1stepatimeMH@gmail.com

Virtual Carer Support Group

Join us for a cuppa and a chat with other Carers. The group is small, friendly and would love to find out how you are.

When: First and Third Thursday of each month

Time: 2pm-3pm

Where: on Zoom

Dates for your Diary:

Thursday 6th January - Start a new year and share your experiences with other Carers " Its Good to Talk "

20th January - Chat and catch up

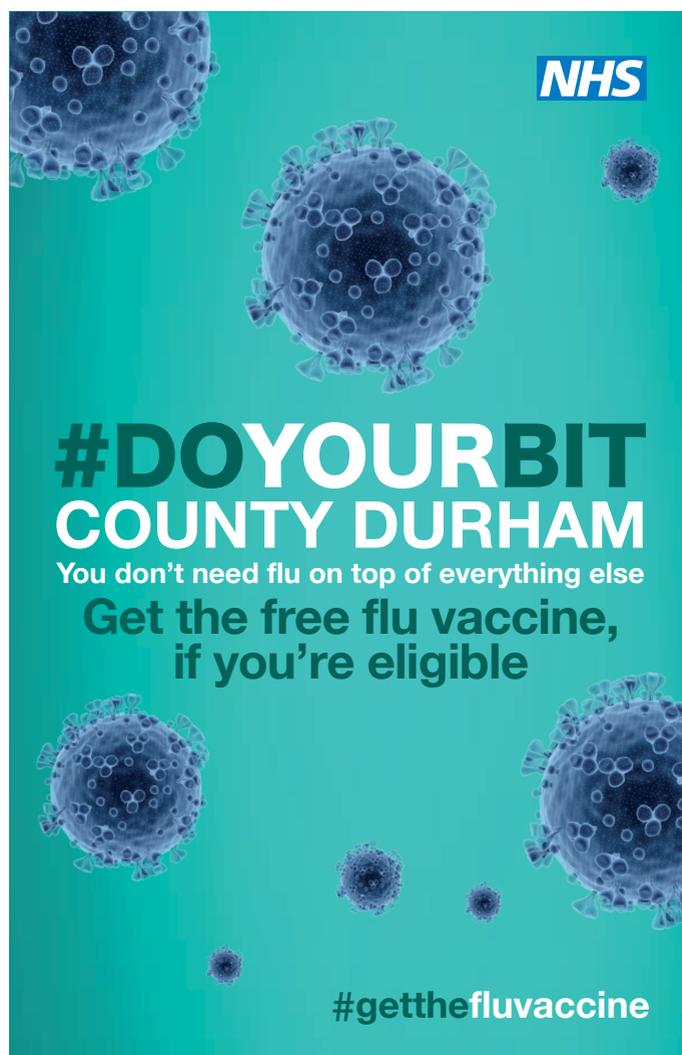
3rd February - Members of Staff from County Durham and Darlington NHS Trust will be joining us to talk about Diabetes, Medication, Diet and Exercise.

17th February - Chat and catch up

3rd March - Helen Bellas will be joining us to talk to you about the benefits of different Complementary Therapies.

17th March - Chat and catch up

To request the joining link or for more information, please email aileen.scott@dccarers.org



The poster features a teal background with several stylized, blue, spiky virus particles of varying sizes. In the top right corner, the NHS logo is displayed in white on a blue rectangular background. The main text is centered and reads: "#DOYOURBIT COUNTY DURHAM" in large, bold, white letters. Below this, in smaller white text, it says "You don't need flu on top of everything else". The most prominent text is "Get the free flu vaccine, if you're eligible" in a large, bold, teal font. At the bottom right, the hashtag "#getthefluvaccine" is written in white.

Carer Friendly Employer 1st Anniversary Celebrations!

The Carer Friendly Employer project has now been running for 12 months and during that time we have worked with 45 businesses to achieve Carer Friendly Employer status.

On average 1 in 4 employees also has a caring role. Many of us know someone who is in employment, and who also provides unpaid care for a friend or family member.

The importance of supporting 'Working Carers' is evident; employers retain skilled and experienced staff and save on recruitment and training costs; Working Carers, benefit from retaining a salary and access to the social and emotional aspects of employment. Since two million people become carers every year, this initiative is a safety net for ALL employees.

Congratulations to those organisations who, as Carer Friendly Employers, have free access to the 'Employers for Carers' resources to assist in supporting their staff when the need arises. Managers are equipped with information to best support staff who are struggling to manage their caring role alongside work. If you know of someone who runs a business, or is in management, who you think would be interested in becoming a Carer Friendly Employer, please let us know and we will send them the information.

Or simply pass on the following email address to your contact:

admin@dccarers.org

Let's support another 45 Durham Businesses to become Carer Friendly Employers this year!



Have you got your card?

To see the full list of participating businesses to our scheme or to request a card please visit our website www.dccarers.org

The following Hair & Beauty salons are all accepting the card:

Coco Beauty	18 Commercial Road, Coxhoe, DL6 4LD	07769 646458	10% off massages 15% off facials
Olivia's Hair Lounge	145a Front Street, Chester-Le-Street, DH3 3AX	0191 3894420	15% Hair appointments
Elite Hair & Beauty	65-67 Cockton Hill Road, Bishop Auckland, DL14 6HS	01388 450368	10% off
Imago Beauty & Holistics	40-41 Front Street, Shotley Bridge, DH8 0HQ	01207 592640	20% off Mon/Tues/Wed 9am-5pm Facials & Holistic Ritual
Neo Beauty	75 Bondgate, Darlington, DL3 7JT	07707 958246	10% off
Phoenix Male Grooming	14 Newmarket Street, Consett, DH8 5LQ	01207 438166	15% off relaxing treatments
Shauna's Hair & Beauty	6 Wesley Street, Consett, DH8 5BJ	01207 582456	15% off hair & beauty (excludes semi-permanent lashes)
Trimmers Hair Design	156 Newgate Street, Bishop Auckland, DL14 7EJ	01388 602001	10% off with selected stylists
Defined	1 Homelea, Burnhope, DH7 0AU	07568 568679	15% off all treatments
All Dolled-Up Seaham	8 West Grove, Seaham, SR7 8EL	0191 4475060	10% off all full priced hair, beauty and sunbeds
Broom Mill Skin Bar	High Hill House Farm, Ferryhill, DL17 8RL	01740 654225	10% off
Tranquill Treatments	1 Poplar Street, Waldrige Village, DH2 3SE	07592 938488	15% off
Sue Vidler Bach Flower	2 Atkinson Road, Chester-Le-Street, DH3 3RU	07815 174984	10% off
JoJoz Reiki Magick	3 St Ives Road, Leadgate, DH8 7PY	01207 592423	10% off
Caring Hands	Eco House, 31 Duke Street, Darlington, DL3 7RX	07923 223942	10% off spend over £20
The Beauty Retreat	6 Waring Terrace, Seaham, SR7 8ES	07468 429379	15% off full price

'Guardian Angel' Helps Family Secure Much Needed Medical Room

A chance meeting with a 'guardian angel' has helped the mother of a chronically ill child secure a medical room for home ahead of her son's 41st operation. Nikki Kane was in floods of tears as she struggled to find a supplier of the vital kit with a grant sourced with the help of charity Darlington Carers Support.

But kitchen designer Lewis Hindle spotted her as he walked across the Barrington Way Industrial Estate car park in Darlington and asked if he could help.

Nikki, 42, of Darlington, who lives with fibromyalgia syndrome, a condition causing pain all over the body, explained that her youngest son William required constant care.

"He is 10 and been in pain every day of his life," said Nikki, who has another son with a condition which can stop his heart at any time and another with autism, dyspraxia and ADHD. William has 67 doses of medication a day, has to be fed through a tube and is about to have his bowel removed and a stoma fitted, his 41st operation. I have boxes of supplies delivered and have been struggling to store them so needed to convert my dining room into a medical centre for him."

William's condition started shortly after his birth and was first thought to be an allergy to food. His condition deteriorated and experts at Great Ormond Street Hospital, London, pinpointed the problem as gastroparesis – paralysis of the stomach – and dysmotility of the colon, which meant his bowel did not function. He was also found to have autism, delayed development and severe hypermobility of the joints, leaving him needing to use a wheelchair.

Nikki said: "Nothing phases William. He is my hero and the happiest little boy I have ever met. I can't imagine what he has gone through so far yet he faces everything head on. He is a little warrior."

She appealed to Darlington Carers Support for help and they secured a £1,500 grant from the charity Turn2Us.

Nikki recalled: "I spent three months talking to one supplier then they said they could not get the units. I was distraught when Lewis walked around the corner and, like my guardian angel, asked if he could help. He took me into his office and put everything into Howdens' computer. It came back that it would cost £6,000 but he told me not to worry, they would just sort it. Then he told his boss and he is now going to make a donation to Durham County and Darlington Carers Support so they can help even more people."

DCCS chief executive Jenni Wood said: "This is exactly what our charity is here to do, help people source funding they might not otherwise know about. I must also commend Howdens for responding so generously to Nikki and by offering us help to continue our work."

Lewis added: "We were delighted to help. This is the first medical room I have designed and I'm really pleased with it. It's nice to know you can help people out this way."

William said: "I love my medical room and cannot believe it is all for me. It is beautiful and has changed my life," said Nikki. "It is so much easier having everything in one place. William loves it and it is so much more convenient with drawers and cupboards for the medications, syringes and sterile water."

Durham County and Darlington Carers Support can be reached at www.dccarers.org and on 0300 005 1213.

Photo: Nikki Kane with her son William and Howdens Joinery designer Lewis Hindle in the new home medical room.



Durham County
carers support



Getting Extra Help with the Priority Services Register (PSR)

If you have difficulty taking meter readings which can affect your energy bills, you may be eligible for the Priority Services Register. The PSR offers wide range of support from informing of planned power supply disruptions, appointing a nominee to help you with correspondence or contact to moving a meter that is inaccessible or unsafe for you to reach. These are a few ways in which being on the register can help. There are many more!

You are eligible if you have reached your state pension age, are disabled, have a long-term medical condition, have a hearing or sight condition, have a mental health condition or you are pregnant or have children under 5. It is worth asking if you are unsure as there are many other reasons that may apply to your situation.

You can ask your supplier for more information or contact Northern Powergrid on 0800 169 2996 for electricity customers or Northern Gas Networks on 0800 040 7766.

The Energy Issue

Energy bills payment have increased for many households as Ofgem (The Office of Gas and Electricity Markets), the energy regulator for the UK, increased the energy price cap 1st October 2021 to consider the rising cost of gas and electricity.

The energy price cap is the maximum price suppliers can charge customers on a standard (default) tariff or a prepayment meter for their energy costs. This cap was introduced to protect consumers from energy suppliers increasing bills without a limit. Standard tariffs are variable, which means energy suppliers can increase or decrease the rate they charge at any time.

As the energy price cap is increased, energy suppliers can charge up to the maximum allowed. This means standard tariffs could increase by £139 (to around £1,277 per year – which is the average UK household energy cost) with prepayment customers seeing a potential increase by £153 to £1,309 per year. If a household is on a fixed rate tariff, they won't be affected by the changes until their current deal ends.

The cap protects the cost of units rather than bills and is not the maximum that customers on such tariffs will pay for annual energy bills. If you use more gas and electricity than the "medium" user, you will pay more for it.

While standard variable tariffs have in the past been the most expensive tariffs on the market, because of the price cap they are now amongst the cheapest. It is still worth households asking their suppliers whether they are on their cheapest tariff, but it has become increasingly unlikely that savings can be made by switching.

Supplier of Last Resort (SoLR)

Several energy suppliers have ceased trading over recent months and Ofgem has provided protection for customers of failed energy companies under its Supplier of Last Resort (SoLR) safety net. This ensures the energy supply of customers will continue, and outstanding credit balances of

domestic customers will be protected. Ofgem chooses a new supplier to take on all of the failed energy supplier's customers who will be contacted by the new supplier with account information, usually within 4 weeks of the old supplier ceasing to trade. Ofgem advises that anyone who is affected does not switch prior to being contacted as they lose some of the protection that the SoLR transfer gives and to take a meter reading, preferably a photo, to give to the new supplier.



turn 2US

If you are struggling financially, who can help?

Durham County Council have information on their website that may help to save money on bills and their Warm Homes Team 03000 268 000 can look at ways to improve or replace inefficient heating systems. Citizens Advice have a specialist energy team who can be contacted on 0300 330 9027.

Speak to your Carer Support Coordinator. If you are not sure who that is call us on 03000 051213 and we will put you in touch. You can also message us on our Facebook page by searching for Durham County Carers Support.

We understand that all money worries can affect your mental and physical health and we may have access to a grant via Turn2us or other grant provider that can help ease the strain. Talk to us to see how we can support you. You can check for potential grants and do a benefit check on our website [dcarers.org](http://dccarers.org) in our benefits and grants section at any time.

Parent Carer Service

Over the past few months the Parent Carer Team have been busy offering support to those caring for a child with additional needs. We wanted to share with you a little of what we have been doing and encourage Parent Carers to contact us if they need a hand.

Child Disability Living Allowance

We offer parents support with completing Child Disability Living Allowance forms by providing a guide book to completing the form and telephone appointments with a trained volunteer. Since January 2021 volunteers have supported 63 parents, 25 of these parents have received an outcome, with 96% having received an award.

Hi, my name is Bev and I am a DLA volunteer. I am carer for my daughter and whilst looking through posts in the Facebook group, I noticed a post asking for volunteers to help with DLA forms. Parent Carers sometimes find it difficult to fill in the forms, it can be so frustrating, there are so many questions to go through. DCCS are just a phone call away and will link parents with a volunteer to help them with forms. This can be invaluable help and support for some people. I have loads of spare time as I work early hours of the morning and spend most of my days indoors with my daughter. I thought this would be an

ideal opportunity for me to help other people. I love talking to people and it makes me feel useful. I think volunteering is a great opportunity to learn a new skill as well as giving something back. DCCS would love to hear from you if you are interested in volunteering.

Often, Parent Carers tell us that finding out what is available for themselves, their child and family is difficult. Our Facebook page is an excellent way of keeping up to date with the training, events and the support we offer. We also regularly post information from other organisations to give Parent Carers in Co. Durham more choice and information. The group is closed and Parent Carers can get in touch with the Parent Carer team with any queries.

To access the page search in Facebook for Parent Carer Support (Co. Durham) and request to join.

Dedicated Parent Carer Facebook page

Parent Carer Needs Assessment

A Parent Carer Needs Assessment (PCNA) is a focused conversation about the caring role, providing individual support and information. Anyone holding parental responsibility for a child (under 18 years) with additional needs has a legal right to this statutory assessment. We asked Parent Carers about their experience and this is what they said;

"Thank you so much for all your help and advice on our recent phone conversation. Thank you so much for the links and information you have sent me I really appreciate all the support. I'm glad I know where I can contact when I need help."

"An assessment sounds daunting but I felt relaxed and comfortable. The conversation flowed and I felt I that my voice was heard. I felt reassured and they listened to me with impartial understanding. Compared to other professional assessments where they make assumptions and judgements, the PCNA is my document and my words."

A Team around the Family (TAF) meeting is part of the Early Help process. It brings together services and organisations involved with a family to address issues and make a plan for support. Attending these meetings can be quite daunting for some parents. Most of the meetings have been online of late and this can make the process more stressful. We have supported 10 parents at TAF meetings over past six months and will continue to offer this support.

Support at meetings, like a Team Around the Family

Training & Information Sessions

Over recent months we have been working with CAMHS, Rollercoaster Family Support and Making Changes Together to provide parents with a range of free online training and information sessions. Parents have attended sessions on Supporting Anxious Children, Emotional Wellbeing, Supporting Siblings of children with Additional Needs, Sibling Rivalry, Special Educational Needs, Education Health and Care Plans and Statutory Assessments. We will continue to work together as a team to offer more online sessions and hopefully some face to face training in the near

future. What parents said: "Presentation was excellent but also extremely useful to hear other parent's experiences." "I liked it online, I get very anxious before real life sessions, I was able to participate in this a lot easier."

Connecting Carers Project

How can the internet help me?

Many people do not realise how the internet can help in your daily living and caring role. We can now do many things online such as shopping, banking, connecting with friends and family, accessing services and attend important meetings around your caring role. You can also relax by pursuing hobbies and keeping entertained if you have that all-important downtime.



Who would have thought a little handheld device could help and do so much!

The Connecting Carers Project may be able to help with providing a Wi-Fi source and device so you have no worries about that extra cost. We can help and demonstrate how to access these services and hopefully develop your IT skills.

We offer one to ones, telephone support, drop-ins, workshops, Zoom information workshops and a monthly IT information group which is held on the third Thursday of every month.

Upcoming Events

Zoom workshops to demonstrate: - Managing your email account, internet safety, online shopping, pros and cons of Facebook, how to save and download files/photos and internet searching. We will be holding a workshop where you can come along and learn the basics of computing. This will be held at Easington Welfare Centre for six weeks commencing in February. To learn more about this course contact Alison Dixon on the details below.

Don't think you can't learn new skills, empower yourself and learn something new.

To learn more about this fantastic project contact, Alison Dixon, on 0191 500 6031 or email alison.dixon@dccarers.org

Did You Know There are 7 Types of Plastic?

Plastics, they're so confusing, what can be recycled and where. How are we supposed to tell the difference? There are 7 main types of plastic, and you can often find the symbols on the packaging.

Durham County Council will accept type 1 & 2 they will also accept some 5 i.e. yogurt, cream, butter and margarine containers. Types 3, 4, 6, and 7 are not normally recycled, therefore it is best to check.

1	2	3	4	5	6	7
PET Polyethylene terephthalate	HDPE High-density polyethylene	PVC Polyvinyl chloride	LDPE Low density polyethylene	PP Polypropylene	PS Polystyrene	OTHER Other types of plastics
PET is commonly used in commercially sold water bottles, soft drink bottles, sports drink bottles and condiment bottles.	HDPE is commonly used in milk and juice bottles, detergent bottles, shampoo bottles, grocery bags and cereal box liners.	PVC can be flexible or rigid, and is used for plumbing pipes, clear food packaging, shrink wrap, plastic children's toys, tablecloths, vinyl flooring and blister packs.	LDPE is used for dry cleaning bags, bread bags, newspaper bags, produce bags, "paper" milk cartons and hot/cold beverage cups.	PP is used to make yogurt containers, deli food containers, furniture, luggage and winter clothing insulation.	PS is used for toys, rigid packaging, refrigerator trays and CD cases. Also used to form Expanded Polystyrene EPS used for take out containers, cups/plates and packing chips.	Any plastic item not made from 1-6 plastics is lumped together as a number 7 plastic and is used for things like CD's, baby bottles and headlight lens.

Virtual Pilates Class for Carers

(Funded by NHS Carers Breaks)

Due to the continued demand and success of our exercise classes we are continuing to offer a Friday evening course delivered online using Zoom.

The class will be taught by Cath Lofthouse who has been teaching Pilates about 10 years. Pilates is manageable for all abilities. Any concerns you may have can be worked around and Cath is always open to discuss issues at any time

Places are limited and please bear in mind this is a six-week course.

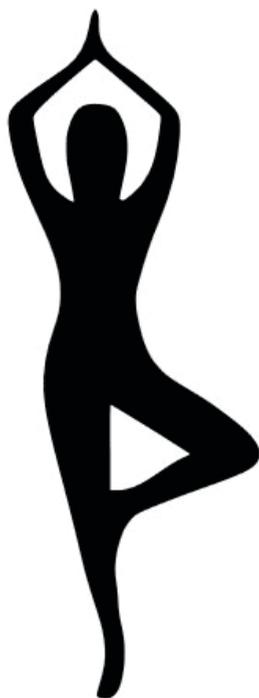
Friday Evenings

7th, 14th, 21st, 28th January 2022

4th and 11th February 2022

Time: 6.30pm to 7.30pm

To book a place, please email jan.burden@dccarers.org



Virtual Yoga Classes for Carers

(Funded from NHS Carers Breaks)

Due to the continued demand and interest in our classes we are going to continue to offer a series of these classes. These classes are suitable for people of all abilities and will be delivered by Julie Metcalf using Zoom.

Yoga helps to strengthen your body, improve your balance and increase your flexibility, leading to a multitude of other benefits OFF the mat for example better sleep, less stress/ anxiety.

This is a 6 week course and the dates are:

Tuesdays

15th & 22nd February

1st, 8th, 15th & 22nd March

From 10.30am to 11.30am

To book a place, please email:
Jan Burden

jan.burden@dccarers.org



Moving and Assisting Course

For unpaid, family Carers living in County Durham or caring for someone living in County Durham.

A half-day course to prepare and demonstrate how Carers can protect their backs within their caring role.

- What is moving and positioning/what are the benefits?
- Practical techniques to assist someone to move
- Basic (visual) risk assessment
- Posture, anatomy & common injuries
- The benefits of (appropriate) exercise

The aim of the course

- To show Carers the benefits of assisting people to move
- To support Carers health and wellbeing.
- To help Carers sustain a good level of mental and physical wellness.

Practical instruction will be delivered by Bob Harris (Carer) Managing Director Chronos Safety Ltd and a registered Occupational therapist. There will also be a practical demonstration of aids and equipment from the Durham County Council Equipment Advice Services where you can see and try some of their equipment.

When: Wednesday, 16th February 2022 from 9.30am to 1.30pm

Where: Newton Hall Community Centre, Abbey Road, Pity Me, Durham DH1 5GE

To book a place please email jan.burden@dccarers.org or call 0191 500 6034





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✉ careacademy@durham.gov.uk
🌐 www.durham.gov.uk/careacademy



Durham
County Council

Update from this year's Great North Run

Special thank you goes to this year's runners, collectively they fundraised an amazing £6,224. 100% of this fundraising is used to run our Counselling Service for Carers or directly support Carers through our Carers Wellbeing Fund. Its not too late to add to their total, visit our website www.dccarers.org and click the donate button. If you are interested in taking part in next year's Great North Run, please email: jacqui.coulson@dccarers.org



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Harold might not speak to anyone this week

www.dalecare.co.uk

This newsletter is produced 4 times a year and is sent to over 18,000 supporters. If you have any comments we would very much like to hear from you. If you would prefer to receive the newsletter by email or not to receive it at all please email, telephone or write to us using the details below.

Freeport RTXA-HHGH-SAGE, Durham County Carers Support, Enterprise House, Enterprise City, Meadowfield Avenue, SPENNYMOOR DL16 6JF. Telephone: 0300 005 1213. Email: admin@dccarers.org
Website: www.dccarers.org Charity Number 1069278. Registered Number Company 3534933



50:50 Club Monthly Lottery



You could win one of 3 great cash prizes every month
50% of the proceeds in aid of Carers Counselling Service
Fill in and return the slip below or join online www.dccarers.org
Winners are notified by post and announced on our Facebook page

Name Telephone Number.....

Address

..... Postcode.....

Email

I would like ___ numbers at £12.00 per year and enclose a cheque made payable to: Durham County Carers Support.

I would like ___ numbers and would like to pay by Standing Order (we will send you a form to complete)

Please cut out and send this completed form to: Durham County Carers Support, Enterprise House, Meadowfield Ave, Spennymoor, DL16 6JF.

50:50 CLUB WINNERS



August 2021

- E Davison £110
- Mr Hendry £73
- Olive Hocking £37

September 2021

- M Aspinall £114
- S Kramer £76
- V Duffy £38

October 2021

- D Dalton £120
- W Guest £80
- R Hopkins £40

Lottery Licence Number LOT142

Are you a Carer who is supporting someone who is using, or previously used, TEVV NHS Trust Mental Health and Learning Disabilities services whether in the community or as in-patient?

Anthea Motson, Carer Experience Officer, would like to warmly welcome you to join our Carers Working Group. At present we have around 15 members who attend our meetings once a month. These meetings are held over Microsoft Teams and are approximately 1½ hours long. You can attend meetings as frequently, or infrequently as you would like to, there is no pressure to be at every meeting.

The Carers Working Group enables members to:

- Talk about ways services can be improved if things are not going well.
- Talk about their own experiences - only if you would like to share these.
- Get information from others within the Trust which will help us to work together to think about future plans and decisions.
- Put forward suggestions for improving practice.
- Look at documents/information and new proposals made by the Trust and give a carers perspective on these.
- Share good practice and tell others about the good work we are doing.
- Look at the information gathered from our Carers Online Open Day and help implement the recommendations.
- Sometimes ask guest speakers to attend our group.

Your ideas will help us with future developments.

Confidentiality

- We might need to share information with other people and sometimes people might want to share information with you, but we will talk about this first.
- We will only tell people what they need to know.
- We will not discuss issues about people outside of the group.

A message from one of our new members might encourage you to join us.

"I am a 'newbie' to the group and you may think that it's strange, that a new member is welcoming you but I want to tell you what an impression the group made on me from the very first meeting. I felt so inspired by their creativity, the positive attitude they had in wanting to make a difference for carers, the energy they infused when talking about planning for the future and the members dedication to making carers voices heard. It was clear to me how sensitive they were to the needs of carers and how committed they are to fulfilling the plans that they have for future working in co-creation with the Trust. By co-creation we mean making sure that patients, families and carers are involved as equal partners in all aspects of service planning, design, implementation, delivery and evaluation".

Please email me if you would like to know more or are interested in joining us: anthea.motson@nhs.net

Online Resource for Carers Across County Durham and Darlington

Both Local Authorities have signed up to give Carers across both areas access to some great online resources. Carers UK have created a wealth of information, training and guides that include the following areas.

- Short online courses to support Carers to think about their own health and wellbeing, nutrition and support with caring;
- "What can tech do for you?" Downloadable factsheets and information on how technology and smart devices can be a valuable part of the support network to help you juggle your caring role with work, family and other areas of your life;

- An area about financial planning and your rights at work;
- Access to the wider information and research from Carers UK;
- Free access to an App called "Jointly" for Carers to store and share important information about the person you care for to help when several people are caring for the same person. Registration and access is easy. Go online to carersdigital.org and use the access code DGTL2485 or call us on 0300 005 1213.



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