



## Carer Satisfaction Survey 2018

### Complete our Carer Satisfaction Survey and be in with a chance of winning one of three £20 shopping vouchers!

We would like to hear about the experiences you have had while using our services **during the last 12 months**. Your responses are important to us and will help us to review and improve the way that our organisation works.

Please tell us the date you last used our services.....

#### SERVICES

1. Have you been satisfied with the response time when you have made an enquiry?

- Yes     No

2. What has been your main reason for contacting us?

- Advice and Information     Support Groups     My Time Grant     Training  
 Social Activities     Other (please specify)

3. Did staff respond in an appropriate and professional manner?

- Yes     No

4. Were the nature and range of services offered clearly explained to you?

- Yes     No

5. Would you use our services again?

- Yes     No

#### CARER SUPPORT GROUPS

1. Which, if any, of our support groups do you attend?.....

2. If you previously attended a support group and no longer do so, why did you stop attending?

3. Have you felt at ease and supported at the groups that you have attended?

- Yes     No

4. Are there any groups/activities that you would like us to offer in the future?

**CARER TRAINING/INFORMATION SESSIONS**

1. Have you attended any of the training/information sessions that we have offered?  
Yes    No

2. Which sessions have you found beneficial?.....

3. Is there any training that you would like to be offered?.....

**MY TIME GRANT**

1. Do you know about the 'My Time' grant to provide a break for carers? Yes    No

2. Have you applied for a My Time grant? Yes    No

**CARERS IN EMPLOYMENT**

1. If you are in employment, is your employer aware of your caring responsibilities?  
Yes    No

2. Is your employer supportive of your carer responsibilities? i.e. offering carer leave, flexible working hours etc.  
Yes    No

3. Are you aware that we run a support group for working carers? Yes    No

**INFORMATION**

1. Do you find our newsletter useful? Yes    No .....

2. Is there anything you would like to see in our newsletter?.....

**GP's**

1. Did you know that your GP surgery can register you as a carer? Yes    No

2. Have you seen our information in your GP Surgery? Yes    No

If so, which surgery?.....

**Thank you for taking the time to complete our survey. If you prefer your comments can remain anonymous, however if you would like to be in with a chance of winning one of three £20 shopping vouchers, then please fill in your details below:**

Name: ..... Contact Number:.....

Address:.....

Please return this survey by Friday 30th March to the Freepost address below:  
**Carers Wakefield & District, FREEPOST RTKU-KSXH-RXXK,  
25 King Street, Wakefield WF1 2BR**

# CARERS GROUPS ACROSS THE DISTRICT

Name	When	Where	Dates & Activities
<b>Ackworth Carers Group</b>	3rd Friday each month 1.30pm - 3.00pm	College Lane Surgery, Ackworth	16th Mar: Arts & Crafts 20th Apr: Arts & Crafts 18th May: Arts & Crafts
<b>BAME Ladies Carers Group</b>	Last Tuesday each month 10.00am - 12.00 noon	Carers Wakefield & District 25 King Street, Wakefield	27th Mar; 24th Apr; 29th May
<b>Ferrybridge &amp; Knottingley Carers Group</b> (was Two Counties Group)	Last Wednesday each month 10.00am - 12.00 noon	Please note new venue: Kellingley Social Club 25 Marine Villa Road Knottingley WF11 8ER	28th Mar; 25th Apr; 30th May
<b>Hemsworth &amp; SESKU (South Elmsall, South Kirkby &amp; Upton)</b>	1st Thursday each month 12.30pm - 2.30pm	South Elmsall Town Council Social Centre, Westfield Lane	5th Apr 3rd May: this meeting will be at a different venue due to polling day - please ring for details
<b>Men's Group</b>	4th Friday each month 12.30pm - 2.30pm	Please ring for venues and more details about each group meeting	23rd Mar: Lupset Pub 27th Apr; 25th May
<b>Mental Health Carers Group</b>	1st Tuesday each month 10.30am - 12.30pm	Carers Wakefield & District 25 King Street, Wakefield	6th Mar; 3rd Apr; 1st May
<b>Outwood Carers Group</b>	2nd Thursday each month 11.00am - 1.00pm	Bevin Community Centre, Bevin Close, Outwood	8th Mar; 12th Apr; 10th May
<b>Pontefract &amp; Castleford Carers Support Group</b>	2nd Tuesday each month 10.30am - 12.00 noon	<u>Back to original venue:</u> Baileygate Court Sheltered Housing Complex, North Baileygate, Pontefract	13th Mar; 10th Apr; 8th May
<b>Wakefield Carers Group</b>	Last Thursday each month 10.30am - 12.00 noon	Quaker Meeting House, Thornhill Street, Wakefield	29th Mar; 26th Apr; 31st May
<b>Working Carers Group</b>	1st Thursday each month 5.30pm - 7.00pm	Sainsbury's Cafe, Trinity Walk, Wakefield	5th Apr; 3rd May
<b>Vanguard Carers Support Group</b>	2nd Wednesday each month 10.30am - 12.30pm	Thornycroft Centre, Halfpenny Lane Pontefract WF8 4AY	14th Mar: Paul Jaques (Public Health) to talk to carers about Vanguard and to get their opinions about the scheme 11th Apr; 9th May
<b>Vanguard Carers Support Group For Wakefield</b>	4th Monday each month 10.30am - 12.30pm	Morrison's Dewsbury Road WF2 9BY	26th Mar: Paul Jaques (Public Health) to talk to carers about Vanguard and to get their opinions about the scheme 23rd Apr; May - No Group Meeting

## WALKING GROUP

We are reinstating the Walking Group this year, a walk will be organised every couple of months, so please look in the Carers Groups table above, in future newsletters, for walks at different venues.

**The next planned walk will be at Pugney's on Wednesday 18th April.**

**We will be meeting in the Car Park at Pugney's at 11.00am.**

**Please wear appropriate clothing.**

For more information, please ring the Office on the telephone number below.

**For more information about the Groups or to book on any of the activities, please ring Carers Wakefield & District on (01924) 305544**



## LOOKING AFTER ME PROGRAMME:

**an opportunity for carers to take a step back from their caring role to focus on their own goals and aspirations.**

### LOTTERY FUNDED

Free programme for carers to join a small group (maximum 6) of other carers, to mutually support one another, facilitated by a trained, experienced life coach, to consider what positive changes they would like to make in their own life.

Many carers who have already participated in the programme have said what a positive difference it has made. 'I have found more confidence', 'Nice to think about me for a change', 'I found it so hard to make the effort to go but so glad I did as I have made changes that have really made a difference to my life'.

**The next programmes are:**

**8th, 15th, 22nd & 29th March 10.00-12.00 noon.**

**(Subject to sufficient numbers registering). Venue to be confirmed.**

To book a place please ring: (01924) 305544 or email: [ruths@carerswakefield.org.uk](mailto:ruths@carerswakefield.org.uk).

## YOUNG ADULT CARERS

There will be a range of fun activities planned for 2018. All Young Carers aged 17 to 25 years are welcome to join us. We offer many different activities and you can also bring a friend.

Email: [annab@carerswakefield.org.uk](mailto:annab@carerswakefield.org.uk)

Tel: (01924) 305544

Mobile: 07884657415

for more information or to register your interest.



## VOLUNTEERS

A big thank you to all our volunteers for all their support in the previous year. You have made a real difference to carers lives and offer a much valued additional support. In future newsletters we are going to feature one particular volunteer to tell their story, to let you know about this valued support.

# Laila Milly



F O U N D A T I O N

### SIBLINGS GROUP

For anyone up to the age of 11 who has a sibling with additional needs.

This group will be held on **Saturday 10th March, 11.00am - 1.00pm at Bullenshaw Community Centre Bullenshaw Road, Hemsworth, WF9 4LN.**

The group will then commence every other Saturday.

**Any Question/Query's, please don't hesitate to contact Maya on 07846986405.**

## CONGRATULATIONS!

We are delighted to announce that **Becci Dobbs** one of our **Carer Support Workers and Volunteer Coordinator** has given birth to a healthy baby girl called **'Ferne'** on 19th January.



## POSITIVE MENTAL HEALTH & WELL-BEING EVENT

St Swithun's Community Centre (Arcliffe Road, Eastmoor, Wakefield WF1 4RR) are holding a Positive Mental Health & Well-Being Event on Wednesday 28th March, 12.00 noon - 2.30pm.

For more details, please contact Emma Wray, Community Development Worker on (01924) 361212.

### HELP SAVE POSTAGE COSTS

If you have Internet access, we can send you your news-sheet by e-mail, please email:

[tracys@carerswakefield.org.uk](mailto:tracys@carerswakefield.org.uk)

with your name, address and email address.



### IF YOU DON'T WANT TO RECEIVE OUR NEWS-SHEET

If you do not want to receive any further News-sheets, please contact us:

Tel: (01924) 305544 or

E-mail: [tracys@carerswakefield.org.uk](mailto:tracys@carerswakefield.org.uk)

**Carers Wakefield & District, FREEPOST RTKU-KSXH-RXXK, 25 King Street, Wakefield WF1 2BR Tel: (01924) 305544**

**E-mail: [info@carerswakefield.org.uk](mailto:info@carerswakefield.org.uk) Website: [www.carerswakefield.org.uk](http://www.carerswakefield.org.uk)**

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