

CORA

The Community Opportunities Resource Agency (CORA) is part of Care and Support Community Inclusion Service and has a key role within Health, Housing and Adult Services in the delivery of personalisation across the city. CORA provides support to vulnerable adults who have eligible support needs. This might mean:

- Arranging a package of support on a customer's behalf e.g. care at home, day opportunities, short breaks and holidays.
- Supporting customers to enable them to access community/universal activities, including preparation for employment, supported employment and volunteering.
- Supporting people to move into their own tenancy, in partnership with Care Managers, e.g. from supported accommodation or moving back into the city from an out of city placement.

Some of the things CORA will achieve for its customers:

- Assistance to find creative ways to plan and organise their support.
- Negotiating with providers/organisations on the customer's behalf so that value for money can be achieved.
- Signposting people to available community resources and provide one to one direct support for people to ensure they get what they need.
- Encouraging locality based community support to develop.
- Seeking cost effective solutions to maximise the customer's choice and control.
- Ensuring that the person we support remains at the centre of everything that we do.

In the main access to CORA by our customers will come through referrals to us from our Care Management colleagues (Social Workers and Care Managers). If you have any queries contact CORA - Philip Snowball Tel: 566 1825; Angela Musson Tel: 566 2315; or Pamela Marshall Tel: 566 2386.

Article provided by CORA.

Every effort is made to ensure that the information in this newsletter is correct. Sunderland Carers' Centre can accept no liability for errors and omissions and can not recommend products or services. Views and opinions expressed in this publication are not necessarily those of Sunderland Carers' Centre.

City Hospitals Sunderland Carers Charter

Carers are a vital part of the health and community care system and City Hospitals Sunderland NHS Foundation Trust recognises that the involvement of carers is crucial to enable hospital staff to provide an exceptional standard of safe, efficient, and effective patient centred care.

City Hospitals Sunderland has been working closely with Sunderland Carers' Centre to ensure that as a carer you will be viewed as an important member of our team. In June 2010 we launched our Carers Strategy followed up by staff awareness sessions throughout the Trust. We have now developed the Carers Charter and flow chart which will be launched later this year and will acknowledge carer involvement and partnership working.

Carers Charter

Our frontline staff will attend awareness sessions equipping them with knowledge and information to support carers in our organisation. This is our commitment to you and your family to ensure we will deliver an effective service whilst working in partnership, recognising and valuing you the carer, as the "expert".

Caring for the Carer Flowchart

The Caring for the Carer flowchart highlights what you as a carer should expect when you bring the person you care for into hospital. It will enable us to discuss with you what your level of involvement would like to be whilst keeping you informed of any changes in condition or treatment plans. It will also act as an aide memoir for nursing and medical staff to ensure you as the carer are given as much support as necessary to carry out your caring role if you wish for that to continue, and also to have some time for your own needs to be met.

Article provided by City Hospitals Sunderland.

Both documents can be viewed on the publications page of the Carers' Centre website.

The Carers' Centre is open
Monday to Friday 9am-5pm.

Tel: 0191 567 3232

(Answerphone after 5pm)

Sunderland Carers' Centre, 12 Toward Road,
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Email: info@sunderlandcarers.co.uk

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Newsletter

Sunderland Carers' Centre

Sunderland NHS
Teaching Primary Care Trust

Sunderland
City Council



November 2011

Carers Rights Day Campaign 2011 – Get involved

This year Carers Rights Day is on Friday 2nd December and we need as many carers as possible to get involved in a number of events taking place across the city before, during and after the day itself.

The theme of the events will be about the way social care services are changing, giving people who need care, their families and carers more choice and control over the support they receive. This is called 'Self-directed support' and you may be wondering how it is going to affect you and the person or people you care for.

If you are new to caring the events will be a great opportunity to pick up important information about services to help you in your caring role as well as the person you look after... anything from getting a break from your caring role, planning for emergencies if you were unable to care, employment rights if you work and care, benefits and financial information, reablement at home enabling people to live independently... and a whole lot more!

If you currently receive services and you are wondering how these changes are going to affect you we want to hear your views and discuss any concerns you may have. Your views and comments can be logged informally but we will also run some consultations throughout the events so carers can ensure their views are being considered in how these services are developing.

Get involved in your area!

- Washington Arts Centre, Biddick Lane, Washington NE38 8AB – Monday 28th November;
- The Hetton Centre, Welfare Road, Hetton-le-Hole DH5 9NE – Tuesday 29th November;
- Bunny Hill Customer Service Centre, Hylton Lane, Sunderland SR5 4BU – Tuesday 6th December

All events run from 10am to 2.30pm and include a buffet lunch. There is no need to pre-book, just turn up on the day!

Celebration Launch Event

A celebration event to launch a new publication – **Carers' Perspectives on Assessment and Personalisation** – will take place on Carers Rights Day itself, Friday 2nd December, at the Sunderland Bangladeshi Centre, 30 Tatham Street, Hendon, Sunderland, SR1 2QD.

The publication is aimed at professionals working with carers to promote good practice around assessment and self directed support. The publication is a joint project between Sunderland Carers' Centre, Carers Association in South Tyneside and Sunderland University. The event will also be a good opportunity to pick up information and to ask questions about how the changes in services will affect you.

The event is 10.30am - 2.30pm and a lunch will be served. This is not a drop-in event. To book your attendance please call the Carers' Centre on 567 3232.

Start 2012 with confidence!

Look out in our next newsletter for the dates for brand new sessions in the Caring with Confidence programme – ‘Caring for someone with dementia’ and ‘Carers – a guide to self-directed support’. The existing programme of Caring with Confidence sessions will also start again in early 2012.

New Carers' Centre Update

Sunderland Carers' Centre's move from Toward Road to Thompson Park is now on track for spring. Money has been raised for the first phase but one last funding push is needed to ensure the whole plan can be completed. The former nursery in Thompson Park will provide a Centre which will all be on one level with open access to the Library so that carers can browse at their leisure. There are bus stops outside, plenty parking and a garden, so we have visions of enjoyable meetings in the sunshine! If you have any good ideas for, or would like to help with, the final fundraising please contact the Carers' Centre on 567 3232.

Our Great North Runner

Stephen Thompson, who many of you will know through his work for Health, Housing and Adult Services, and in particular, with Sunderland People First, undertook the Great North Run and was sponsored to raise money for young carers in Sunderland. Stephen (pictured with his daughter Emily after the race) did the run in 2 hours 29 minutes and 3 seconds, coming in as number 27,500 but he reckons that allowing for age etc. he should have been 2nd! It was a great effort in a very honourable time. The money raised will be used for activities for young carers and will make a real difference to their lives – so thank you very much indeed, Stephen.



Carers' Survey

Sunderland Carers' Centre wants to give as good a service as possible to carers and would like your views on the services we provide. To help us improve our service please complete the enclosed questionnaire and return it in the Freepost envelope.

Christmas cheer, cake and carers!

Following the tremendous success of our last coffee morning in September we are pleased to announce a special Christmas coffee morning is taking place on **Monday 5th December**, 10.30am - 12.30pm at the Carers' Centre.

Why not shake off the winter snow and chills and join us for a well deserved cuppa? To really kick-start Christmas there will be an opportunity to pick up some great stocking fillers, handmade crafts, cards and of course cake... all made by our own Christmas elves!

The last coffee morning raised a fantastic £288.50 towards the new Carers' Centre building. Thanks to volunteer Margaret Ridley for organising these events and all the volunteers who have donated their time, talent and creativity to make them such a success.

Christmas Closing Dates

Sunderland Carers' Centre will be closed from 5pm Thursday 22nd December until 9am Tuesday 3rd January.

If you feel stressed and need support during this time you could ring the Mental Health Matters Helpline tel: 0800 013 0626 from 5pm to 9am weekdays and 24 hours at weekends and Bank Holidays, or The Samaritans tel: 08457 90 90 90 anytime. You can also contact Sunderland City Council at any time over the holiday period tel: 520 5555. If you have an emergency outside normal office hours, on weekends or public holidays, you can contact the Out of Hours Service tel: 528 9110.

If you feel that you do need to speak to the Carers' Centre, staff have volunteered to monitor the answerphone on 23rd, 28th, 29th and 30th December. Your message will be picked up and dealt with if it is urgent.

Are you a member?

Sunderland Carers' Centre recently sent carers on the mailing list a membership application form. Why and what does this mean?

All carers in contact with Sunderland Carers' Centre receive the Newsletter and can attend all the activities and events, including the Annual General Meeting. However, only carers who have applied on the membership form can vote at the Annual General Meeting, elect the Board which decides the Centre's programme of work and makes decisions for the future and can become a Board member themselves.

This is because Sunderland Carers' Centre is a legally constituted Company Limited by Guarantee with a membership which makes the major decisions about its future. Members are "shareholders" in the company – but pay no fee to be a member and receive no "profits" from membership. If the company went bankrupt members' liability is limited to a maximum of £10.

Becoming a member shows that you care about the future of Sunderland Carers' Centre. If you would like to know more please contact Ailsa on 567 3232. The services of Sunderland Carers' Centre remain available to all carers in the city, whether members or not, but if you are a member it really is YOUR CENTRE. You will continue to receive the newsletter, even if you choose not to become a member.

Community Health Services

In July 2011 South Tyneside NHS Foundation Trust took over responsibility for community health services in Sunderland, Gateshead and South Tyneside. These services include District Nursing, Health Visiting, Occupational Therapy, Speech and Language Therapy, Podiatry, Disease Prevention, and Minor Injuries and Walk-in Centres.

You can influence the development of these services by becoming a member of South Tyneside NHS Foundation Trust. Members receive regular updates on the work of the Trust, invitations to special events, meetings and presentations, opportunities to meet the Council of Governors and share your thoughts and opinions. Members elect the Council of Governors which appoints the Chairperson and Non-Executive Directors of the Trust. Members can stand for election to the Council of Governors.

If you join before 5th December 2011, there is the added incentive of a prize draw! To find out more or to obtain a membership form either contact the Membership Co-ordinator on 202 4121 or visit the website www.stft.nhs.uk

Carers Information Card

In September the Carers Information Card was launched in Washington. The credit card sized card gives contact details of where carers can go for help and advice and an out of hours emergency number. It has been made available across community venues like GP practices, pharmacies, schools and libraries.

The card was the idea of a group of Washington carers and has been funded by Sunderland City Council's Community Chest Fund. If successful it is hoped the card will then be rolled out across the whole city.

For more information visit our website www.sunderlandcarers.co.uk/CarerInformationCard.html. If you are a community venue in Washington and would like to display the card please contact the Carers' Centre.



Photograph used with kind permission of the Sunderland Echo.

Pictured: Sarann Valentine, of Sunderland Carers' Centre, with (from left) Dr Ashley Liston, Dr Olagoke Aiyegbayo, practice nurse Beth Mercer, NHS business manager Jane Pace, Dee Grant, care manager from Health, Housing and Adult Services, and practice manager Jackie Russell.