



You Said, We Did

There's no denying that last year was an exceptionally difficult year for carers, who not only had to deal with the challenges everyone was facing due to the pandemic, but also had to continue in their caring role without the usual support services and respite care.

To allow us to better understand how we could support carers during this difficult period we carried out a survey and held focus groups, which identified four ('You said') priority areas for carers. Below, we show how we've been able to address these priorities ('We did').

**CHRISTMAS LUNCH
INFORMATION ON
PAGE 6!!**



YOU SAID

On-going emotional
support

Good communication
systems

Up-to-date information

Short breaks

WE DID

- Secured funding to recruit additional staff across the organisation
- Secured funding to develop a new telephone support service for carers, to provide more of preventative and proactive support

- New telephone system
- Work more closely in partnership with Health & Social Care Partnerships to improve communications and raise awareness

- Increased our social media presence and local press media output
- Secured funding for a Digital Development Worker

- Secured the continuation and additional funding to further extend the short break opportunities for carer
- Participated in a pilot with Carers Trust, which allowed us to offer additional short break grants to carers

Thank you to our funders!



Falkirk
Health and Social Care
Partnership

A Network Partner of
**CARERS
TRUST**

NHS
Forth Valley



Clackmannanshire & Stirling
Health & Social Care
Partnership



Falkirk Council

youngstart

BIG FUND



Clackmannanshire
Council

Care with Confidence

The Carers Centre offers regular **Care with Confidence information sessions** for carers in Falkirk district and Clackmannanshire to help carers in their caring role and to improve their health and wellbeing.

During the course of the pandemic, these have been offered online to carers using Zoom, and a wide range of topics and activities have been covered including Scams, Walking Aids, Self-Directed Support, Dementia topics, Power of Attorney, as well as a number of leisure topics such as Learning French and Vegan Cooking.

In Falkirk, the **first face to face session** was held in **Callendar House** during **Carers Week in June**. Since then, some outdoor activities for carers have taken place, including a 'Get Out Get Active' solo and adaptive cycling taster session at The Helix and **Pizza Making at Talbot House** in Grangemouth. We are now able to offer some combined face to face/Zoom Care With Confidence sessions at indoor venues in the Falkirk area and are looking forward to returning to the Carers Centre with some sessions in the not too distant future.

Some festive sessions have been planned in both Falkirk and Clackmannanshire:

- **Tuesday 7 December**, Hawkhill Community Centre, Alloa – Making Christmas Tree Decorations from Re-cycled Paper
- **Wednesday 15 December**, Callendar House, Falkirk – Festive gathering for Christmas Treats and Reminiscence

For more information about future Care with Confidence programmes and how you can take part, please contact the Carers Centre.



Staff Changes!

Since our last newsletter we've had quite a few staff changes that we need to announce!

Earlier this year we said goodbye to Young Carer Support Worker, **Vanora Campbell**, who took up a new position in Greenock - good luck on the West coast Vanora!

A big welcome to our two latest recruits, **Caroline Quinn** and **Louise McKnight**, who have joined our Falkirk Adult Carer Support team as Carer Telephone Support Workers.



A few other changes in the office - long-serving Young Carers Team member **Jayne Lennox** (pictured above right) has started a new role as a Senior Young Carers & Young Adult Carers Worker! Additionally, **David Smyth** (pictured above left) has recently taken up a position in the organisation as our Digital Development Worker. **Congratulations to both!**

WE CURRENTLY HAVE A NUMBER OF VACANCIES WITHIN OUR FALKIRK ADULT CARERS TEAM AND YOUNG CARERS & YOUNG ADULT CARERS TEAM!!

If you or someone you know might be interested in working with us, then you can find out more on the [vacancies page on our website!](#)

Citizens Advice

Both Lyn McKay (Falkirk) and Wullie Bell (Clackmannanshire) continue to provide support by telephone to carers regarding their welfare benefits.

If you require any further information, or if you wish to discuss your own situation further with a Citizens Advice worker, please get in touch with us!

**citizens
advice**

Clackmannanshire

Since April 2021, Wullie has worked with 230 carers and secured £239,761 in welfare benefits, and allowances

Falkirk

Since April 2021, Lyn has worked with 663 carers and secured £763,543 in welfare benefits, and allowances

SUPPORT

Inform | Support | Involve

Clackmannanshire

The Clackmannanshire Carer Support team were delighted to be able to see carers in person at our Carers Week event at Reachout with Arts in Mind. Carers made panels which were then joined to form a Make Caring Visible and Valued banner. As the session was such a success, we have arranged monthly Reachout sessions where carers have tried Decopatch, watercolour painting and working with clay. **Carers continue to meet weekly on Zoom on a Monday morning 10.30 am to 12 noon.** Please contact [Alison Tanner](#) if you are interested in attending our any of these session.

Carers are also meeting up on a Tuesday, 1.30 pm to 3 pm at Hawkhill Community Centre. This group runs at the same time as the Sporting Memories group, so carers can meet whilst the person they care for attends Sporting Memories. As well as a cuppa and a chat there are two activity sessions in November: OTAGO on 19 November 1.30pm – 3 pm, and a St Andrews Day Tea Dance on 30 November. Please contact [Tracy Gibson](#) if you would like to come along.

Falkirk

The Falkirk Carer Support team continues to provide information and support to carers in the Falkirk District area. We are steadily starting our face to face meetings back up again, with our Men's Support Group having met in person on a few occasions since July.

ACSPs and YCSs

Adult Carer Support Plans (ACSP) and **Young Carer Statements (YCS)** are a chance for carers to let the right people know about anything that might support them in their caring role and what they would like to achieve in their life.

These conversations help our support workers to plan support for carers to meet their individual goals, and to keep as healthy and well as possible.



Young Carers

It was so great to have a summer that we could get together with some of our young carers doing fun outdoor activities!



We really packed it in and were so lucky with the weather. We had lots of fun doing den building, fire skills, hunting mini beasts, upcycling, games, archery and canoeing. When the weather forced us indoors, we went to the movies, trampolining, out for meals and recently chocolate making!

We would like to thank Jupiter Wildlife Centre, Falkirk Wheel, Gartmorn Dam, Cineworld, Tenpin, the Vue, One Planet Forth Valley, Alva Park, Callendar Park, Menstrie Community Garden, Briarlands Farm and Maleys Artisan Chocolate for having us. **A very special thank you to John Nicolson from Youth Scotland**, who supported activities throughout the summer and always went the extra mile for our young carers.

Did you know...?
Since April 2021, **1,784** carers have accessed support through the Carers Centre!!

Outbound Telephone Calls

Since May 2021, we've made **2,018** telephone calls - a total of **146** hours of support!

Hospital Support

A REMINDER that our Carer Support Workers are available to provide support to you if you are a carer and the person you care for has been admitted to hospital or recently discharged. The hospital support workers are working from home providing this support. **Katie Baker** covers **Forth Valley Royal Hospital**, **Bruce Leckenby** covers **Falkirk Community Hospital** and discharges, and **Diane Brines** covers **Clackmannanshire Community Healthcare Centre**.

If you have someone in hospital and you require information and support, please speak with ward staff to help you make a referral, or contact us directly.

Our thanks to Clackmannanshire Council, and Falkirk Health & Social Care Partnership for funding these positions!

Short Breaks

THANKS TO ALL OF OUR SHORT BREAKS FUNDERS – including: **the Scottish Government Short Breaks Fund, Falkirk Health & Social Care Partnership, Clackmannanshire Council, Carers Trust and STV Appeal** – short breaks grants are available to support carers with some flexibility around having some respite from their caring role. There is more information on this page about some of the grants which are available. Additionally, if you are a parent carer then there are specific grants which you may be eligible to apply for.

Did you know...?

Since April 2021 we've managed to secure **£9,500** worth of individual Carers Trust grants for **45 carers!!**

Clacks Activity Grant for Young Carers

Since April 2021, **£4,780** has been awarded to **16 young carers!!**

If you are interested in finding out more, or applying for funding, please contact us to speak with a Carer Support Worker.

NEW!!



Scottish Government
Riaghaltas na h-Alba
gov.scot



ScotSpirit Holiday Voucher Scheme supports low-income families and carers who have been particularly adversely affected by the impact of the pandemic to take an overnight break or day trip in Scotland. It is funded by the Scottish Government in partnership with VisitScotland and forms part of the Scottish tourism pandemic recovery programme.

Due to pandemic restrictions, many carers have been left without access to their normal support services and may have struggled due to extended periods of isolation and the lack of any meaningful breaks. The Carers Centre is one of the local delivery partners supporting carers to access a break through this Scheme.

Carers can enjoy a 2-3-night subsidised overnight stay in a bed and breakfast, camping/ holiday park, guest house, hostel or hotel or a day trip to a visitor attraction in Scotland. **The Scheme is open to applications until March 2022** for breaks to be booked by the end of April 2022 and taken by 31 December 2022.



The purpose of **Respality** is to **give carers a break from their caring responsibilities so they can have some time for themselves to 'recharge' their batteries**. This is achieved through the generosity and support of local and national hospitality providers who gift a Respality break in the form of, for example, an overnight hotel break, dinner for two in a restaurant, complimentary leisure centre pass or free access to other leisure activities.



Falkirk and Clackmannanshire carers have benefited from hotel breaks, bingo sessions, afternoon tea at Callendar House, distillery tours, hostel

breaks and, during lockdown, a range of online events and activities.

The Centre has been working closely with Shared Care Scotland who are our partners for this project to help local carers access a range of Respality breaks available throughout Scotland.

We are compiling a list of local carers who would like to be kept informed about breaks as they become available, so please get in touch if you would like us to add your details to this list.

Short breaks fund

Eligible local carers can apply to the Centre for grants of up to £300 to fund a short break of their choosing.

Breaks are funded by the Scottish Government through the Short Breaks Fund ('Time to Live') and Falkirk Health & Social Care Partnership (Breaks for Carers).

While grants may be used for breaks away from home, applications for equipment or activities that will allow carers to have break from their everyday caring role and improve their health and wellbeing in different ways are welcome and encouraged. Past examples have included music tuition, arts and crafts materials, exercise equipment, and gardening tools or equipment.

'TIME TO LIVE'

Since April 2021, **£25,701** has been awarded to **90 carers!!**

INVOLVE

Inform | Support | Involve

Opportunities for carers to have their voices heard

Carers Card Update

The Covid-19 pandemic significantly altered the way in which we have been able to help carers, with all of our services being restricted to digital for most of the last 20 months. At the beginning of the pandemic we designed a **temporary digital Carers Card** that carers were able to use on their smart phones.



As restrictions have eased, our digital Card is no longer suitable for the purpose we intend, and so **we feel that it is as good a time as any to look at our Carers Card process as a whole and use what we've learned to revamp our card.**

For the time being we will not be issuing any further Carers Cards - but as soon as we have more information about our revamped cards, we'll share it with you!

Carer Forum

The Carers Centre hosted face to face Carer Forums on 15 September at Arnotdale House, Falkirk and Hawkhill Community Centre, Alloa. The forums were carers only on this occasion and the topic of discussion was how carers wished the forum to be shaped in the future.

Carers had the opportunity to discuss how often they would like to meet, what format the forums should take, and



Clackmannanshire Commissioning Review

The Clackmannanshire & Stirling Health & Social Care Partnership has launched a Commissioning Consortium model to allow the Partnership to deliver high quality outcomes through integrated and joined-up partnership working. Services for carers are scheduled to be reviewed in the next few weeks.

We will keep carers updated with any developments.



who should be invited, for example, having some forums for professionals' updates and other forums for carers only discussions. A few carers felt that a separate Parent Carer Forum would be beneficial, and discussions followed about renaming the forum. A questionnaire has been circulated to gather the views of as many carers as possible.



The next **Clackmannanshire Carers Forum** takes place on **Thursday, 18 November** on Zoom. To join, please contact Nicola (details below).



carers RIGHTS DAY

Thursday 25 November.

This year's **Carers Rights Day** campaign will focus on raising awareness of the rights that unpaid carers have. The pandemic has had a massive impact on the lives of carers, affecting access to services, the ability to juggle work and care and much more. That's why it's more important than ever that carers are aware of their rights.

We will be hosting an event on Carers Rights Day - to get involved, please get in touch with Susan (details below).

Get Involved!

If you wish to be more involved in carers issues and the opportunity to **Have Your Say** as a carer, please get in touch with **Susan Docherty (Falkirk)** at susandocherty@centralcarers.co.uk or 01324 611510 (option 4); or **Nicola Weedon (Clackmannanshire)** at nicolaweedon@centralcarers.co.uk on 01324 611510 (option 2).

How to contact us

If you have received this publication, it means that you have given Falkirk & Clackmannanshire Carers Centre permission to contact you. If your details have changed, please contact the Carers Centre so that we can amend our records. If you no longer wish to receive publications from us then let us know and we will remove your details from our mailing list.

Prefer paperless?

To keep the costs associated with our newsletter down we would encourage anyone who is able to receive this newsletter online to get in touch and let us know your email address!

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Alloa, FK10 2AD
Tel: 01324 611510

Email: centre@centralcarers.co.uk
Website: www.centralcarers.org



Christmas Lunches



We are delighted to announce that, following a break from Christmas Lunches in 2020, we are now in a position to be able to welcome carers once again for Christmas Lunch.

In **Clackmannanshire**, the lunch will be on Tuesday, 14 December (12 noon for 12.30 pm start to 3.30 pm) at Dunmar House Hotel in Alloa. Lunch will cost £6 and will include entry to an on-the-day raffle. Spaces are very limited - to book a space, please get in touch with us on **01324 611510 (option 2)**.

Falkirk carers are invited to join us on Tuesday, 14 December (12 noon to 2.30 pm) at the Grange Manor Hotel in Grangemouth. Lunch will cost £5 and spaces are also very limited - to book a space, please get in touch with us on **01324 611510 (option 1)**.



5 Days of Christmas (free entry)



This year, we recognise that not everyone will make it to the Christmas Carers' Lunch. But fear not; there is still a chance to take part in our **'5 Days of Christmas' prize draw!** A draw will be held every few days, starting from **Wednesday 1 December**, with multiple winners each day!

During these difficult times, we want to support local businesses, so the prizes for this raffle will include locally sourced hampers, vouchers for a meal out, luxury chocolates, and more!

To enter, all you need to do is complete the following short form - form.jotform.com/CentralCarers/5-days-of-christmas-affle! All entries will be included in an anonymous prize draw and winners will be notified by telephone.

Group Support Activities

We're gradually beginning to offer face to face group supports again, although we are still hosting Zoom groups for those that can't make it out! Below is a taster of our regular and one-off sessions that are coming up.

Clackmannanshire

- **Monday Support Group** Weekly on Zoom, from 10.30 am to 12 noon. Contact [Alison Tanner](#) for more information.
- **Let's Meet Up** Weekly meeting on Tuesday at Hawkhill Community Centre, from 1.30 pm. Contact [Tracy Gibson](#).

Falkirk

- **Men's Group** Every Tuesday on Zoom at 1 pm, with occasional face to face meetings. Contact [Jason Thomson](#).
- **Health & Wellbeing** Anne Millard will deliver regular Zoom sessions (including mindfulness and chair yoga) on a Friday at 2 pm. Contact [Karen Barrett](#).

Christmas Opening Hours

The Carers Centre will be closed from Monday 27 December 2021 to Tuesday 4 January 2022, opening again on Wednesday 5 January 2022.