



# Carer Support Wiltshire

Call us on Freephone 0800 181 4118 and ask to be included on our **Talk and Support** service for:

- time to talk and be listened to;
- informal friendship, reassurance and support;
- help you to find ways to lessen your feelings of
- isolation.

Choose from phone **Talk and Support**, or virtual 'face to face' **Talk and Support**.

All of our Talk and Support volunteers will have an understanding of the difficulties carers face. Many of them will have experience of caring themselves. Call **FREEPHONE 0800 181 4118** today to get started.

Registered Charity No. 1092762  
Company Limited by Guarantee 4415685

## Covid Vaccinations

As at 9am on April 25th

	1st Dose	2nd Dose
Cohort 1, living in a care home	100%	94%
Cohort 2a aged 80+	97%	92%
Cohort 2b Health and Social care workers	92%	62%
Cohort 3 aged 75 to 79	98%	74%
Cohort 4a age 70 to 74	99%	36%
Cohort 4b at High COVID risk	98%	35%
Cohort 5 age 65 to 69	94%	6%
Cohort 6 16 to 64 with underlying health problems	90%	12%
Cohort 7 age 60 to 64	96%	13%
Cohort 8 age 55 to 59	95%	5%
Cohort 9 age 50 to 54	93%	6%

# COURTYARD SURGERY



## Carers Special (but not just for carers)

### STAFF UPDATE AND CHANGES

**Dr Helen Osborn** is our Senior Partner, and is the Nominated GP for all our patients. She has clinics throughout the week, including the Late Surgery on Fridays.

**Hussein Alibhai** is with us on Thursdays and Fridays.

**Dr Kate Crauford** is with us on Fridays, and works from home during the week

**Nurses Amanda Stonham and Jo Addison** and **HCA's Sharon Bailey and Lisa Drewitt**

continue to deal with blood tests, dressings, INR tests for those on warfarin, and various other injections, plus Amanda is a prescribing nurse so she does medication reviews, asthma reviews, diabetic reviews, and much else besides.

We no longer have receptionists who answer the phone, we have Patient Liaison staff who answer the phones, check your temperatures when you arrive, process prescription requests, handle referrals, keep your records up to date and contact District Nurses, physiotherapists etc on your behalf.

## Carer Support Hospital Liaison Service

This service can:

- act as a point of contact for carers rather than the ward nurse.
- provide information about support and resources for carers.
- signpost carers to other sources of information and support.
- provide training and support to help with discharge.

You can refer a carer with their permission, or give the carer the hotline number to call themselves.

Carers can also contact the

### Hospital Liaison Team

Email [HospitalTeam@carersupportwiltshire.co.uk](mailto:HospitalTeam@carersupportwiltshire.co.uk)

Online: [www.carersupportwiltshire.co.uk/hospital](http://www.carersupportwiltshire.co.uk/hospital)

Carers Hotline : 0800 368 7579

Or

email : [CSW.admin@nhs.net](mailto:CSW.admin@nhs.net)

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Nesting has started early this year.

Both collared doves and blackbirds have made nests in the front courtyard, and have laid eggs. The doves have hatched and there are 2 young ones being fed.



## CONFIDENTIALITY

You may be aware of the Data Protection Act, and also the doctors' code of practice. This means that without specific permission from the patient, the doctors, nurses and Admin Team are not entitled to discuss medical issues, or give information (even whether someone has an appointment or if their prescription has gone to the chemist) with anyone else – even their nearest and dearest! PLEASE HELP US by dropping in a signed note stating who is able to ask for information on your behalf.

Feedback is important to us. We are keen to improve the services we offer, so please let us know what we do well and how we can improve. You can do this by dropping off and complaints or compliments in the wooden box by reception, emailing us at [reception.courtyard@nhs.net](mailto:reception.courtyard@nhs.net).

### JOIN OUR SENSORY STUDY!

#### AIMS

To explore the relationship between sensory symptoms and mood in autistic teenagers.

#### WHO

This study is looking for:

- Autistic teenagers who use verbal communication; or
- Carers or family members of autistic teenagers with few to no words

#### PROCEDURE

We will explore how our responses to sensory stimuli (e.g. lights, sounds and touch) can impact on the way we feel.

The study involves:

- 1) An online survey
- 2) An online interview

The study will take approximately 1 hour. Participants can have a support person with them.

Participants will receive £10 for their time, and go in the draw to win £50.

This study has been reviewed by the University Research Ethics Committee and has been given favourable ethical opinion for conduct.



**University of  
Reading**

## Young Carers

Anyone who thinks a child could be a young carer can refer the child into Wiltshire Council for a young carers' assessment. Once the referral is received, it will be allocated to a practitioner who will contact the family and arrange a visit.

A young carer is someone aged 18 or under whose life is affected by caring for at least one family member, over and above just 'helping out'. Young carers might look after: Parents, Grandparents, Siblings, or Close relative.

Young carers can provide practical and emotional support such as cooking, cleaning, shopping, personal care and medication, and simply being there for company and love.

Young carers can find that caring for someone takes up a lot of their time; it can sometimes be very difficult for them to cope with everything - even when they want to and are happy to.

If you:

- Think a child or young person is at risk of significant harm
- Are caring for someone who you think is being abused
- Are caring for someone who is sometimes aggressive towards you
- Feel under great strain or stress and are becoming worried that you may hurt the person you care for

Then contact the Multi Agency Safeguarding Hub (MASH) on 0300 456 0108. If you need help in the evenings or weekends contact the Out of Hours Service on 0300 456 0100. If there is immediate danger, or someone is injured, phone 999. You can also speak to someone you trust such as your family, a teacher, a doctor or an organisation that supports you. If nothing happens after this then it is important that you tell someone different.

Caring for someone can be physically and emotionally tough. Children and young people may skip school sometimes to try and fit everything in and might worry a lot about things at home. Young carers can sometimes forget to look after themselves. It can be hard for friends and teachers to understand exactly what they do each day and why they need to do it. It can be hard to find time to go out with friends or do homework. Lots of young carers also tell us that being a carer can be very rewarding.

Anyone who thinks a child could be a young carer can refer the child into Wiltshire Council for a young carers' assessment.

Children and parents can self-refer into  
The Integrated Front Door on 0300 456 0108 or [mash@wiltshire.gov.uk](mailto:mash@wiltshire.gov.uk)

Once the referral is received, it will be allocated to a practitioner who will contact the family and arrange a visit. The Assessment is holistic and will look at what support can be offered to the family. If the young person is deemed a young carer and their caring responsibilities are having an impact on their day to day lives then a referral will be made to Carer Support Wiltshire, who provide support for young carers in Wiltshire.

## **BLOOD TEST REQUESTS FROM HOSPITALS**

Our blood samples are processed at the Royal United Hospital in Bath, but we can e-mail results to Consultants in Swindon or Salisbury when necessary. However, if you are given a blood request form from one of those hospitals, we do need it in advance of your blood test appointment please, so our doctors can get the details onto the Bath system before you see Sharon or Lisa.

Hopefully in the next few weeks we will have access to the Salisbury and Swindon Pathology Lab computer systems which should make life simpler.



## **Carers library card**

Carers are entitled to a carers category library card. This means you can have books for six weeks instead of the usual three week loan and request Wiltshire library stock free of charge. If you are already a library member ask a member of staff next time you are in the library to update your card.

You can Join the library online or by visiting the library.

Carers are able to request books free of charge with a carers library card. To request a book, visit your local library or browse our catalogue online.

Carers and those people they care for may be able to access the Home library service.