



Telford and Wrekin All Age Carers



Continuing to ensure carers of all ages are Safe and Well



With the help of technology we continue to have productive meetings from our homes, both between CVS teams, with other professionals, with carers and with clients from other services in the organisation.

Telford and Wrekin CVS, with the **All Age Carers Centre** and their other projects including **SENDIASS**, **Telford Autism Hub** and **BBO**, have been working hard over the past few weeks to meet the challenges of the social distancing measures now in place - and making the switch from our usual hands-on support including one-to-one assessments, home visits and group activities - to something a bit different! Using all our client-facing knowledge and skills within the teams together with quite a lot of brilliant technological changes, we are pleased that our service is operating extremely effectively, in terms of contact, communication and support for all clients.

The Carers Centre new **Safe and Well** initiative kicked off at speed on 31 March - with the start of all those carers over 70 being called to 'touch base' and enquire whether they had any issues we could help with. This ongoing task will reach completion shortly (around 1000 registered carers) and has enabled us to offer reassurance and connect many carers to relevant organisations they were unaware of, to help. Most said they took great comfort in someone calling them - although many were coping very well. We will be making a further call to all those who have requested it in a few weeks time.



Our friendly and knowledgeable **Wellbeing Checkpoint** team continue to be the first point of call for every contact within the service, dealing with many registrations and enquiries every day.

The new **Carers Priority Card** is being sent to those who request it. Available to carry when out on essential business for the person cared for, this has been really helpful for those who need to show to officials when travelling away from home. Carers are expressing their appreciation at our quick response to this particular initiative.

We also continue to give information and support at the right time for those with urgent issues. In the last week a carer called in crisis with a great deal of both physical and emotional pain and had very little food in the house. Our **Family Carer Resilience** team member immediately contacted the Rapid Response team, who advised a referral to District Nurses to go out and support the carer with their physical needs; a referral was also made to arrange food parcels and the Mental Health Access team contact information was also passed to the carer. Through these sort of connections continuing to be made and acted upon, we feel able to reassure our carers that our day-to-day information, advice and support, and any ongoing processing, is operating as near-normal as possible.

Our **Hospital Discharge** team are also carrying out **Safe and Well** checks with all their carers. With hospital visits on hold, any relevant enquiries through our checkpoint team are forwarded directly to the discharge team for processing. We of course share the concern of our SATH colleagues surrounding hospital bed shortage/early discharge for those currently in hospital for anything other than Covid-19 and our team have prioritised those cases to enable robust liaison, information and support, where there may be issues in this area.



Our young adult carers and young carers have also been included in the **Safe and Well** initiative. The families of our young adult and young carers in most need have all been contacted and the Young Carers team are now contacting the rest of our families to check their wellbeing and help with any issues. Our face-to-face meet-ups for those needing most support have been replaced by online face-to-face meetings, or phone calls, which have been very successful. We are also providing the **Carers Priority Card** for young carers as they, as much as the adult carers, need to be able to support their mum, dad or grandparent with shopping and other essential errands.



The young carers are used to weekly **Youth Club** and having lots of fun activities! We are pleased to say, this hasn't stopped! Our Young Adult team have been holding weekly online catch-ups in a group (for 16-25s) - they've been playing games, teaching each other card tricks and having a chat about life in isolation. This has been a really positive experience for both carers and team members - and made both sides feel good about connecting with others.



The younger carers have been continuing their youth clubs - again online! Both secondary and primary age groups are using Zoom every Wednesday. We have a few young carers who don't like big groups so we are arranging to have a one-to-one, or one-to-two chat with them on a separate day. Last week the team held a scavenger hunt with the younger group - lots of running around the house, finding all sorts of things! And the older group's session just turned into a big group chat about anything and everything.

This week the team plan to decorate stones/shells with the younger group and have a 'shared tea' with the older group. The continuing programme will include cooking, Young Carers Got Talent and a 'Show and Tell' session. We have run a really successful Big Easter Gallery show on Facebook and this is being followed up by a photography competition and Den Building (see Facebook for details).

We know it is difficult for those who do not have, and/or use, IT currently to receive information and we hope our one-to-one 'phone Safe and Well checks go a long way towards filling that gap for all our carers - if we haven't been in touch with you yet, we will be in due course.

To ensure you receive all the information you need, and to have full contact with CVS and the All Age Carers Centre over this difficult period, here is a list of contact links.

Main All Age Carers Centre number: **01952 240209**

All Age Carers Centre email: **admin@telfordcarers.org.uk**

Young Carers email: **info@telfordandwrekinyoungcarers.org.uk**

Main Telford and Wrekin CVS number: **01952 916035**

Go in and 'Like' our Facebook pages:

Young Carers <https://www.facebook.com/telfordcarers>

Adult Carers <https://www.facebook.com/telfordcarerscentre>

Telford and Wrekin CVS <https://www.facebook.com/TelfordCVS>

Go to our Website and link to the Coronavirus update page.

<https://www.telfordcarers.org.uk/coronavirus-updates>

We also have referral forms on the home page of the website for professionals and new carers

Go to the Carers Partnership Board website and Facebook page

<https://www.carerspartnershipboard.org.uk>

<https://www.facebook.com/cp.board.5>