



CARERS CONNECT 2020



26TH NOVEMBER 2020
EVENT REPORT

ONLINE EVENT



WELCOME



This year's **Carers Connect 2020** was the **first online event** delivered to help support unpaid carers in Perth & Kinross and was held on **National Carers Rights day, 26th November**. This report gives a flavour of the day and provides an insight to the presentations and outcomes that were achieved. It also incorporates some of the feedback we received which will be used to inform the development of future events that bring carers together to learn and share their experiences.

ACKNOWLEDGMENTS

The event was delivered by PKAVS Carers Hub in partnership with Perth and Kinross Health and Social Care Partnership, supported by Carers Voice and other local stakeholders.

We are thankful to all participants who took the time out to spend some or all of the day with us. A big thanks to workshops providers who supported this event and all the organisations contributing to the pre-recorded video containing nearly 30 infomercials! Also a heartfelt thank you to everyone who joined our planning group, you all helped to make it happen!

If you would like to have a say in the design and planning of events in 2021 please contact our team on 01738 567076.



PURPOSE OF THE EVENT



The annual carers event aims to fulfil a number of purposes in supporting carers in their caring role and in living life beyond caring.

This year has been like no other and while we were committed to deliver this event for carers, to ensure everyone's safety we had to go online.

This was a new way of engaging with our clients and we were excited to see how the day would turn out!

Annual Carers Connect event is designed to:

- Improve access to information and support
- Increase awareness of carers rights and the local commitments to supporting carers
- Connect carers with their peers and to services that can respond to their needs

It is also an opportunity to recognise and celebrate the contribution of unpaid cares in Perth and Kinross and for carers to take time out to invest in and consider their own wellbeing.

The aim of this year's event was to provide information about the support available to carers during the Covid-19 pandemic and we delivered that in a form of a video with infomercials from various organisations.

Through the workshops offered we wanted carers to take time to think about their own mental health, increase their awareness of the importance of investing in their own mental and physical wellbeing and to offer some practical tools for self-care.

Although we were all connecting from our homes we wanted carers to know they are not alone, there is still support available out there.

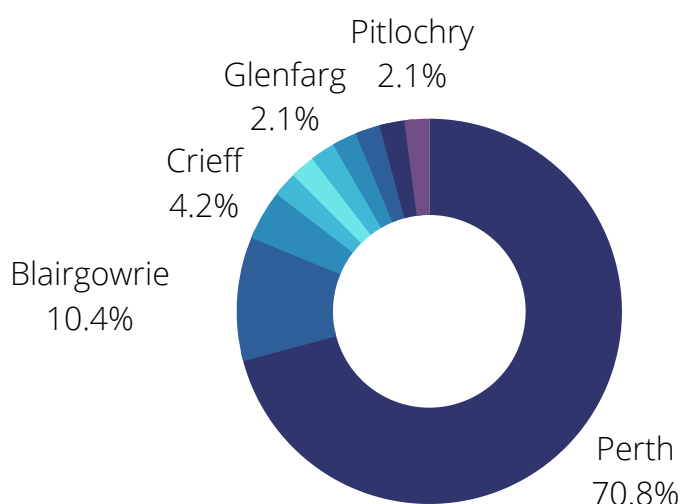
WHO ATTENDED THE EVENT?



We had 72 people registered for this year's event (40 carers and 32 professionals). We have shared the links for the event with all carers who are registered with PKAVS or PKC via email.

On the day of the event 82 people attended overall for various parts of the day. People decided to drop in and out to attend the parts they were the most interested in. We have had 53 people watching our pre-recorded video and nearly 60 people attending the workshops.

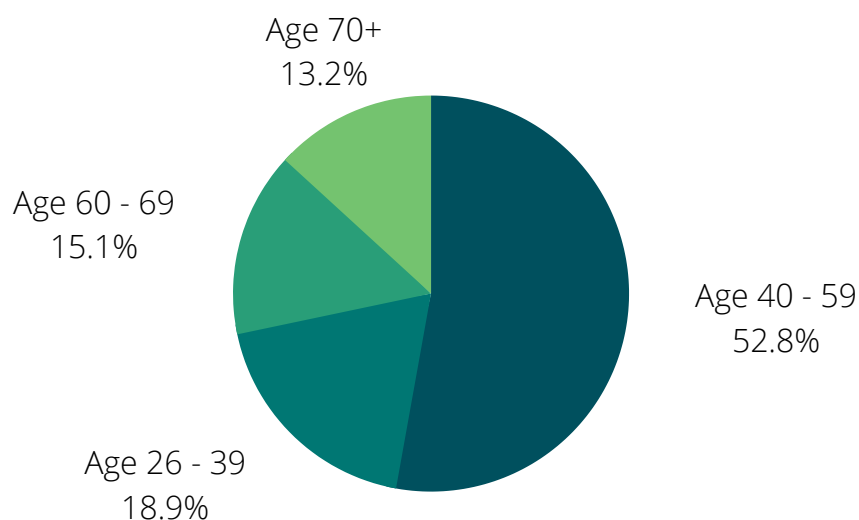
Despite the event being online the majority of people who registered were from Perth, which is similar to previous face to face events.



WHO ATTENDED THE EVENT?

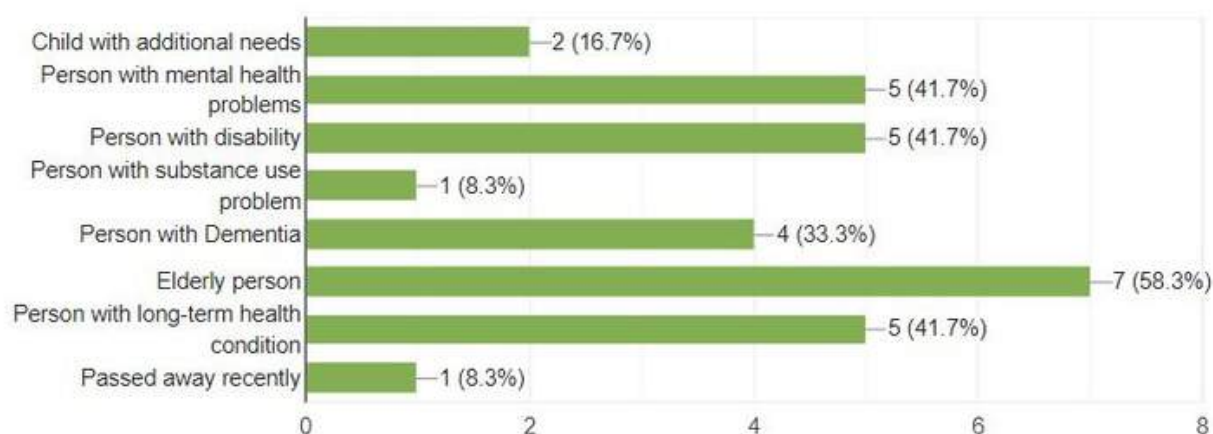


The caring role and age of the audience was diverse. Around 28% of participants were over 60 years old. It is down by 17% comparing to last year though. This might be due to the event being online as opposed to the regular face to face connecting event.



If you are an unpaid carer, please tell us who you care for?

12 responses



The diversity and geographical spread of carers in Perth and Kinross is a key factor to inform planning for future events. There is significant value from the learning opportunities for carers and professionals which should be built up on. Increasing the engagement of carers to these types of events will come from delivering more localised opportunities involving face to face and/or online type of events.

With this in mind PKAVS will commit to delivering events in localities during Carers Week 2021 and the planning will start early in the year to engage with these communities.

EVENT PROGRAMME



Usually a big part of the event (and one of the most enjoyed) is a marketplace of the local organisations supporting carers. This year we had to be more creative how to keep people safe and let them know what services are currently available to carers. We teamed up with a filmmaker called Kelly McIntyre who created a video with infomercials contributed by partner organisations. We were very encouraged by the response from other organisations wanting to take part in the video! As the video was growing in length the organising group decided we should include some entertainment (singing along with Kenny!) and exercise provided by Live Active Leisure to break it up! We hoped that this mix would help keep everyone engaged! The video also included inspiring talks from carers who shared their personal stories.



In the afternoon there were 5 workshops delivered focusing on different topics around mental health and improving resilience and coping techniques. We ended the day with a Q&A session where a number of officers were present to answer questions from carers. Karyn Sharp and Raymond Jamieson said few words to summarise the event and thank carers for their participation and wonderful work they do every day. The event was hosted by our colleague from The Health & Social Care Partnership, Colin Paton. Digital Support Officers from PKC and PKAVS staff helped make sure the event ran smoothly and were present to help resolve any technical issues. For a full Programme see Appendix 1.

VIDEO WITH INFOMERCIALS

The event was opened by the Provost Dennis Melloy opening the event for carers. The Provost expressed his appreciation and admiration for carers who since March 2020 have seen a dramatic increase in the caring responsibilities.



Next up was a welcome from Gordon Paterson, Chief Officer of Perth & Kinross Health and Social Care Partnership. Gordon expressed his hope that despite the event not being delivered in person that carers will still enjoy the day and find it useful and informative.



VIDEO WITH INFOMERCIALS



Our morning video included infomercials from the following organisations:



Social Security Scotland
Tèarainteachd Shòisealta Alba



VIDEO WITH INFOMERCIALS

Participants of the event were able to enjoy a bit of exercise from Live Active and Sing Along with Kenny.



'Feel upbeat now!'

'Proved to myself I need to exercise more'

'Enjoyable and got you singing!'



The video also included inspiring talks from carers who shared their personal stories and how the recent pandemic affected their lives and caring role.



'Videos from carers were most impactful in terms of what it means to be a carer and the difference support has made to them - real life stories are always helpful.'



To view the full video go to www.youtube.com/watch?v=2hIDo8MrDds

If you're a carer and would like to receive a **DVD copy and/or a leaflet with contact details for all the above organisations offering support to carers**, please contact Carers Hub Team on CarersHubAdmin@pkavs.org.uk

VIDEO WITH INFOMERCIALS - YOUR FEEDBACK

"Informative
videos"

"Very lively &
informative"

"It was interesting and
important to hear
directly from service
providers and partners,
detailing the services
offered and how it
affected carers and
their families"

"Need
hard copies"

"Felt the 2 hours was
a challenge, with the
technical issues added
it made it more
difficult to maintain
concentration. The
films were a credit to
the services though!"

"It provided a good
snapshot of what
goes on."

VIDEO WITH INFOMERCIALS - YOUR FEEDBACK

"Great to get a better picture of all the community services"

"Very interesting. Would be good to get a handout with a list of all the contacts that we have just heard about."

"Lots of good information about lots of things. Pity about the tech difficulties but glad I stuck with it."

"Just happy I could attend at last. Very informative and useful info!"

"A wealth of information about support for carers - these films put that all in one place and would be great to access it online after this event."

"Wasn't sure what to expect and I thought I might have left some of the sessions early. I ended up staying on for the whole event"

VIDEO WITH INFOMERCIALS - WHAT NEXT?

We will be circulating the film far and wide via our website and social media (or through DVDs to the carers who request it) to increase the reach. We're hoping that the benefit for carers will be far more than what was delivered on the day of the event. We hope that by doing this the film will greatly increase the awareness of the services offered to carers (and other community members). Our aim is to fill in any gaps the current situation might have created as there might be assumption that most services ceased to operate. We're hoping that this will contribute to reducing social isolation that carers stated they feel.

To view the full video go to www.youtube.com/watch?v=2hIDo8MrDds

If you're a carer and would like to receive **a DVD copy and/or a leaflet with contact details for all the above organisations offering support to carers**, please contact Carers Hub Team on **CarersHubAdmin@pkavs.org.uk**



WORKSHOPS



LET'S TALK ABOUT THE VALUE OF REACHING OUT TO OTHERS

by Renata Fraser
Transformational Life Coach



Renata took participants on a journey through the Robert Carley's TED Talk:

"You're lovely, you're lovable, you're loved"

Robert is a trainer and motivational speaker. He's largely involved in Irish Mental Health organisations. He regularly runs wellness workshops with Suicide or Survive, and runs his own organisation The Right Mind. He speaks from personal experience about the value of reaching out to someone who is feeling despondent with the simple phrase - You're lovely, you're lovable, you're loved.

If you weren't able to attend this workshop, you can watch Bob Carley's TED talk at www.youtube.com/watch?v=sWA7QWehxhA

Here's an exercise for you from Renata Fraser:

- Let's bring our awareness into a language we use, not only when speaking to others, but also when speaking to ourselves.
- What are the negative statements that we are telling ourselves? (e.g. I am not good enough, people are terrible, the world is a dangerous place).
- Is having this belief helpful or less helpful in life?
- Where does it come from? Whose voice is it? (e.g. your parent, society, a critical boss?)
- Think or write down 3 good things you know about yourself that you know are true.
- Can you try and upgrade the statements you are telling yourself from dis-empowering to empowering statements about you?
- If you could choose, what belief would be more useful to you?
- How would things change if you lived your life with this new statement?

Remember: "You are loved, loveable and lovely"

"It is what we should be doing"

"The life coach Renata was so friendly & gave me some great ideas!"

WORKSHOPS



GET A GOOD NIGHT'S SLEEP

by Rachel Palmer

Adult Recovery Facilitator at Mindspace



Trouble sleeping? In this short workshop Rachel shared information helping you to understand your sleep pattern and talked about useful tips how to get a better night's sleep:

TIP 1

Keep a notebook by your bed and record any worries you are having before you go to sleep. Sometimes writing them down takes some of the worries away, especially if you can see what you need to do to manage these worries.

TIP 2

Using phones, iPads or computers at bed time can interfere with your sleep. This is to do with the blue light and glare from them. The best thing is to not have them in the bedroom. If this is difficult to do, try reducing the brightness of the screen which you can do through settings.

TIP 3

Get some fresh air during the day. Even walking for just half an hour can encourage lots of feel good factors, especially when we are having to spend such a lot of time inside.

TIP 4

It can be very helpful to try a meditation for sleep either before you go to bed or when you are in bed.

"Some great advice!"

WORKSHOPS



MEN'S HEALTH & WELLBEING

by Alex McClintock

#Andysmanclub



Alex is one of Andysmanclub's Scottish Trustees and shared more about AMC's history and how they have grown over the last 4 years from 1 club to 29 clubs! Alex also shared his own journey with mental illness and how #Andysmanclub has helped him and how it could help you or your loved ones. Participants were moved hearing such an open, honest and heartfelt story from Alex.

"Felt that Alex who delivered the workshop was very comfortable, knowledgeable and clearly passionate about Andysmanclub. Good opportunities to have discussion and interact."

"Really relevant, moving and thought provoking"

"Lets us know how quickly it can be done on a wide and grwoing scale. Well done!"

"Excellent service provided, explained clearly by the host and championed very well"

WORKSHOPS



MEDITATION

by Lynne Crow

Lynne Crow Holistics



Lynne helped participants to take time to care for themselves with a session to help release stress and tension. A gentle guided meditation to help find relaxation and peace in a carers busy day. **Please note that sessions with Lynne are available for carers as part of the PKAVS Therapy Vouchers scheme.**

"Soooo relaxing!!!"

"For me, this was a perfect way to end the event especially as I was about to attend another virtual 2 hour meeting!!"

"A bit harder to do online, but enjoyable"

"I almost fell asleep! But I felt refreshed after it."

"Lovely relaxation session, should apply this to daily life"



If you would like to try out one of Lynne's meditation session go to a link below for a free audio that Lynne created for carers:

www.pkavscarershut.org.uk/Carers-Connect

WORKSHOPS



PUT ON YOUR OXYGEN MASK BEFORE HELPING OTHERS!

by Harry Holbrook
H2Hypnotherapy



Now, perhaps more than ever, we need to be able to manage worry and stress and keep ourselves well if we are going to care for those who depend upon us. In this workshop participants took part in guided relaxation and learned some simple techniques for relaxation and stress management that they can use at home. **Please note that ongoing sessions are available for carers as part of the PKAVS Therapy Vouchers scheme.**

"Still thinking about it..."

"Definitely works and it is all so simple to do in my own time"

"Useful advice and tips to use in a daily life"

"Relaxing and food for thought"

EVENT EVALUATION



Feedback was gathered throughout the day to help evaluate the overall experience of the online event. Your thoughts and ideas will be used to formulate the plans for 2021.



We asked: What was done well?
You answered:

Afternoon workshops, informal nature of event, able to listen in whilst doing other things at home.

The speakers were so well prepared & didn't go too fast.

The willingness to try a digital event on this scale was a great effort.

The workshops were excellent.

I think you all did incredibly well despite technology.

Communication from those involved via Teams, when technology failed, was very good.

It was fine but missed talking to people at the stalls.



EVENT EVALUATION CONTINUED



We asked: What could be improved?
You answered:

I would suggest a half day, possibly on two different days of the week and at different times via Zoom or Teams would be a good way forward for future events. Or at least every second year alternating with an in-person event.

Improved participation by carers - need to consider how to better attract/engage more of the 14,500 carers in P and K.

More live involvement with the audience in between sections of the video.

Go back to last year where unpaid carers led the event.

There were technology issues but only to be expected!

Condense the event to a morning or afternoon session.

WHAT ARE THE BIGGEST BARRIERS FOR CARERS DURING THE COVID-19 PANDEMIC?



Isolation

No hospital visits and extra caring role

Keeping everyone apart and huge extra work involved due to nothing being open
2 responses

The total cessation of all opportunities for social groups/clubs to meet, meaning that there was little or no respite, leading to stress on both sides

Not being allowed to meet regularly, face to face, feelings of social isolation and unable or difficulties in getting respite

Access to regular planned support to allow a break. Closure of day services

Isolation

Isolation and reduced/limited services

The person I care for not being able to go out to workshops as before

Lack of social interaction both for the carer and cared for person

Fear of catching the virus if you leave home

Isolation

WHAT WAS IT LIKE TO ATTEND THE EVENT ONLINE?



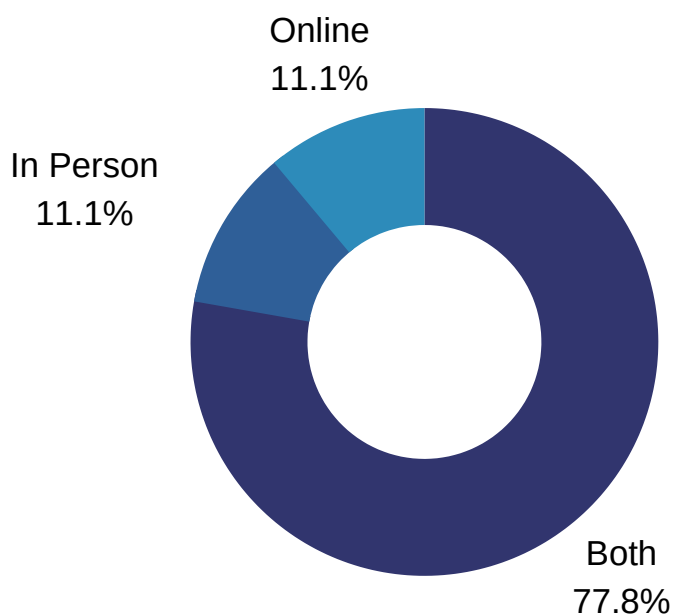
- 😊 Perfectly OK! In fact I am at the stage of thoroughly enjoying virtual events!
- 😊 Great, IT issues resolved fast and I could stay at home with my family member with no need to travel.
- 😐 Ok, but still prefer face to face.
- 😞 Not quite the same as getting to meet and chat with carers... but good nonetheless.
- 😐 Easier in some ways than face to face as I could let the dogs out and check on my family member, but I missed the informal chats with others and the networking.
- 😊 Can't normally attend face to face so online was great for me.
- 😐 Definitely different. Missed the social interaction aspect but it was good to still be able to take part.
- 😊 Some technical glitches to start but otherwise had the freedom to break for a cuppa when I wanted.
- 😐 Bit more isolated, not as able to have conversations with carers.
- 😊 Just as enjoyable.... and easier to slip out for a toilet break.
- 😐 I do prefer face to face but this was very good as without doing it online it would have been cancelled.
- 😊 Allowed me to be at home and do stuff.

WHAT WAS IT LIKE TO ATTEND THE EVENT ONLINE?



The feedback for attending the event online was mixed. We can clearly see that this way of delivery appeals to some of you in one way or another while at the same time in-person events might still be preferred for better human connection with other carers or making contacts with professionals. Going forward, the world situation permitting, we would like to mix both ways of delivery so that the human element of it is maintained but carers having problems to travel (or preference not to travel) due to various reasons can access it online.

In future, what type of events would you prefer to attend?



APPENDIX 1



CARERS CONNECT 2020 - EVENT PROGRAMME THURSDAY, 26TH NOVEMBER 2020

WHEN?	WHAT?	WHERE?
10:00 – 11:50	A video with local services, entertainment, exercises and a competition – choose your favourite infomercial! <i>Have a question or a comment? Please type it in the chat box!</i> <i>Colin Paton – Event Host</i>	Microsoft Teams meeting
11:50 – 12:45	Time for Your Lunch	@Home
12:45 – 13:00	Welcome back! MORNING REFLECTIONS – Learning & highlights from the morning. <i>An introduction to workshops and explanation of the raffle prizes.</i> <i>Colin Paton – Event Host</i>	Teams meeting
13:00 – 16:00	WORKSHOPS (50MINS EACH) A. Let's Talk About The Value of Reaching Out to Others <i>Renata Fraser, Transformational Life Coach</i> The workshop is based on Bob Carley's TED Talk who speaks from personal experience about the value of reaching out to someone who is feeling despondent with the simple phrase - you're lovely, you're lovable, you're loved. B. Get a Good Night's Sleep <i>Rachel Palmer, Mindspace</i> Trouble sleeping? If the answer is yes this short workshop can help you to understand your sleep pattern and how to get a good night's sleep. C. Men's Health & Wellbeing <i>Alex McClintock, #Andysmanclub</i> Join Alex, one of Andysmanclub's Scottish Trustees to hear more about AMC's history and how we have grown over the last 4 years from 1 club to 29. He will also share his own journey with mental illness and how AMC has helped him and how it could help you or one of your loved ones. Men and women are welcome to join. D. Meditation <i>Lynne Crowe Holistics</i> Take time to care for yourself with this session to help release stress and tension. A gentle guided meditation to help you find relaxation in your busy day. E. Put on your oxygen mask before helping others! <i>Harry Holbrook, Senior Clinical Hypnotherapist and Trainer</i> Now, perhaps more than ever, we need to be able to manage worry and stress and keep ourselves well if we are going to care for those who depend upon us. In this workshop we will learn some simple techniques for relaxation and stress management that you can use at home and also take part in a guided relaxation. We have 3 sessions and you can choose 1 workshop from each session!	Teams meeting
13:00 – 13:50	SESSION I A. Let's Talk About The Value of Reaching Out to Others B. Get a Good Night's Sleep D. Meditation	Teams meeting
14:00 – 14:50	SESSION II A. Let's Talk About The Value of Reaching Out to Others C. Men's Health & Wellbeing (Everyone Welcome!) E. Put on your oxygen mask before helping others!	Teams meeting
15:00 – 15:50	SESSION III B. Get a Good Night's Sleep C. Men's Health & Wellbeing (Everyone Welcome!) D. Meditation	Teams meeting

APPENDIX 1



16.00 – 17.00	<p>Carers Café, Chat and Q&A</p> <p><i>Officers from across all localities and a range of areas of interest will be available to discuss the support available for carers, help answer any questions and take feedback:</i></p> <p><i>Karyn Sharp – Carers Strategy Lead</i> <i>Lyndsey Baillie – NHS South Locality NHS Manager</i> <i>Raymond Jamieson – PKAVS Carers Hub Service Manager</i> <i>Alison Gallacher – Carers Programme Manager / Sitting Service</i> <i>Bridget Barker – Wellbeing Support Coordinator for North & South Localities</i> <i>Christine Tse – PKC Policy Officer</i> <i>Liz Dunbar – PKAVS Adult Carers Coordinator</i> <i>Marie Morris – PKAVS Hospital Link Worker</i> <i>Maureen Summers – Chair of Carers Voice</i> <i>Gail Boath, Patricia Grant, Cathy Stewart – PKC Support Workers</i> <i>Fiona Johnstone, Stephanie Cameron, Heather Shields – Community Engagement Workers with info about local community support</i> <i>Jeni Guthrie, Declan Jones – Social Prescriber for North & South</i> <i>Colin Barnett – Charging Policy Review</i></p> <p>The session will end with the event round-up, feedback & RAFFLE PRIZES!</p> <p><i>Colin Paton – Event Host</i></p>	Teams meeting
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* Please note this programme may be subject to change at short notice

USEFUL INFORMATION

Not sure how to access and use Microsoft Teams?

Check our How To guide available on our website www.pkavscarershub.org.uk/Carers-Connect

Or contact us on:

Amulree (LEAD Scotland) – 07775 851507

Amy (PKAVS) – 07557 361743

Marlena (PKAVS) – 07759 058207

Don't have a suitable device – a smartphone, laptop or a tablet?

There is a small number of tablets available for loan so you can access our event.

Please contact Amulree (LEAD Scotland) on 07775 851507 for more information.

Problems during the event

Registered but not able to join the event? Please call PKAVS Carers Hub Team on 01738 567076 (Option 2).

Keep updated

To keep up-to-date with information regarding the Carers Connect event please check the Carers Hub website or social media channels. Alternatively, you can call Carers Hub Team on **01738 567076** or email CarersHubAdmin@pkavs.org



PKAVSCarersHub



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