Chairman’s annual report 2011/2012

Our 18th year started with the Royal Wedding Gift appeal and we were delighted that the Bailiff had chosen us to be one of the Three Charities to benefit.

In Carers Week 2011 we said farewell to Lady Valerie Ridgway and held a Cream Tea for members. We were then delighted to welcome Lady Gene McColl and Lady Joan Birt as our new patrons.

They both kindly attended our Christmas Tea Party with Lieutenant Governor Sir John McColl and have agreed to join us again for our Cream Tea in Carers Week 2012.

These informal afternoons allow Carers to meet and chat together.

During the rest of the year we are only able to fund limited opening but are looking at ways to increase use of the centre, and our resources

We have continued to send out newsletters, this one is after Carers Week and is also on our website: www.carers.org.je, together with our updated Carers Information Booklet. We would like to give special thanks to The Association of Jersey Charities who have kindly sponsored this Island Wide edition of our Newsletter

Lynn Bouchard has taken on the Young Carers and continues to provide courses for them as well as the adult courses through St John Ambulance.

Although we are struggling financially we are continuing to try to help Carers in Jersey.

Our Carers Strategy ends this year and we hope to be included in the plans for more community help in the Health Service Review, which is taking place and may develop a new Strategy from 2013.

Once again, I must thank Sally for managing the Centre and Beverley for producing our newsletters, the Soroptimists who have continued to support us, Madeliene, Lynn, Jean, Audrey and John for all their help, and also Haralobos Gouzinis for IT and Sue Powell for verifying our accounts.

Dr Margaret Bayes CHAIRMAN
Family Nursing and Home Care: End of Life (Final Days) Project

Talking about death and dying is an emotive and for some people a very difficult subject, but when people are approached to discuss issues around dying, one common theme is that the majority of us would prefer to die at home. However, currently in Jersey, most people die in hospital (47%) or in a care home or the Hospice, with only 9% of people dying in their own home.

When funds became available in April 2011 from an anonymous Trust Fund that wished to support organisations contributing to health or care related projects in the community, Family Nursing and Home Care (FNHC) made a successful bid for funding for 2 years to support an End of Life Care (Final Days) Project. It was hoped the Project would help redress some of the imbalance and offer choice to families of people in the last few days of their life at home.

The specific aim of the FNHC project is to allow the District Nursing service to focus on care in the last hours or days of life, with the project funding providing free, high quality care, tailored to the person’s individual needs. This has enabled the Association to enhance its existing end of life care services, allowing people to be nursed within their own home (or within a residential home setting), over a 24 hour period during the last few days of life. Whenever possible, the funding has also supported the work of the Hospice community staff when ‘shared care’ is occurring at home.

The project ‘went live’ on the 10th May 2011 and to date has helped 50 people die at home or within a residential home setting. This has enhanced the quality of End of Life Care for both the cared for person and the relatives and well-being.

Talking about death and dying is an emotive subject for many. Using the example of a 100 year old woman in a residential home and a 9 year old child in the primary school, it is important to understand that death is not only about the dying but also about the living, and how the dying process affects the living.

Friends and carers of a person who is dying need to be properly supported, and it is essential that families of people in the final days of life have access to the choice they should have in their own care. Lack of access can lead to people dying in hospital or in residential care, either because of their personal choice or lack of understanding of the choices available.

Many families have found themselves unprepared and unsure of what to do next. The pressure of having to make decisions at a time of great emotion is overwhelming. Therefore, it is essential that we provide choices and support to enhance the quality of care and the dignity of the dying. This project will help families and people in the final days of life to have a better choice.
One of JACT’s long-standing members has kindly written asking us to put this article in the newsletter. She has been visiting Burrswood Hospital in Kent with her mother for many years now, and always speaks very highly of their experiences there. It’s a place where not only your loved one will receive the best of care, but you the carer can enjoy a well-earned break, as if you were on holiday.

She hopes that this will inspire you to visit Burrswood for yourselves.

Do you, the carer, resist respite care? Not wanting to be parted from those you care for? But quietly longing for a break from the chores of domesticity and nursing care? Are you desperate for a change of scenery?

How about both of you finding rest and refreshment in a haven of peace and tranquillity where Jesus says, “Come unto me”? Just a short flight to Gatwick plus a 45 minute (local) taxi ride will bring you to Burrswood near Tunbridge Wells, Kent. There you will find excellent, qualified medical and nursing care, physiotherapy, hydrotherapy, counselling and spiritual nourishment within the beauty of a safe and homely environment.

In addition, there are wonderful gardens with stunning views over the surrounding countryside. Burrswood Christian Hospital is registered with the Care Quality Commission and, uniquely, cares for patients’ body, mind and spirit.

And yes, there are newly refurbished guest rooms too where you, the carer, can feel the freedom of being “on holiday” and “cared for” yourself in the sure knowledge that your loved one is receiving the very best of tender, loving (whole person) care, 24 hrs a day!

Imagine the joy of a quiet night’s sleep, breakfast served in your room, an invigorating walk (or wander) in the extensive grounds and then spending a companionable day together, with delicious home-cooked meals, morning coffee and even afternoon tea and cake in the drawing room!

The love of God wraps around this amazing place. Short, uplifting services take place daily (but with no pressure – all are welcome – of any faith or none) and can be relayed to your room if you are not well enough to make your way to the Chapel of Christ the Healer just at the end of the historic buildings.

Yes, from Jersey, it is a short flight away, but if you have the courage (with the help of the airline) to meet that challenge, rest assured, everything else will be taken care of – for both of you!

My elderly mother and I have been visiting and supporting Burrswood for 19 years and love it so much that we long for you to experience the blessings of Burrswood too.

A dear friend, Kate, has written this poem for us to share (with her permission)

Burrswood
Have you tasted honey made from Burrswood bees
Or walked down by St Peter’s lake in a soft summer breeze?
Have you breathed the fragrance of azaleas in the sun
Or strolled barefoot across the lawn or dare I say it – run?
Have you prayed a special prayer beside the dry stone wall
Offering all your troubles to the One who knows it all?
Have you seen an angel dance in the Chapel of Christ the Healer
Or lit a votive candle as you knelt there on a kneeler?
Have you met the doctors, nurses, wheelchair pushers too
Or paused to dream at flowers in pots especially for you?
Have you felt the furniture – a fine table, settle, chairs
And smoothly polished barley twist on neatly crafted stairs?
Have you met with Jesus walking slowly in the hall
Or listened to His loving voice in stillness, quiet and small?
Have you made a ‘Blessing’ in the Art Room tucked away
Or lingered in the Oratory where pilgrims rest and pray?
Have you seen God’s gift of trees and silver birds in flight
Or lain in bed in Willow room enjoying a starry night?
If not, dear friend, I recommend you come and taste and see
For you’ll be blessed and comforted, your soul will be set free
And He will come and fill your lamp with precious oil again
So come along, dear pilgrim – be healed of your pain.

Visit www.burrswood.org.uk or telephone 01892 863637
You will always be met with a friendly voice to welcome and advise you.

Frequently asked Questions

How does a carer obtain an assessment? Currently the referral system is an open one so referrals can come from a variety of sources. Social Workers will, where appropriate, routinely offer a carers assessment to carers when assessing the cared for person. We are currently looking into the possible introduction of a self-assessment process, which will enable carers to complete their own assessment.

Can it be a direct referral from a GP, and are they aware of carers’ assessments, and how to refer? As above GP’s can and some do refer directly.

Who does the assessing? The social worker will organise and coordinate the assessment, sometimes this will involve input from other professionals e.g. Family Nursing & Home Care, Occupational Therapists etc.

How long do carers have to wait for an assessment once they have asked for one? All referrals are prioritised on the basis of their urgency and strenuous efforts are made to allocate for assessment as soon as possible.

What can a carer expect to gain from a carers’ assessment? - Respite breaks/access to day care services? – Other forms of support?

The assessment will be based on the needs of the carer and as such will provide a detailed picture of what services are needed. The assessment will recommend the type of provision that might help.

Does the carers’ assessment go into benefits? As the carer may not be aware that they perhaps are entitled to benefits if Benefits are assessed as an identified need the carer will be advised on the process for obtaining the information they might need to access any entitlement.

There are 2 dedicated specialist social work teams who can coordinate these carers assessments.

Should you have any further questions please do contact the Community and Social Services on 01534 445701 or 01534 445731 if you are over 65.
Respite services for carers

In 2009 a new respite service was set up for carers in Jersey: this followed a comprehensive tendering process with the result being the award of 3 contracts to provide various aspects of the new respite service for carers. The contracts for the various organisations providing the respite were for a period of 3 years and so in April 2012 a second tendering process was undertaken outlining the opportunity for independent sector providers to bid for a further set of contracts to provide respite care for adults. The specification for the new contract was developed with Jersey Association of Carers Incorporated (JACI) and was informed by the views of those using the respite and their carers.

The move to offer flexible respite services for carers is one of the recommendations from the original Carer Strategy 2009-2012, which aimed to ensure that as many people as possible could benefit from the respite on offer and to ensure that it is tailored to meet people’s needs.

The Carer’s Strategy “Caring for life, a life for carers” was formally launched by Mrs. Valerie Ridgway, Patron of the Jersey Association of Carers Incorporated (JACI) in June 2009.

Following this year’s tendering process the applications were analysed and reviewed by a joint panel. The panel included a carer representative, Beverley Medway, whose daughter has complex needs and who is also the Jersey Carers newsletter editor, which is published by the Jersey Association of Carers (JACI).

Based on the review of the last 3 years the specifications for the service were subject to some changes this round. The new service will now consist of 3 Nursing respite beds, in their own apartments at Highland Care Home providing respite throughout the year. In addition Les Amis Incorporated have agreed to provide a residential respite service for up to 4 people and an outreach respite service into the community and people’s own homes.

There were 3 other successful bidders for outreach respite and each will offer something slightly different in the community so that we can match up the service provider and the type of respite with the individual’s specific needs. The 3 successful organisations were Autism Jersey, Tutela and Family Nursing & Home Care.

There is also an older persons respite care service offered to carers to enable them to continue to care for the cared for person. The respite service provision is flexible and is designed to meet the care needs of the cared for and the carer. In common with the respite service outlined above this is a flexible service, which can be offered in a Residential or Nursing care setting or in certain cases at home.

Speaking about the initiative, Policy Development and Quality Assurance Manager, John Cox, said: “We believe that these services will continue to offer carers a range of flexible respite options designed to respond to peoples’ individual needs in a variety of ways in order to support carers in the vital work that they do. We know that every day, more people take on new caring responsibilities, performing a crucial role for individuals, families and the wider Jersey Community.”

“As most people are living longer, many are developing long-term chronic conditions and there are rising expectations, in terms, of maintaining maximum independence and control over their own lives. Consequently, an increasing number of us may find ourselves taking on a caring role at some point in our lives.”

“Carers play a vital role by providing support, care and help with day-to-day tasks to those who otherwise would struggle to manage alone”.

The Jersey Association of Carers and the Health & Social Services Departments have started to plan the process for developing the new Carers Strategy for 2013-2015 which amongst other things will need to reflect the ambitious programme of change outlined in the recent Health & Social Services White Paper “Caring for each other, Caring for ourselves”.

In 2009 in partnership with The Education Department and Jersey Association of Carers Incorporated, St John Ambulance piloted a Young Carers Project at Le Rocquier School. As with the Adult Care Programme, this was made possible through generous sponsorship.

This project is running successfully within Le Rocquier School, Grainville School and Haute Vallee School, with Les Quennevais hopefully starting the project in September. By the end of June, 8 students from Haute Vallee and 9 students from Grainville School will have completed the project.

The St John Ambulance Young Carers Support Project concentrates on what the young carer needs. Many of the young carers who have benefited from this project have to do extra household chores, household management, giving emotional support to parents and siblings, with some even attending to personal care of the cared person. Caring can be short or long term depending on the situation the young Carer finds themselves in.

As part of the programme, all of the groups complete a St John Ambulance Emergency Basic First Aid course to learn vital life saving skills.

A respite trip for 10 Young Carers from Le Rocquier School has been planned for the end of June, which allows the young person to take a bit of a time away from caring and to relax.

This trip is kindly sponsored by The One Foundation.

Anyone wishing to know more about this project please contact your school or Lynn Bouchard at St John Ambulance HQ tel. 507809 or email Lynn.Bouchard@sta.org.je

ARE FREE Sessions to all Carers who help care for someone who are unpaid and untrained.

The next sessions are: 1 October 2012, 8 October 2012, 15 October 2012, and 22 October 2012. For dates for 2013 please ring Lynn tel. 507809.

The aim of the Jersey St John Ambulance Carers Support Programme is to provide charitable sessions with on going flexible, holistic support and guidance to Informal carers, with a view to improving their quality of life and maintaining their own health as well as improving the quality of life of those they care for.

Currently the programme consists of four sessions, run fortnightly or weekly apart, three times a year. Each session last for 4 hours, of which 1 hour is for lunch. The programme seeks to address the carer’s need to socialise, feel supported and be nurtured. People of all ages find themselves in the role; caring for a parent or child, looking after a neighbour or friend, or simply just assisting another, post operatively or after an accident. In Jersey it is estimated there are over 12,500 Informal Carers, they are not appointed to the role but gradually or over night take on the task without any planning or knowledge.

The four sessions that make up the programme are:

- Caring for yourself and the cared for person: Basic ideas for daily living and includes a talk from Social services about carers assessment.
- Looking after your back and prevention of slips and falls: A theory and practical session on helping move the cared for person, and correct lifting techniques of everyday objects.
- Income Support and stress management: Local support available and how to access benefits, this session is covered by staff from Social Security.
- Advice on stress and anger management; being either the carers feelings, or the cared for person which covers theory and relaxation technique.

Safety in the home: Basic skills in First Aid at home, based around accidents that are likely to occur. The first aid skill kits which includes an inflatable manikin and DVD explaining CPR is shown at this session with carers then offered to take a kit home and watch and further learn with family as a friends. A talk on fire safety and evacuation procedures from the Fire Service is also part of this session.

Each session is informative but informal and is supported by printed copies of the PowerPoint presentations; various leaflets, handouts and supportive local information including the Soroptimists Message in a bottle are available for reference.

A certificate of attendance and a St John Ambulance Home First Aid Kit is presented at the end of the programme.

The St John Ambulance Carers Support programme is held at St John Ambulance Headquarters, Midvale Road.

Please contact Lynn at St John Ambulance Tel: 507809 or Sally at the Jersey Carers Centre Tel: 766276 if you are interested in attending.

You MATTER

St John Ambulance Carers about the CARER

CALLING ALL MOBILE HAIRDRESSERS!

It’s sometimes very difficult for carers to be able to leave their home to do something that many of us take for granted, such as going to the Hairdresser’s. We have been asked by several of our members recently if we know of any mobile hairdressers in Jersey that are able to do home visits.

Please contact Sally at the Jersey Carers Centre with details – Tel 766276
A new drop-in Café for people with Parkinson’s has been established in Jersey by Parkinson’s UK and Jersey Neurocare, enabling people with Parkinson’s, their carers and family members to meet others with the same condition, in a casual and friendly atmosphere. Guernsey opened their drop-in Café earlier this year, and it’s proving to be a great success.

Jersey’s drop-in Café opened its doors in February, and will be open on the third Wednesday of every month from 10am–12pm. It is situated at the Elim Rock Community Centre in Plat Douet Road, St. Saviour (formally the Oasis Community Centre).

As well as meeting up with others in a similar situation, you will have the opportunity to talk to nurses, therapists and other professionals who are able to offer advice and support, and up to date information about services. There will also be from time to time short talks on subjects of interest.

Suki Douglas, from Jersey Neurocare, and Parkinson’s nurse specialist said that the new drop-in Café was a year in the making and she was delighted it was now open. Jersey Neurocare offers support to patients with other conditions with similar needs to Parkinson’s, such as Motor Neurone Disease, Huntington’s Disease, Multiple Sclerosis, Ataxia and Dystonia. Jersey Neurocare is based at the Westmount Rehabilitation Centre, Suki runs two clinics every week there, where she sees mostly patients with Parkinson’s.

Patients have an individual support package, tailored to their requirements, Jersey Neurocare also work with other agencies and voluntary organisation ensuring that patients get the best quality of care.

I went along to the launch of the new drop-in Café, and was very impressed by the facility and the services that they provide. There was a very relaxed feel to the Cafe, I chatted to people over a cup of tea who clearly felt the same. The building is easily accessible for wheelchairs, with a lift and disabled parking outside. The Editor

Please contact Tel 721927 or 737128 for further information on Parkinson’s.