



## Hertfordshire

### Supporter of the month

This month the award goes to Paul Stanners, Manager, Kerry Fowle and the team at Boots, Queensway, Stevenage for fantastic carer friendly support including providing stalls with information for carers in Boots during Carers Week, donating raffle prizes, offering discounts for the Carers' Passport and actively promoting the new project and Carers in Hertfordshire's support services.

### Date for your diary

*Carers Fayre* – Information, Advice, Support and much,

## Carer Friendly Community

Latest News

Hi {FIRST\_NAME}

Excellent and exciting progress has been made on one of our two goals – supporting new carers. We are delighted that 260 new carers have been identified in the Stevenage area since April.

Record numbers of new carers are being identified and supported through the new Carers' Passport Discount Card. Leanne Welch, Carers Lead, Carer Friendly Hospital (East and North Hertfordshire NHS Trust) has also been successful on the professional front, proactively identifying new carers and referring them for support. Leanne shares her top tips with you below.

Remember, we don't want to just identify and support new carers in their caring role, we want to improve their experience of the whole system. So if you have ideas and suggestions about how the Community can be made friendlier, don't keep it to yourself - email [alex.daar@carersinherts.org.uk](mailto:alex.daar@carersinherts.org.uk).

Alex Daar  
Development Co-ordinator

### Carers' Passport reaches more new carers in 2 months in Stevenage than the whole of last year

The Carers' Passport and



much more on Tuesday 23 July 10.30 am – 2.30 pm at Letchworth Centre for Healthy Living, Rosehill Hospital, Hitchin Road, SG6 3NA. Free Admission and plentiful off-road parking. This event is sponsored by Hertfordshire County Council. For more information visit [www.letchworthcentre.org](http://www.letchworthcentre.org) or email [jaqui@letchworthcentre.org](mailto:jaqui@letchworthcentre.org).

## Get in touch

If you would like any more information on anything in this newsletter please let us know by emailing Alex or calling 01992 586969.

Discount Card was launched on 8 May 2013 at Stevenage Central Library. This makes it easier for **carers who shop in Stevenage** to have some time for themselves, by offering discounts at 38 businesses in Stevenage.



441 cares are already benefitting from the scheme and in the first 2 months of the pilot project 171 new carers in Stevenage District registered with *Carers in Hertfordshire*, compared to 116 new carers in the same area in the whole of the last year. With your help we would like to continue raising their profile of carers in the community and supporting even more new carers over the coming year.

If you're a carer, register for your card online at [www.carersinherts.org.uk/carerspassport](http://www.carersinherts.org.uk/carerspassport) or call 01992 58 69 69 for an application form.

We value the help of Carer Friendly Community Partners encouraging new carers to take up this discount card. We want to identify and support the 8,550 people who declared themselves as carers in the last census in Stevenage (2011). You may be working with unpaid carers who are entitled to receive this card through your work professionally. However 3 in 5 of us will become a carer, so don't forget your family, neighbours and friends.

If you would like posters or leaflets contact [carerspassport@carersinherts.org.uk](mailto:carerspassport@carersinherts.org.uk). Alternatively refer carers to register for their card online [www.carersinherts.org.uk/carerspassport](http://www.carersinherts.org.uk/carerspassport).

If you know of businesses in Stevenage who would like to join the scheme, please ask them to contact [carerspassport@carersinherts.org.uk](mailto:carerspassport@carersinherts.org.uk)

Many thanks to Councillor Michael Hearn, Stevenage Borough Councillor, pictured with Sue Reeve, Chief Executive, Carers in Hertfordshire and Karen Denny, Passport Officer, for his generous sponsorship towards the photo ID card machine.

## Carer Friendly Hospital – Over 66% of referrals are new carers

Leanne Welch has been in post as Carers' Lead at the Lister Hospital since the beginning of March 2013. Her feet haven't touched the ground since! Work is nearly completed on a Carers' Policy and Contract, Carers' Welcome Pack and Carers'



Noticeboards. The Carer Friendly Hospital project started on the stroke wards but will roll out to elderly wards soon. Over 50 carers are being supported through referrals to Carers in Hertfordshire and 66% of these are new to Carers in Hertfordshire.

Leanne has also been working hard at improving the experience of carers in the hospital. Key actions include:

- Negotiating discounts on the shuttle bus for carers
- Better publicity of discounts for frequent car park users
- Carers information on the website
- Information on medication in hospital
- Arrangements for overnight stays at the hospital
- Better publicity about new bus service to Lister for Hertford residents
- Refreshments trolleys in outpatients

[Click here](#) to listen to Leanne's tips for professionals about identifying carers and why it is important professionals take the initiative to identify them.

## GP Carer Prescription Support Scheme

This scheme, launched to GPs on 16 April, enables GPs to

easily refer carers for support. It enables carers to focus on the support that will make a difference to their health. Not only do they have access to the full range of free support offered by Carers in Hertfordshire but they will also be able to enjoy 21 hours of free short term breaks over 6 weeks offered by Crossroads Care Hertfordshire North. Crossroads Care have over 30 years' experience of providing care in the home.

If you are interested in the scheme, talk to your GP today. If you know of any carers who would benefit from this scheme in Stevenage please email [contact@carersinherts.org.uk](mailto:contact@carersinherts.org.uk) and request a Carer Prescription Support Referral form.

Schemes run by Carers in Hertfordshire and Crossroads Carer Hertfordshire North have reduced carers' risk of depression by 20%. We look forward to receiving a much higher number of referrals through this scheme in the coming weeks.

To find out more about how GP support improves carer health, including a wealth of research, visit [www.carersinherts.org.uk/gps](http://www.carersinherts.org.uk/gps)

## Celebrating Carers Week

Carers Week was a busy time for the Carer Friendly Community in Stevenage, kicking off with a stall at Stevenage Day.



*Carers in Hertfordshire's* Stevenage Carers' Support Group received over 20 enquiries. The Development Coordinator made valuable contacts with other Community Groups - many of whom will hopefully be enjoying reading this latest news!

Carers Week was also promoted by volunteers from Stevenage Carers Group in Boots. *Crossroads Care Hertfordshire North* organised an event in Stevenage for Carers Week to focus on Carers and Employment hosted by MBDA-Systems at which more than 80 policy makers, carer employees and employers came together to debate the challenges facing those who combine work and caring. Many organisations working in the Carer Friendly Community contributed to events in the main reception at Lister Hospital, including: Rethink, Hertfordshire Partnership Foundation Trust, Carers in Hertfordshire Carers' Passport and Discount card registration, Crossroads Care Hertfordshire North and Herts Help.

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