

# A spring in our step

With bulbs sprouting through the ground and the first signs of spring in the air, many of us will be looking forward to longer days, brighter skies and being outside a little more. As part of our continued efforts to reduce isolation and to offer support to a wide range of carers with varied interests and hobbies, we are delighted that we have been able to secure a large allotment plot in Bradford.

Situated at Undercliffe Allotments, on the junction of Killinghall Road and Northcote Road, the plot has been untended for over a decade and is very overgrown. We aren't deterred by this as we know that with help and support from our local community, the carers we support, staff and volunteers, we can develop the allotment and together grow fruit and vegetables, use the space for meetings and group sessions and help our young carers to learn new skills.

Chris Whiley chief executive said "We all know the benefits that being outside and being able to spend some time in the fresh air can bring. This project is very exciting for Carers' Resource because it enables us to offer outdoor activities to those carers who would like to be involved in the project, utilising their skills and experience in designing and delivering a fully functioning allotment alongside

*our volunteers and staff. There's loads of potential and opportunity, with many varied skills needed so I really hope that the project can lift the spirits of many!"*

We have a steering group that will lead on the project – if you can offer DIY skills, gardening experience, design flair, a knowledge of growing fruit and vegetables or could help us source equipment, tools and seeds, we would love to hear from you. Please email our team on [groupworkers@carersresource.org](mailto:groupworkers@carersresource.org)

In Skipton, we also have an allotment project. As part of a community allotment, this group meets weekly on a Tuesday morning between 10–11.30am. We've stopped temporarily to reflect the lockdown and the weather, but are planning to meet again in early March. Anyone interested in coming along should contact [chudson@carersresource.org](mailto:chudson@carersresource.org)



Photos of the allotment taken in November 2020

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# Lockdown Mental Health Support

Maintaining good mental health can be a challenge during lockdown. Here are our tips for supporting your mental health, and the services you can turn to when things get tough.

## Maintain Your Routine

Routine is one of the best ways to re-establish some order when the world outside seems chaotic and out of control. Try to keep to the same routine you had before lockdown. The regularity of mealtimes and chores can help tackle any feelings of being adrift.

## Make time for Yourself

Make some guaranteed time for yourself and take it no matter what. It might be better to schedule shorter but more frequent breaks, to give yourself something to work toward throughout the day.



## Keep Mentally and Physically Active

Exercise and activity can benefit our mental health, but finding the time to take a walk, go for a run or follow some online sessions at home can be hard. Trying to work it into your daily routine can help you achieve an objective, while providing a powerful physical reminder that some time is exclusively your own.



Online learning platforms like Udemy and OpenLearn can stretch mental muscles and remind us that there is still a world out there for us to engage with whenever we get the chance.

## Stay Connected

Feelings of loneliness have been common since restrictions were imposed. Try to connect with people who might themselves be lonely, such as elderly neighbours, or people relatively isolated by a physical or learning disability. Knowing that you have helped someone else stay connected can help you keep mentally well.



Make agreements with those you love to call at specific points during the week, so that it becomes part of your routine.

## Manage Your Stressors

One of the chief sources of stress for many of us over the last few months has been the news. Managing how and where we get our information can do a lot to reduce the sense that things are out of control.

Try to identify trustworthy sources of information, such as GOV.UK, the NHS and your local authority. Avoid sensationalised news, or sources that drag you into rabbit holes of conspiracy and misinformation.



Support Worker Gurchehn with a hamper of tools for the wellbeing sessions.

## Emergency Help

If things become unmanageable, there are sources of help available, including:

### First Response

This is the crisis service for Bradford, Airedale, Wharfedale and Craven. It is available 24 hours per day, seven days a week to anyone experiencing mental distress.

T: 01274 221181  
[bdct.nhs.uk/services/first-response](https://bdct.nhs.uk/services/first-response)

### North Yorkshire Mental Health Helpline

This confidential service is free to use from both landline and mobile phones.

T: 0800 5610076

### North Yorkshire Out of Hours Service

Available from 5:00 PM until 8:30 AM Monday to Thursday, and from 4:30 PM on Friday across the weekend.

T: 0333 0000 309  
[northyorks.gov.uk/mental-health](https://northyorks.gov.uk/mental-health)

### The Haven

This service offers non-clinical support to people in Bradford, Airedale, Wharfedale and Craven, as an alternative to A&E admission. To access the service, call

T: 01274 221181  
[bdct.nhs.uk/services/haven](https://bdct.nhs.uk/services/haven)

### The Sanctuary

A safe space for people in crisis, as an alternative to hospital admission.

T: 01274 221181  
[bdct.nhs.uk/services/the-sanctuary](https://bdct.nhs.uk/services/the-sanctuary)

### The Samaritans

This confidential service is available twenty four hours a day.

T: 116123  
[samaritans.org](https://samaritans.org)



# With you every step of the way

Hi, my name is Jim Middlebrook. My wife Carole was admitted into care in June 2020 after being cared for at home suffering from Alzheimer's for about 10 years. It came as a big shock to our family as we have always been very close, and many tears were shed before we came to this decision.

For the first 6 weeks Carole was in an assessment unit and we were unable to visit her due to COVID-19 and the only way we could speak to her was by telephone, which obviously was not ideal with someone suffering with Alzheimer's. Carole was transferred to a care home in July, and for the next couple of weeks we were able to see her outside albeit at a distance which was better than nothing.

When lockdown began the only way we could see her was by Face Time which was better than nothing, at least we could all see her and we did manage to have some brief conversations, given the nature of her illness.

Over the last couple of weeks her care home has installed a visiting pod which has an intercom so at least I can visit and Carole can see me close up, although I still have to wear a mask. I am the only person allowed to visit so my girls are still Face Timing Carole in their turns so it doesn't confuse her seeing too many faces at the same time, but we all love and miss her so much. We have 3 daughters, 6 grandchildren and 3 great grandchildren.

Frankly it has been a nightmare during the pandemic but the care home has been amazing and Carole is settled and seems very happy in her new home and own world. As things stand now over the next months with the vaccine rolling out and quick COVID testing system, we live in hope that we will soon be able to have face to face visits and are very much looking forward to this.

Finally, it wouldn't be right not to end this article to give an absolute heartfelt thank you to our Carers' Resource Support Worker Amanda, who has been with us every step of the way for the last couple of years. I honestly don't know what we would have done without her humour, advice and compassion.



Locality Worker Amanda



Carole and Jim Middlebrook



Chris Whiley, CEO

As the bleakness of winter recedes, I hope that despite the difficulties of life under lockdown we can all begin to think about a more positive future, where it will be possible to see our friends and family, and even give someone a hug spontaneously.

The vaccination programme does mean that there is light at the end of the tunnel albeit a little way off. Many staff at Carers' Resource have received their first vaccination, and this means that we are already on that journey towards offering safe, regular face to face meetings again. It is therefore really important that those people we support are able to access the vaccine as it becomes available.

All family and unpaid carers are in cohort 6 and will be called for their vaccine by their GP, providing that the individual's record shows that they are a carer. If anyone is unsure whether they are recorded as a carer or not they should contact their GP practice to check.

Carers' Resource also has a lot of information about the vaccine, so if you are unsure as to whether to take it up or not, contact us and someone can point you in the direction of scientific evidence. We have all become quite expert at our 'virtual' meetings but personally, I am really looking forward to being able to meet face to face again.

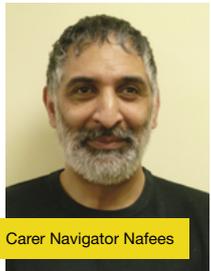
Take care and stay safe,

Chris



## We are still here for you!

You might be forgiven for thinking that our Carer Navigator team, which helps carers while their loved one is in hospital, has been unable to operate during the lockdown period. But you'd be wrong. The Carer Navigator service has continued to support friends and families who have a loved one admitted to Airedale General Hospital and Bradford Royal Infirmary.

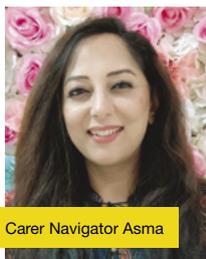


Carer Navigator Nafees

Carer Navigator Nafees says  
*"We have attended family meetings and discharge meetings virtually to ensure the carers' needs are heard."*

*There have been a lot of concerns about lack of visiting on the wards so we have been involved in liaising between ward staff and families to try and address these issues. There are options such as virtual visiting and in exceptional circumstances one visit may be allowed but this will depend on individual ward situations such as infection control and staffing levels.*

*We are continuing to provide advice, information and a listening ear via the telephone so please get in touch."*



Carer Navigator Asma

Carer Navigator Asma says  
*"This has been a difficult time for everybody but it has been even more challenging for those caring for a loved one. We have been*

*talking to people about their wellbeing and completing Emergency Plans for them. We do this by phone to discuss carers' concerns about their ability to continue looking after their loved ones as their needs change and increase.*

*It's important that you get help if you are feeling low and do know that you are not alone! You don't have to wait for a professional to refer you – we are just at the other end of the phone."*

**So if the person you care for is in hospital or has a hospital stay planned, don't worry alone, pick up the phone and 'Give us a Call!'**

Carer Navigators can be contacted on Bradford Royal Infirmary:  
**07394569712** or **07394569713**

Airedale General Hospital:  
**07394569714** or **07394569715**

Or you can email us at:  
[carernavigators@carersresource.org](mailto:carernavigators@carersresource.org)

## Donate what you save

By donating the price of your favourite takeaway coffee every month or donating the money you have saved on your daily commute, you could help ensure that lonely and isolated carers get the help they need to get through the coronavirus crisis. Could you 'donate what you save' to Carers' Resource? Every pound we raise can help connect carers with our experienced team, providing support, advice and, importantly, someone to talk to during these difficult times.

If you would like to support us with a monthly donation, you can sign up via our website. Having guaranteed income from our generous monthly donors means we are able to plan for the long term. We know that more people have caring responsibilities now due to the pandemic and we want to be able to offer the best support we can to meet their needs.

## Could you help us with our fundraising?

The Carers' Resource COVID-19 fund aims to provide emergency financial funding for carers who are currently facing financial challenges due to the Coronavirus Pandemic.

As part of our Covid-19 Emergency Fund, we have been able to ensure that a family in need received a replacement cooker in time for Christmas and some of the carers and young carers we support have access to WiFi and the technology they need to complete their home schooling. We will continue to fundraise to support those in need.

If you would like to support our Emergency Covid-19 Appeal, please go to [www.justgiving.com/campaign/covid-19emergencyfund](http://www.justgiving.com/campaign/covid-19emergencyfund)

Any support is much appreciated. Thank you!

## Looking out for each other



**Emma Clayton** – Community Content Editor of the Telegraph & Argus, Bradford's daily newspaper.

If anyone had told me this time last year that I would

be working at home for the next 12 months, I'd have struggled to believe them. But here I am, still at my desk in my spare room. It has its advantages, particularly on snowy mornings when I don't have to dig the car out to drive to work. But there are days when I feel quite alone.

One thing that has heartened me over the months is the kindness of neighbours. We seem to look out for each other a bit more, whether it's taking parcels in, waving through windows or, in the case of an elderly lady on my street, putting chocolate bars through letter boxes. A chocolate bar landing on your doormat is a simple pleasure that means the world some days.

It's been a long old year since the first lockdown, and this pandemic continues to be a huge, frightening thing to live with. But it has also reminded us of the goodness of people, from frontline care workers risking their lives to look after others to my kind neighbour delivering chocolate bars.

Among those making a difference are the volunteers giving up their time to help others in their communities. I have a friend who was furloughed for months last year, and she spent much of it cycling to the shops for her neighbours.

Some volunteers are making a difference for carers, often the hidden casualties of this crisis. This newsletter highlights some of the dedicated volunteers providing such vital support in lockdown.

The hope is that once we emerge from this, those who have given up their time to help others will continue to volunteer.

Like many organisations, Carers' Resource relies on volunteers to help provide the services that are a lifeline for so many. Let's hope that volunteer support is a positive legacy of this awful pandemic.



# Making a Difference

2020 was a year of unprecedented turmoil – a global pandemic that nobody could avoid. Although some of our volunteers have not been able to volunteer with us as they once did, others have been able to help to support carers during the last few months.

Volunteers have continued to make a positive difference to carers and we thank them for their continued involvement, and for finding creative ways to continue their support.

Once things return to a new “normal” we will need our volunteers more than ever before, when our group sessions, visits, help with shopping and driving and administrative tasks can resume. As an organisation, we rely on volunteers to help us support thousands of carers every year and we really do appreciate their support.

Volunteers have continued to support carers by keeping in touch with them by telephone or WhatsApp groups, in place of seeing them for lunch groups. Our Carers’ Time Off volunteers have continued, where possible, to make respite visits, visiting clients in their own homes or taking them out for walks whilst the carers take a break. This has provided invaluable support for those who are feeling isolated and have needed someone to talk to.

## Meet a few of our Volunteers



**Anne Dennison**

I signed up to volunteer with Young Carers at the start of 2020. Sadly I haven’t been able to meet anyone face to face yet, but was invited to join the

virtual groups recently which has been good fun. I especially like the games that are played, and I think my favourite would have to be the Treasure Hunt. I’m really looking forward to getting more involved as time goes on, and hopefully meeting everyone properly next year.



**Barbara Hargreaves**

I, along with three lovely people, have been hosting a fortnightly zoom meeting for Caring for Carers. This has been a

huge success and five more people have joined the group. We just have a relaxed fun time sharing stories and supporting each other. We also have a WhatsApp group and I ring those people in the group who don’t have online facilities.



**Lorraine Starkey**

I’m a volunteer host for the Threshfield monthly lunch group at The Gamekeeper’s, Threshfield. I usually ring

my group members a few days before lunch to check on whether they’ll be attending. These calls can be a few minutes or a lot longer. It’s one of the elements I love about volunteering, knowing people who are caring can talk to me about all manner of things, not necessarily about caring. It highlights the value of the lunch groups.

The calls have continued on a monthly basis and I have become increasingly aware and proud at how everyone seems to be coping in these challenging times. One thing is certain though, everyone I talk to is so looking forward to when we can finally resume our lunches. It’s wonderful to know how much this means to them and I heartily share that enthusiasm to be back as a group once again.



**Charlie Collett – Carers’ Time Off Volunteer**

Like most people this year, I’ve spent a lot of time working from home. Not being able to see family and friends

has been hard, so I’ve been keeping myself sane with some hobbies. I started volunteering for Carer’s Resource when I moved to Harrogate this summer. This has been a really nice way to stay connected with people and keep a nice routine. The clients are really friendly and I genuinely look forward to catching up each time. Thank you for the opportunity!

## Carers’ Time Off

Carers’ Time Off is a volunteer led short respite service, based in Harrogate, Ripon, Craven and Selby. Volunteer Befrienders spend time with a loved one whilst the carer takes a break. It can include sitting indoors chatting, playing a board game, going out for a walk or for a coffee. It is usually for a couple of hours a week but can also be monthly and occasionally ad hoc or less regular. If you are interested please contact Dawn Tesseyman Project Manager – [dtesseyman@carersresource.org](mailto:dtesseyman@carersresource.org) or ring for a chat on 07590 877917.

For general volunteering enquiries please call Volunteer Coordinator Sally on 01274 449660 or email [volunteering@carersresource.org](mailto:volunteering@carersresource.org)



# Virtual carer forums cross boundaries

We have been running our carer forums for a number of years, inviting people who look after a relative or friend to access support and share their views.

Since March, we have been holding these forums virtually, inviting carers from across all of the regions that we cover to come together, meet other carers, access information and discuss current issues. We have found that the online sessions have been popular, enabling more carers to attend and facilitating productive discussions. If you would like to attend, please do contact us on the number below.

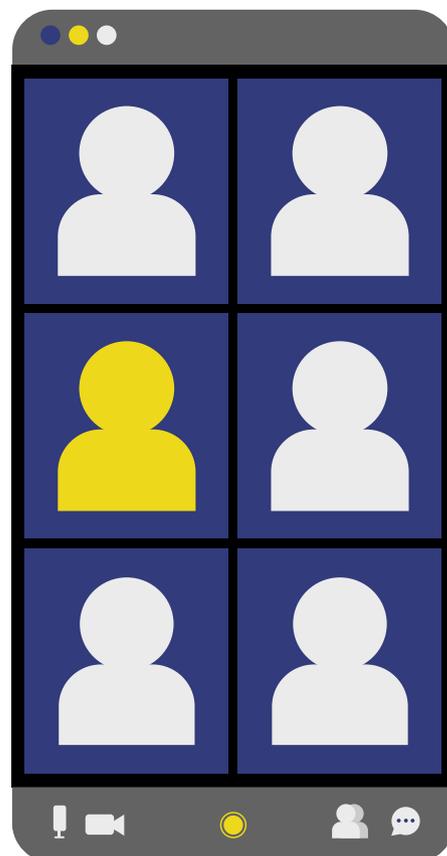
Future forums will be held on:

**Wednesday April 7th 1.30 – 3.30pm**  
**Wednesday June 9th 1.30 – 3.30pm**

The forums will:

- Consider how the service of the Carers' Resource can be improved to meet the needs of carers more effectively
- Discuss and comment on local issues that affect carers
- Discuss national issues and initiatives that affect carers.

To register your interest, please email Val Stewart on [vstewart@carersresource.org](mailto:vstewart@carersresource.org)



## Wellbeing Coffee Group

An informal get together and chat about a topic that has been chosen by the previous month's attendees – sharing experiences, wellbeing tips and skills.

**Sessions will be held on Monday 26th April, Monday 24th May and Monday 28th June 10.30–12 noon.**

Contact Eileen McAlonan on 07801 577163 [emcalonan@carersresource.org](mailto:emcalonan@carersresource.org) or Sarah Czujko on 07843 352874.



## Online Dance Sessions

We've partnered with Yorkshire Dance to offer carers the opportunity to get active and Dance On! We can help you get online.

**Sessions are weekly on Wednesdays 11:00–11:45 and suitable for all experience levels.**

For more information and to sign up contact Catherine Knight [cknight@carersresource.org](mailto:cknight@carersresource.org)

## Virtual Sessions run by our Group Workers

### MARCH

How to be more organised  
**Monday 1st 1–2pm**

How to get a good night's sleep  
**Monday 8th 11am–12noon**

Music and relaxation for carers  
**Tuesday 16th 1–2pm**

Making music using objects found at home  
**Monday 22nd 1–2pm**

Music and relaxation  
**Wednesday 31st 7–8pm**

### APRIL

Making music using objects found at home  
**Tuesday 6th 10am–11am**

Carers Quiz and Chat  
**Monday 12th 1–2pm**

How to get a good night's sleep  
**Wednesday 21st 7–8pm**

For information and to book a place contact: [groupworkers@carersresource.org](mailto:groupworkers@carersresource.org) or ring 01274 449660 and ask for Kauser or Melanie.

Follow us on social media to find out more about events and other resources: [/carersresource](https://www.facebook.com/carersresource) [@CarersResource](https://www.twitter.com/CarersResource)



## Virtual LGBTQI Carer Support & Social group

As part of our commitment to providing a supportive space for carers, who may have found the pandemic isolating, we are running an LGBTQI social group.

**The group will be held on the first Thursday of each month – 6pm to 7.30pm.**

Sessions will include an open discussion on LGBTQI caring, getting support and social planning.

The session will be held on Google Meet or other platform.

To register your interest email contact: [gwilliams@carersresource.org](mailto:gwilliams@carersresource.org) or ring 01274 449660 and ask for Gavin Williams.

## Virtual Information Team Drop In Sessions

Got a question? Want to know how to access support or need advice about your caring situation? Connect and chat with the Information Team. We are here to help!

Contact your Carers Resource worker or email [info@carersresource.org](mailto:info@carersresource.org) to book your slot with a team member.

All appointments via Google Meet.

Next dates (all 10am–12pm):

**Monday 15 February**  
**Monday 15 March**  
**Monday 19 April**  
**Monday 17 May**  
**Monday 21 June**

## Parent Carer Webinars

**Wednesday 10th March** – Preparing for Adulthood/Transitioning

**Wednesday 14th April** – Personal Independent Payment (PIP)

**Wednesday 12th May** – Relationships

**Wednesday 9th June** – Wellbeing

All scheduled for 1pm–2pm. To join the sessions please contact [sbland@carersresource.org](mailto:sbland@carersresource.org) or ring 07801 577091.

## Brew and Babble

**Thursday 25th March (11am–12pm)**  
**Thursday 22nd April**  
**Thursday 27th May**  
**Thursday 24th June**

April, May and June sessions are 10am–11am on Google Meet. To join the sessions, please contact [sbland@carersresource.org](mailto:sbland@carersresource.org) or ring 07801 577091.



## Carers Progress

**A free six week wellbeing and working course for carers.**

This course will cover confidence, goal planning, meeting carers and employers and caring and working.

**Course 1 starts 24th February and runs on Wednesdays for six weeks.**

**Course 2 starts 16th March and runs on Tuesdays for six weeks.**

To book a place, please contact: [employment@carersresource.org](mailto:employment@carersresource.org) or 01274 449660.

## Groups that will take place if government guidance allows

Join us for a gentle stroll and chat with other carers at:

- ☉ **Lister Park Walking Group** – every Tuesday from 6th April
- ☉ **Cliffe Castle Walking Group** – every Wednesday from 7th April
- ☉ **Myrtle Park Walking Group** – every Thursday from 8th April
- ☉ **Harold Park Walking Group** – every Friday from 9th April

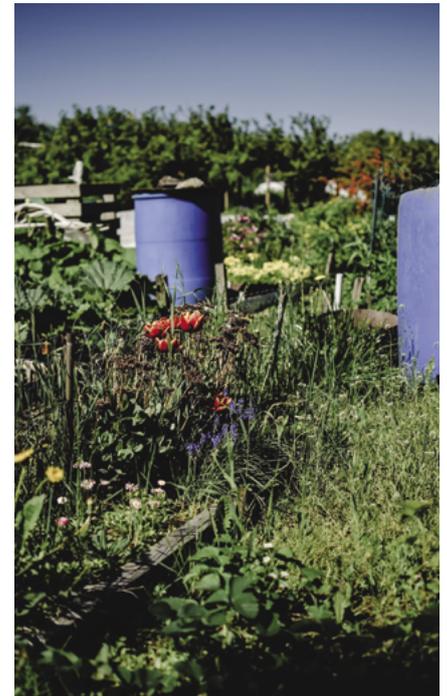
All the walks are from 10am – Noon.

For information and to book a place contact: [groupworkers@carersresource.org](mailto:groupworkers@carersresource.org) or ring 01274 449660 and ask for Kauser or Melanie.

## Activities being planned for after lockdown

- ☉ **Lister Park Cycling Group**
- ☉ **Allotment Group**  
Please note if you have any gardening tools that you would like to donate to our project, such as spades, forks, trowels, seedlings, pots – please get in touch!
- ☉ **Crown Green Bowling Group**
- ☉ **Fishing Group**

To register your interest email contact: [groupworkers@carersresource.org](mailto:groupworkers@carersresource.org) or ring 01274 449660 and ask for Kauser or Melanie.



## Just for Fun Quiz

Join us for some light-hearted fun and test your quiz knowledge.

**3rd Wednesday of the month from 3pm–4pm.**

- ☉ **17th March**
- ☉ **21st April**
- ☉ **19th May**

For details or to book a place please contact Julia Rush [jrush@carersresource.org](mailto:jrush@carersresource.org) or Rachel Waddington [rwaddington@carersresource.org](mailto:rwaddington@carersresource.org)

Tel: 01756 700888



# Who's calling?

Our teams are working hard to stay in touch with carers using the telephone and electronic methods in place of our usual face to face meetings and group sessions. We have teams working across Bradford, Craven and Harrogate and, in this issue, we are shining a light on our 'Harrogate Calling Team', other teams will follow in future editions. If you have ever wanted to put a face to the person calling you, you might find your caller here!



Hello, I'm Naomi. I work in the Harrogate team as a Locality Worker. I am very fortunate as I love my job! Previous to the pandemic

I visited carers in their homes. I really miss seeing people and being out and about (don't we all!) Please do contact the team if you are struggling in your caring role, especially during these isolating times. We're here to help, guide and support in any way we can. Please be honest and open, we have lots of experience and judge no one. We will listen and try to make life easier for you. If you need a private chat we have a 'safe space' at the office. Take care wonderful people.



Hi, I'm Jillian and I joined the locality caseworker team in late October 2019, having applied for a position that resulted in my transferring

from a Carers' Resource project that supported people into employment, training or volunteering.

As a carer myself, I am acutely aware of the many strains and challenges that those calling may be experiencing and whilst this isn't a unique position to hold, I believe it does help me to be able to connect with and to empathise with other carers whom I enjoy listening to and helping.



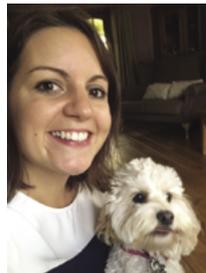
Hello, my name is Carol and I have been called many names over the years but I think that my present one is Project Worker! I organise and

run all the Groups in the Harrogate area. Normally I am to be found in the kitchen, cooking for 40 or baking and making afternoon tea or generally chatting. The latter I have perfected with many years of practice! Chatting is what I have been doing over the last 11 months whilst the groups have been suspended. I work closely with the Case workers who are all very supportive of each other as are all the staff in the Harrogate office.



Hi I'm Natalie and I work as a Parent Carer Locality Worker supporting parent carers across the Harrogate and Craven Districts.

I manage two Facebook groups for parent carers where I share information about local groups, services and support for children and families. I also deliver monthly webinars on topics of interest such as disability benefits, self care and grants. During the pandemic I am keeping in touch with parent carers via telephone and video call and I'm looking forward to driving around our beautiful countryside visiting parents in their homes and at community events again in the near future.



Hi, I'm Sarah and I work as a Young Carer Worker. It's a privilege to be let in to the Young Carers and their families' lives for that

moment when we talk. I love hearing about things the young carers are proud of, whether they have made something or baked. I'm so pleased when they pick up the phone when things aren't great and know it's okay to vent.

We are using our social media to communicate any competitions that we know of, activities and also we have an online art group where we do a guided piece of art and share in a group chat afterwards.



Hi I'm Linda and I work as a Young Carer Support Worker. I have been keeping contact with young carers by telephone and WhatsApp but the best way is

going out for a socially distanced walk with them as they are stuck at home and they like a change and someone else to chat to. In February when we had some snow, I took a young carer out and we built a snowman and then went for a walk to the park getting wet through! On the way back home I asked her what she was going to do when she got home, "I'm going to get a hot bath, put my pyjamas on and my mum is going to make me a hot chocolate – perfect end to the day!" I personally love going out for walks and chatting it's really great to get out and have some fresh air and exercise.



# Debt, big bills and grants – our guide to help you

The Covid-19 pandemic has caused countless disruptions to household income, leaving many of us with less money coming in and bigger bills to pay. If you're worried about money or struggling to make ends meet, **you're not alone**.

Here is a short guide to accessing support:

- ☉ Check your benefits are correct. If they are not enough to meet your needs and you are in debt, you can ask for a break in the debt repayments. If you pay rent, you can ask for a discretionary housing payment.
- ☉ You may be able to pay less council tax if your income has dropped or you started claiming benefits recently.
- ☉ If you're facing an unexpected cost, you might be eligible for a grant or a benefits advance. The Reuse Network [www.reuse-network.org.uk](http://www.reuse-network.org.uk) has affordable goods.
- ☉ If you're struggling for food, reach out to your local foodbank.
- ☉ If you can't pay your rent, do contact your landlord. If you are having problems Shelter – 0808 8004444 [england.shelter.org.uk](http://england.shelter.org.uk) can advise.
- ☉ If you can't pay your mortgage, do talk to your lender about options.
- ☉ Quaker Social Action – 0208 9835055 [quakersocialaction.org.uk](http://quakersocialaction.org.uk) runs the UK funeral cost helpline and gives advice.



Some utility companies offer help if you have large arrears on bills – check with them for details. At the moment, your energy supplier won't disconnect your gas or electricity if you miss a payment. If you've got a prepayment meter and you don't top it up, your energy supply might still stop.

- ☉ British Gas Energy Trust – 0121 3487797 [britishgasenergytrust.org.uk](http://britishgasenergytrust.org.uk) offer grants open to anyone.

If you're disabled, elderly or you get benefits, you may be entitled to the following (check the eligibility criteria):

- ☉ Winter Fuel Payment – 0800 7310160 [www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment) one-off payment to help you pay for heating.
- ☉ Cold Weather Payments [www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment) one-off payment to help you pay for extra heating costs when it's very cold.
- ☉ Warm Home Discount Scheme: £140 off your electricity bill
- ☉ Green Doctors – 0113 2380601 [www.groundwork.org.uk](http://www.groundwork.org.uk) free practical energy advice and more.
- ☉ Warm Homes Healthy People – 0808 1683547 (Freephone) [www.groundwork.org.uk](http://www.groundwork.org.uk) free independent energy advice and more for the Bradford District.

For people living in North Yorkshire the equivalent service is called Warm and Well – 01609 767555 [www.warmandwell.org.uk](http://www.warmandwell.org.uk) the service can also access a hardship fund for those in urgent need.

The North Yorkshire Local Assistance Fund (NYLAF) – 01904 550030 [www.northyorks.gov.uk/local-assistance-fund](http://www.northyorks.gov.uk/local-assistance-fund) has extra funding for help with heating and food.

We are now in our third lockdown and spending more time at home than ever, often using our personal space as a school, care centre and workplace.

There are ways you can access essentials and funding to improve your home. Always check with your landlord and local authority first, then grant-giving organisations. Here are some options:

- ☉ Turn2us – [www.turn2us.org.uk](http://www.turn2us.org.uk) grant search service.
- ☉ Local Welfare Assistance Schemes may help getting essential items of furniture: Assisted Purchase Scheme in Bradford (online application only) and Local assistance fund in North Yorkshire (awards are made in kind).
- ☉ Disabled Facilities Grants – 01274 435400 (Occupational Therapy Bradford) 01609 780780 (Occupational Therapy North Yorkshire) [www.gov.uk/disabled-facilities-grants](http://www.gov.uk/disabled-facilities-grants) for adaptations or providing facilities for the disabled person in your home. You will need an assessment from Occupational Therapy.
- ☉ Independence at Home – 0208 4277929 [www.independenceathome.org.uk](http://www.independenceathome.org.uk) helps people with physical disabilities, mental health conditions and carers with essential equipment, home repairs and more.
- ☉ Friends of the Elderly – 0207 7308263 [www.fote.org.uk](http://www.fote.org.uk) grants up to £400 for home essentials, digital connection, financial support and essential living cost.
- ☉ Family Fund – 01904 550055 [www.familyfund.org.uk](http://www.familyfund.org.uk) for families with disabled children, can help with vital equipment including computers and educational toys.

The general advice on debts is to prioritise them so that you can avoid the most serious consequences, such as eviction and court action.

- ☉ Stepchange – 0800 1381111 [www.stepchange.org](http://www.stepchange.org) online tool to create a budget and personalised action plan and the Covid Payment Plan.

## Have you applied for your Carers' Resource Identification Card?

Carers registered with us throughout our geographical area can apply for a card which will include a photo of the carer, a unique identification number and details of how organisations can check authenticity with us.

We know that over the last few months, carers have been challenged to prove that they are carers. Sometimes this has been to get information about the person they are caring for, on other occasions it may have been to access benefits or to get reduced-price entry or discounts. More recently, carers have been challenged when trying to shop during protected hours at supermarkets. For these reasons, Carers' Resource has developed a carer ID card and our hope is that it will be beneficial to those caring.

If you would like a card, please contact [carercard@carersresource.org](mailto:carercard@carersresource.org)

## Let your GP know that you are a carer

The government's expert committee – the Joint Committee on Vaccination and Immunisation (JCVI) – revised its recommendations on 30 December to include unpaid carers.

It recommends unpaid carers who get Carer's Allowance, or who are the main carer of an elderly or disabled person whose welfare may be at risk if the carer falls ill, should be prioritised alongside people with underlying health conditions. This means unpaid carers are now in priority group 6.

Our advice is to ask your GP to add to your medical record that you are a carer. You should also ask them, or the practice the person you care for is registered with, to add your name and contact details to the record of the person you are caring for too. You need to let them know that you are the person with responsibility for caring for that person. You will need the consent of the person you care for.

It's a good idea to register as a carer with your GP as it will mean they can identify you for health checks and a flu jab and help your GP make reasonable adjustments for the person you care for if needed.

## A Sweet Treat

Our locality workers delivered festive cupcakes to cheer carers up on their visits and as part of the wellbeing sessions in December. For our teams, this was an opportunity to say hello, put a smile on a face and wish carers a Merry Christmas. Our wellbeing sessions have continued throughout the pandemic with virtual sessions covering stress, self care and crafts replacing the face to face sessions. The cakes were made by Kirsty Anne Kitchen in Ilkley and looked amazing with their blue and yellow Carers' Resource coloured icing!

Toni told us *"I felt really positive after the session. I really enjoyed it. It was nice to get other carers' perspectives on the scenarios that carers could face"*.

Suzanne said *"I really enjoyed the self care session as it meant I could switch off and immerse myself in the moment and relax. Something that doesn't happen very often when you're a carer."*



Carers receiving their cupcakes in December

## Helping people home following a hospital stay

Our Home from Hospital teams run services in North Yorkshire and in Bradford and have adapted their service during to the pandemic to ensure that they can still help those who need it.



Team Member Sharon

Home from Hospital North Yorkshire team member, Sharon recently helped a gentleman following a stay in hospital and the death of

his elderly mother. Sharon said *"In the three months that I have supported the gentleman, we have developed a good rapport. He enjoys the visits because of the social interaction and is relaxed when I am in his company."*

Social worker Lisa said *"Sharon from the 'Home from Hospital' service has helped to facilitate hospital discharge for several of the people I have worked with. It can be daunting for anyone returning home from a lengthy stay in hospital, made more so without any family, friends or neighbours. Sharon has stepped into that role by listening to what that individual needs and offering practical and emotional support, advice and signposting."*

*"Particularly during the Covid-19 crisis, I have so appreciated that the Home from Hospital service kept working alongside us, still visiting and finding solutions for people when it was needed and providing people with much reassurance during this extremely worrying time."*

Staff in the Bradford team have continued supporting clients by visiting them at home throughout the pandemic. They call first to check that the client is happy to receive a visit and explain that they will be wearing a mask and keeping socially distanced.

One lady supported recently said, *"It was very helpful to have somebody to help me navigate the benefit system and council systems so that I could get homecare in place to help in the transition from home to hospital. We have made more progress in getting support organised during this last few weeks than we have made in the last year. That is thanks to Trish from Home from Hospital."*

For further information, please contact [hfhny@carersresource.org](mailto:hfhny@carersresource.org) (North Yorkshire) or [bradfordadmin@carersresource.org](mailto:bradfordadmin@carersresource.org) (Bradford).



# Young Carers Update

Young Carers had great fun at our luminous lanterns gathering in the Carers' Resource car park just before Christmas. We were so lucky with the weather for the time of year!

Our lightweight gazebo stayed up, we played piñata, did some crafting, enjoyed hot chocolate and a tasty array of snacks. The teenagers chilled and reconnected with friends that they hadn't seen for ages due to lockdown.

Families from all of our hub areas attended in socially distanced time allocated slots.

Young Carers were very creative throughout December decorating plastic milk cartons as you can see, by a variety of means, colours and seasonal themes. These were then illuminated with little battery operated tea lights giving a really pretty effect.

Feedback from families, Shipley residents and passers by has been amazing. We've had lots of positive interest and even received monetary donations so all in all a very heart warming event and ending to a rather eventful 2020!



## Bookpile Challenge

We are always looking at innovative and new ways to reach out to our young carers, stimulate and work with their interests and more recently socially distanced ways to engage with them during lockdown. In November, we started our Bookpile Challenge, collecting and distributing books of different genres to young carers throughout the Bradford District. More than 500 books were distributed in bundles during December and January according to the wishes and interest of the young carers. Whatever their interest, our team delivered – dinosaurs, mystery, cookery, biographies! Carrie from the young carer team said "We have learned so much about our young carers throughout this project and I hope that we have added an extra dimension to the tedium of lockdown and maybe a little respite from gadgets and their commitments.

*"Feedback has been brilliant. One parent told us that her son was overjoyed to receive his book bundle just as he'd been informed by his school back in December that he needed to stay at home for a further two weeks due to a classmate having tested positive for Covid."*

Pictured below are our book pile 'stars' brother and sister Katie and Ben, who live in Silsden.



Thomas loves his new punch bag which was provided by our Young Carer team. It gives him something to call his own and provides him with an outlet when he finds the strain of being a Young Carer overwhelming. It's a great way for him to release tension and stress and also offers a great way to exercise when it's not always possible to leave the house due to his brother's difficulties. Thank you Young Carers!

From Thomas' parent



Carers' Resource is an independent and nationally recognised Yorkshire charity which gives tailored information and support to carers, those in need of care and support, and the professionals who work with them. Our services support people to remain independent, and have choice and control to improve their lives or situations.

Carers' Resource is a company limited by guarantee. Reg charity no. 1049278.

If you look after a partner, relative, child or a friend who is disabled or ill due to physical or mental health, you are an unpaid carer, even if you don't think of yourself as one. Find out about

the emotional, practical and financial support available to you.

### We are here to help – talk to us

Call our freephone advice line on 0808 501 5939. Lines are open 10am–4pm Monday to Friday and will be answered by our specialist team. Our team will give you information that is reliable and up to date and help you to access the advice and support you need.

### EDITORIAL CONTRIBUTIONS

Contributions (300 words max) are welcomed but may be edited. The views expressed do not necessarily reflect policy of Carers' Resource. Reference to any service does not imply recommendation. The submissions deadline for the next issue is 26 April 2021. Send copy to the editor Carol Devine by emailing [cdevine@carersresource.org](mailto:cdevine@carersresource.org), or post submissions to the Bradford office (address right).

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Follow us on social media to find out more about events and other resources:

 /carersresource

 @CarersResource

## Care@ Service

Our Care@ Carers' Resource team has been working hard during the past twelve months continuing to visit clients in their own homes.



Head of Care Sam

Head of care Sam Dawson said "I'm delighted that we have been able to continue to offer our services during the pandemic and we will continue to navigate

these challenging times. We have been successfully providing care in the local community for many years. My team understands the challenges facing someone trying to navigate the care maze at the point they think they might need care for themselves or a loved one and we understand how important finding the right provider is for families."

Sam added "We are delighted to also have been awarded a Supported Living Contract in the Skipton area. We are really excited to embark on this new development for us but to also be part of a new model of care for the individuals involved, working in partnership with North Yorkshire County Council and In-Communities. We are looking forward to welcoming our first residents shortly."

Care@ home care is usually planned as a series of daily visits at agreed times across the day/week to suit you. The Care@ service aim is to uphold a person's dignity, privacy, independence and security at all times. If you need help we can provide assistance and our service can be flexible to reflect a person's social activities. These visits can include the following as a guide:

-  Getting in and out of bed
-  Shopping and light cleaning

-  Personal care: bathing, washing, catheter care, continence management
-  Personal grooming – help with dressing or undressing, hair and teeth care
-  Mobility assistance – all our staff are trained to use equipment and adaptations
-  Health appointments – support to arrange and attend health appointments
-  Personal assistance – help with bills, paperwork and organising your home
-  Social activities – help with gentle exercise, cinema, bowling, going out for a meal, going on holiday, or general companionship

To contact Care@ call **01274 588990** or email [care@carersresource.org](mailto:care@carersresource.org)