

Help wanted - Could you offer an occasional lift to a carer?

Some carers are missing out on attending events because they don't have transport and don't have the time or ability to access public transport.

Eva **was** able to attend a 'Caring for Those in the Later Stages of Life' course recently thanks to one of our marvellous volunteer drivers. She says "I really enjoyed the course. It was great to just be with other people in a similar situation who understand. I couldn't have gone without the lovely volunteer driver who picked me up and took me home every week. He instantly made me feel at ease, even though I was really nervous the first week. I can't thank him enough."

Do you have a vehicle? Could we add you to our list of volunteers able to offer an occasional lift? Any expenses will be reimbursed. Many thanks, Amy

New training programme for all colleagues

The colleague team (staff and volunteers) has grown dramatically over the last couple of years. This got us thinking about the best way to share what we all do with new recruits and also amongst the existing team. What we've devised is a programme of training sessions covering 3 main groupings (as below). **All volunteers** are invited to book onto these sessions. It may be that a certain session interests you because it is directly relevant to your role or just that you would like to find out more about the Centre's work and meet colleagues. Whatever the reason you are very welcome. Please contact me for more information or to book a place.

Carersline and Carers Support Officers

Tues 26th March - 11:00 to 12
Thurs 30th May - 9:30 to 10:30
Tues 16th July - 9:30 to 10:30
Weds 25th Sept - 2:00 to 3:00
Thurs 28th Nov - 2:00 - 3:00

Marketing & Communications, Volunteers, Training

Weds 24th April - 2:00 to 4:00
Tues 25th June - 2:00 to 4:00
Weds 21st Aug - 2:00 to 4:00
Tues 22nd Oct - 2:00 to 4:00
Tues 10th Dec - 2:00 to 4:00

Young Carers, Health & Policy

Tue 26th March - 9:30 to 11:30
Weds 29th May - 9:30 to 11:30
Weds 31st July - 9:00 to 11:00
Tues 24th Sept - 9:30 to 11:30
Weds 27th Nov - 9:30 to 11:30

If you care,
we care.

The Carers' Support Centre
Bristol & South Gloucestershire

The Carers' Support Centre provides a voice for carers, a team of carer support officers, a confidential carers' support line, workshops, training and events.

The Carers' Support Centre
The Vassall Centre
Gill Avenue
Fishponds
Bristol BS16 2QQ

CarersLine: 0117 965 2200
Email: info@carerssupportcentre.org.uk
Web: www.carerssupportcentre.org.uk



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Volunteer News

The Carers' Support Centre

Issue 13

February 2013

Fabulous fundraising



'Tru Sisters' wow judges at 'We've Got Talent'

Volunteers, staff, carers, friends - pretty much anyone we could rope in - gave their time to put on a great night's entertainment. The first ever Carers' Support Centre's talent show was a huge success as 8 acts gave super performances in a bid to win the audience vote. Celebrity judges gave their feedback on the acts but the final decision was down to the audience.

"We've had such a good

night and all the acts were superb but Tru Sisters really made us smile. They deserved the prize."

The night was so popular that we're thinking of putting on another show this Autumn. So if you have a talent you'd like to share let us know!

As well as having a fun time we raised over £900 for carers counselling. Thank you again to everyone who volunteered. Amy



Stephen Heather (volunteer) and Yate Choral Society - a lovely concert on behalf of carers



James Dowsett, volunteer fundraiser has run and swam his way to £998 over 5 years!



S Glos 'sitters' social

The team get together for a 'bring and share' supper to help beat those winter blues.



Volunteer Craft Club

The next Craft Club is *Illusion Necklaces*. We will be meeting on **Weds 13th March**, 7pm to 9pm. To book call BookingsLine on 0117 9375623.

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"It's good to have this chance to share some of what we do, which I hope other volunteers will find interesting. Questions would be great, so I know what people are keen to hear about."
Bob

Trustee 'talk'

This new feature gives our Trustee Board (all volunteers) an opportunity to share a flavour of what they've been involved in. Is there something you would like to ask our trustees? Then please contact me (Amy) or Bob Elford, Chair.

- Brian Sims has joined the Trustee board and is sharing his experience with us, in particular with regard to Health and Safety issues.
- The Vassall Centre have extended the period given to tenants pending a possible change in ownership of the Centre.
- A very warm welcome to Jackie who has rejoined the Trustee board after a period 'up north'.
- Enterprise carers holidays venture is off to a good start with Summer 2013 bookings.
- Enterprise company needs a new trustee to assist with development plans / business planning.

To contact Bob: elford66@hotmail.co.uk or 07860 404525

Reasons to be proud!

PQASSO - Level 2

Thank you to all volunteers who attended the Quality Workshop in October. The day was very useful, with feedback being used to create an action plan of improvements. These include a couple of small changes to Volunteer News. Teresa Howell (volunteer) met the auditor, who was very impressed. The auditor has recommended us for level 2 and we should receive confirmation soon.



Counselling for Carers

There has been tremendous news for our counselling service, which has been awarded AQP (Any Qualified Provider) status. This is as a partnership organisation to OASIS Talking Therapies and 2 other specialist services. What this means is that we can prepare to receive referrals through the NHS for carers who need counselling support. We should be ready to receive our first NHS referrals in April. This is an excellent opportunity for the service and a huge endorsement of the role our volunteer counsellors play. A big thank you to the team!

Centre of Excellence

In October I was invited to attend a Carers Trust conference in London to give a presentation on the amazing work of our volunteer team. Along with Jaine Rubin (volunteer) we showcased our volunteer projects and how we approach recruiting, training and supporting volunteers. I was very proud to attend the conference and to have our achievements recognised.

Volunteer Involvement
Bristol & South Glos

Amy Flood and Jaine Rubin



Featured staff team

Following the success of the 2 year pilot project we've secured more funding to continue our work with GP surgeries. The team will be covering all the surgeries in Bristol and S Glos.

The aim of the project is to raise carer awareness amongst surgeries and to encourage them to take positive steps in identifying and supporting carers. This includes giving training, promoting carers' views and changing internal ways of working.

Along with the GP Link volunteers, the team are encouraging people to register as carers and to get access to support as early as possible in their caring role.

Last autumn the team got stuck into their first major project attending as many flu clinics as possible. During this time staff and volunteers identified an incredible 549 'hidden' carers.

All the team have experience within the health service, which they put to good use. When they do actually get time to themselves they are a pretty healthy bunch, enjoying walks, growing veg and cookery.



GP Locality Team: Tamar, Ann, Helen, Dale and Mary

"I can't tell you what a big help it is having the GP Link volunteers as part of our team"
Ann T

Carers and volunteers meet HRH Princess Anne



Carina shares some of her experiences as a carer and founder volunteer of the 18-25 Group

Sue Jackson, Carina Andrews and other volunteers, carers and staff met HRH Princess Anne, Carers Trust patron at a carers event hosted by Butlins Minehead.

