



# Carers' Covid Update

ISSUE 2

Stay Hopeful, Stay Connected

**Q AND A EMAIL ADDRESS:** Carers who have questions can now email us direct at [carers.covid19q&a@nsft.nhs.uk](mailto:carers.covid19q&a@nsft.nhs.uk)

## How we are adapting in crisis situation

Many NSFT services have rapidly adapted how they provide support based on public health and wider Government guidance.

Our community secondary care teams operate a caseload model, meaning that an individual practitioner has the responsibility to deliver and organise care and treatment for their own caseload.

Most practitioners are working from home to keep themselves and service users safe and comply with social distancing rules. In Norwich and North Norfolk, service users have direct access to their allocated practitioner during the staff members' working hours and duty workers are contactable on the usual office numbers.

Trust-wide, we are using the telephone, Skype, WhatsApp, Zoom to keep in touch but where there continues to be an assessed need for face-to-face contact, these are still

taking place using personal protective equipment. Although the number of face-to-face interactions has reduced, there is early evidence of increased contact with service users and carers.

We're continuing to develop our crisis responses and are working closely with the ambulance trust, NHS111 service and other healthcare partners. The First Response 24/7 helpline is now up and running, 0808 196 3494.

The trust continues to actively recruit staff from all disciplines and is also working in partnership with NHS professionals to add to the pool of clinical and support staff to help support our service users and carers.



**Andy Mack (pictured) and Pete King**  
North Norfolk and Norwich

## Pen and paper

In this age of technology do not forget the good old pen and paper. Never underestimate the feeling of receiving a letter that someone has taken the time to write. Receiving photos or children's drawings can keep people connected and remind them that they are part of a bigger picture. Writing can be very therapeutic. It is often easier to write things than say them. It doesn't have to be a novel, just a few words to show you care.

**Carer Dereham Norfolk**

## A Carer's view (names changed)

My friend thinks I am over-reacting in worrying about my son David, who lives independently. She says at his age if he caught it he would be fine.

My worries include:

- Will staying home alone prompt psychosis?
- How will he cope if his father or I catch Coronavirus?
- If he caught it and was admitted to hospital, how would he manage and how would the hospital respond if his mental health deteriorated?

Recently, David's father was told to self isolate as his heart condition puts him in a high risk group. David is helping his father with shopping. I do not live with David's father.

My friend has stopped asking after David, even though she updates me on all her family and friends. I feel very let down. It feels more difficult because I live alone.

Luckily my concerns about whether or not David's administered medication would continue were answered by his care co-ordinator. She rang him to check in and then, with his approval, rang me to explain changes and how to contact her. It was much appreciated.

## Let's meet

Jill Curtis  
Senior Family & Cares Lead,  
Staff Gov



**First Record:** Son of my Father by Chicory Tip

**Fave Food:** Fish and chips, Victoria sponge

**Area:** Adult Community covering Norwich plus north, south and west Norfolk

**She says:** I have worked for the Trust for almost 20 years. I have a Marmite type character and am passionate and forthright, which at times can cause me trouble, both professionally and personally!

I like to feel useful and valued. My 'workaholic' attitude is because I enjoy my job and fully believe in what I do and why I do it.

## Young Carers

The current situation is presenting significant challenges for carers. This can be even more significant for young carers but there is support for them and their families.

Carers Matter Norfolk and the partner organisations who deliver the countywide Young Carers and Families Service are still accepting referrals and providing support. The Carers Matter Norfolk Advice Line is available to young carers, families and professionals on 0800 083 1148 and live chat is available via [youngcarersmatternorfolk.org](http://youngcarersmatternorfolk.org).

Caring Together has a bursary fund available to support young and young adult carers to buy resources to support their education/training/employment or help support their mental health at this time. They also offer awareness-raising sessions digitally and have opportunities for young carers to have their voices heard through Norfolk Young Carers Forum. For more information, contact [nycf@caringtogether.org](mailto:nycf@caringtogether.org)

Caring Together has produced a survey for carers to have their say about issues facing them and their families. It can be accessed via [https://www.surveymonkey.co.uk/r/CT\\_carer\\_COVID19](https://www.surveymonkey.co.uk/r/CT_carer_COVID19)

**Andy McGowan**  
Head of Carer Services

**Alice Yong, Peer Support Worker from the Eastern Recovery Team, Northgate Hospital, Yarmouth, has put together a resource booklet for service users and carers with helpful information, online resources and helpline numbers. Click the link under Useful Documents.**

