

A community for carers

The newsletter for Volunteers in our Carer Support Hubs



charity registration number 1085491

December 2017

In this issue you can read about our work with hospices to support carers and also learn about yoga sessions at some Hubs. In addition, we highlight what Hertfordshire Independent Living Service and Hertfordshire Library Services can offer to help carers. Both organisations have sent speakers to several Hub meetings recently.

I hope you enjoy the articles in this newsletter. Our aim is to increase the skills and confidence of volunteers and to get them to think about trying new things.

The Hub Volunteer Newsletter is produced with the help of pictures and stories from you, so please do let me know if there is something you would like to see featured in a future issue.

If you wish to get in touch, please contact Alex Daar, Project Officer Caring Communities, on 07714 077686 or email alex.daar@carersinherts.org.uk

For any other issues or to speak to someone in the office please:

Call: 01992 58 69 69

Email: contact@carersinherts.org.uk

Visit: www.carersinherts.org.uk

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Welcome

We are excited to have reached the launch of our 13th of 16 Carers Support Hubs. Our latest launch was in Berkhamsted on 9th November 2017 and plenty of carers attended to find out more about the Hub and other support for them.



We are looking forward to opening the last three Hubs as part of the Big Lottery Caring Communities Project in 2018/19.

The events for the three Hubs launched this financial year have all been well attended. We are pleased to see that even where we have more than one Hub in a district, attendance is good and we are meeting demand.

The final three Hubs will be in Borehamwood, Harpenden and a third place, which will be agreed with the help of carer volunteers on the Caring Communities Steering Group. The approach of this group is based on co-production principles and they have done a fantastic job of ensuring we meet the targets and aims agreed with the Big Lottery Fund and helping to ensure that the Hubs meet the needs of carers.

We held a successful Volunteer Conference in July 2017 and appreciated the support of volunteers working in Hubs and many other roles across Carers in Hertfordshire. With your help we were able to produce a booklet describing how each Hub runs and what it is like to volunteer in many different sorts of roles. Following excellent feedback we hope to run a similar event again.

Please take a look at the new video about the Hubs on the [Hubs page](#) of our website.



LOTTERY FUNDED

Making carers count

What is the State of Caring in Hertfordshire?

We will be carrying out our State of Caring in Hertfordshire Survey in January 2018 and would like your help in getting as many responses as possible.

We last completed a survey in August 2015 and it gave us some useful insights into the way that caring affects health, finances, employment and general wellbeing, as well as giving information on the standard of services that carers receive.

We will be sending carers that we have email addresses for the link to the online survey. We will also have hard copies to post to carers not on email as well as share with you to take to Hub group meetings in mid-January and early February.

Jo Willis, our Carer Learning and Development Manager, hopes to visit Hub groups to help get as many surveys completed as possible, where she cannot attend arrangements will be made to collect the surveys from you.

Carers' feedback is very important to us and the results of the survey will help us to identify challenges that need addressing, gaps in services and communication priorities. The results will also help us to shape our Carers Week promotion in June 2018.



Working with hospices

Carers in Hertfordshire has been working closely with hospices across Hertfordshire to deliver learning opportunities and support to carers. This sharing of information, resources and expertise is proving a success.

Our Letchworth Hub is based in Garden House Hospice and in January 2018 we will have a Watford Hub meeting at Peace Hospice.

A speaker from Isabel Hospice also visited the Hubs in their area – Bishop's Stortford, Hoddesdon and Welwyn Garden City – to talk about how hospices support carers and also show carers how to give someone a hand massage.

Courses we have run in partnership with hospices have included planning for end of life and practical caring skills.



Caring with Confidence Course

Our free Caring with Confidence Course is run over five sessions to give carers tips and knowledge to help them with their caring role.

The course covers topics such as finances and benefits and looking after your own health and wellbeing. The next course will take place in Buntingford (dates to be confirmed).

To book yourself a space please:

Call: 01992 58 69 69

Email: learning@carersinherts.org.uk

Visit: www.carersinherts.org.uk/events

Volunteers' Views: What do we love about volunteering?

"Its made me realise what brave people cope with on a daily basis."

"It keeps me in touch with different people in the community."

"I meet interesting people."

Hertfordshire Libraries have just the ticket for carers!

Hertfordshire Libraries have a number of services which may benefit carers, including a special membership category - the Carer's Library Card. As it can be difficult for carers to get to the library, to make things easier carers can:

- Borrow up to 30 items at a time;
- Keep items for up to six weeks;
- Reserve books for free;
- Borrow talking books for free; and
- Receive reduced late fees on books and talking books.



You can apply for a **Carer's Library Card** at your local library or call 0300 123 4049.

If you have trouble getting to a library, try the **Home Library Service** to bring the library to your doorstep.

The **Reminiscence Collection** is designed to help families and carers remember the past and share experiences. The idea is to spark conversation and evoke happy memories together. The collection consists of a variety of materials including; books, puzzles, CDs, DVDs and over 100 themed memory boxes, making it one of the largest reminiscence collections in the country. Reserve at your local library or through the library website.

Reading Well Books on Prescription helps you to manage and understand your health by reading books recommended by health professionals. There are four collections of books available to borrow:

Reading Well Books on Prescription: 30 self-help titles on conditions including anxiety, depression, phobias and some eating disorders

Reading Well Books on Prescription for dementia: help and support for people with dementia and their families.

Shelf help: a mix of self-help and fiction books giving support and advice for young people about bullying, self harm, autism and more

Long-term conditions: support and guidance for those living with long-term conditions such as arthritis, bowel conditions, diabetes, heart disease and stroke.

New to computers or tablets? Try our IT Taster Sessions to get started.

A taster session is an informal one-to-one, usually at your local library lasting one hour. You'll get an introduction on how to use a computer or tablet and a free course booklet to help you practise. Sessions cost £7 for a one hour session. There is no cost if you are disabled or receive benefits.

Further information about all these services and many more, including ebooks, audiobooks, emagazines, newspapers and Which? guides, can be found on the library website

www.hertfordshire.gov.uk/libraries or by asking at the enquiry desk of your local library or by calling 0300 123 4049.

Enjoying yoga at the Hubs



At each Hub launch information event we have had a session of gentle yoga and relaxation and carers at the Bishop's Stortford Hub recently enjoyed a yoga session.

As you can see from the picture a lot of exercise can be taken whilst sitting down and with the aid of one or two props you can achieve a good stretch.

If you would like something similar at your Hub please contact Alex Daar (contact details are on the front page).

Diary Dates

Practical Caring Course

**Mondays 15th, 22nd and 29th
January 2018, 10am - 12pm noon**

Garden House Hospice,
Gillison Close, Letchworth, SG6 1QU

This course will cover a range of skills such as:

15th – Moving and Handling training;

22nd – How to help someone get washed and dressed;

29th – Relaxation and sleep tips.

You can choose to attend one, two or all three sessions.

Resilience and Caring

Monday 29th January 2018

10.30am - 12.30pm

The Stanborough Centre, 609 St Albans Road, Watford, WD25 9JL.

Learn more about techniques and tips to strengthen your resilience whilst caring led by Jo Willis.

Hertfordshire Archive Tours

Tuesday 23rd January 2018

10am - 12pm noon

Hertfordshire Archives and Local Studies, County Hall, Pegs Lane, Hertford, SG13 8EJ.

Tour of the archives followed by a visit to the conservation studio.

Digivan Visits

We are pleased to announce that local company Fortem will be visiting Letchworth, Stevenage and Hoddesdon Hubs with their Digivan to offer free advice and training on digital matters at Hub meetings in February 2018.

To learn more about any event or to book your place:

☎ **01992 58 69 69**

@ contact@carersinherts.org.uk

Visit: www.carersinherts.org.uk

Spotlight on Hertfordshire Independent Living Service

Hertfordshire Independent Living Service (HILS) are a charitable, not-for-profit social enterprise, established by Hertfordshire County Council. Here HILS writes about its wide range of services to help people stay happy, healthy and independent.



Hot meals service:

HILS deliver hot, nutritious meals on wheels 365 days a year, to any address in Hertfordshire.

This includes delivery of a hot meal and dessert, along with a caring welfare check, at the cost of £4.55 per day.

You can order meals as a one-off, temporarily or for as long as you would like them.

Our meals are delivered hot and ready to eat between 11:30am and 2pm.

A menu is provided to select your meals, which highlights suitable meals for dietary, ethnic, and religious choices. All new clients can request our two day free trial – taste the food, try our service and meet our caring team!

Other services HILS offer include:

Advocacy – supports people to make the right decisions regarding their care and support in Hertfordshire.

Community Alarms & Telecare – provided by Herts Careline. HILS installs and maintains the equipment.

Dementia Fun Clubs – an exciting mix of activities for people living with mild to moderate dementia.

Food for Lunch Clubs – delivering hot and ready to eat multi portion food for groups across the county.

Food & Grocery packs – free emergency food packs containing 3 days' worth of food delivered to your home for those in crisis.

Home from Hospital packs – free grocery pack containing essentials for those leaving hospital.

Keysafe installation – supplies and installs keysafes for clients across Hertfordshire, helping you to feel safe at home.

Please see our website for these services and more!

Call: 0330 2000 103 (local rate number)

Email: info@hertsindependentliving.org

Visit: www.hertsindependentliving.org

