



# SIGNPOSTS FOR CARERS

The newsletter for Torbay Carers

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If you would like to include an article or letter in the next issue, please contact Signposts on 01803 666620  
Deadline for the July edition is June 1st 2015

## Hello and Welcome..

to the Spring edition of Signposts; by the time you read this I'm hoping that you will have had an enjoyable Easter and will shortly be able to get out and about as the sun starts to shine! There are a number of activities, outings and social events happening over the next three months, so why not get involved (P12 & 13).



We have a number of updates for you; Torbay Carers Services have received approval for Measure Up 2015-17 and this includes actions to improve the service in response to the Healthwatch report (P4); the provision of Short Breaks has now been finalised from 1st April (P5); more Carers are being invited to get involved in the Torbay Learning Disability Partnership Board and its sub groups and Torbay hospital takes another step in supporting Carers (P6).

Don't forget it's that time of year again, where we want to pay special tribute to all your hard work as a Carer and we will be supporting National Carers Week (June 8-14). There are 13 events/outings on offer, so you will be able to enjoy some much deserved time out (P8 & 9). We have enclosed an application form with this edition, could you please complete this and return it to: FREEPOST, Torbay Carers Service, by the 4th of May, clearly stating your first and second preference.

Finally we have pleasure in welcoming two new members of the team, Lindsey Jeffrey and Rohan Davidson (P14 & 15); no doubt you will have the opportunity to say 'Hi' to them during Carers Week.

***Wishing you well over the coming months,  
Natalie Townsend - On behalf of Carers Services***

### Coming in July's edition:

- Carers Week Update • Ageing Better In Torbay Developments

Contact us c/o Signposts for Carers  
Chadwell Annexe, Torquay Road, Paignton, TQ3 2DW  
Telephone: 01803 666620 Email: [signposts@nhs.net](mailto:signposts@nhs.net)

“Time to have a break and enjoy a good book?”

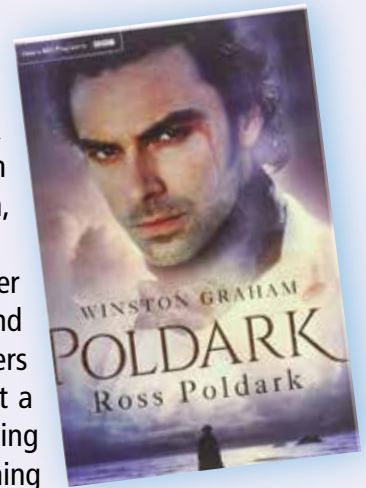
## ROSS POLDARK

Winston Graham (ISBN: 1447281527 Pan, 2015)

Whether you prefer the portrayal of Robin Ellis or Aidan Turner as Ross on the small screen, don't miss the opportunity to read this timely re-issue of the first novel in the stunning Poldark saga. Set in beautiful yet brooding Cornwall during the late 18th Century, Ross returns from America, only to find his father dead and his great love, Elizabeth, engaged to his cousin, Francis. His estate and family home, Nampara, has fallen into disrepair.

Ross is determined to restore his fortunes, but life takes a surprising turn after an encounter with the unruly, headstrong Demelza, daughter of a miner, who becomes his servant (and subsequently his wife). This gripping story subtly unfolds with wonderfully drawn characters and fascinating historical detail; Ross and Demelza's turbulent lives are played out against a background of tin mining, smuggling, Methodism, banking, medicine, and politics. The pervading Cornish flavour of the novels and the personalities of the Poldark family will keep you turning the pages with relish.

The ultimate escapism for everyone with busy lives or caring responsibilities.



## IN THE NORTHERN MISTS

Montague T. Hainsselin

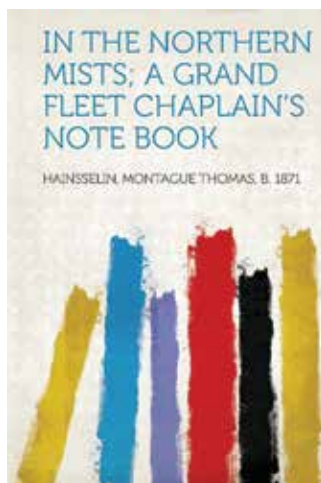
(published in: *Fighting the Good Fight*,

ISBN: 1782823186 Leonaur, 2014)

One of two non-fiction books reprinted together to commemorate the centenary of the Great War (the other is 'The Church in the Firing Line' by Douglas P. Winnifrith). 'In the Northern Mists' is a collection of short articles written by a naval chaplain, first published during 1914-16, when the author was aboard HMS 'Ajax', part of the British Grand Fleet, which patrolled the icy waters of the North Sea in the months before the Battle of Jutland.

Each short chapter portrays life on board ship with real literary talent and a sharp wit that combines entertaining and enjoyable reading with more poignant elements. The Rev. Mr. Hainsselin is revealed as a pragmatic man of integrity, whose chaplaincy allowed him to associate with all ranks of men. Born in Devonport, he overcame poverty to enter the Church of England and the Royal Navy, while establishing a writing career as he served at sea.

A highly amusing, yet thought-provoking read.



## DEVICES AND DESIRES

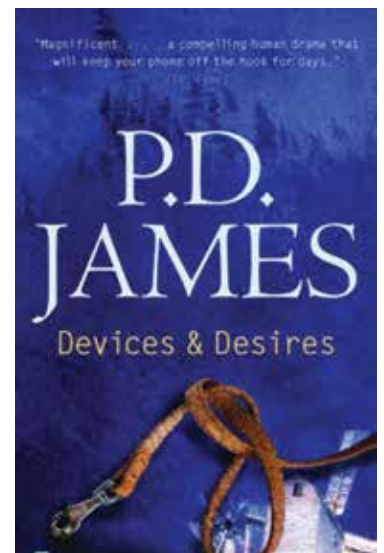
P. D. James

(ISBN: 0571228690 Faber, 2005)

The recent death of P. D. James provides an opportunity to reconsider her detective novels featuring Commander Adam Dalgliesh. Larksoken, a remote area on the Norfolk coast, is the atmospheric and sinister setting for 'Devices and Desires', arguably the best of them. Dalgliesh, arriving at an isolated windmill,

which he has inherited from his aunt, is drawn into the search for the terrifying 'Whistler', who has killed several times. When the murderer himself is found dead, the action moves to the nuclear power station on the headland, where Dalgliesh investigates a series of disturbing disappearances and espionage, linked to the previous deaths.

P. D. James' vivid descriptions of her characters and landscape guarantees a tense and thrilling read.



# THE MONEY PAGE

## 2015 INCREASE IN EARNINGS ALLOWANCE FOR PEOPLE CLAIMING CARERS ALLOWANCE

It has now been confirmed that the increase to £110 per week in the weekly earnings allowance for Carers Allowance will take effect from **6 April 2015**. Do remember, however, that if you are also receiving Income Support, Housing Benefit or Local Housing Allowance, separate lower disregard limits apply.

## CARERS' EXTRA BEDROOM ENTITLEMENT BILL

We highlighted this private member's Bill, tabled by Labour MP Barbara Keeley, in the last issue and the Bill was due to have its second reading on 6 March. However, Parliament will be dissolved on 30 March and so the Bill now has no prospect of becoming law. Over 60,000 Carers have been affected by the introduction of the 'bedroom tax', but with a general election due on Thursday 7 May, now is the time to contact your local parliamentary candidate to ascertain what, if anything, their party intends to do about this matter.

## UNIVERSAL CREDIT (UC) PILOTS

The introduction of the long-awaited Universal Credit continues to roll out at a leisurely pace, but it has now been confirmed that Torbay is expected to see UC, for single jobseekers only, at some point between December this year and April 2016; this assumes, of course, that a newly elected government doesn't make any changes to the timetable.

## CHANGE OF ADMIN ADDRESS FOR CERTAIN DISABILITY LIVING ALLOWANCE (DLA) CLAIMANTS

From February, people in receipt of DLA whose date of birth is **on or before 8 April 1948** will have their claims administered by the Attendance Allowance Unit in Blackpool. The helpline number is **0345 606 6055**. Other DLA claimants are not affected.



## ASSISTING PEOPLE TO ACCESS THEIR BANK ACCOUNTS

Is it right for the person you care for to allow someone else free access to their bank account, including cards and PIN numbers, so allowing cash to be withdrawn? Well, of course, the answer is no, because numerous problems and disputes can arise, including allegations of theft or misunderstandings arising from confusion often associated with certain medical conditions or just frailty.

According to the Payments Council, new research has found that the majority of people needing assistance to make payments due to illness, capability or mobility problems, are putting themselves at risk of fraud by sharing their cards and PIN numbers. More than half of those surveyed during the research were not aware of the safer options to make payments, such as a prepaid card or opening of a second account. Luckily, helpful solutions can now be found in **'Managing Payments: Safe Ways to Allow Others to Pay on Your Behalf'**. This new and easy to understand guide is free to download from the Payments Council website at: <http://tinyurl.com/o5yx3z3>.

If you still have questions, the Payments Council is happy to answer them by email at: [payyourway@paymentscouncil.org.uk](mailto:payyourway@paymentscouncil.org.uk) or you can write to them at: The Payments Council, 2, Thomas More Square, London E1W 1YN.



Healthwatch Torbay carried out an independent review of local Carers services in September 2014, and the key findings were presented in Signposts Magazine in October last year. Torbay

Carers Service is very grateful to the 721 Carers who contributed to the review and to Healthwatch for compiling the report which has highlighted areas where the service is performing well but more importantly where improvements can be made.

Torbay Carer Services have received approval for Measure Up 2015-17, the Carers strategy for the next three years which has incorporated responses to the Healthwatch findings within it. In particular the following actions have been taken to improve the service in response to the report:

WE HEARD...	WE DID...
There is insufficient information available on the services available to Carers.	<ul style="list-style-type: none"> <li>• We are reviewing all the information available to Carers and how we publicise our services including websites and social media.</li> <li>• The TV screens in GP practices will advertise Carers Services and we will explore all available options to promote the work we do.</li> </ul>
Many Carers did not feel involved in the development of services available to them and their experience was not seen to feed in to service development.	<ul style="list-style-type: none"> <li>• We actively seek input from Carers to develop the service through both face-to-face and online forums. We also seek feedback on the range of training activities offered through the service.</li> <li>• We will advertise opportunities for Carers to be more involved.</li> </ul>
It is not clear to Carers how the service responds to the feedback and comments that they provide.	<ul style="list-style-type: none"> <li>• We will communicate our responses more regularly through Signposts</li> </ul>
Carers want to know what services are available that are appropriate for them and how to contact them.	<ul style="list-style-type: none"> <li>• We will develop a system whereby on-line information is tailored to individual caring needs.</li> <li>• Carers Support Workers and Signposts for Carers provides this information. We will publicise these services better, and have 2 publicity campaigns each year.</li> </ul>

The Carers Service welcomes feedback from Carers on the effectiveness of its work. If you have any queries or suggestions about how the service might be improved, please let Signposts for Carers know on **(01803) 666620** or email: [signposts@nhs.net](mailto:signposts@nhs.net).

# SHORT BREAKS FOR CARERS

## SHORT BREAK POLICY UPDATES

Following our recent consultation, featured in the January 2015 issue of Signpost newsletter; Torbay and Southern Devon Health and Care NHS Trust's policy on the provision of Short Breaks is now finalised and will come into force on 1 April 2015. The policy sets out the way in which we are going to assess for short breaks in the future.

The policy underpins our commitment to supporting Carers to continue in their valuable role by ensuring access to a range of services which provide eligible Carers with a break from their caring role. This has to be balanced in the context of limited resources to provide these opportunities. The policy is also needed to make sure we are ready for the implementation of the new Care Act, in April 2015.

We know that carers want reliable, good quality care for their loved ones that they can access easily.

Adult Social Care and Health funding provides access to short term solutions through a variety of options to the Carers of people with learning disabilities, mental health problems, physical disabilities, substance misuse issues, older people and other vulnerable adults across TSDHCT. This policy outlines how we will move towards a consistent and equitable way of all client groups in the provision of Social Care and Health funded short breaks.

### THE KEY POINTS OF THE POLICY ARE:

- The policy recognises that a Carer is someone who provides unpaid help and support to a relative or friend who could not manage without their help. This could be due to age, physical or mental illness, addiction, disability or other vulnerability.
- Access to short breaks is based on assessment and will be provided for people whose needs are eligible under National Eligibility Criteria Guidance.
- Short breaks encompass a wide range of different short term services. The common factor is not what service is provided but its purpose - to provide a break for the Carer which helps them to sustain the caring relationship and which is a positive experience for the Carer and the person with care needs.
- The policy rests upon a general assumption and expectation that short breaks are services provided directly to the service users in order to provide the Carer with a break from caring. As such they are treated as a service for the service user.

In some cases there may be a reduction in the amount of short breaks people will receive. This will be following assessment and individual needs will be taken into account.

If it affects you, the implications of the short break policy will be discussed at your next reassessment of needs and review of services.

The full policy is now available on the public website: [http://www.torbaycaretrust.nhs.uk/yourlife/adult\\_social\\_care/carers\\_support/Pages/Default.aspx](http://www.torbaycaretrust.nhs.uk/yourlife/adult_social_care/carers_support/Pages/Default.aspx)



## THE CARERS ALLOWANCE DIGITAL SERVICE

The Carers Allowance Digital Service is a simpler, clearer and faster way for Carers to make a claim for Carers Allowance. The service has been built entirely around customers' needs and as a result, has a 90 per cent satisfaction rating and receives consistently positive feedback.

There are a number of advantages to using the digital format:

- It is simpler – there are fewer questions than the paper claim form and there is no password or signature needed. It works equally well on pc, tablet and mobile and is available every hour of every day.
- It is clearer – Carers are only asked questions that relate to their circumstances.
- It is faster – on average it takes around 23 minutes to complete with no postal delays.

To access the digital format and make a claim, log on to:

[www.gov.uk/carers-allowance](http://www.gov.uk/carers-allowance)

# THE LEARNING DISABILITY PARTNERSHIP BOARD

## CARERS ARE AT THE HEART OF THE TORBAY LEARNING DISABILITY PARTNERSHIP BOARD

The Learning Disability Partnership Board (LDPB) in Torbay has a responsibility to make sure Valuing People Now (2009) - the government strategy to make life better for people with learning disabilities - happens in Torbay. The Board is there to make sure that agencies in Torbay are working together to help people with a learning disability:

- Stay Safe
- Stay Healthy
- Live Well

The aim of the Board is to promote the rights, independence, choices and inclusion of people with learning disabilities as equal citizens in Torbay. The Board works with partners and those with statutory power to make sure that the aspirations of Valuing People Now becomes a reality for people with learning disabilities and their Carers, and ensures that the community recognise their responsibility to uphold the rights of its fellow citizens who have a learning disability. It does

this by managing the performance of the Sub Groups, monitoring the progress of organisations such as the Police, South Devon College, Torbay Council, Torbay and Southern Devon Health and Care NHS Trust and providing direction and support in Torbay.

The Board wants to support more people with learning disabilities to find work, have choice over what they do and to live independently in their own community or home. There's been real progress around safeguarding, advocacy and supporting people to be as healthy as they can. For example, Speaking out in Torbay and Healthwatch are working together to develop a team of inspectors, they include adults with learning disabilities going into care settings to offer advice and gather people's views.

Whilst there is Carer representation on the Board, Carers have told us that they often don't have the time for meetings, so we're now looking at new ways of involving Carers whose cared for person has Learning Disabilities, with the activities of the Board and its Sub Groups.

For more information, contact Veronica Dowall and Kevin Dixon via Signposts on **(01803) 666620** or email: [signposts@nhs.net](mailto:signposts@nhs.net)

## TORBAY HOSPITAL & MEASURE UP

### TORBAY HOSPITAL TAKES ANOTHER STEP IN SUPPORTING CARERS



Over the coming months you may see a number of changes happening at Torbay Hospital. One is the initial work starting on their new front entrance which was developed in consultation with Carers, and which includes a resource area for Carers. Another is the new logo for Carers which is intended to go on the patient information boards to let staff know when there is a Carer who wishes to be involved in a patient's care. It will gradually be rolled out across the hospital, combined

with staff awareness and the promotion of support for Carers including a new leaflet about Hospital Carers support which we hope will be available to tie in with Carers Week in June.

### MEASURE UP 2015-17

Every three years, we produce a strategy and action plan for Carers which involves most of the Health and Social Care Agencies in Torbay. We have just produced the action plan for 2015-17. When this has been signed off it will be published on the Carers pages of the Care Trust website, and copies will be printed.

If you would like a copy, please contact Signposts for Carers on **(01803) 666620**.

# IMPROVED SUPPORT FOR CARERS

## IMPROVED SUPPORT FOR CARERS

From the 1st April 2015, The Care Act and The Children and Families Act become law, giving clear rights to Carers of all ages (including parent Carers) for the first time. They focus on the principle of wellbeing for both Carers and the people that they care for, supporting people to prevent needs arising wherever possible. Both Acts encourage whole family working, which means that Children's Services should consider the needs of the parents, and adult services should consider the needs of the child. This is just one of the things which Torbay Carers Services have been promoting as good practice, which has now been made law. There are so many changes that they can't all be covered here, but much information is on line and leaflets are available. There is a summary of the main changes for Carers below.

## ASSESSMENT

When the person you support is having an assessment, anyone involved in their care should be included in that assessment, which includes planning their care. A copy of the care plan will be provided, so long as the cared for is in agreement. Young Carers will be protected from undertaking inappropriate tasks or inappropriate levels of care. All Carers will be offered a Carers Assessment, including under 18's, and those preparing to take on a caring role. This may be a Carers Health and Wellbeing Check at your doctor's surgery, or a 'combined assessment' at the same time as the person you care for. The Care Trust (or Torbay Young Carers Service if you are under 18) can provide a separate Carers Assessment if your caring situation is complicated. Any Carer can have a Carer's Assessment even if the person they care for does not get services, the person you care for doesn't need to be assessed.

## ELIGIBILITY + SERVICES

In Torbay, most of our services (such as the Carers Register, Carers Education, Carers groups, Lifestyles workers) will remain as 'Universal Services' - open to all adult Carers and free of charge. However, there are now national eligibility criteria for Carers and for the people you care for, so workers will have to complete an

eligibility check and resource allocation system (RAS) before additional services (such as Emotional Support Scheme) can be offered. Some Carers may be eligible for additional support such as a personal budget to give you a break from caring. These services will be funded by Adult Carers Services if you are caring for an adult, and Children's Services if you are caring for a child. There is no charge at this time for any Carers' services, but if an adult you care for is receiving services such as Short Breaks in residential care, they will be financially assessed and charged, even though the service gives you a break too.

## FINANCIAL CHANGES

For the people you care for, there may be some important changes - for example deferred payments when someone is going into permanent residential care, or the Care Cap for people who pay for their own care. Independent Financial Advice will be available from the Society of Later Life Advisors on: **0845 303 2909**.

If you want more information about the Care Act, either look at the Care Trust's website, or contact Adult Services on: **(01803) 219790**

Children's Information Services on: **0800 328 5974**

Disability Information Services on: **(01803) 546474**

or Signposts for Carers on: **(01803) 666620**.

## WORK LIFE BALANCE FOR CARERS

### HOW TO JUGGLE CAREGIVING RESPONSIBILITIES AND WORK

As part of our Education Programme for Carers we are currently putting together the above course, which will run over 2 weeks in July, for approximately 2 hours per session.

If you would like more information and may be interested in attending, please contact

Natalie Townsend on:  
**(01803) 208456**.

# TORBAY CARERS WEEK



Carers Week is an annual campaign to raise awareness of caring, highlight the challenges carers face and recognise the contribution they make to families and communities throughout the UK.

This year Carers Week will focus on Building Carer Friendly Communities. Communities which support carers to look after their loved ones well, while recognising that they are individuals with needs of their own.

Carers Week is brought to life by the individuals and organisations who come together to organise activities and events throughout the UK, drawing attention to just how important caring is.

Carers Week takes place every year to recognise and celebrate the 6.5 million people throughout the UK caring, unpaid, for a family member or friend who is ill, frail or has a disability.

This year, Torbay have organised a programme of events during Carers Week designed to reach a large number and variety of Carers, from young to old, either working or not working. The events will be open to Carers across Torbay.

There will be an opportunity for Carers to take part in various pampering options, afternoon activities at Paignton Library, meals out with entertainment, learning to fish, and a Virtual Jet flying experience, among other exciting opportunities. Most events will be on a ticket only basis and for Carers only, unless otherwise stated.

To apply please complete the back page of Signposts, noting your 1st and 2nd preferences and return to:  
**FREEPOST, Torbay Carers Service.** No later than Monday the 4th of May.

For more copies of this brochure or general information on Carers Week 2015  
**contact Signposts for Carers on: (01803) 666620.**

## CARERS WEEK EVENTS

MONDAY 8TH JUNE

### FISHING

**Town Parks Coarse Fishing Centre, Paignton**

**10am - 2:30pm** (to include a BBQ lunch)

The event is suitable for all, irrespective of fishing skills! Full tuition and fishing equipment will be offered. For more expert fisher folk who prefer to use their own fishing materials that will be fine. Activities are situated in a beautiful lakeland setting and we should have a fantastic day! **(Carers only)**

Sponsored by:



### FLOWER ARRANGING

**Paignton Library & Information Centre**

**2pm - 4pm**

Enjoy an afternoon of flower arranging; get creative with a table centre summer arrangement. **(Carers only)**



TUESDAY 9TH JUNE

### RELAX & UNWIND

**Victoria Park Methodist Church,  
St. Marychurch Road, Torquay**

**10am - 3pm**

Relax and unwind with Reflexology, Reiki, manicures and facials. A day to focus on 'you' and your wellbeing. **(Carers only)**

Sponsored by:



WEDNESDAY 10TH JUNE

### PAIGNTON LIBRARY CARERS EVENT

**Paignton Library**

**12:45pm - 3:00pm**

There will be entertainment with singer Lydia Martin, Jewellery, Zumba and Singing for Health demonstrations with opportunity for participation, together with the opportunity to trace your ancestry. Afternoon tea & cakes will be provided. **(Carers and Cared for free)**

THURSDAY 11TH JUNE

### RELAX & UNWIND

**Brixham Carers Centre**

**10am - 1pm**

Relax and unwind with a Reiki session, a file and polish, or reflexology – a morning to focus on 'you' and your wellbeing. **(Carers only)**

Sponsored by:





# 8-14 JUNE 2015

THURSDAY 11TH JUNE

## INDOOR PICNIC AT THE PARK

The Park Hotel, The Esplanade, Paignton

12:30pm - 3pm

Don't worry about the weather but come and join us for our indoor picnic; light lunch with entertainment!

Please note there will be a raffle held at this event, the proceeds will go to funding Carers @ the Park.

(Carer free & Cared For £3.50)

## CREAM TEA & ENTERTAINMENT

The Anchorage Hotel, Aveland Road, Torquay

1:45pm - 4:15pm

Come and join us for a cream tea, music and tales with a Devon theme, this year by Margaret Duffy.

(Carer Free - Cared For £3.50)

Sponsored by the ABC Trust Brunel Medical Practice & TSDHCT



FRIDAY 12TH JUNE

## COME FLY WITH US!

Chudleigh

10am - 1pm

Do you have what it takes to fly a Boeing 737? If not, then pilots at the Centre will teach you everything you need to know, together with the virtual PC aviation system. Be prepared to laugh, learn and have some fun. Transport and a light lunch is provided. (Carers only)

Event sponsored by:



## NORDIC WALKING

Cockington

10:45am - 11:45am

Come and try Nordic Walking, it derives from cross country skiing but accepts all levels of ability. Working 90% of the body's muscles, 95% if you are talking!! Sociable and safe. Meet in front of The Drum at 10.45, to start at 11am. The session will be followed by a light buffet lunch. (Carers and Cared For free)



SATURDAY 13TH JUNE

## PUDDINGS & PAMPER

Living Waters Church, Preston

2pm - 4pm

Come and enjoy a fun, relaxing afternoon, with a selection of scrumptious puddings and treatments ranging from massage, pedicures and manicures to makeup. Come and be pampered.

(Carer free & Cared For £3.00)



WEDNESDAY 10TH JUNE - SUNDAY 14TH JUNE

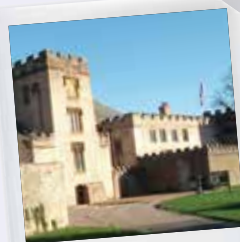
## TORRE ABBEY

Torquay

10am - (Last Admission 4pm)

Enjoy a visit to Torre Abbey gardens, or join in an interactive tour and learn about this intriguing landmark and its colourful history.

(Carer free on presentation of Carer's card and Cared For £4.00)



MONDAY 8TH JUNE - SATURDAY 13TH JUNE

## TORQUAY MUSEUM

Torquay

10am - 4pm - (Last Admission 3pm)

Come and see the explorer's galleries, natural history and Agatha Christie exhibits, among other interesting artifacts! (Carer and Cared for free on presentation of Carer's card)



TUESDAY 9TH JUNE - SATURDAY 13TH JUNE

## BRIXHAM HERITAGE MUSEUM

Brixham

10am - 4pm (Last Admission 3pm)

Have you been to Brixham Heritage Museum lately? They have lots for you to discover about your local heritage including, Ice age beasts, WWI heroes, smugglers, the model railway and much more. (Carer and Cared For free on presentation of Carer's card)



# YOUNG CARERS

First Aid with The British Red Cross



Trip To London



Many thanks to Mia, Jonathan and Emma from the British Red cross for providing 2 days of excellent first aid training for Young Carers aged 11 - 18. The young people learnt a great deal which was evidenced by drama and story poster feedback. All the young people who attended would like to do more training in the future.

Many thanks to Preston Rotary club for enabling the Young Carers to take part in Ocombe Farms Wild West Trail. Everyone dressed the part to make it feel like the real Wild West. Also Young Carers had a great time at Quasar, battling it out in teams to achieve the highest score.

We also had a very enjoyable day out in London going to the Children's Society Young Carers art exhibition at the OXO Tower London, where the Young Carers helped with curating and promoting awareness of Young Carers along The River Thames.

Our ever popular family swim was a record attendance of 92.

**ANDREW WRIGHT** *Young Carers Support Worker*  
Available On: (01803) 206251

## COMMENTS FROM THE ACTIVITIES

Charlie "Please can we do more first aid"  
Ben "I am the Sheriff"

## DEPRESSION & ANXIETY SERVICE SUPPORTING CARERS

Torbay Depression and Anxiety Service (DAS) is now offering a psychological therapy service, which is open to everyone over the age of 18 years. We work with people experiencing depression, stress, anxiety, panic attacks, excessive worry, social anxiety, phobias, agoraphobia, bulimia and binge-eating disorder, obsessive-compulsive disorder and post-traumatic stress disorder.

Our team is excited to now be working with the Carers' Centre in Brixham and the Olive Carers' Centre in Torquay supporting Carers experiencing low mood or anxiety. Difficulties need not be related to your caring role and you do not need to be a registered Carer to access this service. As a Carer, it may sometimes be difficult to find time and energy to focus on your own needs, so we aim to work together to help you identify what you are struggling with and provide support through self-management techniques, based on your specific problems and goals.

We aim to see everyone within 4 weeks of referral and the initial appointment will take about 40 minutes.

During an assessment we will talk to you about your current difficulties and work together to agree the best way forward. We offer Cognitive-Behavioural Therapy (CBT) treatments which look at the way your thoughts, feelings, physical symptoms and behaviours interact with each other to maintain your difficulties. Treatment options also include counselling for depression and EMDR (eye movement desensitisation reprogramming for trauma).

We know that it can sometimes be difficult to seek help for emotional problems, and that is why we aim to provide a person-centred approach which puts you at the centre of our service. We aim to provide treatments that will equip you with skills and tools to support you in daily life and to improve overall emotional wellbeing.

If you are experiencing difficulties with low mood or anxiety you can contact our office on: (01803) 696600 to make an appointment, or alternatively leave a message and one of team will call you back.

If you would like to find out more about our service please visit: [www.devonpartnershiptrust.nhs.uk](http://www.devonpartnershiptrust.nhs.uk)

# TORBAY YOUNG ADULT CARERS



In December, nine members of the Torbay Young Adult Carers (TYAC), paid a visit to the state-of-the-art Virtual Jet Centre based in Chudleigh.

The occasion marked the first of several fun and inspiring events for the TYAC at the Centre aimed at giving this dedicated group of young adults some essential respite from the responsibility of caring for their loved one(s).

Captain Andy Wilkins, who built the Virtual Jet Centre from scratch complete with Boeing 737-800 flight simulator and converted airline cabin, welcomed the visit, saying, *"We were very pleased to be able to give our time and experience to such an amazing group of young adults, who have dedicated their lives to others, thus giving them the chance to have some time for themselves."*

On entering the building, the atmosphere was so welcoming and the staff were amazing. It's a perfect place to drop your worries for a few hours and relax. The Young Adult Carers gave the whole experience resounding thumbs up. Lisa Ross said: *"It's a really friendly place. It was a great experience for all of us from TYAC and we were all very impressed by the fantastic set up."* Scott Stewart commented: *"Thank you for an incredible day. I've never done anything like this before and it's been awesome."*

Jacob Algar said, *"It was an amazing experience and I would definitely recommend it to a mate, the flight simulator was very realistic and the people were lovely and great hosts."*

Lisa Warner said: *"I had an Amazing time. I have never been in a plane before so I found this good fun."*

With over 200 members, the TYAC will be back for several visits to provide more Young Adult carers the opportunity for a well-deserved break in their routine.

As well as opening up its doors to this worthwhile cause, the Virtual Jet Centre also provides professional pilot training, fear of flying courses, gift experiences and corporate / team building packages.



Once again and on behalf of the TYAC's thanks goes to the Virtual Jet Centre for opening their doors and the ongoing support they've provided for some much deserved time out.

## **Dave Baker**

Young Adult Carer Development Worker  
Torbay and Southern Devon Health and Care NHS Trust  
Young Adult Carers, Room 17 Paignton Library, Great Western Road, Paignton, TQ4 5AG  
Phone: **01803 208455 / 01803 852421**  
Mobile: **07825 027 664**  
Email: **torbayyac@nhs.net**

## CARERS TELEPHONE LINE

The Carers telephone line has supported around 65 Carers since its conception in October 2010.

The telephone line is currently looking for some more volunteers, so if you feel that you can spare a few hours per week on a Tuesday evening, you are a Carer or ex-Carer and don't mind filling in an application form, then please get in touch for an informal chat on:

**07596 103291** - your support would be much appreciated.

## **Val Shute**

Carers Telephone Line Co-Ordinator

# CARERS NOTICEBOARD

## TORBAY MID AGE CARERS GROUP

We meet once a month on every second Thursday in various locations around the bay

**Between 2.00pm & 3.30pm**  
(All carers between 40/60 welcome – there will be some flexibility)

14 May

**Pitch and Putt**  
at Abbey Pitch and Putt, Torquay

11 June

**Cream Tea**  
at Babbacombe Bay Hotel, Babbacombe

9 July

**A Walk With John Risdon**  
**'Exploring Cockington past and present'**  
meeting at the central car park opposite the Drum Inn

For further information about the group, please contact Val Shute on:  
**07596 103291**

The Olive Carers Centre is situated at the rear of St. Edmund's Care Home in Victoria Park Road (Off St. Marychurch Road), Torquay TQ1 3QH.

## Businesses Leaving The Carers Discount Scheme

Johnson's Dry Cleaners  
St. Marychurch

Shiphay  
Chiropractic & Wellbeing

Wellswood Fruits  
Torquay

## "TIME OUT"

### For Chilcote and Brunel Carers

We meet on the third Thursday of every month  
**1:45pm - 4:15pm** (unless otherwise stated)

Thursday 21 May

Christine Morey has helped underprivileged people all over the world to learn new skills in order to improve their lives by learning to use a knitting machine. Please join us and listen to Christine's experiences and the people she has helped.

Our meetings are now taking place at the **Anchorage Hotel, Aveland Road, Babbacombe, TQ1 3PT**. The Anchorage is situated opposite the childrens play area in Cary Park. Please contact us if you need further directions.

Each month we have coffee & Biscuits, a Raffle, honey from Maidencombe for sale and a Bric-a-brac stall.  
**All proceeds go towards the running of the group.**

### For More Information, Contact

**Amanda**  
at **Chilcote Surgery**  
**01803 316333**

**Michele**  
at **Brunel Medical Practice**  
**01803 312233**

## Businesses With A Change of Details

### The Brixham Deli - now called **Bistro 1909**

(Proprietors confirm still offering discount to carers and the contact details are the same, except the new website is not yet in place - coming shortly).

### Boogie Shoes Funky Fitness Club - now called **Boogie Shoes Fitness**

(Proprietor confirms discount and all contact details the same).

## TORBAY SIGNPOSTS NEWSLETTERS

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If you would like to include an article or letter in the next issue, please contact Signposts on 01803 656620. Deadline for the April edition is March 2nd 2015.

## SIGNPOSTS NEWSLETTERS

The newsletter for Torbay Carers

Up until now we have sent out multiple copies of the Signposts newsletter where specified, from April we will send out one copy to each address.

If you would still like to receive more than one Signposts, please contact:

**Pauline O'Reilly on (01803) 208455**

## Torquay Carers Group

Meet at the Olive Carers Centre,  
Victoria Park Road Torquay  
on the second Monday of every month.

2:30pm - 4:00pm £2.00 per head

11th May

### 10 Pin Bowling at AMF

Meet at the entrance at 2:30pm.  
£2.75 per head plus the cost of a drink. You can now  
wear your own shoes, provided they have enclosed  
toes and are not black soled trainers.

8th June

Ian Handford: Joyce Grenfell

13th July

### John Risdon:

The story of Grennway,  
Historic Estate of the Dart

For further information  
please speak to your **surgery CSW**  
or ring **Sally Corbishley** on: **07531 947687**

## Paignton Carers Group

Meet at the Paignton Carers Centre, Paignton  
Library on the last Thursday of every month.

2.30pm-4.00pm £2.00 per head

30th April

### Jal Heartlander:

Making your own jewellery with beads

28th May

Ian Handford: Richard Cary

25th June

### Christine Morey:

The work of the street pastors

30th July

Ian Handford: John Lee

For further information please speak to:  
your **Surgery Carer Support Worker**  
or ring **Sally Corbishley** on: **07531 947687**

## Carers @ The Park

### Coffee Mornings

On the 2nd Thursday of every month at the  
Park Hotel, The Esplanade, Paignton

9th April, 14th May, 9th July

(no coffee morning on 11th June during carers week)

10.30am - 12.00pm.

£1 per head and the raffle is extra

### Afternoon Teas

On the 3rd Friday of every month at the  
Park Hotel, The Esplanade, Paignton

17th April, 15th May, 19th June, 17th July

2.30pm - 4.00pm

£1.50 per head (includes raffle ticket)

For further information  
contact **Sally Corbishley** on: **07531 947687**

## Fire Safety Visits for Carers

The fire service are now offering Free Fire  
Safety visits for Carers and their cared for.  
The visit will last a maximum of 40 minutes  
and will cover electrical appliances, looking  
at night time routines, what to do in the  
event of a fire and fitting smoke detectors at  
no cost, if required.

If you would like to find out more, or to  
arrange a visit please use the Freephone  
number: **0800 0502 999**



DEVON &  
SOMERSET  
FIRE & RESCUE SERVICE

# A NEW ERA FOR CARERS SERVICES



James Drummond retired on December 23rd after 15 years working with and for the Carers of Torbay. His leaving do was well-attended by both staff and Carers, and tributes were paid to his dedication and innovation over the years.

Sally Corbishley, one of the Carer Support Workers, made him a beautiful cake with a French theme, as James and his wife have now moved to France. Katy Heard, who has been a manager with James since 2009, has taken over as Carers Lead for Torbay on a part-time basis, and says:

*'I am so honoured to be taking on this new role within Carers Services. I have thoroughly enjoyed working with Carers over the last few years and this is a really exciting time to be taking on this role. There are so many positive changes happening for Carers both nationally, with the Care Act and Children & Families Act, and locally, with the hospital developments and Ageing Well projects. I will continue James' legacy of providing high-quality services for Carers, and ensuring that Carers are involved in every part of what we do.'*

Carers Services have also appointed two part-time managers Lindsey Jeffrey and Rohan Davidson:

## Our Current Carers Team:



## Young Adult Carers: Dave & Cheryl



# NEW APPOINTMENTS



I am delighted and proud to be joining the Carers Team as the new **Carers' Services Delivery Manager**.

As a member of Torbay Carers' Services management team, my role will be to manage and develop the delivery of specific Carers' support services across the Bay and to support the staff delivering these services, making sure that we keep you, as Carers, at the centre of everything we do. It is an exciting time to be joining the Team, with the increased recognition of Carers highlighted through the Care Act 2014, and with a strong national and local commitment to supporting Carers.



My name is **Rohan Davidson** and I am delighted to be a part of the Torbay Carers Service as your new **Development Manager**. The main objective of my role is to

ensure we continue to provide appropriate support to Carers throughout Torbay and that we evolve to meet individual needs and support wellbeing to best effect. My role will focus on service development and on maintaining strong relationships with the many people and organisations that we work with to provide the service needed by Carers in Torbay.

My working background has most recently been with Northern, Eastern and Western Devon Clinical Commissioning Group as a Service Delivery Co-ordinator, which involved commissioning community-based

I am coming to this role from a background in Adult Care services, most recently in Commissioning (some of you may know me from the Learning Disabilities Partnership Board), and prior to this as a Team Manager covering both hospital and community settings. I am a qualified Social Worker, and am also currently training to be a Counsellor.

I have close family members who are Carers, and so have some first-hand experience of both the joys and frustrations that being a Carer can bring, and of how important it is to be able to access good support, information, and advice when you need it.

I am really looking forward to meeting some of you in the weeks and months ahead, and to hearing your thoughts about our services.

## **Lindsey Jeffrey**

health services across Northern Devon. This included commissioning Carers services which developed my interest in Carers and in working towards improving their experience of caring. I have also worked in Public Health and for a Mental Health charity over the past ten years.

As Development Manager for Torbay Carers I am currently evaluating how Carers have best access to information on the services available within Torbay and I am keen to involve Carers in service development. I am interested in any views that you have on how the service could provide better support for your caring needs.

If you have any suggestions on how you would like the service to develop please feel free to call me on: **(01803) 208453** or email: [rohan.davidson@nhs.net](mailto:rohan.davidson@nhs.net)

I look forward to meeting many of you over the coming months.

## **Rohan Davidson**

## Computer Courses April to July 2015

### How Can Your Computer Save You Money?

This course is aimed at people who already have the basic knowledge of computing, but would like to move on a step. You will learn how to save money, you will be shown how to Skype, look for the best deals, and how to do these things safely.

**Thursday 11th, 18th and 25th June: The Olive Carers Centre - 10am-12pm**

**Monday 20th, 27th July and 3rd August: Paignton Carers Centre - 10am-12pm**

The Olive Carers Centre

St Edmunds

Victoria Park Road

TORQUAY

TQ1 3QH

01803 323510

[torbayadmin@crossroadscare.org.uk](mailto:torbayadmin@crossroadscare.org.uk)

### Shopping With Confidence

These sessions will cover shopping on Amazon, eBay etc. The IT advisor will also run through online security.

**Thursday 14th, 21st and 28th May:**

**The Olive Carers Centre**

**10am-12 pm**

**Monday 22nd, 29th June and 6th July:**

**Paignton Carers Centre**

**10am-12pm**

**Thursday 9th, 16th and 23rd July:**

**The Olive Carers Centre**

**1am-3pm**

### iPad Courses

Covering all you need to know about getting started with Apple and iPads

**Thursday 23rd and 30th April**

**The Olive Carers Centre, Torquay 1pm-3pm**

**Monday 11th, 18th May**

**Paignton Carer Centre 10pm-12pm**

**Thursday 18th, 25th June**

**The Olive Carers Centre 1pm-3pm**

**Thursday 23rd and 30th July**

**The Olive Carer Centre 10am-12pm**

### Android Courses

For those who have a tablet and want to learn how to set it up, use Wi-Fi, email and the browser etc.

**Thursday 7th and 14th May**

**The Olive Carer Centre 1pm-3pm**

**Monday 11th and 18th May**

**Paignton Carers Centre 10am-12pm**

**Thursday 21st and 28th May**

**The Olive Carers Centre 1pm-3pm**

**Thursday 9th and 16th July**

**The Olive Carer Centre 1pm-3pm**

### Friday Clinics For Carers

Crossroads in association with Torbay and Southern Devon Care & NHS Trust are putting on Friday Clinics in May for Carers.

At the Clinic you can receive free advice on relevant behaviour changes related to eating more healthily, becoming more physically active, smoking cessation, reducing alcohol and emotional health with TSDCT's Carer Specific Health Trainers.

Health Trainers will help Carers to make changes in everyday life to improve health. In fully confidential sessions Carers will be seen over six weeks. Your motivation to change, confidence and ability to change will be enhanced, so you are empowered to make health conscious decisions.

**For more information and to book a Health Trainer Carer's slot please contact Davinia on: (01803) 321160 or 075844 80400**

Crossroads can be found at St. Edmunds in Torquay and support unpaid Carers in Torbay. They offer advice, help, information and practical emotional support.

**This document can be made available in other formats.  
For details please contact: 01803 666620**