



Shetland Carers

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A project supported by Voluntary Action Shetland



A single point of access for Support and Advice for the Third/Voluntary Sector



“Supporting and empowering unpaid carers in Shetland to manage their caring role and have a life alongside caring”

Our Funders



Winter Newsletter

December 2023

Hello Everyone!



Laura Mackenzie, Adult Carers Support Worker

Hello Everyone! I am very grateful to be starting the Adult Carers Support Worker post in 2024. I am looking forward to getting back into the office in the New Year and, within the first few months, it will be a phased return back to work.

I would like to take this time to thank all carers for your patience and understanding over the past year. I would also like to say a massive thank you to our part-time workers Amanda Brown and Laura Russell. They have done a tremendous job at running the service during an extended period of staffing shortage, and whilst I have been off on maternity leave.

I hope you all have a lovely festive break and remember to be kind to yourself throughout, and enjoy your time with your loved ones.

Laura x

Carers Rights Day 2023



Carers Rights Day took place on Thursday 23rd November, and is an annual campaign across the UK for organisations to reach out to carers with information, advice and support. This year's theme was **"Your rights: today, tomorrow and in the future"**

If you are an unpaid carer, you're entitled to certain rights which may help you access services, look after your health and wellbeing or could provide vital information and support in looking after your partner, family member or friend.

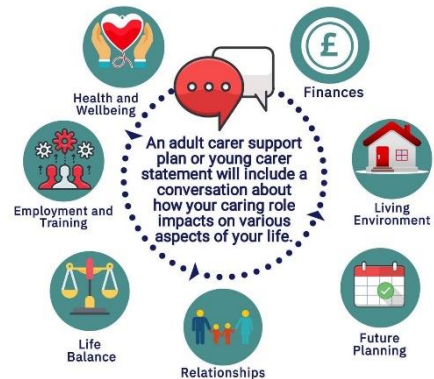
Carers UK constantly campaigns for better rights for the UK's unpaid carers, including securing landmark new rights for those juggling work with their caring responsibilities. And they'll carry on working to see new or improved rights established, to help make life better for carers.

For further information on Carers Rights please visit:

<https://www.shetlandcarers.org/news/carers-rights-day-2023>

All unpaid carers in Scotland have the right to request an Adult Carer Support Plan (or a Young Carer Statement if under 18)

If you're looking after someone with a long term condition or disability, you may need some extra support yourself.



An Adult Carer Support Plan (or a Young Carer statement if you're under 18) can help you start that conversation.



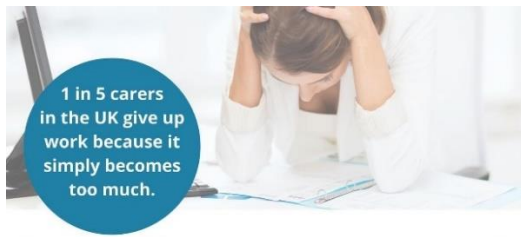
The local authority must offer an adult carer support plan to anyone they identify as an adult carer. They must prepare an adult carer support plan for anyone who accepts this offer. They must also prepare an adult carer support plan for anyone who meets the definition of an adult carer if that person requests one.

The local authority must offer a young carer statement to anyone they identify as a young carer. They must prepare a young carer statement for anyone who accepts this offer. They must also prepare a young carer statement for anyone who meets the definition of young carer if the young carer requests one.

For further information please visit:

<https://www.carersuk.org/scotland/help-and-advice/practical-support/what-are-your-rights-as-a-carer/>

What are my rights as a working carer?



If you are juggling your caring role with paid employment, you have a number of rights:

You have the right to request flexible working

You have the right to time off for emergencies

You have the right to 18 weeks parental leave if you are looking after a disabled child



Your rights in work come from two sources:

The law gives you 'statutory rights' which everyone has.

Your contract of employment gives you 'contractual rights' which can be more generous than statutory rights.

For further information about your general rights, please visit:

<https://www.gov.uk/employment-status/employee>

For a summary of your statutory rights, you can also take a look at Carers UK factsheet:

<https://www.carersuk.org/help-and-advice/work-and-career/your-rights-in-work/>

Find out more about your rights at work:

<https://www.carersuk.org/help-and-advice/work-and-career/your-rights-in-work/requesting-flexible-working/>

<https://www.carersuk.org/help-and-advice/work-and-career/your-rights-in-work/your-right-to-parental-leave/>

<https://www.carersuk.org/help-and-advice/work-and-career/your-rights-in-work/taking-time-off-when-needed/>

The Carer's Leave Act is something Carers UK has been campaigning for tirelessly for many years and they expect it will become law in 2024. It will give employees, juggling work with unpaid care, a legal right to request up to five days unpaid leave every twelve months, which will help many manage some of the day-to-day challenges of being a carer – enabling them to stay in employment.

With the introduction of the new Employment Relations (Flexible Working) Act anyone, including unpaid carers, will be able to ask their employer for changes to their working hours, times of work, or place of work, from day one. And being able to ask for a different flexible working arrangement more than once a year will be a huge help too. They expect the Act to become law in 2024.

If you're aged 16 or over and provide vital face-to-face care for a relative, friend or neighbour, you're eligible for both the flu and COVID-19 vaccines this winter.



You can find more information and book an appointment at:

<https://www.nhsinform.scot/wintervaccines>

The care provided could be due to old age, physical or mental illness, disability or for an addiction.

The type of care could be anything from regular support with domestic tasks such as picking up shopping and prescriptions or preparing meals, to personal care such as helping them to wash and dress.

It could also be emotional support to someone such as a partner, friend or family member with a long-term health condition.

Carers have a right to be involved in the hospital discharge process of the person they are, or are going to be, caring for.

Hospital Discharge Checklist for Carers



Let hospital staff know that you are the carer and how they can contact you.



Get consent from the person that you care for to discuss their care with hospital staff



During discussions, be clear about how much caring you are able and willing to do.



If there are any changes to your caring role, request an adult carer support plan or young carer statement.



Each health board must ensure that, before a cared for person is discharged

from hospital, it involves you in the discharge of the cared for person.

This means:

If the person you are caring for is admitted to hospital, the health board must take appropriate steps to:

- *inform you as soon as it can about when the person you care for is to be discharged;
- *invite your views about the discharge; and
- *take your views into account when planning the discharge (as far as 'reasonable and practical').

This can be for either a planned (e.g. routine treatment) or unscheduled admission (e.g. emergency operation) to hospital. This applies where it is likely that you will be providing care after the person you care for has been discharged.

Your involvement in the hospital discharge process must happen whether or not the person you are caring for moves from hospital to their normal home.

Who is responsible?

It is the responsibility of the health board discharging the person you are caring for to involve you in the hospital discharge process. It is important that health and social care professionals begin a conversation with you at the earliest opportunity, so you are able to share knowledge and information. Having early conversations will help to plan for appropriate support to be put in place for you and the person you care for following discharge.

The health board discharging the person you are caring for may not necessarily be the one where they normally live. In these circumstances, the health board in which

the cared for person is receiving treatment must involve you in the discharge process.

For further information, please visit:

<https://www.carersuk.org/scotland/help-and-advice/practical-support/coming-out-of-hospital/>

Carers UK advise all carers to create an emergency plan – for you and all those you look after. Having a plan in place can help ease your worries if you are not able to care for those you look after at any point in the future.

Some tips:

In order to create an emergency plan that meets your needs, Carers UK recommend you consider bringing together these details:

- *details of the name, address and contact details of the person you look after
- *who you and the person you look after would like to be contacted in an emergency – this might include friends, family or professionals
- *details of any medication the person you look after is taking and where it is stored
- *details of any ongoing treatment they need
- *noting details of any allergies
- *details of their GP and pharmacy
- *any ongoing treatment they need
- *any care and support services they receive
- *any continence products needed and who supplies them
- *any mobility challenges and mobility aids such as a wheelchair or hoist
- *anything behavioural others need to be aware of

Having this important information in one place could be of immense support and help when needed at a critical time, when time might be limited. Talk about the plan with the person you care for, if possible, and also with those you would like to be named emergency contacts.

It would also be useful to share it with trusted family members or friends and healthcare professionals. Give people a copy of the plan – or let them know where they can find it and make sure the information is regularly updated. This could help prevent a stressful situation further down the line and lift a weight from your shoulders.

<https://www.shetlandcarers.org/info/documents/emergency-planning>

Respality Update



Through Respality, (respite + hospitality) short breaks are provided for unpaid carers when they need it most.

Respality breaks are achieved by connecting carers' organisations, with hospitality, tourism and leisure businesses who are willing to donate a break free of charge. Respality is a Scottish Government supported project which is delivered locally by Shetland Carers and coordinated nationally by Shared Care Scotland (SCS).

A short break from routine for an unpaid carer can take various forms; whether it is

connecting with nature, going for a massage or wellbeing therapy, enjoying a dining experience or taking an overnight stay. Whatever the break offered, this provides unpaid carers a chance to recharge, which is vital for their mental and physical wellbeing.

For more information about the Scheme, or to apply for a Respite break, please visit:

<https://www.shetlandcarers.org/support/breaks/respitality>

Shetland Carers have recently awarded more certificates to kind and generous donors to the Scheme. Marie Leask and relief skipper Marvyn, of Seabirds-and-Seals, and Sophie Whitehead of Shetland Jewellery are pictured below with their Respite certificates, to thank them for donating breaks to the Scheme and allowing carers to take a much needed break from their caring routine.



We have also had three new recent donors to the Respite Scheme – Hjemli Reflexology, Soulful Bliss and Rest Well-being Therapies, which is super news!

A continued thank you to all donors for being part of the Scheme and helping carers in such a generous way.

Some recent feedback from carers who have received a Respite break:

“Thank you to all staff, we have enjoyed a relaxed, quiet weekend, both of us have been well rested and feel much better for the rest. It’s so difficult to explain to you how much this break means to us. Thank you isn’t enough.”

“Thank you so much for our stay with you. It’s a lovely place, we had a nice time, just relaxed and had some time out, which was much needed. So relaxing to have some time away just the two of us. Came home feeling very relaxed and recharged. Thank you for the very kind gift.”

“We greatly appreciate your generous contribution to carers. It really helped us to have a short but enjoyable break. Thank you very much.”

If you are interested in finding out how Respite is changing the lives of unpaid carers in Scotland, have a look at the below link to view a recent report conducted by Professor Lynn Minnaert of Edinburgh Napier University:

<https://www.sharedcarescotland.org.uk/media/lm4cwars/connected-by-care-respitality-edinburgh-napier-university-sept23.pdf>

Short Break grants



We have a very limited amount of funding remaining for carers to take a Short Break. We hope to receive further funding in April 2024.

Anyone still wishing to apply for a Short Break grant can contact Amanda Brown on amanda.brown3@shetland.org or telephone 01595 743923 to discuss further.

Since April 2023 we have granted 75 Short Break grants to carers, through Time for Me and Time to Live funding, totalling just under £18,000.

This fund will remain open for carers to apply for a Short Break grant, and will close when all monies have been spent. For more information:

<https://www.shetlandcarers.org/support/breaks/short>

Adult Carer Survey Report 2023

Findings from a Carers Trust survey of 3,430 unpaid carers from across the UK show 45% don't get enough support, while 41% have seen their caring hours rocket in the past year.

For the first time, the annual research also highlights how women, those from poorer backgrounds, carers from Black, Asian and minority ethnic communities, LGB+ carers and older unpaid carers experience additional barriers to support.

Survey findings:

One-in-eight carers (12%) are now caring for at least 50 hours a week more than they used to.

More than two thirds (68%) are unable to get a respite break from their caring role when needed.

Over a third (36%) of unpaid carers don't think the NHS understands their caring responsibilities or provides adequate support to them.

Only 38% say Carer's Allowance is enough to make a meaningful difference to them.

For more information:

<https://carers.org/campaigning-for-change/adult-carer-survey-report-2023>

Carers Scotland – Being Heard guide



Being Heard is Carers Scotland's self-advocacy guide for carers. Self-advocacy is about speaking up for yourself. It's about getting your voice heard and effectively communicating your own interests.

Their guide has been designed to help you communicate your needs with professionals, understand your rights and look after your wellbeing.

Caring can be rewarding but also very isolating. You may not know what help to ask for, how to ask, or indeed who to ask.

Being Heard can help you get your voice heard when you care for someone. Self advocacy is also about being able to have your own needs listened to, as well as speaking up for the person you care for.

Updated in November 2022, the guides are packed with new information on carers' rights, as well as how to speak up and look after your wellbeing.

To view the guide and useful accompanying resources, please visit:

<https://www.shetlandcarers.org/news/carers-scotland-being-heard-guide>

Let's Be Heard



The independent Scottish COVID-19 Inquiry's listening project, Let's Be Heard, is nearing the close of its national engagement phase. Since Spring 2023, Let's Be Heard has been gathering people's experiences of the COVID-19 pandemic across Scotland. Ahead of their closing date next month they have two interesting updates to share with you and a final call to those who may want to share their experiences with the Inquiry.

There is still time to take part, and they are urging people across Scotland to share their experiences of the pandemic before the project's national engagement phase ends on **20 December 2023**.

They have published their first report sharing early themes from some of the responses Let's Be Heard has received so

far. They hope that people in Scotland who have not already engaged with the project will recognise some of their experiences in those already shared by others and be encouraged to take part. Likewise, if people feel they have something different to share, they hope they're encouraged to have their voice heard.

Link to the report:

<https://www.covid19inquiry.scot/lets-be-heard-first-report/>

We have also recently published a video update on the progress of Let's Be Heard, where more than 4,000 people and organisations have already shared their experiences of the pandemic and the lessons they believe should be learned so that Scotland is better prepared in future.

To view, visit:

<https://lbh.covid19inquiry.scot>

New telephone helpline from Alzheimer Scotland

The new National Dementia Advisor Service 0300 373 5774 is available from 9am – 4pm Monday to Friday and charged at local rates.

The 24 hour Dementia Helpline on 0808 808 3000 is still available 24/7 and is free.

For more details of this new telephone helpline that Alzheimer Scotland have just launched, please visit:

<https://www.shetlandcarers.org/news/new-telephone-helpline-from-alzheimer-scotland>

If you wish to speak to someone locally, here are the details:

The Dementia Resource Centre at 66 Burgh Road, Lerwick is open for enquiries on Wednesday and Thursday afternoons from 1-3pm. Meetings with Jan Brown can be arranged outside these hours – please call 01595 720344 or 07795 256424.

For details of their monthly activities programme please contact Alanda Anderson on 01595 720344 or 07760 177049.

Jan and Alanda work part time: Wednesday Thursday and Friday

Please call their Locality Lead: Catriona MacRitchie on 01851 307467 or 07824 561305 if you have an enquiry on a Monday or a Tuesday.

Young Carer Grant



Young Carer Grant is a yearly payment of £359.65 for 16 to 18 year olds who spend an average of 16 hours a week caring for someone who gets a disability benefit.

You can spend the money on anything you want from driving lessons, clothes or a subscription to a music or video streaming service.

Find out more and apply:

<https://www.mygov.scot/young-carer-grant>

Families Affected By (FAB) group

There is a Families Affected By (FAB) group that is supported and held at the Recovery Hub, as they know that families can face a number of disadvantages as a consequence of another person's substance use - such as stigma, loneliness and conflict within the family.

These consequences can have a direct impact on the physical and mental wellbeing of their members and often increase their levels of stress and anxiety. Supporting a family member who uses substances can also significantly impact on a family's finances.

The FAB group offers support to people affected by drug and/or alcohol use of someone they know, whether that is a family member, a loved one or a friend. The group offers a chance to share your experiences with others who can relate to your situation in a supportive and non-judgmental environment.

They sometimes invite guests along to speak to members about different topics relevant to your circumstances.

Contact Amanda or Mel at the Recovery Hub for more information. Telephone 01595 744402 or you can email: RecoveryHub@shetland.gov.uk

St Ringans Hub

Do you need a few extra things to keep you warm over winter? St Ringans Hub can provide hot water bottles, blankets, flasks & access to childrens' clothes.

St Ringans Hub

Lower Hillhead, Lerwick

Come along for access to free:

- Clothing for children
- Items to help people through the winter like blankets, duvets, hot water bottles and thermos flasks.

Open:

Monday and Thursday: 1pm-5.30pm for families, services and community groups to drop along to collect.

By arrangement call: **0800 0308780**

www.shetland.gov.uk/costofliving

Shine On Shetland

For opening times, call the cost of living support line on 0800 030 8780.

Anchor for Families Shetland



The Anchor Team is always ready to listen to whatever pressures your family are under.

Working with you, they will help you get all the support you need to thrive, and will continue to do so as long as you need it.

This might be making sure your family is receiving all the financial support and benefits you are entitled to; speaking with housing or other services on your behalf; helping communicate with the school or talking through relationship issues.

They provide practical help, like food parcels and clothing, as well as a friendly ear, to listen and chat about anything that is bothering you.

Tel: 01595 744000 or email: anchor@shetland.gov.uk

Website: <https://bit.ly/EarlyHelpTeam>

Sibs



For brothers and sisters
of disabled children and adults

Sibs have some great advice for young people who have a sibling with additional needs. Christmas can be especially tricky for lots of families who may not be able to do the 'typical' Christmas things, or celebrate the way they want to. The link below gives great advice for young people on how to navigate tough stuff at home.

www.sibs.org.uk/youngsibs/info-and-advice/tough-stuff-at-home/

It is not just young siblings who find things tricky at this time of year. Adult siblings of people who have additional needs face similar challenges. Sibs have lots of advice for adult siblings and you can access it on their website.

www.sibs.org.uk/support-for-adult-siblings/

REACH



REACH can help young people to understand their rights about support for their learning, and their right to be included, listened to and involved in decisions about their education. There is lots of information on their website, and it is all written in an easy to understand way.

www.reach.scot

Contact – for families with disabled children

Contact have a helpline which is for parents and carers in any part of the UK with a disabled child aged from birth to 25. Your child can have any kind of disability or additional need, and you do not need to have a diagnosis.

www.contact.org.uk/help-for-families/information-advice-services/other-ways-to-get-advice/our-helpline/

Down Syndrome UK



October was Down Syndrome Awareness Month and there are lots of ways you can still get involved.

Educate yourself: Take some time to learn more about Down syndrome, break down stereotypes, and embrace the uniqueness of each individual.

Support their cause: Consider donating to Down Syndrome UK | Positive about Down syndrome.

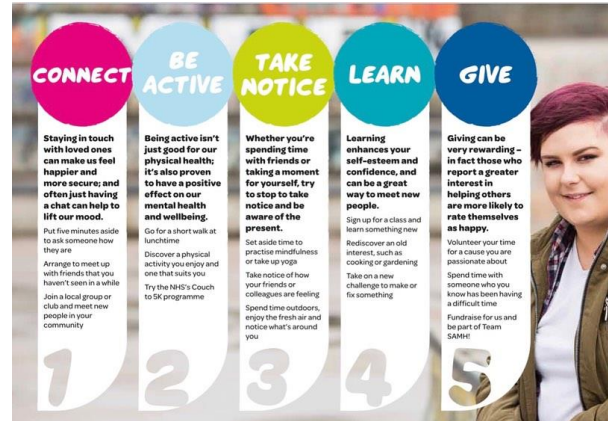
Raise your voice: Share their posts, stories, and resources to help them reach a wider audience and spread awareness far and wide. They have some fabulous social media content for you to share!

Celebrate differences: Embrace diversity and celebrate the accomplishments, talents, and abilities of individuals with Down syndrome. Let's focus on what makes us all beautifully unique!

<https://downsyndromeuk.co.uk/>

5 ways to better wellbeing!

We all have mental health, just as we have physical health and it's important that we take the time to look after it. There are lots of things we can do every day to support our wellbeing:



Visit the link below for more information:

<https://www.samh.org.uk/about-mental-health/self-help-and-wellbeing/five-ways-to-better-mental-health>

Festive Wishes

Shetland Carers staff would like to send their best wishes for the festive season. The office will be closed from 22nd December 2023 and will reopen on 3rd January 2024.



What's On...

If anyone needs support they should contact Shetland Carers Support Team.

Sibling Group has had a busy few months! We have been icing biscuits, playing catchy, learning new card games and pottery painting at Aa Fired Up. In November, we even got to stuff our own teddy at Aa Fired Up too! Our next session dates and activities for January onwards will be available on <https://www.shetlandcarers.org/meetings/sibling-sessions> You can contact Laura on 01595 743909 or laura.russell3@shetland.org to find out more about the group and how to book.

We also had a great Family Day with bouncy castles and soft play at the Clickimin Leisure Centre in November. This was really well received by everyone who came and was a good chance for families to catch up with each other. Further Family Day sessions will be announced on <https://www.shetlandcarers.org/meetings> Contact Laura on 01595 743909 or laura.russell3@shetland.org for more information.

Parent Group had a lovely catch up in Fjara and did some decoupage at Market House. Our next sessions will be announced on <https://www.shetlandcarers.org/meetings> Contact Laura on 01595 743909 or laura.russell3@shetland.org for more information.

Friday Group is open to young people in secondary school who have social communication difficulties. Contact Laura on 01595 743909 or laura.russell3@shetland.org for more information.


Lego Group enjoyed making lots of models from sets but also tested their building by setting challenges! This group is always great fun! Contact Laura on 01595 743909 or laura.russell3@shetland.org for more information about Lego Group.



You can contact us:


 www.shetlandcarers.org

 carers@shetland.org

 Laura Mackenzie: 01595 743980 (Adult Carers Support Worker)

(Due back from Maternity Leave in January 2024)

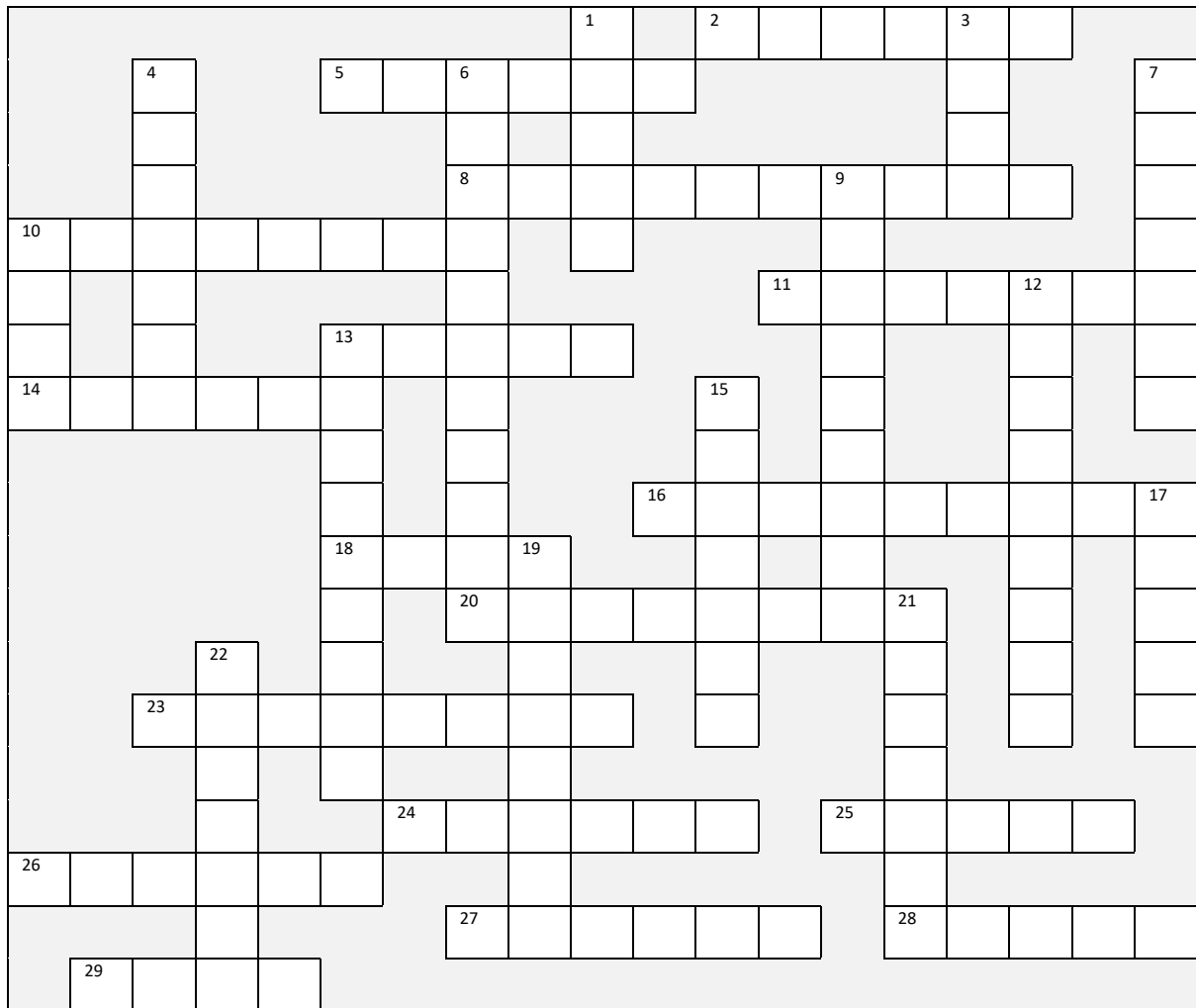
 Laura Russell: 01595 743909 (Children and Families Support Worker)

 Amanda Brown: 01595 743923 (Admin Support Worker)

 jim.guyan@shetland.org (Carers Representative on Shetland Carers Strategy Group)

 Market House, 14 Market Street, Lerwick, Shetland, ZE1 0JP

Christmas Crossword



ACROSS

- 2 Famous snowman
- 5 Traditional dairy drink
- 8 An opener or a famous ballet
- 10 Hung over the fireplace
- 11 Carrot-nosed figure
- 13 Christmas song
- 14 Circular decoration
- 16 Dance of the ___ Fairy
- 18 Tree topper
- 20 Christmas month
- 23 Tree decoration
- 24 Santa's ride
- 25 Santas's helpers
- 26 ___ Bells
- 27 Green Christmas thief
- 28 Plant with red berries
- 29 The First Christmas, "The First ___"

DOWN

- 1 ___ Pole
- 3 Green Christmas decoration
- 4 Mean or miserly person
- 6 Treat used to build miniature houses
- 7 How Santa gets in
- 9 Striped sweet
- 10 Frozen rain
- 12 Christmas "kissing" plant
- 13 Gift giving holiday
- 15 Little ___ Boy
- 17 ___ Christmas: A season's greeting
- 19 Rudolph and friends
- 21 Lead reindeer
- 22 Kris ___

Christmas Jokes

1. What do you get if you cross Santa with a detective?
2. Which Christmas Carol is a favourite of parents?
3. What kind of people are afraid of Santa Claus?
4. What do elves use to make last minute repairs?
5. What do you call a disrespectful reindeer?
6. Why is Santa so good at Karate?
7. What is Santa's favourite subject at school?
8. What's the difference between the Christmas alphabet and the ordinary alphabet?
9. What type of photos do elves take?
10. What do you call an old snowman?
11. What is a snowman's favourite food?
12. Why is it so cold at Christmas time?
13. Which two letters describe Santa's sack at the end of Christmas?
14. Why does Santa travel down the chimney on Christmas Eve?
15. How much did Santa pay for his sleigh?
16. What athlete is warmest in winter?

Answers to the crossword and jokes can be found at: <https://www.shetlandcarers.org/news>