



CASS The Carers Association

Carers Champions Newsletter: Covid-19 Service Update

Dear Colleague

During these difficult times, CASS The Carers Association continues to offer support to unpaid family Carers via our telephone helpline: 01785 606675 (available Mondays-Thursdays 9-5 and Fridays 9-4.30).

If you would like further information regarding our service, or if you have information that may benefit other practices or people in a healthcare setting, please do let me know.

Thank you for all that you are doing to support your patients and communities during these unprecedented times. With my best wishes,

Liz Tolhurst

Health Liaison Worker, CASS The Carers Association



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Effect of COVID-19 on The Number of Carers

As a result of COVID-19, there are now 4.5 million new unpaid family Carers in the UK – that figure is the workforce of the NHS 3 times over. This is on top of the 9.1 million unpaid Carers who were already caring before the outbreak, bringing the overall new total to 13.6 million. *(Source: CarersUK.org)*



Effect of COVID-19 on the Wellbeing of Carers

70% of unpaid family Carers have been providing more care for loved ones during the lockdown period, and 55% feel overwhelmed and worried about burning out. Many feel lonely and isolated and lack information about what support is available to them. How can this be addressed in a healthcare setting?



Promoting Carer Visibility and Identification

Carers Week this year launched a campaign to improve the visibility of Carers in our community. Many remain unsupported and their work is often unrecognized, particularly as their numbers and the complexity of their needs increase during this pandemic. A visit to a healthcare setting can provide the opportunity for a Carer to be identified and to go on to receive support. The following are ways in which your healthcare setting can promote this.

- Encourage staff to ask patients if they 'look after someone' instead of asking them if they are 'a Carer' as Carers don't always identify with the label.
- Ensure that all staff make the most of opportunities to ask the question "Do you look after someone?" when someone makes an appointment for another patient, arranges or collects someone else's repeat prescriptions or provides transport or accompanies another patient to the practice.
- Posters and leaflets are not enough on their own to encourage Carers to self-identify; staff need to talk to Carers as well.
- Have a Carers' notice board, but instead of calling it this, fix a banner above it saying "If you look after someone, this is for you."
- Include a question on new patient registration and health screening forms which asks the patient if they look after someone or if someone looks after them.



Support for Carers in Your Health Setting

Now more than ever, Carers need support. Once patients who are Carers have been identified, your practice can provide this support by knowing which services are available locally, such as CASS The Carers Association. CASS provides information, practical and emotional support for unpaid family Carers. During this pandemic, we are providing this service via our telephone helpline (Monday-Thursday 9-5 and Fridays 9-4.30) and email address, details of which are below.

CASS The Carers Association are still here to offer
ADVICE, INFORMATION AND SUPPORT for Carers



The CASS ADVICE LINE will be offering information and support during this difficult time.

Telephone on **01785 606675**
Email via **info@carersinformation.org.uk**

Assistance will include help to solve any practical problems you are facing as a Carer and as always a friendly voice to ensure you are ok



(All information correct at time of sending this email)