



Welcome to the Spring 2021 edition of Stakeholders' Corner

CUSTOMERS – PEOPLE WHO USE SERVICES, FAMILY/PARENT CARERS, VOLUNTEERS AND ADVOCATES - YOU ARE ALL STAKEHOLDERS

Hello to everyone and hope you are keeping WELL and SAFE.

It has been a challenging time for people who use services, their families, volunteers and colleagues at Independence Matters. Government guidelines and advice are changing all the time and we keep adjusting to “new ways” of leading and living our lives.

TOGETHERNESS and UNITY are of the essence in supporting everyone and, most of all, each other to get through this current time. It has been so positive to catch up with you all.

It now feels the weather has changed and spring has arrived with the new-born lambs in the fields, the bright yellow daffodils and the white snowdrops. Whilst snowdrops depict innocence and purity, they also represent HOPE which we all need in moving forward with this pandemic. EASTER is fast approaching for us all to enjoy in our own special ways but at all times keeping SAFE.



FAMILY CARER SURVEY 2020 FEEDBACK

I can report that there is now a very clear expectation that families, in consultation with your loved ones, will be involved through discussion with colleagues at Independence Matters with Support Plans. I was delighted to see that you wish to continue with Carers

Events and that you have identified what you would like to discuss. As soon as we are able to have face to face events I will be arranging them in consultation with yourselves.

STAKEHOLDER ADVISORY BOARDS

Currently the stakeholders are meeting together across the County as one Stakeholder Board. I have acquired a Professional Zoom licence and you can be invited to join us. If you would like to join us please send an email to Hollie, Business Support Officer at hollie.dack@independencematters.org.uk or sylvia.barret-jones@independencematters.org.uk as we would be pleased for you to join us.

You will then receive an invitation and a link to click on to join us. These meetings are for one hour on the first Tuesday of every month from 11am to 12 midday. It is an opportunity to be informed about the current issues in social care and for us to hear from you. In the future when the government guidelines and restrictions are reviewed, we will see if we can meet together face to face once again.

EYEBROW ARTS

We are looking for feedback on Eyebrow Arts Zoom sessions which they've been delivering on Friday mornings during the current lockdown. If any of you or your loved ones have joined these sessions we would love to hear from you. Did you find them useful and enjoyable? Were there any problems with the technology? Would you like to join in the sessions but don't have the technology? Or is it not for you? We would love to receive your comments, please email them to me at sylvia.barret-jones@independencematters.org.uk

INDEPENDENCE MATTERS WEBSITE

The Stakeholders were invited to review the new and developing website and we provided the company with some positive comments and suggestions. The site is due to go live on Monday 29th March and it would be good for all of you to take a look. I will circulate a link to the site once it is launched and will be pleased to hear receive comments. You can email them to me at sylvia.barret-jones@independencematters.org.uk or give me a call on 0300 790 0508.

VISION NORFOLK

Vision Norfolk will be conducting a survey so if you have a sight impairment and would like to give your views please contact on 01603 573486 or you can complete the survey online by visiting their website: <https://www.visionnorfolk.org.uk/2021-county-wide-survey/>

CO-PRODUCTION STRATEGY 2020 – 2025

This important strategy, which involves equal partnerships with customers, families, volunteers and Independence Matters colleagues, has been approved by the Senior Leadership Team. Stakeholders are now involved totally with colleagues in "Making it Real". Meetings have been arranged for 2021 for the Project Group to steer the ongoing work to inform Service Planning and Development.

BBC LOOK EAST

Customers and families were invited by BBC Look East to be involved in telling their stories about the pandemic and especially how people with a Learning Disability had received services and their Covid19 vaccination.

Filming took place on 3rd March and was broadcast the same day as part of the 6.30pm evening news programme. The two-minute segment featured our Long Stratton Supported Living service (see pic below) and interviews with family carers which were done via Zoom.

My thanks go to you all for volunteering to be involved.



CARE CHARGING 2020/2021

I have kept you all up to date with the latest developments in the last newsletter. If you are now beginning to receive services in a different way, please ensure your Social Worker is aware in order that the NCC Finance Exchequer Services can invoice you or the DWP can take deductions at source for the correct amount.

It is in your best interests to keep a check on what is happening. Jonathon Saunders Money Support Service at NCC can be contacted on 01603 223393 or NCC Finance Exchequer Services at 01603 222133.

You should have received a letter dated January 2021 and March 2021 from Head of Client Services regarding all overpayments due to the High Court ruling in respect of Care Charges. If you or your loved one has not received these letters please contact fab@norfolk.gov.uk or telephone 01603 222133.

Useful Information

DISABILITY RELATED EXPENDITURE (DRE)

If you wish to make a claim for 2020/2021 please contact Jonathon Saunders, Money Support Service, at NCC on 01603 223392 or 07899 067393 or via email at jonathon.saunders@norfolk.gov.uk

COVID 19 VACCINATIONS

The Vaccination Programme is rolling out all over the County and Independence Matters colleagues have been invited with an appointment to get the first dose of the vaccination. I received mine six weeks ago at a local village hall. It was well organised and all safety measures were taken. All people who are on the Learning Disabilities register or who are an unpaid carer for an Older or Disabled person can go to the NHS website or telephone 119 to get an appointment.

If for any reason you are needle phobic or anxious about the situation there is a specialised clinic run by Rebecca Crossley at the James Paget Hospital in Gorleston. Customers at Independence Matters have used the clinic and found it very good. Contact is <https://twitter.com/jamespagetnhs>. Or telephone the James Paget Hospital on 01493 452452 and request the clinic.

If you are having difficulty getting to your appointment there are charities who can assist you with this. CARERS IN NEED OF FURTHER SUPPORT are encouraged to call CARING TOGETHER on 0345 241 0954 or email hello@caringtogether.org or fill out the form on their website.

It is important as an unpaid carer you are registered with your loved ones General Practitioner that you are the person who is a carer so you can receive further assistance more swiftly. NORFOLK COUNTY COUNCIL are keen to make contact with unpaid carers who they are unaware of so please contact them <https://apps.norfolk.gov.uk/carervax>

HOPE PROGRAMME FOR CARERS

This is a six week on- line programme concerning CARING and HOPE. They can be contacted on [https://bit.ly/CARING HOPE](https://bit.ly/CARINGHOPE).

KINDAKAFE

If you would like to join up for a chat and a cuppa this is done via Zoom. You can contact team@kindakafe.org or if you don't have the internet you can join via a phone so please call Development Workers on 01603 225529 who will be able to assist you.

LOCKING COOKER VALVES (GAS)

If you have concerns that your loved one may turn on the gas on the cooker you do not need to think to have the Gas Cooker removed. You can acquire LOCKING COOKER VALVES via <https://cadentgas.com/help-advice/supporting-our-customers/locking-cooker-valves>. This is a nationwide free service.

Useful Contacts

CARERS DIRECT – 0300 123 1053

CARERS MATTER NORFOLK – 0800 083 1148

CARERS UK HELPLINE – 0808 808 7777

CARERS TRUST – 0300 772 9600

ALZHEIMERS SOCIETY NORFOLK – 01603 763556

MIND (Mental Health) – 0300 123 3393

ACTION ON ELDER ABUSE HELPLINE – free phone 0808 808 8141

NORFOLK SAFEGUARDING ADULTS – 0344 800 80-20

The NORFOLK COMMUNITY DIRECTORY is a useful source of information:

www.norfolk.gov.uk/children-and-families/send-local-offer.

For URGENT and/or UNEXPECTED caring needs contact Norfolk Swift Response 0344 800 8026.

WELLBEING SERVICE can be contacted between 8am and 8pm Monday to Friday at 0300 123 1503. Additional help can be sought together with a Wellbeing pack from

<https://forms.norfolk.gov.uk/service/carers>.

AND FINALLY...

Please remember CHANGES are happening CONTINUALLY and the virus is still ever present, so keep safe and follow the government guidelines.

Do feel free to contact me if you wish for any advice and I will assist and support you.

My best wishes and look forward to seeing you all again.



Sylvia Barrett-Jones

Stakeholder Director

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Telephone: 0300 790 0508