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Deadline for the January edition
is November 2nd 2015

SIGNPOSTS FOR CARERS

The newsletter for Torbay Carers

Hello and Welcome..

to the Autumn edition. I hope you've all had a lovely summer.

This edition is bumper packed with news, so we have forfeited our book review for October, but this will be back in January.

There's a big call to all Carers (P2 & 5) where you can get involved in a number of things depending on your interests, so I look forward to hearing from you.

From the 1st October, Torbay & Southern Devon Health & Care NHS Trust merged with South Devon Healthcare NHS Foundation Trust (the hospital trust) to become Torbay & South Devon NHS Foundation Trust. The overall plan of the Trust is to work more closely with local communities, local voluntary organisations and to support people at home as much as possible. For more information contact details are available on (P3).

Once again we would like to encourage you to spread the word about the benefits of the Torbay Carers Register (P4). We are always trying to identify new Carers and the biggest barrier tends to be that Carers don't see themselves as a Carer. If you know a friend or family member who is a Carer, then please spread the word about our service.

It gives me great pleasure to introduce our 14 Carer Support Workers (CSWs), 3 Mental Health CSWs and Family Carers Worker (P8 & 9). Each CSW has a wealth of experience to offer Carers and they are available for an informal chat, or appointment at each of the GP surgeries, including Waverley, Culverhay and the Chadwell Centre. You will now be able to put a friendly face to the voice on the end of the phone!

There is so much going on over the coming months, so don't forget to read the notice board (P12 & 13). If you fancy learning more about computers, you can also access numerous courses at Crossroads Care (P16) all **Free of Charge**.

Finally a happy Christmas to you all and I hope to see you at the Brixham Carers Centre on the 28th of November for 'Mince Pies & More' from 3-5pm. This will be a super afternoon of relaxation and fun!

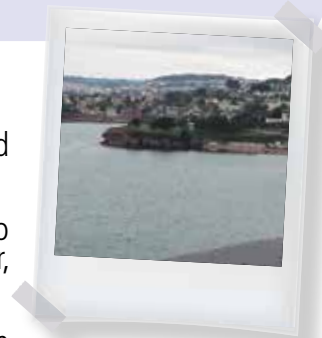
Natalie Townsend - On behalf of the editorial team

Coming in January's edition:

- Results of the Electronic Survey for Working Age Carers
- Update on Action for Blind People
- Update on Information & Advice for Carers

Contact us c/o Signposts for Carers

Telephone: 01803 666620 Email: signposts@nhs.net



CALLING ALL

SIGNPOSTS CARERS EDITORIAL GROUP

Would you like to be a part of the Signposts editorial group? If you can spare an hour of your time every three months and have views and opinions on what articles you would like to see in forthcoming editions, or maybe you would like to write articles, then please contact Natalie Townsend on: **(01803) 208456** or email: ntownsend@nhs.net for more information.

WHAT'S YOUR FAVOURITE PASTIME?

Would you like to share your favourite recipe, poem, most enjoyable recent film or book you've read, or any other gems? Then please drop me an email on: ntownsend@nhs.net or write to: **FREEPOST, Torbay Carers Service.**

CARERS WEEK

With Carers Week 2015 behind us, we will be meeting in due course to discuss the planning of Carers Week 2016. If you have any suggestions for activities or events, then please email me on: ntownsend@nhs.net or write to: **FREEPOST, Torbay Carers Service.**

PHOTO COMPETITION

At the Brixham Carers Centre we have a large empty space (50" wide x 40" long) that is calling out for some artistic masterpiece!

If you enjoy photography, then we welcome your entries, which will be judged and awarded an M&S voucher. Of course, you will also have the priceless reward of having your photo shared with the other Carers who come into the Brixham Carers Centre.

The theme can be Carer related, or just a nice photo. We will have the successful photo/photos mounted.

Please email your photo to torbaycarersservice@nhs.net with the subject as: 'photo competition' by the 25th of November, together with your name, address and telephone number.

We look forward to hearing from you.

DON'T FORGET!

KEEP WELL THIS WINTER

FLU VACCINATIONS FOR CARERS

Don't Forget your FREE Flu Jab at your GP practice. Contact them for more details and to book an appointment.



best foot forward

walking for health

Want to get more active? Then we're here to help!

Walking is a great way to get fit, explore what's on your doorstep and make new friends.

Join one of our free and friendly short walks today.

Baywalks

Call Wendy Wilkinson on: **0300 456 1006**

Visit our website to find out more about your local health walks: walkingforhealth.org.uk

NHS

ramblers

supporting people get active and stay active

ALL CHANGE FOR THE CARE TRUST!

The 1st of October sees a milestone for local health and social care services. Torbay and Southern Devon Health and Care NHS Trust (which was Torbay Care Trust) merged with South Devon Healthcare NHS Foundation Trust (which runs Torbay Hospital) to become an integrated care organisation: Torbay and South Devon NHS Foundation Trust.

The new organisation aims to change how health and social care services are provided, by tailoring services to individuals in their local communities:

To provide high quality, safe health and social care at the right time, in the right place to support the people of Torbay and South Devon to live their lives to the full.

Some services such as doctors' surgeries and mental health services will still be provided by other parts of the NHS, but they too will be working in partnership with ICO staff.

Chief Executive of Torbay and South Devon NHS Foundation Trust, Mairead McAlinden commented: "Finding new ways to deliver high-quality health and social care is more important now than ever before. We face the significant

challenge of meeting rising demand from an increasingly ageing population for less money year-on-year.

We have to transform the way we provide services and we will not compromise on our track record of focussing on the needs of individuals. We use the stories of 'Mrs Smith' and her family to remind ourselves that we have to ask what matters to people, not just what is the matter with them.

However complex people's needs are, we see them as individuals with a life that sits outside their experience as a patient or service user."

The overall plan is to work more closely with local communities, local voluntary organisations, and to support people at home or as close to home as possible. There are a number of projects underway to pilot new ways of working. We will keep you in touch with developments.

More information about the new organisation is available on the website:

www.torbayandsouthdevon.nhs.uk, and if you still have individual questions, you can either e-mail ico.team@nhs.net or ring Signposts for Carers on **(01803) 666620** to ask them to e-mail on your behalf.

CARERS INFORMATION & ADVICE UPDATE

Torbay Carers Service is currently reviewing the information and advice available to Carers. A group met on several occasions during the summer to look into various aspects of information and advice that can be improved.

The main recommendations of the group are:

- There should be one main leaflet for new Carers to use, which provides the information they need (to supplement the existing paperwork)
- The Torbay Carers web pages need to be improved to send a clear message about the

services on offer

- All information should hook new Carers into access services
- Social media will also be used to increase Carers' awareness of the services

The recommendations will be turned into action and a summary of developments will appear in the next edition of Signposts. If anyone wants to get involved in this group, or find out more, then please contact Rohan Davidson on:

(01803) 208453

or email: rohan.davidson@nhs.net

CARERS CHANCE TO CO-DESIGN NEW SHORT BREAKS

Carers of people with a learning disability have been working alongside staff at Torbay and South Devon NHS Foundation Trust to help co-design new short break services.

Meetings have been held over the last few months to look at new options for respite care and short breaks, with a view to finding an alternative to the current service at Baytree House.

The aim has been to create a wider breadth of sustainable services that meet people's needs now and in the future.

Dr Sonja Manton, who is leading the co-design for the Trust said: "Carers are experts in their care and that of their loved ones and we wanted to work with them to develop a range of new short breaks that will benefit them for years to come.

"We have held a number of engagement sessions with Carers to understand their thoughts and ideas around new short break options.

By working together with Carers we believe we can design a range of alternatives that not only give people more choice and control over their chosen short break but ensure quality, reliability and sustainability in our services."

A formal consultation on the options created by Carers will be held later this year. Baytree House will remain fully operational until any new provision has been established.

For further information on the consultation or co-design process please visit: www.tsdhct.nhs.uk

DO YOU KNOW A CARER?

At Torbay Carers we are always trying to identify new Carers to join our Register and benefit from the range of services on offer.

The biggest barriers that we encounter with people contacting us are that they don't realise they qualify as a Carer, they may not want to register as a Carer as this could change their perception of the relationship with the person they care for, or they are unaware of the benefits

of being registered as a Carer.

We know there are 16,000 Carers in Torbay, but we only have 3,380 Carers registered with us.

This means we have identified far fewer than one in four Carers in the area and the remaining Carers who are not registered will not be able to benefit from the following:

- Free parking at local hospitals
- Practical help with caring
- Health and Wellbeing Checks
- Discounts in local shops
- Dedicated Carers telephone line
- Carers Support Workers in every GP practice
- Free legal courses
- Breaks for Carers
- Free education courses
- Free financial/benefits advice
- Emergency back-up plan

If you know someone who cares for a friend or family member and would benefit from the support of Torbay Carers, then please make them aware of our service and if possible get them to call Signposts on: **(01803) 666620**, and join the Carers Register.

WHAT IT'S LIKE TO WORK ON THE CARERS TELEPHONE LINE

NAN

Hi, my name is Nan and I am one of the people on the telephone line. I have been a volunteer for sometime now and I come in for about an hour and a half; it is absolutely fab. We all have a good relationship at the phonenumber and there is plenty of privacy during phone calls. This helps as Carers like to know that what we discuss is private. Carers often want to have a laugh and it's nice to be able to cheer them up, which seems to really help. So really it is a win win situation for everybody. I thought that I might find it difficult to talk to strangers, but I don't, they get to know you and you get to know them and its fab. I love it.

DAVID

Just briefly, I have been looking after my wife for fifteen years who has a life changing illness. I enjoy talking to people and I feel that I am contributing. I know what it is like to have the rough times and the really good times and just genuinely enjoy getting on with people.

LINDA

I joined the telephone line as a Carer for my husband, who's now deceased. I decided to write a poem which sums up my experience of the helpline:

*They are often tired, stressed and weary
When we phone them, so we try
To bring a little sunshine, be cheery
Make the dark clouds say goodbye.*

*Strangers at first, they soon become pals,
These people battling on
They wait each week for our calls
We try to make them laugh, have fun*

*But what is in it for us you say?
Shall I tell you the tale?
If I have had a really bad day
They help to cheer us up too, without fail!!*

MIKE

I have been with the telephone line since its conception five years ago and have some forty years experience in telephone counselling. I have cared for my wife

who has mental health issues and a terminal brain tumour for most of that time.



I enjoy my time on the telephone line and it is a privilege to be part of our team and the excellent supportive work done in Torbay by The Care Trust for unpaid Carers.

For me personally it is a chance to spend time with Carers who often feel isolated in their caring role knowing that they are talking to someone who has experienced similar circumstances. The unpaid Carer is given time to express their feelings in a safe environment.

An evenings duty is a two way shared roller coaster of emotions; sadness to hilarity. Hopefully it is an opportunity to empathise, sympathise, but not necessarily resolve issues.

At the end of any contact the important thing for me is that the Carer knows that they are valued, feel respected and above all supported in their role as an unpaid Carer.

'CALL-BACK' PILOT TO IMPROVE SUPPORT TO WORKING CARERS

This year, one of our targets is to improve support to working Carers, but obviously as finances are limited, this will be a challenge! Signposts for Carers and the GP-based Carer Support Workers provide a good service but these are generally only available in working hours.

For those of you who have e-mail, you can e-mail Signposts for Carers on: signposts@nhs.net with your question and they will reply during office hours. However, Val Shute who manages the Carers Telephone Line on Tuesday nights, has agreed to pilot a call-back service for Carers who work full time. E-mail: val.shute@nhs.net with the Subject 'Working Carers Call-back' with your name, phone number and question, and she will call you back on Tuesday night between 5 and 9 pm. Alternatively you can contact her on: **07596 103291**.

A PATH THROUGH PARKINSONS FOR CARERS **PARKINSON'S^{UK}**

A path through Parkinson's for Carers includes:

- six linked sessions of group discussion
- time to reflect and to think about what you want
- the guidance of trained volunteers who understand Parkinson's
- the opportunity to meet other Carers and learn from their experience

Each group will be made up of 8-12 Carers. There are six sessions, which take place over three or six days.

Find Out More

For information on where and when groups are running in your area go to:

parkinsons.org.uk/carerspath, or to book a place, please email: **selfmanagement@parkinsons.org.uk** or call **020 7963 3924**.



Parent Information



**Information, Advice
& Support Service**

PARENT CARERS

You probably know that there have been lots of changes over the last year, that parent Carers need to be aware of.

For children with special educational needs and disabilities (SEND), Torbay continues to be busy converting 900 educational statements to the new Education, Health and Care Plans (EHCP). There is a lot of information available and a quarterly SEND newsletter.

There is a 'local offer' of support to families which you can find by googling 'Torbay Local Offer' or 'Early Help'. Their details are **earlyhelp@torbay.gov.uk**, or **(01803) 208525**, or **www.torbay.gov.uk/earlyhelp**.

You can also contact SENDIASS TORBAY, which is the Special Educational Needs and/or Disabilities Information, Advice and Support Service for Torbay on:

(01803) 208239, **info@sendiasstornay.org.uk**
or: **www.sendiasstorbay.org.uk**.

You can also access Carer Support Workers at your GP practice who can offer you a Carers Health & Wellbeing Check.

'CIRCLES OF SUPPORT' FOR OLDER, ISOLATED CARERS

You may have read in the last issue of 'Signposts', about 'Circles of Support', which is run by Crossroads Care Torbay and comes under the Ageing Well banner. This project aims to support older Carers who have become particularly isolated.

The project is proving very popular, so we are looking for volunteers to engage with these Carers.

Do you have practical skills and experience you could share to benefit someone in your local community? Are you a keen gardener or DIY enthusiast?

Are you an organised person? – Could you help someone to make positive changes in their lives?

Do you have a hobby or interest that you could share, or could you join a Carer in trying something new?

Could you drop in for a cup of tea and a chat, or take someone shopping? Could you help with getting to and from appointments?

We are looking for volunteers to link with others, all sharing kindness and skills to help support someone in their local community. If you are interested and can spare 2-4 hours a week, then please contact:

Chrissie Chant at Crossroads Care on:
(01803) 323510 mob: **07717 337276**
email: chrissie.chant@crossroadscare.org.uk

Or: Jess Slade **07530 790354**
email: jess.slade@crossroadscare.org.uk



MUTUAL CARING PROJECT IN TORBAY

National Mencap have been awarded funding for a Mutual Caring project in Torbay. The project is funded by Ageing Well in Brixham, Paignton and Torquay. The idea for the project came from Mencap's existing Torbay Older Family Carers' Initiative which works with people aged 60 or over who are caring for someone with a learning disability. Staff noticed that, in some situations, as the Carer became older they were becoming more reliant on the person they were caring for to help them with tasks.

The Mutual Caring project hopes to highlight some of the situations in Torbay where someone aged 50 or over is involved in mutual caring, where at least one of the people involved has a learning disability. The caring responsibilities of the person who is traditionally seen as the 'cared for' may be minor, but we want to raise the awareness of co-dependency.

We aim to do this by working with some families that Mencap have already identified through the Older Family Carers' Initiative, but also by working with professionals who may be coming into contact with situations where this is taking place. We also plan to work with Carers' services to make sure they are accessible to Carers with a learning disability.

To find out more, please contact Emma Young on: **07852 546530** or email: emmajane.young@mencap.org.uk



WHO'S YOUR SUPPORT WORKER?

The Carer Support Worker (CSW) Service was originally set up 15 years ago as a pilot project in two surgeries. This project was created to highlight the needs of Carers and to support them through their GP surgeries. Now there are 14 CSWs in surgeries across Torbay, generally working one day a week. We also have 3 Mental Health Carer Support Workers, which includes Dave Baker who recently joined Sera Blewitt-Gilbert at Culverhay, and a Family Carers Worker (Drug & Alcohol).

The role of the CSW has grown over the years and involves working with GPs and other practice staff who have become more aware of Carers needs. All CSWs offer Carers Health & Wellbeing Checks and enable Carers to get the support which they need.



Sally Corbishley

“I’ve been a CSW for 15 years and I run the *Torquay & Paignton Carers Groups*. I feel privileged to meet so many wonderful Carers.”

Chelston:
(01803) 605359 (Mon)
Grosvenor:
(01803) 559308 (Tues)
Bishops Place:
(01803) 559421 (Fri am)



Val Shute

“I’ve been a CSW for 9 years and enjoy my role immensely.”

Corner Place Surgery:
(01803) 557458 (Mon)
Mayfield Surgery:
(01803) 558257 (Fri)
Barton Surgery:
(01803) 323761 (Tues)



Julie Hollingworth

“I have worked in the NHS since 1988, I have just joined as a CSW across all surgeries. I look forward to meeting you.”



Caroline Saunders

“I also run the *Cherryaid Patient and Carer Support Group*.”

CherryBrook Medical Centre:
(01803) 844566 (Mon/Wed am)



John Davidson

“I am also involved with the two Carers Groups *The Riviera Carers* and *The Cool Wednesdays Carers*.”

Waverley: **07909 873275**
E: johndavidson1@nhs.net



Sue Jones

“I have 18 years experience with the Care Trust and I look forward to meeting you in my new role, working across all surgeries.”



Lynne Healey

“I’ve had the pleasure of working with you all for over 15 years.”

Croft Hall:
(01803) 298441 (Tues)
Southover:
(01803) 327100 (Wed)
Parkhill:
(01803) 212489 (Mon)
Sherwell Valley:
(01803) 605123 (Thur)



Ele Morgan

“I have been in post for a year now and am thoroughly enjoying working with Carers and their loved ones.”

Chadwell Centre, Paignton:
(01803) 546470

WHO'S YOUR SUPPORT WORKER?

If you haven't already registered as a Carer with your GP practice, or you haven't had the opportunity to meet your CSW, then you can ring for an informal chat, or make an appointment to see how they can be of assistance.

There is a friendly face and a listening ear available at each practice listed below.



Lesley Bill

“I joined Michele last year, but have been a Carer for many years.”

Brunel Medical Practice:
(01803) 312233



Michele Glanfield

“I joined Brunel Medical Practice in 2010, I also help run the *Time Out* group.”

Brunel Medical Practice:
(01803) 312233
(Mon/Thur)



Roselyn Vian

“I have worked with Carers for many years and have also been a Carer.”

Pembroke Surgery:
(01803) 553558
(Tues/Thurs)
Withycome Lodge:
(01803) 527006 (Mon)
Old Farm:
(01803) 556403 (Wed)



Paul Stewart

“My role is as a Friends and Family worker in Torbay.”

Shrublands:
(01803) 291129



Steve Black

“As well as being a Carer, I've worked in the NHS, social care and in welfare rights for 30 years.”

Torbay Hospital:
(01803) 654747



Lesley Bill

“I joined Michele last year, but have been a Carer for many years.”

Brunel Medical Practice:
(01803) 312233



Michele Glanfield

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Paul Stewart

“My role is as a Friends and Family worker in Torbay.”

Shrublands:
(01803) 291129



Steve Black

“As well as being a Carer, I've worked in the NHS, social care and in welfare rights for 30 years.”

Torbay Hospital:
(01803) 654747



Amanda Raffell

“I've been a CSW since '08 and help run the *Time Out* group.”

Chilcote Surgery:
(01803) 316333
(Tues/Weds)
Abbey Road Surgery:
(01803) 290000 (Thur)
Shiphay Manor Surgery:
(01803) 615059 (Thur)



Mary Squire

“My role is to identify Carers and offer help and support.”

(01803) 855897
(Tues Afternoons)



Pat Reeves

“This is a job I very much enjoy, especially meeting so many inspirational people.”

St Lukes Medical Centre:
(01803) 852731 (Tues)
Greenswood Surgery:
(01803) 853153 (Tues/Fri)



Sera Blewitt-Gilbert

“I've been a CSW supporting Carers within Mental Health Services for 10 years.”

Culverhay Community Mental Health Centre:
(01803) 526808
(Wed, Thur, Fri)

On the last weekend of June I was lucky enough to attend the Young Carer's Festival. It's a yearly festival that supports Young Carers. It has been running for 16 years and is funded by the children's society. I am a Young Carer – a Young Carer is someone under the age of 18 who takes on the role or responsibility of caring for a loved one. For me this means I take care of my mother a sufferer of MS, also my grandfather a sufferer of vascular dementia.



At the festival there were so many things to do and this really made me enthusiastic for the whole weekend. This was the first festival for many, but I have been a number of times. My family and I have frequently been to other festivals such as 'Download' and 'Sonisphere' among others. This helps me distinguish *what's*

hot or not festival wise.

The vibes at the festival were so unique, so positive, it was absolutely fabulous. Most of the bands playing were local; such as Three Times Over, but there were also Young Carers performing. Activities included quizzes, competitions, silent discos, fairground rides and waterslides. It was lush to just chill.

As well as being a Young Carer, I am also a Young Carer's Champion; this means that I have certain responsibilities and a voice to make change. I am able to speak out on behalf of Young Carers. I was asked to open the festival with a few other champions stating what laws have been passed and changed to support Young Carers. I cannot express how good the experience

TORBAY YOUNG ADULT CARERS



Young Adult Carers had a great day out at Torbay Leisure Centre with a Taekwondo taster session, use of the swimming pool and health suite followed by a much deserved pamper session. Great fun was had by all! Thanks to Bobby Singh for organising and to Emma Ibbertson, Torbay Leisure Centre Manager and her team for the smooth running and success of this event.



On the 4th of August another group of Young Adult Carers took to the skies at the Virtual Jet Centre in Chudleigh, Devon. Captain Andrew Wilkins and his crew put on a great days activities including a practice flight and cabin crew talk, culminating in flying in and out of Heathrow in the Boeing 737-800 simulator. A great day had by all and we will certainly be looking to do this again in the future. A big thank you to all involved.



Young Adult Carer Walk

On Wednesday 12th August in the lovely summer heat, a group of Young Adult Carers were led by Davinia from the Healthy Lifestyles Team over the scenic South Devon Coastal Path from Goodrington to BROADSANDS. Accompanying Davinia were two Young Adult Carer Leads, Cheryl and Dave.

"We carried water to stay cool and had First Aid kits plus sun cream for any eventuality. A nice interruption was the steam train gliding by

FESTIVAL 2015

was, it's the furthest I've ever been away from my family responsibilities and I never thought I would feel as comfortable as I did. The festival had a real community feeling and a great atmosphere. I honestly hope that many other Young Carers get the opportunity to experience and enjoy this festival.

I have written this article to bring awareness to Young Carers and anyone else who reads this article.

Hope you enjoyed hearing our news.



alongside us. When we reached Broadsands we were in for a treat, where a selection of food and beverages were available, the opportunity to go for a swim and ice cream - we had worked up an appetite!" Davinia Allbrook



Hi it's Gabby, I walked with the YACs. I thought the walk was really enjoyable as you were able to have a lovely view of the coastline



Calling all Young Adult Carers: if you want to take part in more Bay Walks then contact Davinia, (Health Trainer, Healthy Lifestyles Team) on: **0300 456 1006** or email: daviniaallbrook@nhs.net

If you are a Young Adult Carer or you know someone aged between 16 – 25 years old who is in a caring role, please contact us via our website www.torbayyac.co.uk or e-mail yac.tct@nhs.net

YOUNG ADULT CARERS

This term, the Young Adult Carers have challenged our inner David Attenborough, trained the puppy living inside of us and discovered what The Beatles really meant when they said 'Let It Be'. That's right, we have been embarking upon a 'Mindfulness course' entitled .B, running for 6 weeks over the summer months, led by Anna Murch.

Every Monday afternoon, Anna taught 5 of us, aged 17-25, how to train our minds. She started by helping us understand how our mind operated, using the analogy of it being like a puppy; wandering off and bringing us back unwanted things. So if we were to train it, we had to be firm but kind. Next, Anna made us think about the way in which we approach the mind. We considered David Attenborough's attitude towards the animals that he works with; curious, yet gentle and respectful of their space and tried to approach our minds in the same manner.

Once we felt more in control of our minds, Anna taught us the true meaning of what it was to be mindful - the ability to let go and let be. The course name .B was used because the full stop signifies the point in our lives at which we need to physically stop everything we're doing and the 'B' signifying the fact that we need to 'just be'. This was reflected in the practice of stopping what we're doing, feeling our feet on the floor, focusing upon breathing and the point in our bodies at which our breath comes from. This practice, along with others, helps us in dealing with day to day stresses, that our roles as Carers may bring, and helps you to have a different perspective about the situation you are in. This course has helped us change the way in which we approach things, improved our sleep and given us a more positive outlook on life.

If you'd like to know more about Mindfulness, contact Anna Murch on: annamurch@icloud.com

CARERS NOTICEBOARD

"TIME OUT"

For Chilcote and Brunel Carers

We meet on the third Thursday of every month

1:45pm - 4:15pm

at The Anchorage Hotel, Aveland Road, Babbacombe,
(unless otherwise stated)

Thursday 17th November

Peter Haywood - The Humorous Side of Funerals



Thursday 17th December
Time Out Christmas Lunch
at The Anchorage Hotel

Prices are:

£11.00 for a 2-Course

£16.00 for a 3-Course

Please contact Amanda or Michele to book your place

Thursday 21st January 2016

Colin Vosper

Labrador Bay and Shaldon

For More Information, Contact

Amanda at Chilcote Surgery : (01803) 316333

Michele at Brunel Medical Practice : (01803) 312233

DO IT TODAY!!

Make today the day you check, that the information in
your **Message in a Bottle** pot
(or **Message in your Wallet**) is accurate.

It's easy for these to go out-of-date, so please just take
a minute to check it and put in your latest prescription
list.

For those of you who haven't got one,
please ring Signposts on:
(01803) 666620

or email signposts@nhs.net
to find out more.

TORBAY MID AGE CARERS GROUP

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

Between 2:00pm & 3:00pm

(All Carers between 40/60 welcome – there will be
some flexibility)

8th October

Cooking at Growing For Life

12th November

**A look around Lupton House,
finishing with coffee/tea in the cafe**

10th December

Xmas Meal: Venue TBC

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

 carerstrust
a Network Partner

 CROSS
ROADS
CARE

CROSSROADS CARE

CHRISTMAS COFFEE MORNING

THURSDAY 16TH DECEMBER 2015

10.30-1.00PM

CHRISTMAS RAFFLE TO TAKE PLACE AT 12.30

CROSSROADS CARE ARE ORGANISING A CHRISTMAS COFFEE
MORNING, AT THE OLIVE CARERS CENTRE TORQUAY, TO WELCOME
IN THE FESTIVE PERIOD!

FOR FURTHER INFORMATION PLEASE CALL: 01803 323510



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

9th November

Ian Cooper - Retired Policeman:
Recounting his experiences (part 2)

14th December

Christmas Social: At the Carers Centre

4th January

Christmas Lunch: Venue TBC

For further information
please speak to your surgery CSW
or ring **Sally Corbishley** on: **07552 854498**

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

29th October

Bring a favourite photograph to discuss

26th November

Ian Cooper - Retired Policeman:
Recounting his experiences (part 2)

10th December

Christmas Lunch: at the Park Hotel

17th December

Christmas Social: at the Carers Centre

28th January

Speaker TBA:

For further information please speak to:
your Surgery Carer Support Worker
or ring **Sally Corbishley** on: **07552 854498**

Businesses Leaving The Discount Scheme

Torbay Wind and Surf, Torquay
Bistro 1909, Brixham

Carers @ The Park

Coffee Mornings

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

12th November

10.00am - 12.00pm

£1.00 per head and the raffle is extra

***No coffee morning in December,
but a Christmas lunch on the 10th at 12:30pm***

Afternoon Teas

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

20th November, 18th December, January 15th

2.30pm - 4.00pm

£1.50 per head (includes raffle ticket)

For further information:
contact **Sally Corbishley** on: **07552 854498**

"C.H.A.T"

Chatting, Helping, Anxiety, Together
Fridays **10:00am - 12:00pm**

We are a drop-in support group
Open to adults who have a friend, relative, or
who support young people who experience
obsessive compulsive disorder (OCD) related
anxieties and obsessional behaviours.



Venue

Daybreak Centre, 51 Totnes Road, Paignton

TORBAY DEAF AND HARD OF HEARING CAFÉ Coffee Morning

Do you have a Hearing Loss?

- Come and join us for light refreshments.
- Meet others who are also hard of hearing.
- Combat any feeling of loneliness and isolation.
- Practical advice and information available.
- Audiology—repairs, maintenance and advice
- Voluntary contribution £2 to include refreshments.

1st Wednesday of every month

10am - 12pm

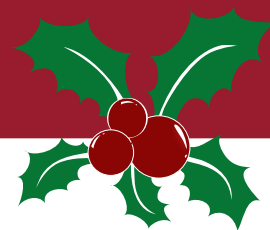
Jasmyn House

1 Midvale Road, Paignton

TQ4 5BD

For more information contact the Sensory Team on
Tel: 01803 219800





Join us at Brixham Carers Centre for free mince pies and more on the night of Brixham's Christmas Lanterns, Lights and Luminations on Saturday 28th November. Our event coincides with the Brixham Christmas market, fireworks and Christmas lights switch on; we will be open from 3pm-5pm. Carers who join us can also have a free hand massage, or their nails painted, with raffle prizes and gifts for sale. Information about support services will also be available.

We hope that many people in town will pop in to find out more about the centre and what we offer Carers, or just take the opportunity to get warm and have refreshments.

For more information, please contact the Carers Centre on **(01803) 852421**, or pop in between 10am and 4pm Mon, Tues, Thurs, and Fri.

See you soon!

CARERS DISCOUNT SCHEME

Just to let you know that the Discount Scheme booklet has been updated and reprinted. The booklet goes out of date fairly quickly so we have put together an on-line version which should always be accurate.

BMAD have kindly supported us (Bikers Make a Difference) – as the booklets are quite costly to produce. We actively encourage people to use the electronic version or amend their old one wherever possible due to high costs of reprinting.

However, if you would like a new booklet and haven't had one in the last year, please collect one from the Carers Centres whilst showing your card, or contact Signposts on **(01803) 666620**, or e-mail: signposts@nhs.net.

To view the online version of the Discount Scheme booklet go to:
www.torbayandsouthdevon.nhs.uk/services/carers



Katy Heard, Carers Lead

CARERS PUBLICITY

THANKS FOR YOUR HELP!

Thanks to those of you who completed our electronic survey in July about the wording for our publicity.

The preferred wording for:

Information Boards was - 'Information for Family, Carers and Friends' so we will re-do the labels for the surgery noticeboards.

For posters / adverts - 'Does someone rely on you?' followed by 'Are you a relative or friend of someone who can't manage without

you?' / who would find it hard to manage without your help?

We will also be putting information on the GP information screens with the four things you said were the most important benefits of the Carers register:

- **A back-up plan for the person you care for**
- **Practical advice / help with caring**
- **Free parking at local hospitals**
- **Someone to talk to**

THE MONEY PAGE

AUTUMN 2015

Most people will now be aware that the chancellor wielded his welfare axe again in the July budget. Most changes won't come into effect for some time, and despite rumours to the contrary, no changes were made to Carers Allowance. However, in terms of Carers reliant on welfare benefits, the new round of cuts will amount to bad news. Some people will be worse off than others, and as usual it will come down to individual circumstances, as the devil is in the detail.

The full budget can be found here:

www.gov.uk/government/topical-events/budget-july-2015 but here are the main headlines:

Benefit Rates Frozen For Four Years from April 2016

From April 2016, many working age benefits such as Employment and Support Allowance (excluding the Support Group component), Housing Benefit, Local Housing Allowance and Tax credits (but not disability elements), will be frozen for four years. Carers Allowance, Disability Living Allowance (DLA) and Personal Independence Payment (PIP) are not affected.

Reduced Benefit Cap from April 2016

The new cap will reduce working age household benefit income to £20,000 per year outside London (£13,400 for single people without children). As now, DLA, PIP, Employment and Support Allowance (Support Group only) will be disregarded in the calculation, but Carers Allowance is taken into account.

End of the ESA Work Related Activity Component from April 2017

This major change applies to new claims for contribution-based ESA. This group can expect to be £29.05 a week worse off compared to today's claimants. As its name implies, contributory ESA is funded from mandatory National Insurance contributions (not general taxation), so it is hard to see the justification for this contentious cut.



Changes to Support for Mortgage Interest (SMI) - Introduction Dates Vary

From 6 July this year, the support rate is reduced to 3.12%. From April 2016, the waiting period (exceptions apply) for support with mortgage interest will return to 39 weeks, but the mortgage ceiling limit will be maintained at £200,000.

From 2018, SMI payments will only be paid as a loan repayable on the sale of the property or when the claimant returns to work. Payments will also attract interest and an administrative charge will be added.

Reductions in Tax Credits from April 2016

There are significant cuts to tax credits in the pipeline. The level of earnings at which a household's tax credits or Universal Credit award starts to be withdrawn will be reduced from £6,420 to £3,850. The reduction taper rate (applied as income increases) will be increased from 41% to 48%. Anyone starting a family after April 2017 will no longer be eligible for the Family Element in tax credits or Universal Credit. Likewise, the family premium will in Housing Benefit will be withdrawn for new claims from April 2016.

Care Cost Cap – Delayed Until 2020

The government has deferred the April 2016 start of its much vaunted policy to cap care costs until at least 2020. There are also rumours that the policy may have to be reviewed.

Have Fun and Learn!!!

For further information on any of the courses below, please call 01803 323510

Paignton Carers Centre: 10.00am - 12.00pm

Located on the 1st floor of Paignton Library

Monday 2nd, 9th, 16th and 23rd November - 4 week course

"Move on in computing". This course will enhance your basic typing, email and internet skills and help you to save money by learning "safer shopping online".

Monday 4th, 11th and 18th January 2016 - 3 week course

"Getting to grips with an iPad". Have fun; meet others while learning how to save money.

The Olive Carers Centre

St Edmunds

Victoria Park Road

TORQUAY

TQ1 3QH

01803 323510

torbayadmin@crossroadscare.org.uk

The Olive Carers Centre, Torquay

Behind the St. Edmunds Centre, Victoria Park Road, St. Marychurch

10:00am - 12:00pm

Thursday 12th, 19th, 26th November and 3rd December - A four week beginner's course

"How to get the most out of your laptop" – come and meet others in a similar position, have fun while learning, basic Internet, email, understanding the laptop top and mouse/keyboard skills.

Thursday 14th, 21st and 28th January 2016 - A three week course

"Move on in Computing" – this course will enhance your basic typing, email and Internet skills, learn more and save money.

1:00pm - 3:00pm

Thursday 5th, 12th and 19th November

- A three week course

"Move on in Computing" – course content as above.

Thursday 26th & 3rd November, and 10th December

- A three week course

"Getting to grips with an iPad" – have fun & meet others while learning how to save money.

Thursday 7th, 14th and 21st January 2016

- A three week course

"Getting to grips with an Android Tablet" (Samsung, Acer, and Lenovo etc.) – course content as above.



**For more information, or to book a place on any of these courses
Please call Crossroads Care on: (01803) 323510
ALL THE COURSE ARE FREE OF CHARGE**

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