



# Carers' Covid Update

ISSUE 3

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)

## New Q & A email to give carers support

Life changed dramatically for everyone with the arrival of COVID19 and affected us all in many different ways, especially those of you who care for someone with mental health difficulties.

Questions were raised about how services would respond under such strange and difficult circumstances. Through contact with Carers, it was clear that they did not always know where to go with their concerns and were often left feeling stressed and unsupported.

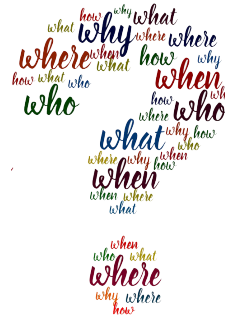
A Carers Q & A email will enable Carers to put their questions to the Trust. These will be accessed weekly by a group of staff from across the Trust and forwarded to the people best placed to answer the enquiry, responding to the carer within five working days.

We hope that this will help alleviate some of the stress Carers are experiencing and provide them a service that supports them and keeps them connected with our Trust.

If this receives positive feedback from carers, we hope that it will be something that will continue.

For any carer that does not have email access, please contact the People Participation Lead or Carers Lead, accessible through the team that is currently providing support to your cared for person or contact PALS on 0800 279 7257.

We look forward to receiving your communications to [carers.covid19q&a@nsft.nhs.uk](mailto:carers.covid19q&a@nsft.nhs.uk)



### Celebrating Nurses Day

On Nurses Day (May 12th), Ann, a carer who supported Pip Everett and Jill Curtis NSFT Carers Leads at a Triangle of Care event in London, remembers her nursing connections.

"I am still very proud of being part of the Trust's presentation at the RCN (Royal College of Nursing) last October. I decided to get together some information about our family's nursing experience.

"My grandfather's experience of mental health nursing was at the County Mental Hospital, Lancaster and included WW1 in the medical corps. Before she was a midwife, my grandmother was a nursing assistant at a residential facility called Monyhull Hall where she cared for children with epilepsy and other conditions."

## Who's Zooming who? Carers' virtual drop-in

**Neil Broadway, Carers Lead for Coastal IDT Ipswich, reflects on his launch into new technology to stay in touch**

Well the first thought that popped and into my mind, was the Classic 80s tune by Aretha Franklin "Who's Zooming Who?". What a classic tune, and how appropriate, but that's more about my love for the 80s genre.

If you asked me about eight weeks ago what Zoom was, I would have probably had a vacant expression on my face. Now it is becoming a regular part of my day-to-day routine to stay in touch. COVID-19 has meant the need to work in more creative and innovative ways, embracing technology and using this to support our carers.

Some are in complete isolation, 24/7 so it's more important than ever before to make sure they have meaningful contact with others. The next meeting is already planned – a quiz.

Below are some comments from carers on what they thought:

- "Lovely to spend some time with other carers and Neil can always be relied on to cheer us up! Looking forward to the next meeting and hope more people will be able to join us."
- "Although I was a little nervous about joining a Zoom meeting I found it easy to join in and was surprised at how it made me feel. As a carer, as it was good to be able to have a different type of conversation with other people who understand how things are."
- "It was a bit strange seeing everyone on screen at the same time and hearing them speak and hearing me join in the conversation too but at the same time it was quite reassuring to be able to talk freely about our feelings and situation during this lockdown."
- "It made me feel I am not alone."

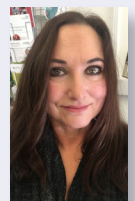


### Let's meet

#### Tiff Cecchini

Charge Nurse Family Liaison

Central Norfolk Acute Services



**First single:** Heart of Glass, Blondie

**Favourite food:** Mexican

**About me:** I qualified as a mental health nurse in 1999 and worked on the inpatient wards at Hellesdon before taking up my current role working with families and carers in 2014. I trained in systemic family therapy for two years and use these skills to engage with families and young carers. The role can be challenging at times but also incredibly rewarding.

**Five favourite things:** Family time, Norfolk beaches, dogs, cheese and Netflix.