

# NEWSLETTER



## Rotherham Carers Forum

### Welcome from Jayne Price, our Forum Chairperson

I'm happy to welcome you to our Spring 2024 newsletter bearing in mind the clocks spring forward very soon after what seems like a long winter.

Since our last edition which marked Carers' Rights Day in November, we have had fun at our Christmas party and become more finance 'savvy' courtesy of The Money Charity who visited us in person to talk about Wills, Trusts, LPAs and Court or Protections, and then hosted a fantastic online session regarding money safety such as being wary of fraud and scams.



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We have also sadly had to say goodbye to Clare and Danielle from Bright Iris CIC who have been invaluable for the continued development of the Forum (thank you very much!) and we have been so fortunate to take on Vickie Hobson as their replacement. Vickie has a wealth of community knowledge especially of Rotherham and has been fast to pick up from Claire and Danielle. We are so fortunate to have a continuation of supportive hands taking good care of us!

We have also been offering wellbeing sessions for unpaid carers on an outreach basis at various venues around the borough.

The photo you see of me is when carers surprised me with a lovely bouquet of flowers at our Christmas get-together and I am very grateful for their thoughtful gesture. The flowers lasted well into the main festive period.

We are now looking ahead to Carers' Week in June, Please keep your eyes on our Facebook pages and website: [www.rotherhamcarersforum.org.uk](http://www.rotherhamcarersforum.org.uk)

Wishing you a healthy and happy spring and early summer.'

**Hello and welcome to a new section of the newsletter, This edition Jayne's talks about 'When it comes time to move on'**

I'm yet to meet a carer who doesn't worry about the future of their loved ones and the 'what ifs' that keep carers awake at night. The biggest "What if; " is probably in the sense of 'what will happen to my cared for person if something happens to me?'

2023 has been a wake up call health-wise for me, Being a Type 2 Diabetic since 2006, I've been mindful of what the medical people often remind me about this curse of a medical condition but/ hands up, not put much into practice That is, not until a GP read me the riot act early last year but it was too late, I'd started with Diabetic Macular Oedema and in July last year, I took the decision to stop driving, So that was the end of my daughter's and my girlie trips out complete with the odd 'careole' sessions to break up the journey,

At the time, we already had access to a social worker due to another matter, and we had taken the first steps of appointing an advocate to independently capture my daughter's voice (as she has very limited speech and language.

Last July's health deterioration through a spanner in the works of a slow but thorough process but the advocate had already given the green light that in her opinion my daughter is ready to make an attempted on the next stage of new life journey bearing in mind the advocate will stay around to capture my daughter's voice throughout the process.

Since then, I was asked by our social worker to complete a Housing needs form' which I did in great detail due to me being like any other carer in the same situation and wanting the best for my loved one. The completed form was returned to the Local Authority to go on the 'pile' and not to expect anything straight away due to the pile being very big and housing emergencies coming in taking priority in the meantime.

Much to my surprise, an option came through just before Christmas but I instantly turned it down. It will be a lovely high spec new build home for someone in Mexborough but my daughter is a Rotherham girl who attends a Rotherham Day Centre, Gateway with her friends in Rotherham and is used to medical services in Rotherham

In January a Rotherham option came through. It has big potential and I'll leave it there for this edition. The reason for this blog is that a number of RCF members know that one day, they will be on the same journey with their loved ones but are dreading it happening. They are wanting me to report back step by step of how things progress complete with warts and all. I know it's going to be an emotional journey for both of us.

Have you been on this journey with your loved one either urgently or taking things gradually? Have you got any advice or tips? Please email me on [Jayne@rotherhamcarersforum.org.uk](mailto:Jayne@rotherhamcarersforum.org.uk) Please let me know whether you are happy to share your tips (either with your name or anonymously).



# Meet the team

Hello all, this is a new feature where each issue we will introduce a member of the team

## MEET VICKIE, OUR ADMINISTRATION & DEVELOPMENT OFFICER

Hello, I joined the RCF in January this year and I have been busy promoting our social media platforms and upcoming events, I have been creating networks, recruiting new members and generally managing the admin side of the forum. I have a employment history of charity and community work and I am a Carer myself for my father. I will be attending the monthly meet-ups so please do come and say hello - looking forward to meeting you all.

Contact Vickie - 07368 598606

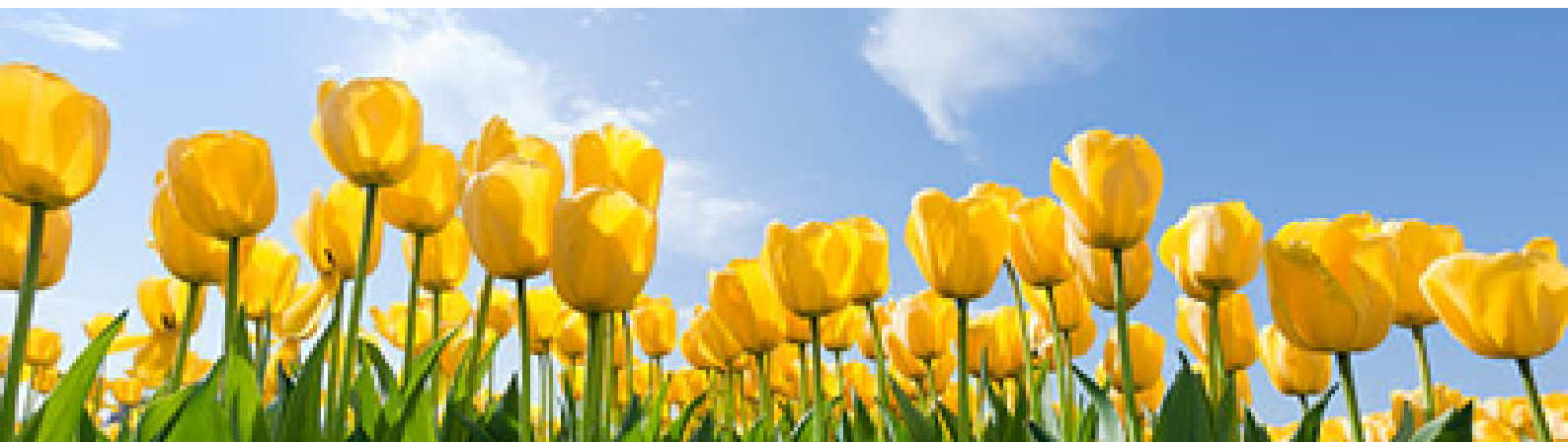
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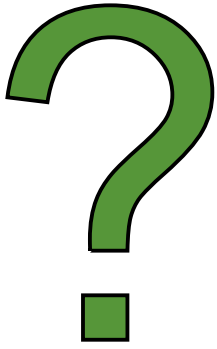


## WELLBEING SESSIONS



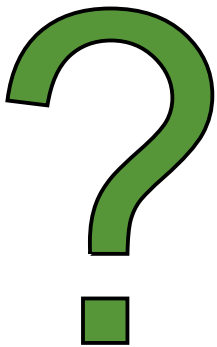
With funding awarded to us by the by RMBC we were able to run a number of wellbeing sessions throughout the borough. Angie Lindsay, a qualified Hypnotherapist and Reiki Practitioner ran these sessions for us, and we would like to send her our appreciation. The sessions covered the topics Better Sleep, Relax and Rejuvenate and Stress Management.





## YOU TOLD US:

A carer member told us that her daughter (who is the cared for person) lost her purse with her travel pass whilst in Rotherham but finding some loose change she got on her usual train home expecting to pay cash for her ticket. Instead she was met with two inspectors who reprimanded her despite her disability and issued a fine sternly telling her that the system had recently changed stating no-one should alight the train ticketless. This resulted in the daughter arriving home in floods of tears and losing her confidence to travel independently



## WE DID:

We raised the issue strategically throughout Rotherham  
We raised the matter on our Issue Log system and researched to whom travel complaints like this should be addressed.

We found out that ultimately South Yorkshire travel complaints should be addressed to  
Mr Mayor Oliver Coppard,  
South Yorkshire Mayoral Combined Authority



We emailed the details to Mayor Oliver Coppard via at his department,

**WE ASKED THAT:**

A change should be introduced in the current approach to dealing with vulnerable customers.

There should be a consistency of approach in allowing passengers to pay on the train.

There should be a review accessibility of messaging for example looking at how information about buying tickets and fines can be better communicated.

More awareness training for all public facing staff.



What happened next:

Our member's daughter was offered free further travel training from RDaSH

We received a personal email from Mayor Oliver Coppard stating that he has been able to raise concerns directly with Northern, and to campaign for improvements in service delivery.. His team has raised our specific complaints with Northern, and progress is as follows:

He made it clear to Northern that he expects their teams to use discretion when dealing with vulnerable customers of all types. They offer their apologies.

Secondly, Northern explained to his officers that their policy is that a "Promise to Pay" ticket can be taken from a ticket machine, which is then used to allow for payment on board. Regarding this, Mayor Coppard's officers challenged Northern as they all felt 'the process is ' confusing, and begs the question of why it would be needed if they could just pay at the ticket machine in the first place.' The Mayor has, therefore, asked Northern to review the accessibility of their online and on station messaging, particularly in regard to ticketing and penalty fares.

Finally, he has asked Northern to provide details of their current disability awareness training for all their customer-facing employees. His rail team will review this and Northern with feedback and suggestions on any areas for improvement. Northern did signpost his teams to the national Sunflower lanyard scheme, which they recognise and support as a means to raise visibility around passengers requiring additional support.

*Mayor Coppard has invited our carer member and her daughter to his office in the near future*

## **Our Monthly Meet-ups**

**We meet monthly at Rotherham Town Hall to share experiences, learn from each other and enjoy some light refreshments. We often have guest speakers who provide useful information for Carers.**

**Our January speaker was the lovely Jenny from The Money Charity team who presented online and in person presentations around money safety and all things financial.**

**The sessions were very well attended and feedback was excellent from our members. We look forward to holding more of these sessions at a future date.**



**Our February meet-up was low on numbers due to the awful weather condition. We are very grateful to those that did brave the snow though! and we still managed to have a cuppa, food and a chat. Our guest speaker was also affected by the weather and we have rearranged a future date**

**We were joined by Kym and Andrea at our March meet-up who gave us a lovely presentation discussing how Rotherham Healthwatch represents the voice of our communities.**



# UPCOMING EVENTS

**OUR NEXT MEET-UP THURSDAY  
APRIL 11TH 12 NOON - 2 PM  
ROTHERHAM TOWN HALL**



**THIS MONTH'S SPEAKER  
THIS MONTH WE WILL BE JOINED  
BY STEVE MACE FROM ABSOLUTE  
ADVOCACY STEVE HAS BEEN AN  
ADVOCATE FOR OVER 10 YEARS,  
IS AN EX-MINER, A FORMER  
HEALTHWATCH EMPLOYEE AND  
WAS AN NUM OFFICIAL - SO  
PLENTY TO TALK ABOUT!**



**Light lunch provided**



**TO BOOK PLEASE CLICK THE LINK BELOW**

<https://www.rotherhamcarersforum.org.uk/joinanevent>

**YOU CAN FIND ALL OUR EVENTS ON OUR WEBSITE AND SOCIAL MEDIA PLATFORMS**

## SUPPORTING OUR FUNDRAISING

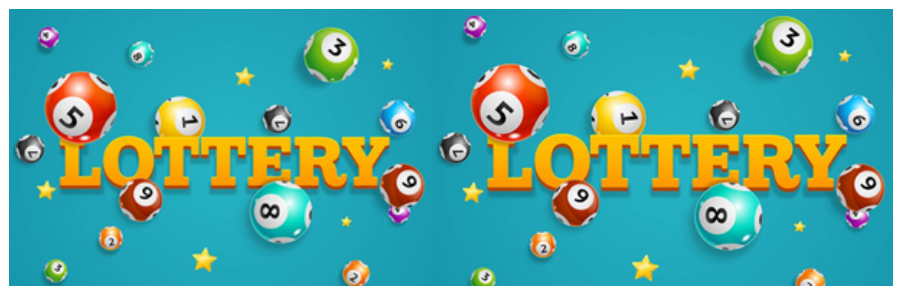


**Please consider supporting our fundraising which provides  
our meet-ups, events and provides information by  
purchasing lottery tickets**

<https://www.rotherhamcommunitylottery.co.uk/support/rotherham-carers-forum>



- Help give our fundraising a boost
- Tickets cost just £1 a week
- Win up to £25,000



BUY TICKETS:  
Go to:  
<https://www.rotherhamcommunitylottery.co.uk/support/rotherham-carers-forum>  
And search for: Carers Forum



GambleAware 18+ Supporters must be 18 years or over

Your opinion matters

Here at RCF we passionately believe that 'your voice matters' please email [admin@rotherhamcarersforum.org.uk](mailto:admin@rotherhamcarersforum.org.uk) with your ideas for future events you would like to see, guest speaker suggestions or articles for the newsletter.

THE GALLERY - A FEW PICS FROM EVENTS & MEETINGS



Money safety event

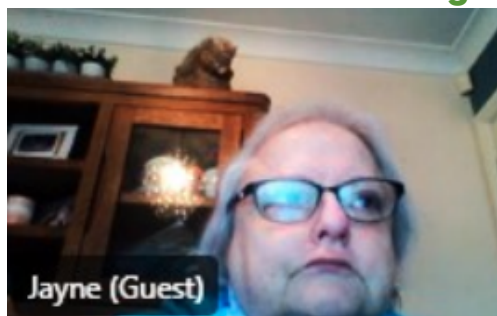


Christmas boogie time



Deep in discussion - wellbeing session

Jayne deep in thought at recent online meeting



OUR SOCIALS & CONTACTS  
please like, follow & share



ROTHERHAM CARERS' FORUM



@ROTHERHAMF36283



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