

Carers Count

CARERS SUPPORT SPELTHORNE NEWSLETTER

WWW.CARERSUPPORTSPELTHORNE.CO.UK

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Issue No. 44

NEW YEAR - NEW CHALLENGES...

2011 is providing fresh challenges. We're sure you're all aware of rising costs and sadly we are not exempt. We have reviewed our core work and how to best maintain and protect our services. Here are the review results.

We will continue to:

- Offer a service to all *active Carers* in or associated with Spelthorne. (Including ex Carers for up to 1 year after their Caring role has ended. This service includes support groups and newsletter mail shots with outing invitations.)
- Meet Carers at a mutually convenient time and place.

We wish to assure you we are committed to continuing to offer you the best service possible in a challenging economic period.

What will be changing:

- Outings. These will now take place every 5-6 weeks and all ex Carers and non Carers will now be charged full price.
- Our office is relocating to another floor in March - *this month*. OUR CONTACT DETAILS ARE THE SAME.
- Support Groups:
 - ◇ All our groups are open to active Carers only, we unfortunately cannot include ex Carers as the objective is to share experiences and support each other in the caring role.
 - ◇ Due to the move, venues have changed, phone for details or see back page of newsletter.
 - ◇ The Carers Together group has not been well attended. With the pressure of work and limited staff resources we are monitoring this. If attendance remains low it will stop.
- Appointments: When you feel the need for our immediate support and want to drop in, to avoid a wasted journey, try to phone first. We do spend a lot of our time out of the office. If the unexpected occurs and you can't keep an appointment please tell us so we can reallocate the time.

We hope you understand why these changes are necessary.

As you may know the Borough has a Carers Forum. We Chair this to represent your views and understand you cannot spend 2-3 hours of your precious respite in meetings, resulting in Carers attending a rarity.

A remit of the forum is to provide YOU with access to professionals from all sectors of the community with the power to consider change. For the Forum to continue to fulfil its purpose we need to hear your views and experiences by email, post or phone. Mindful of confidentiality, individual concerns, whether it is funding, transport, respite care, health or changes in social care are respected. Trends will be identified and raised anonymously at the Carers Forum. Your voice and views are important, we can't guarantee a solution but we can ensure the relevant organisation appreciates the effect of how they work on YOU.

The Forums are held quarterly at the Council offices. The dates are all Mondays, 12 noon, 4th April, 4th July and 3rd October.

Thank you for reading this and we hope you can understand why we are making these small but significant changes and continue to support us.

INFORMATION

CARERS EMERGENCY CARD

An Emergency Card is available across Surrey. This aims to provide peace of mind for both the Carer and the person who is being cared for. If an incident does occur the emergency services usually will try and find some form of identification. The Emergency Card will alert them that the person they are attending to is a Carer and that there is someone at home who also needs help. Carers often worry about what would happen to their cared for if they were suddenly incapacitated for any reason. This card can help give Carers that peace of mind.

If you would like a free Carers Emergency Card or to register on the scheme please call the Surrey County Council Contact Centre on 03456 009 009.

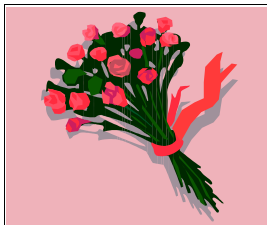
Carer Emergency Card

I provide substantial and regular care to another person
In the event of an incident please give this card to a police officer or health professional

HELP US TO RAISE FUNDS BY SUPPORTING US THROUGH EASYFUNDRAISING.

Most people shop on-line these days so why not help us raise much needed funding by registering with Easyfundraising.org.uk and selecting Carers Support Spelthorne as your chosen charity. Once registered, which is easy to do, you can link into thousands of retailers and CSS will receive a donation from each supplier each time you make a purchase. Please see the enclosed flyer for more information.

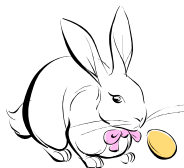
DON'T FORGET TO PUT YOUR CLOCKS FORWARD ONE HOUR ON THE EVENING OF SATURDAY 26TH MARCH.



**SUNDAY
3RD APRIL IS
MOTHERS DAY**

HAPPY EASTER

**Good Friday—22nd April
Easter Monday—25th April**



TEABAG TIP TO HELP SOOTHE ITCHY ECZEMA

A natural remedy tip passed onto me from a friend.....

Try adding two or three camomile teabags to your bath water nightly to help soothe itchy skin. Please remember to remove before pulling out the plug!



HAVE YOUR SAY - TAKE PART IN THE ANNUAL CARERS SURVEY

Every carer in the UK is invited to take part in the annual carers survey which has just launched. The results of which will form the core of Carers Week 2011, being held from 13-19 June. Please read and return details once received and spread the word to help us ensure that every Carer has the opportunity to take part, that carers' voices are heard loud and clear, and that Carers Week 2011 reflects The True Face of Carers.

Take part in the survey at www.surveymonkey.com/s/carersweek2011

INFORMATION



27 March 2011 is **Census Day**. The census has been carried out in this country every 10 years since 1841. It's a way of counting and describing every home and every person in the country.

What is it used for?

Councils and government use census information to plan many of the services and facilities that you, your family and your community benefit from, such as health centres and hospitals, emergency services, transport, housing, education, and many others. Census information can also be used to trace family trees.

What happens, and when?

Some time in March, every address will get a questionnaire delivered by post. The questionnaire is about your home and everyone who lives there or who is visiting on the night of 27 March. You can either complete it and post it back in the reply-paid envelope, or else complete it online via the internet.

Do I have to do it?

Yes, everyone must complete the census, by law. And it's completely confidential. Everything you put is turned into numbers and statistics, and the information you put in your questionnaire will be kept safe under lock and key for 100 years!

I might need help!

Don't worry, lots of people will need some help because they don't understand the questionnaire very well, or because they can't see well, or they can't write or type well.

You can ask for help (or maybe someone could ask for you!) such as:

- A large-print version of the questionnaire
- A braille guide
- An audio guide on CD or cassette (English and other common languages)
- An EasyRead (simple English) guide
- A British Sign Language (BSL) video guide on DVD, or download it
- Text Relay on 18001 0300 0201 160
- A translation of the questionnaire in any of 56 languages

So how do I get this help?

It's easy. You can get help in any of these ways:

- Ask for help from someone you know well such as a family member, friend, or carer
- Call the census telephone helpline on 0300 0201 101 and tell them the kind of help you need - you can ask for one of the local census team to visit and help, if you want
- If we don't receive a questionnaire from any address by about the second week in April, a friendly official census collector will call (they will have a special identity card, and the local police will know they are working in your area). They'll check that you received your questionnaire and make sure you get any help you need
- Go on the census website at www.census.gov.uk - you can also increase the text size, or get BrowseAloud software to read it

**That's it. We will all be able to complete the 2011 Census with so much help to hand!
Please remember to tick the box if you are a Carer.**

SUPPORT GROUPS

We would like to invite you along to our Support Groups. You are more than welcome to attend more than one if you wish and they are held in various meeting rooms within Spelthorne Council Offices at Knowle Green, Staines. **Please see back page for all Support Group details and dates.** *We look forward to meeting you.*

Male Carers Network

&

Carers Together Group

These support groups are only for Carers registered on our database



ADHD/ADD, ASD,

Aspergers,

& Downs Syndrome

These support groups are open to everyone

2011 FORUMS

Spelthorne Older People

Tuesday 19th April - 12 noon - Council Chambers, Knowle Green, Staines

Tuesday 19th July - 12:30pm - Education Centre, Ashford

Tuesday 18th October - 12 noon - Council Chambers, Knowle Green, Staines

SCAN / Spelthorne Physical & Sensory Disabilities

Wednesday 30th March - 12 noon

Wednesday 13th July - 12 noon

Wednesday 12th October - 12 noon

These meetings are held in The Goddard Room, Council Offices, Knowle Green, Staines

Carers Forum

Monday 4th April - 12 noon

This meeting is held in The Goddard Room, Council Offices, Knowle Green, Staines

North West Surrey Carers Strategy Forum

The next meeting takes place on the 3rd March at the Jurgen Centre, Harvest Road, Englefield Green from 10:30am until 12:30pm

EASTER ACTIVITIES AND PLAYSCHMES AT WHITE LODGE CENTRE

Playschemes for 4-12 yr olds from Tuesday 12 April to Thursday 21 April inclusive.

£14 for a full day (10am-4pm) **£6 for a half day** (10am-12.30pm or 1.30pm-4pm)

Youth Scheme Activities for 13-18 yr olds from Tuesday 12 April to Thursday 21 April inclusive.

£14 for a full day (10am-4pm) - To be paid on the day.

To book a place or for further information please call Carole Brooker on 01932 577961.

Alternatively, email: cbrooker@whitelodgecentre.co.uk.

FREE TRAINING COURSES FOR CARERS AT WHITE LODGE

IT Workshop—3rd May for 5 weeks—10:30-12:30

Pottery—23rd March-10:30-2:30—1 Day Course (lunch included)

Refreshments will be provided on the day and travel expenses will be reimbursed.

For further details or to book a place please call ACE on 01483 565874 or email Yvonne.

ace@actionforcarers.org.uk

TAKING-A-BREAK ACTIVITIES



WESTFIELDS SHOPPING TRIP

We had a great day Christmas shopping at Westfields Shopping Centre – it's enormous and even had an ice rink on the ground floor! There were shops I've never even heard of before and there were plenty of places to take a break and relax including coffee bars, smoothie bars and even sushi bars. There really was something for everyone and it was so nice travelling by coach and not having to worry about where you'd parked the car or travelling on the busy tube! A brilliant and productive day was had by all.



XMAS LUNCH AT THE SWAN

It was a lovely lunch and the location of the Swan meant a wonderful view across The Thames at Staines. It was nice to see so many Carers enjoying the Christmas celebrations with their families and friends together as a large group.

HARRODS

The trip to Harrods was enjoyed by all and it appeared that they took advantage of the famous January Sales judging by the amount of green carrier bags on the return journey! The store was stunning throughout and a fantastic shopping experience covering just about everything you can imagine, complete with beautiful cafés, although I was pleased to find a McDonalds up the road!! A big thank you to our coach driver Lenny who made the journey fun as always and for going that extra mile to help. *Nicole Williams*




NATURAL HISTORY MUSEUM



This was a trip enjoyed by everyone, both young and old alike. The younger guests especially enjoyed the dinosaurs! There was so much to see and take in from rocks, fossils and gemstones to discovering what happens above and below ground when a volcano erupts. We even felt the ground move when we experienced an earthquake! You were able to listen to the sounds a baby experiences in its mother's womb—amazing! There truly was so much to see and do, this was an exhausting, but educational and fun day for all.

To all our Carers, please see the enclosed two invites for forthcoming outings.

Dates for your Diary	Carers Support Spelthorne	Useful Numbers
<p>March 01 Aspergers Support Group Comm. Link 10:00-12:00 10 ADHD/ADD Support Group Comm. Link 10:00-12:00 16 ASD Support Group Comm. Link 10:00-12:00</p> <p>April 05 Carers Together Committee Room 4 11-1pm</p> <p>May 04 Downs Syn. Support Group Council Chambers 10-12 05 ADHD/ADD Support Group Committee Room 4 10-12 10 Aspergers Support Group Council Chambers 10-12 11 ASD Support Group Room 201 10-12 12 Children with Disability Forum 9:45-12:30 Goddard Room 17 Male Carers Network Group Committee Room 4 11-1pm</p> <p>June 14 Aspergers Support Group Room 201 10-12 15 ASD Support Group Goddard Room 10-12 16 ADHD/ADD Support Group Room 201 10-12 28 Carers Together Committee Room 4 11-1pm</p> <p>PLEASE TAKE NOTE OF THE NEW VENUES FOR THE ABOVE MEETINGS WITH EFFECT FROM APRIL.</p>	<p><i>'Independent advice, support and information for Carers and Parent Carers'</i></p> <p>A 'Listening ear' and support for individual Carers.</p> <p>Information about services and benefits.</p> <p>Assistance with form filling, letter writing, telephone calls.</p> <p>Advocacy.</p> <p>Support groups and workshops on a variety of topics.</p> <p>Special events and outings.</p> <p>The service provided is confidential.</p> <p>For more information Contact:</p> <p>Team Leader / Parent Carers Support Worker Jacqui MacLean 01784 444233</p> <p>Carers Support Workers Celia MacKay 01784 446234 Rayner Ward 01784 444229</p>  <p>Carers Support Spelthorne Community Link Knowle Green Staines Middx TW18 1XA Registered Charity No. 1061488</p> <p>www.CarersSupportSpelthorne.co.uk</p>	<p>Action for Carers & Employment: 01483 565874 Age Concern: 01784 444200 Alzheimers Society: Local Group 01784 444214 National Helpline 0845 300 0336 Carers Direct: 0808 802 02 02 (7 days a week) Carers' Helpline (Carers UK): 0808 808 7777 Carers Net: www.carersnet.org.uk Children with Complex Needs East Surrey: 01737 737828 Citizen's Advice Bureau: 01784 444220 Contact a Family Helpline 01784 460842 Crossroads: 01784 446294 Disability Info. Service Surrey: 01306 875156 Good Neighbours Schemes: Ashford 01784 423222 Shepperton 01932 254604 Stanwell 01784 250837 Sunbury 01932 779867 Hope Club: 01932 223511 Link Leisure: 01483 770037 Local Radio: www.aceradio.org Multiple Sclerosis Society: 01932 569320 Neighbourhood Watch 01784 446420 National Autistic Society: 0207 833 2299 NHS Direct 0845 46 47 Partnership with Parents 01737 737300 Samaritans: 01932 844444 Spelthorne Shopmobility: 01784 459416 Spelthorne Social Care Team: 08456 009 009 Voluntary Action in Spelthorne: 01784 446358</p>