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Deadline for the Winter edition is
Friday November 8th 2019

SIGNPOSTS FOR CARERS

The newsletter for Torbay Carers

Hello and Welcome..

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

I'd like to thank Bill and Beryl (Carers) and John Davidson, Mental Health Carer Support Worker for relaying their heart warming and inspirational story (**P2**); we'll definitely give them a wave, if we see them in their motorbike and side car!



Don't forget with the colder months encroaching, it's that time of year to grab your FREE flu jab (**P3**) and if you're a Carer in Brixham and haven't yet visited our new Carers Centre, please pop by – we're holding a Carer's evening on the 20th November (**P3**) with refreshments and a Mindfulness taster. There are also a number of other things happening in support of Carers Rights Day (**P2**); we look forward to seeing you.

If you're a Carer that likes getting out and about, you may be interested to know that Carers Services are now working collaboratively with the National Trust. Please see (**P5**) to learn more about their Essential Companion Card and the free trip for Carers on the 16th November to Greenways. To book your place please give us a ring.

In this edition we have a number of updates from: Talkworks formerly known as DAS (**P6**), the Carers Passport and the difference it makes to Carers (**P7**), GP Carer's Quality Markers and how this can improve Carer support and Who's Your Carer Support Worker (**P8&9**).

Finally, there are plenty of Carers groups, workshops, talks and outings going on over the coming months, so why not come along, or book your space (**P12, 13 & 15**).

Wishing you all a happy Christmas and a good start to the New Year.

Natalie Townsend - On behalf of Carers Services.

Carers in Torbay can benefit from...

- A Carers Emergency Card, to alert the appropriate people as a back-up if anything happens to you
- Free parking at local hospitals (when attending in support of the person you care for) and discounts in local shops

Contact us c/o Signposts for Carers

Telephone: 01803 666620 Email: signposts@nhs.net
www.tsdf.uk/carers

ON YOUR BIKE!

I'd like to share an inspirational story about two lovely Carers, who I have had the privilege to get to know over the years.

They are both in their 'eighties' and have lived a full and busy life...(Bill was in the Army, or attached to) for nearly thirty years. However, for most of their life together their main concern and worry has been looking after their two boys (now men) ...one having learning difficulties and the other who has a mental health problem.

Bill in particular has been a resolute campaigner for the rights of Carers. He has spoken on local radio, is a regular at Carer events and it's fair to say he is well known for his forthright views to the management at Devon Partnership Trust (the organisation that runs the mental health services in Devon).

They are both regulars at our Wednesday Carers Group with dear Beryl bringing cakes and always a lovely warm smile.

A few months back Bill mentioned how he was hoping to get a motorbike and side car, he said he wanted them to spend some quality time together, just the two of them getting out in the beautiful Devon countryside. Well as the photo shows, the dream has become a reality!

I think it's brilliant. Yes their lives are still very much wrapped up in the worries and cares of helping their boys, but recently their daughter moved to Devon to help, so they have found some time to buy said motorbike and sidecar, and to get out and about, which is, quite frankly..."Inspirational".

Their worries and concerns will always be there, but now and again to get out and about on the open road, the wind and sun in your face... well it just gives them a bit of respite.

So look out for them as you drive along the Devon countryside...maybe give them a wave.. and here's something to ponder on... what would you like to do in the future?...dreams can become realities... just ask Bill and Beryl.

John Davidson, Mental Health Carer Support Worker



CARERS' RIGHTS DAY - THURSDAY 21st NOVEMBER

For Carers Rights Day, we are planning a number of events to fit in with the national theme of 'caring for your future', including refreshments at Aroma Café/Torbay Hospital and Kinda Place, 10-12 Marine Parade, Preston. On **Saturday 16th**, there's a **Tea Festival** with the **National Trust** – see page 5 for more details. On the evening of **Wednesday 20th**, there is a **Mindfulness** taster at **Brixham Friends Centre** (see Page 3).

On the day itself there will be a big event at **Paignton Library** running from **10am - 5:30pm** with a range of stands and short talks to cover topics such as 'Adult Social Care – how does

it work?', 'Replacement Care (respite) options for adults', 'Technology to support Carers', 'Planning Ahead as a Carer' (by local solicitor), 'Dementia', 'Working and Caring' and more. A full agenda will be released at the beginning of November, as people will need to book into the relevant talks.

Please contact Signposts **(01803) 666620**, or signposts@nhs.net to request an agenda when they are released.

The final event will be '**Mincepies and More**' at **Paignton Carers Centre** on **Saturday 23rd 10am - 12noon**, with free refreshments, hand massages / manicure, tombola, raffle, and more. No need to book, just drop in!

LOOK AFTER YOURSELF

FREE FLU JABS FOR CARERS

If you are caring for someone, you can't afford to be ill yourself and flu is one of those bugs that completely takes you 'off your feet'.

You can have a free flu jab if you are over 65, or receiving Carers Allowance, OR are the main Carer for an elderly or disabled person whose welfare may be at risk if you fall ill. Flu jabs will be available at your GP surgery or local pharmacy. This year's jab covers the strain that is most virulent at the moment, so protect yourself and the person you care for.

BRIXHAM FRIENDS CENTRE

As you know, Brixham Carers Centre moved to the newly-built Friend's Centre at Brixham Hospital in April. We are open the same hours as we were at King Street – **10am-4pm Mon, Tues, Thurs and Friday**, so pop in and see us there.

The nearest parking is just outside at the front of Brixham Hospital, or there is usually space on Greenswood Road, or at the bottom of Penn Meadows. The number 17 bus also stops at the bottom of Penn Meadows, for a downhill walk to the Centre rather than up from the Rea Barn crossroads!

We are also working with YES at their Fore Street charity and craft shop (used to be Terry Darts') where the staff are Carer aware. You can also use their phone, should you wish to call us at the Friends Centre, to save you the walk! Watch out for posters in their window, or if we have your e-mail address, we will be including information in our monthly e-mail.

We are planning to have some evening events at the Friends Centre, so let us know what topics you would like covered, on: signposts@nhs.net or: **(01803) 66 66 20**.

The first Carer's event will be on Wednesday the 20th November, from 6-7:30pm (arrive at 5:45pm for tea & biscuits) followed by a Mindfulness taster with Talkworks.

Please ring Pauline O'Reilly to book your place: **(01803) 208455** by Wednesday 13th November.



CAN YOU DO BETTER?

There are many organisations in Torbay supporting Carers and the people for whom they care. However trying to find the information you want, isn't always easy. We are developing an internet 'landing page' - a place where you can start to look for Carers' information which will then link you to the organisation or information that you want, but what should we call it? We thought of *Torbay Carers Together*, but there is already Torbay Together and Devon Partnership Trust's (DPT) Together, so **can you do better?**

The project is supported by the Trust, Carers' Aid Torbay, Torbay Parent Carer Forum, Torbay Council, Tissues and Issues and DPT and we'd like the name to be something catchy, that encourages people to join up or get involved.

If you have any ideas or want more information, please contact: signposts@nhs.net or ring: **(01803) 666620** with your suggestions. We will then ask Carers (at groups and on-line as we need an answer before the next Signposts) to vote for their favourite, but hope you don't suggest something like Boaty McBoatface!



THE FAMILY FUND

Set up by the government in 1973 to support families with disabled children, the Family Fund has now grown to a point where it helps over 57,000 families a year, caring for disabled or seriously ill children, or young persons aged 0 - 17. Eligible needs must arise from a condition that is expected to last at least 12 months. Grants help with items such as clothing, days out, holiday park breaks, computers and tablets, play equipment and lots more. Applicants must usually be in receipt of one or more of the following benefits:

- Universal Credit
- Child Tax Credit
- Working Tax Credit
- Income-based Jobseeker's Allowance
- Income Related Employment and Support Allowance
- Income Support
- Housing Benefit
- Pension Credit

See: <http://bit.ly/2Kfzika> for detailed information or call: **(01904) 550055**.

NEW CHILDREN'S FUNERAL FUND

Launched by the government on 23 July this year, the Children's Funeral Fund will directly reimburse burial and cremation authorities for their services by providing a contribution towards the cost of a coffin. The fund is expected to help an estimated 3,800 families who experience the death of a child under the age of 18 and a further 2,700 families affected by stillbirths. The scheme is available regardless of a family's income and will cover funeral costs for children and stillbirths after the 24th week of pregnancy. The Fund helps with burial fees, cremation fees - including the cost of a doctor's certificate, and coffin, shroud or casket, up to a maximum of £2,000 in total. Full details at: <http://bit.ly/2K9Jz13>

BEWARE OF THIS UNIVERSAL CREDIT SCAM

The media and Department for Work and Pensions (DWP) have highlighted a scam which has caught many people out. This is perpetrated by criminals (sometimes impersonating Jobcentre Plus staff) approaching individuals with offers of "low cost loans" or "free" government grants. After taking personal details, the scammers submit claims for Universal Credit, including an advance payment of the benefit, and then charge a 'setup fee'. If you are approached or have been a victim, you should contact Action Fraud, the reporting centre for online fraud and cybercrime, at: <http://bit.ly/2LTNHpc> or call: **0300 123 2040**.

PERSONAL INDEPENDENCE PAYMENT (PIP) APPEALS

Carers regularly find themselves helping those they care for to claim PIP (more information about PIP at: <http://bit.ly/2YhIDBI>). The PIP process can be frustrating, but the good news is that 70% of claimants who appeal to an independent tribunal have their claims upheld. However, research published last year found that 40% of unsuccessful PIP claimants, perceived the appeal process to be too stressful and abandoned their claims, potentially depriving themselves of vital income. The key to reducing stress – and increasing the chances of success, is preparation. Local advice services such as Citizens Advice Torbay: (<http://bit.ly/2YEKfFY>), Torbay Disability Information Service: (<http://bit.ly/2YGeGXg>), Carers Aid Torbay: (<http://bit.ly/2LktOlk>) and Disability Support Torbay: (<http://bit.ly/2ZsLXGI>) can provide PIP advice to Carers. You can also find helpful information online, such as Advicenow's free download - 'How to Win a PIP Appeal' at: <http://bit.ly/2YnB0cV>.



Recently Carers Services in Torbay and representatives of the National Trust at Greenway and Castle Drogo met to discuss how they could support each other in the future, specifically in the area of Torbay Carers and supporting each other's activities. Some great ideas and possibilities emerged from the meeting and we look forward to developing connections over the coming months.

With this in mind we'd like to invite Carers along to experience The Tea Festival on Saturday the 16th of November, with Free entry, please see the attached link for more information:

<https://www.nationaltrust.org.uk/events/45e90c8f-9783-4309-a4d5-16ae6a5d0e7a/pages/details>

There will be opportunities to 'Meet the Maker' of products in the shop, the house team will be showcasing tea related items in pop-up talks and, a tea and camelia walk and talk will be available.

Carers Services will be providing a mini bus for the event, whereby Carers will be collected from Paignton Library at 10am on the 16th November and taken to Greenway, returning mid-afternoon.

If you would like to attend please contact Pauline O'Reilly on: **(01803) 208456** by Thursday 7th November.

WHAT TORBAY HAS TO OFFER

The Torbay area is lucky to have a selection of beautiful heritage properties, gardens, coast and countryside looked after by the National Trust. These include Greenway; the former holiday home of Agatha Christie, Coleton Fishacre; a 1920s house built by the coast between Brixham and Kingswear, Compton Castle near Marldon and Bradley Manor on the outskirts of Newton Abbot. Head a little further inland to Dartmoor, and you will reach Castle Drogo. Opening dates and times vary for the properties throughout the year, so for more information and contact details please visit:

Greenway: www.nationaltrust.org.uk/greenway

Coleton Fishacre: www.nationaltrust.org.uk/coleton-fishacre

Castle Drogo: www.nationaltrust.org.uk/castle-drogo

Are you caring for someone who might like to visit local National Trust properties? Could they benefit from an 'essential companion' card? You could share this information with them:

ESSENTIAL COMPANION CARD FOR DISCOUNTED AND FREE ENTRY

If you are a Carer, the person you care for can apply for an Essential Companion Card (this will be in their name) and will enable you and up to one other Carer or companion to get in **FREE** of charge, when accompanying them. If the cared for is not a National Trust member, they will still need to pay for their own admission to the property and if they don't apply for the Essential Companion Card, you can still attend free of charge; the card just makes entry quicker and easier. There is also a Link Pass available for groups.

How To Obtain the Essential Companion Card or Links Pass Card

Call: **0344 800 1895** Email: enquiries@nationaltrust.org.uk

Write: National Trust, PO Box 574, Manvers, Rotherham, S63 3FH

An access guide to properties can be found on the National Trust website, with each property having its own page with specific access information. Further information is available at the following web page:

<https://www.nationaltrust.org.uk/features/access-for-everyone>.

DEPRESSION AND ANXIETY SERVICE BECOMES **TALKWORKS**

TALKWORKS
IMPROVING YOUR MENTAL AND PHYSICAL WELLBEING

TALKWORKS is the new name for the Depression and Anxiety Service and was launched during Mental Health Awareness Week in May. TALKWORKS also incorporates the Talking Health Team – the specialist team working with people with long term health conditions.

As well as a new name other changes to the service include a single telephone number: **0300 555 3344** and a new TALKWORKS website at: www.talkworks.dpt.nhs.uk which includes a much simpler online-self-referral form.

Sue Pike, Service Manager for TALKWORKS comments: "This is such an exciting step and driven entirely by the voices of people who have used the service who told us that they wait until they are feeling rock bottom before seeking help. I hope that through our new name, we will be able to reach people at an earlier stage and with a milder difficulty and that we have created easier signposting for people to access TALKWORKS directly, without having to visit their GP."

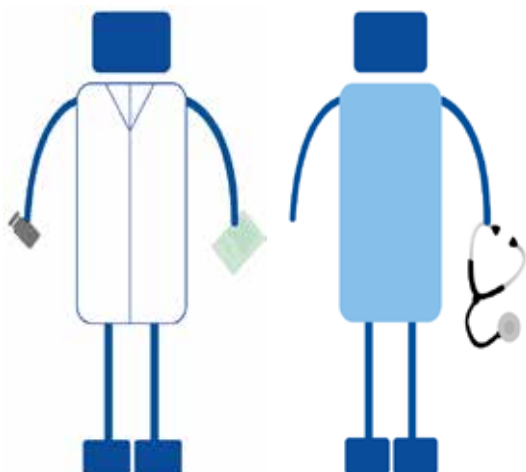
TALKWORKS is a free, confidential NHS talking therapy service, that can help you if the way you are feeling is affecting your daily life, if you're struggling to cope, if you are feeling low, anxious or overwhelmed by your thoughts and feelings, or you are living with a long term health condition that is making you feel tired, frustrated and worried.

Working with you, our qualified therapists can help you feel better and give you the tools and techniques to improve your mental and physical wellbeing.

To find out more visit: www.talkworks.dpt.nhs.uk



YOUR CARERS' PASSPORT

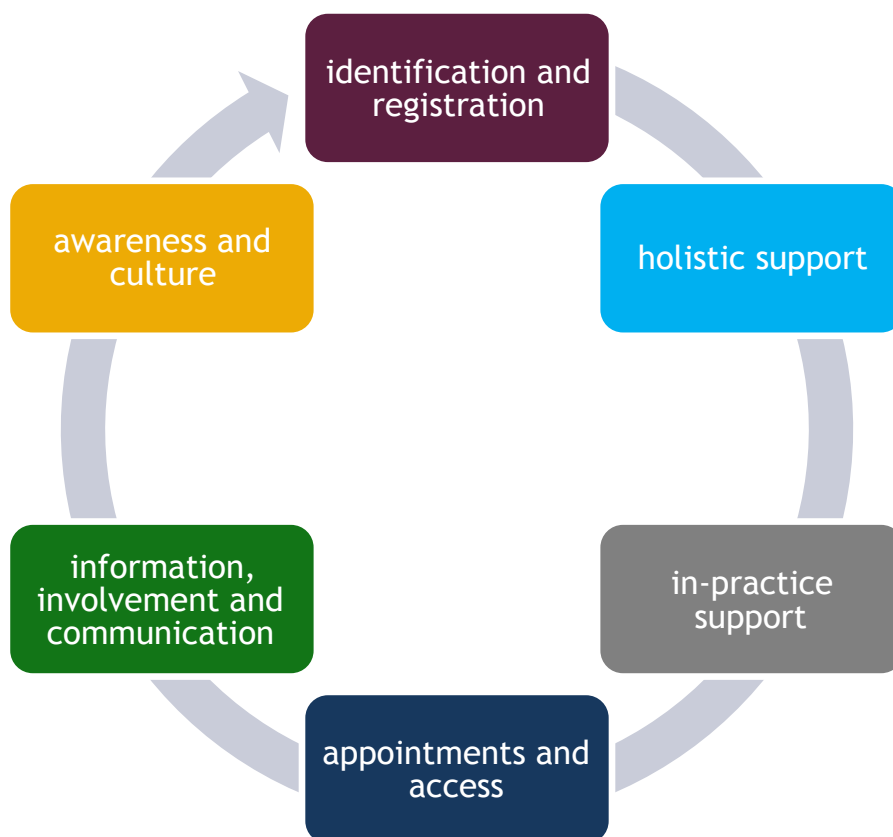


A while ago we mentioned that your Carers' Emergency Card works as a 'Carers Passport' at local hospitals and this enables you to have: free parking when you are supporting the person you care for, involvement in plans / discussions and support, plus the discounts at Torbay Hospital.

Over the coming months, you will start to see the Passport logos cropping up in other places too - pharmacies promoting the free flu jabs for Carers and in GP practices promoting Carers' Health and Wellbeing Checks and anything else they offer Carers, such as double or priority appointments.

GP CARER'S QUALITY MARKERS

You may have missed it, but in Carers' Week NHS England launched the Carers' Quality Markers for GP practices. These are a set of six categories where GP practices need to evidence what they are doing to support Carers.



As we have had Carer Support Workers in Torbay's GP practices for almost 20 years, our practices are generally Carer aware compared to many parts of the UK, but there are always areas to improve. Some practices offer Carers double appointments with the person they care for, some offer working Carers priority appointments. We will be working with practices to promote what they offer (linking to the Carers passport mentioned above) and to improve support where possible, particularly to young Carers who are often missed at present.

WHO'S YOUR CARER SUPPORT WORKER?

There are currently 10 Carer Support Workers (CSW's) in surgeries across Torbay. All of our CSW's offer Carers Health & Wellbeing Checks and enable Carers to get the support which they need.

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.



Sally Corbishley

“I've been a CSW since 2000 and I run the Torquay & Paignton Carers Groups. I feel privileged to meet so many wonderful Carers.”

Chelston Hall:

(01803) 605359 (Mon 8:00am-5:30pm)

Barton:

(01803) 323761 (Tues 8:00am-1pm)



Val Shute

“I've been a CSW since 2005 and enjoy my role immensely.”

Corner Place Surgery:

(01803) 557458 (Mon & Tues 8:30am-5pm)

Mayfield Surgery:

(01803) 558257 (Fri 8:30am-5pm)



Elizabeth Woods

“I have been a CSW since 2017; I am learning a lot and enjoying the challenge!”

St. Lukes & Greenwood:

(01803) 852731 (Wed 10am – 3.00pm)

Compass House:

(01803) 855897 (Tues 8am – 4:30pm)



Diane Evans

“I have been working as a CSW since 2017.”

St. Lukes & Greenwood:

(01803) 852731 (Tues 9am-2:00pm)

Compass House:

(01803) 855897 (Wed 9am-1:00pm)
& (Fri 9am-12pm)



Roselyn Vian

“I have been a CSW since 2014 and I have also been a Carer.”

Pembroke Surgery: (01803) 553558

(Tues, Thurs 9am-5pm

& 1st & 3rd Friday of each month 9am-4:30)

Old Farm:

(01803) 556403 (Wed 9-5pm)



Caroline Saunders

“Every Carer's situation is unique. I have been in my role since 2000 but learn something every day.”

Mayfield (CherryBrook) Medical Centre:

07732 034800 (Mon & Wed 9am-12:45pm)



Lynne Healey

“I have been in this role since 2000, prior to this I was working with Social Services for 15 years.”

Pembroke Medical Centre: (01803) 212489

(Mon & Thurs 8am-5:00pm)

Croft Hall Medical Practice: (01803) 298441

(Tues 8am-5:00pm)

Southover Medical Practice: (01803) 327100

(Wed 8am-5:00pm)

Mobile: 07900 173052



Claire Horton

“I have been working as a CSW since April 2018. I am enjoying my role and working with the team very much.”

Floating Role:

07809 903889 (Mon, Tues & Weds 8:30am-4:30pm)

Chelston Hall:

07809 903889 (Thurs 8:30am-4:30pm)

WHO'S YOUR CARER SUPPORT WORKER?

We also have 4 Mental Health CSW's, which include Dave Baker, Sera Blewitt-Gilbert, John Davidson and Laura Walsh, as well as Steve Andrews our Family & Friends Worker (Drug & Alcohol), and Sally Smith at Torbay Hospital. Our Young Adult Carer Support Workers are Dave Baker, Cheryl McKinnon and Julie Mosely.



Lesley Bill

“I joined Michele in 2014, but have been a Carer for many years. I help run the Time Out Group.”

Brunel Medical Practice:

(01803) 312233

(Thurs 9am-1pm) except Time Out week 3rd Thurs of the month



Laura Walsh

“I joined the team in March 2019 and I have over 10 years experience working in the NHS.”

Older People's Mental Health Chadwell Centre, Paignton:

(01803) 546470

(Mon to Fri 9am-5pm)



John Davidson

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

Mental Health, Chadwell Centre, Paignton

07909 873275 E: johndavidson1@nhs.net

(Mon-Fri 9am-5pm)



Dave Baker

“I've been a mental health CSW since 2015 supporting Haytor Unit & Chadwell Carers. I have also been a YAC Worker since 2012.”

Mental Health, Chadwell Centre, Paignton:

(01803) 546470 (Mon & Tues 9am-5pm)

Young Adult Carers/Paignton Carers Centre:

(01803) 208455 (Wed to Friday 9am – 5pm)



Cheryl Mackinnon

“I have been a part of the service since 2009 & it's a privilege to work with so many young people.”

Paignton Carers Centre, Paignton Library:

(01803) 208455/852421 (Mon, Tues, Weds & Thurs 9am-3pm)



Michele Glanfield

“I joined Brunel Medical Practice in 2010, and Chilcote in April 2018. I also help run the Time Out group.”

Brunel Medical Practice: (01803) 312233

(Mon & Thurs 8:30am-4:30pm)

Chilcote Surgery: (01803) 316333

(Tues & Weds 8:30am-4:30pm)



Sally Smith

“I've worked in NHS Social Care since 2007 and I'm your hospital CSW.”

Torbay Hospital: (01803) 654747

(Mon, Tues, Thurs & Friday 8am-5:30pm)



Sera Blewitt-Gilbert

“I've been a CSW supporting Carers within Mental Health Services since 2005.”

Mental Health, Chadwell Centre, Paignton:

(01803) 546470

(Wed, Thurs & Fri 9am-5pm)



Julie Moseley

“Hi I've been in post since 2016. I love my role working with YACs.”

Young Adult Carers/Paignton Carers Centre:

(01803) 208455

(Tues 9am-5pm, Wed 9am-5pm, Thur 9am-4pm)

Steve Andrews

“Hi, I'm your new Friends and Family worker in Torbay, I'll be supporting Carers who provide care for those with drugs and alcohol issues.”

Substance Misuse Shrublands:

(01803) 291129

(Mon, Tues, Thurs, & Fri 8am-5.30pm)

YOUNG ADULT CARERS CELEBRATE 10 YEARS

10 years ago Carers Services received money from the Department of Health to run a pilot project for Young Adult Carers (16-25). The original meeting was held at Cool Recovery in Torquay with a group of young carers aged 17-18 with pizza! They were asked what was important to them and the areas where they needed the most support. Carers Services listened and a service was 'born' to meet the needs of Carers aged 16-25 in Torbay. This input played and continues to play, an invaluable part in the shaping of service provision and to improve transition from Young Carers to Young Adult Carers. So the 9th of August was a special celebration of reminiscing, eating pizza and cake, and everyone having a fabulous time at The Boat House!



"It has been a privilege to be involved with the Young Adult Carers since the idea was highlighted by Young Carers, who were still too young to be supported by Adult Services. Seeing Young Carers grow into confident young adults over the past 10 years, has been one of the most rewarding things I have seen. Well done Dave & Cheryl! Look forward to the next 10 years! (Martin Smith) xx"

"Seeing people who are otherwise 'marginalised' make connections & friendships and receive support and opportunities" (Kate Smith, Cool Therapies)

"...the opportunities they offer, such as sailing, trips, respite and support"

YOUNG ADULT CARERS COMMENTS...

"Being able to meet people in similar situations as myself, the experiences it brings and the amazing support provided"

"Opportunities to learn new skills and meet new people"

"Young Adult Carers helped me through the toughest time of my life and helped me rebuild my life for the better"

"Gives you a place to laugh when you didn't think you could. X 😊"



MARLDON APPLE PIE FAIR

Marldon Apple Pie Fair – what a glorious day! The sun was shining, lots of food, traditional games and a variety of stalls and the Young Adult Carers annual pig-racing stall. Oh wow, a thoroughly enjoyable day was had by all, Young Adult Carers from the Operational Group and staff manned the stand and raised the grand sum of £300, which will go towards paying for trips and much needed time out for Young Adult Carers.

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: torbayyac@nhs.net or phone: (01803) 208455.

TORBAY YOUNG CARERS UPDATE



Changes have been happening here at Torbay Young Carers Service. We have said goodbye (for now) to our fabulous activities leader, Andrew Wright. Andrew has joined the Supporting Families Team for a year, but has still been helping out for a while until we could welcome our new worker Holly in September, so young carers still saw him popping up on some of our summer activities. Andrew is due to return to our service in June 2020.

We've had a very busy summer, offering lots of opportunity to give Young Carers a break. First was our trip to the National Young Carers

Festival at Fairthorne Manor, Hampshire – this year was the 20th festival and what a fabulous celebration it was. Young Carers were able to take a break from their responsibilities, try out all kinds of water-based activities as well as zip wires, climbing and abseiling. There were bands, a radio station, craft activities, smoothie-making bikes and lots of opportunities to let decision-makers and professionals know what could be done to improve opportunities for Young Carers and their families. We had an amazing time and are looking forward to the 21st birthday celebrations next year. Many thanks goes to BMAD (Bikers Make a Difference) for funding this trip.

Then throughout the summer holidays lots more activities were on offer. There were opportunities for families to enjoy time together at Orchard Forest School, thanks to our friends at South West Family Values. Babbacombe and St Marychurch Lions club helped to provide a 3-day chef school, and Preston Rotary repeated their popular Donkey Sanctuary Trip. One of the new trips for this year was the Bear Trail in Collumpton, thanks once again to funding from the wonderful BMAD.

The fun doesn't stop after the holidays. As well as our regular groups and school support services starting back in September, we have some amazing new opportunities in the pipeline. Watch out for more details about exciting projects alongside Playback Theatre, Ocean Youth, and the Bath Philharmonic Orchestra!

If you'd like any information about Torbay Young Carers Service and the support we provide, please get in touch with us on: **(01803) 208657** or email: **youngcarers@torbay.gov.uk**

Teresa Mikalauskas, Senior Project Leader, Torbay Young Carers Service

RAINY DAYS

Are you like me and prefer to have a summer of wall to wall hot and sunny days?

I love the clear blue skies and fluffy white clouds and having no need for thick, heavy clothing. In fact, if it were down to me, I'd always have this kind of weather!

But some days are grey and rainy and have low cloud cover. Sometimes it's as if the ocean were above us rather than in front of us, with the amount of rain that can fall.

I used to carry on regardless of rain or shine and sometimes it worked and sometimes it didn't. Now, whenever possible, I try and adjust what I am doing - going with the flow where I can.

I have found this helpful in my caring role too. So often plans have to change. The life of a Carer can definitely have the unpredictability of the British weather.

Flexibility and an all-encompassing umbrella can prove very handy for weathering the storms. Maybe this is your experience too.

Helen Elliott - Carer

Carer's Corner

CARERS NOTICEBOARD

Torquay Carers Group

Meet at the **Olive Carers Centre**,
Victoria Park Road, Torquay
Second Monday of every month

2:30pm - 4:00pm | £2.00 per head

11th November

Quiz or other activity at the Carers Centre

2nd December

Christmas Social at the Carers Centre – please note change of date

13th January

Christmas Lunch at the Livermead Cliff Hotel, please ring to book

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

Torbay Mid-Age Carers Group

We meet on every second Thursday of the month
in various locations around the Bay

2:00pm - 3:30pm

All Carers 35/60 welcome (with some flexibility)

10th October

Skittles and lunch at the Manor Pub in Preston,
Paignton £4.00 per head

14th November

Trip to the cinema – pot luck on afternoon
showings; details to be provided a few days
before the group meets.

12th December

Xmas Meal – venue to be decided

9th January

Meet up at the Livermead Cliff Hotel, Paignton for
a catch up after the festive season

For further information about the group, or if
you are in need of a lift to an event

please contact Val Shute on: **07596 103291**

"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, TQ1 3PT.
(Unless otherwise stated)

Thursday 17th October

Alex Leger - To shoot or not to shoot, the Blue Peter producer's dilemma.
The Ethiopian famine of 1984, a brush with cocaine paste smugglers in the
high Andes, reuniting families in war-torn Angola and the tragedy of the
Romanian orphanages - all testing times for the production team that led to
successful film-making and rewarding outcomes.

Thursday 21st November

Join Jackie Bufton for some more Christmas crafts. Booking essential.

Thursday 19th December

Join us for a Christmas meal at The Anchorage Hotel. Booking essential,
Please contact Michele for more details.

Thursday 16th January

The Gilberts of Compton Castle - the family that founded the Empire.
Phil Badcott traces the fascinating history of the Gilbert family from 1329 -
2017, who served our county and country in many amazing and brave ways.
Their story includes the life of Sir Humphrey Gilbert who founded the Empire
in 1583, but in doing so lost his own life.

**For More
Information,
Contact Michele**

Chilcote Surgery
(01803) 316333 (Tues/Weds)
Brunel Medical Practice
(01803) 312233 (Mon/Thurs)

Merry Christmas

Wednesday 11th December 2019

11am - 1pm

Raffle drawn at 12 noon

WE'D LOVE TO SEE YOU THERE!

THE OLIVE CARERS CENTRE

ST EDMUNDS

VICTORIA PARK ROAD

TORQUAY, TQ1 3QH



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

31st October
Tea at the Palace Hotel, Paignton

28th November
Quiz or other activity

19th December
Christmas Social

30th January
Chat and catch up

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

Torbay and South Devon **NHS**
Health Foundation Trust

Paignton Carers' Centre

Paignton Library, First Floor, Drummond Suite.

Invite you to
Mince Pies & more



Sat. 23rd November 2019

10.00am ~ 12.00 noon

Come and get warm in our friendly atmosphere



Pamper yourself with a hand massage or manicure.
Raffle & Tombola prizes to be won! Name the Bear!

*Enjoy a mince pie and mulled punch.
All free to unpaid carers*



Time to Talk

We offer:

- Free telephone support service
- Free support service for Deaf people using webcam, FaceTime and Skype
- Free training
- Chat and share groups throughout Devon
- Life coaching
- Volunteering opportunities
- BSL Counselling

Get in touch...
Call: 0300 303 3691
Email: time2talk@livingoptions.org
Text: 07300 011215
Web: livingoptions.org/support-help/time-talk
@timetotalkdevon

Living Options DEVON

NATIONAL LOTTERY FUNDED

Supported by the Big Lottery Fund and delivered by Living Options Devon (Charity no. 1122499)

Carers @ The Library

Coffee Mornings

2nd Thursday of every month at:
**Paignton Carers Centre, Drummond Suite,
Paignton Library**

14th November, 12th December (Xmas Lunch - Venue TBA),
9th January
10:30am - 12:00 noon
£1.50 per head

Meetings are attended by Sally Corbishley, CSW

Afternoon Tea & Biscuits

Third Friday of every month at:
**Paignton Carers Centre, Drummond Suite,
Paignton Library**

18th October, 22nd November, No meeting December,
24th January
2:30pm - 4:00pm
£1.50 per head

Meetings are attended by volunteers Mike & Denise Eccleston

Did you know that visual impairment in Torbay is higher than the UK average and increasing? According to the RNIB statistics (2016) there are an estimated 5,750 people living with some degree of sight loss in Torbay. Of this total, 3,700 are living with mild sight loss, 1,270 are living with moderate sight loss and 790 are living with severe sight loss.

These worrying statistics, are largely related to Torbay's older than average population, but rising numbers are also due to increases in other conditions which can cause sight loss e.g. diabetes, strokes, Macular degeneration especially in the elderly, and Cataracts. This is apart from the popularity of the West Country itself which attracts many more people into Torbay and South Devon.

Losing your sight can have a profound impact on a person's life. Everyday activities such as making a cup of tea, reading, cooking, shopping, going outside and using the internet, can become a challenge. Sight loss can lead to isolation and loneliness and have an emotional and financial impact on people's lives. Evidence suggests that the more severe someone's sight loss is, the higher the probability that they never leave their home. Almost half of people who report levels of poor vision or blindness say that they "always" purposely limit the amount of walking they do outside the house.

That is why VisualEyes Torbay exists, we are a registered Charity run by volunteers, offering support and information, signposting and advice to people with a visual impairment. There is no membership fee! We are not experts or medical wizards, but we are all on that journey with you and can relate well to those who are in difficulty/suffering. Often, at the early stages of the very many pathways to sight loss or reduced sight, people become distressed, isolated and at a loss as to what the future may bring and this is where we become the 4th Emergency service!

Despite the excellent Eye Clinic at Torbay Hospital and the Torbay Sensory Team ROVI'S, who work at the Jasmyn Centre, in Mid Vale Road Paignton, people still fail to reach for help, or understand what facilities are available in Torbay. Even taking into account our National RNIB service, that provide an Eye Care Liaison Officer, at the Hospital Eye Clinic and the Blind Veteran's operation, which is for ex-service personnel, many people still miss out on advice and support that is available.

With VisualEyes Torbay, we can be contacted 7 days a week, to talk to, register a need and try to arrange a solution. We also provide monthly social meetings in Torquay, Paignton and Brixham, with speakers and social gatherings, refreshments and great friendly conversations. We arrange monthly coach outings that take you out of the Bay and these can include friends and family who may wish to go with you. We visit National Trust properties, the theatre, dining establishments, garden centres and many more places. We also provide a range of activities such as 'shooting' 'swimming' 'sailing' 'grass bowls' and 'ten pin bowling'. Craft sessions and Spoken Word book clubs are also available. All these events are supported by volunteers with sight, so no one need feel worried, or alone.

At the end of the day we make every effort to respond and help with your loneliness, confusion and loss of confidence, by working with you gently, socialising you into the many aspects of the Club and encouraging you to talk to like-minded people. Above all, you have the right to make a choice and our mission is to help you make these choices; in doing so you will start to bring yourself out of that black hole, gaining new friends and confidence in life once more. So please don't hide away, talk to us, share friendships and meet new people with this family group of like-minded individuals. Ask for our leaflet at the Eye Clinic, or ring us on: **07951 659514**, or e-mail us on: info@visualeyestorbay.org.uk

LEGAL ADVICE - Monday 18th November : 2:00pm - 4:00pm (Appointment only)

These sessions are offered by a professional from Wollens; Edward Lee offers advice on Wills and Lasting Power of Attorney. To book a 30 minute appointment please call: **Carers Aid Torbay (01803) 323510**. These sessions are free of charge to Carers and held at The Olive Carers Centre.

KNIT AND NATTER - Wednesday 13th November and 4th December : 1:30pm - 3:30pm

If you like a natter and knitting and are a Carer in Torbay, this is the group for you. Just come along with your knitting and you will be welcomed with a hot drink and biscuits.

CHATTER - Wednesday 8th January : 1:30 - 3:00pm

New for 2020 – this is a bi-monthly group. For all unpaid Carers, a chance to sit and relax and chat with other Carers with tea, coffee, and biscuits.

MEN MATTER - Thursday 7th November, 5th December, 9th January : 11:00am - 12:30pm

This is for Gentleman Carers living in Torbay, the group meet at the Redcliff Hotel in Paignton. Drinks and nibbles are provided by Carers Aid Torbay. The group chat informally and put the world to rights; whilst gently supporting one another.

RELAX AND READ - Wednesday 6th November, 18th December, 5th February : 2:00pm - 3:30pm

This group meet once every six weeks, which allows people to read at their own pace. As a group they decide what books/genre they would like to read. When the group meet, they discuss the books whilst enjoying tea and cake. If you are a Carer and have a passion for reading, then this is the group for you.

CHRISTMAS COFFEE MORNING - Wednesday 11th December : 11:00am - 1:00pm at the Olive Carers Centre

Carers Aid Torbay look forward to welcoming you to their annual Christmas Coffee morning.

Please call Carers Aid Torbay for further information, or to reserve a space at any of the groups.

These groups are for unpaid Carers only. All groups and legal Sessions are held at the Olive Carers Centre, other than Men Matter which is held at the Redcliff Hotel.

THE IMPORTANCE OF HYDRATION

It is important that we keep our fluid intake at around 6 -8 glasses, or cups of fluid a day, so that our bodies can work well. This is even more important in Summer when it is hot and we lose water from our bodies as sweat. Not enough fluids can lead to strong urine, which can lead to urinary infections and more severe illnesses. There is more information on videos available using this link: <http://utistop.co.uk/>

Sometimes older people and those who are frail do not feel thirsty and they forget to drink. It is important to keep a glass or cup of fluid within easy reach and encourage people to drink fluids. These fluids should be water, plain tea, fruit tea and coffee (without added sugar), no-added sugar squash with water, or milk. One small glass of unsweetened 100% fruit juice, vegetable juice and unsweetened smoothies can be included as part of your daily fluid intake. Avoid fizzy drinks and drinks with sugar. Other ways to take in fluid are soups, ice-cream, jellies or fruits like melon. Some people limit their fluid intake because they are worried about incontinence (wetting themselves). If continence (controlling urine flow) is a problem, you can get help from the Bladder and Bowel Team by contacting their Patient Information Line: **(01626) 324685**.

Julie Kemmner, Clinical Community Dietitian and Team Lead & Dr Selina Hoque, Director of Infection Prevention and Control, Torbay and South Devon NHS Foundation Trust.

More info: <https://bit.ly/1Vjtve8>

CARERS WARNED TO BE AWARE OF LOAN SHARKS

Torbay and South Devon NHS Foundation Trust is working in partnership with the England Illegal Money Lending Team (IMLT) to raise awareness of the dangers of loan sharks. A loan shark is someone who lends money without the correct permission from the Financial Conduct Authority (FCA). Loan sharks prey on people at their most vulnerable. They start out as friends to their borrowers, but quickly change with some resorting to threats, violence and intimidation to recover the debt.

It is important to remember that loan sharks are not a community service and should never be used under any circumstances. If you have already fallen victim then don't worry, as you are not alone — it is estimated that there are 310,000 people in debt to illegal money lenders in the UK.

HOW TO SPOT A LOAN SHARK

There are some tell-tale signs that the person trying to lend you money is a loan shark:

- There's no credit agreement or record of payments for the loan
- They refuse to give information, such as the interest rate or how much you owe
- They are likely to use threats, violence and intimidation
- They take valuables as security on the loan, such as passports, bank cards or driving licences
- They refuse to allow you to settle your debt and add additional charges at any time

BORROW SAFELY

Torbay and South Devon NHS Foundation Trust recommends credit unions as a safe, alternative lending and saving facility. Credit unions are a good way to borrow and save, in a safe and ethical way and can protect you against loan sharks.

City of Plymouth Credit Union
Tel: **01752 201329** Web: www.cpcu.co.uk

Opening Hours (Devonport)
Mon, Tues, Thurs, Fri 10am-4pm

Westcountry Savings & Loans
Tel: **03300 563994** Web: www.westcountry.org.uk

Opening Hours
Mon – Thurs 9am-5pm | Fri 9am-4:30pm

MULTI-AGENCY OPERATION TACKLES ILLEGAL MONEY LENDING

The IMLT has been working closely with Devon and Cornwall Police to disrupt illegal money lending activity in Brixham. Seven people have been arrested in the fishing town, as part of a multi-agency crackdown on unscrupulous loan sharks. If you've found yourself dealing with a loan shark, you're not alone and there is help available. To report a loan shark call the 24-hour confidential hotline on: **0300 555 2222**, text a report to: **07860 022116** or visit: www.stoploansharks.co.uk.

Nationally, Illegal Money Lending Teams have secured more than 390 prosecutions for illegal money lending and related activity, leading to nearly 480 years' worth of custodial sentences. They have written off £74 million worth of illegal debt and helped over 29,000 people.

Coming in the next edition:

- Website Launch • Wellbeing Co-ordinators Update

Do you know a Carer who would benefit from our services?

- FREE parking at local hospitals • Discounts in local shops • A Carers Emergency card

This document can be made available in other formats.

For details please contact: (01803) 666620, or email: signposts@nhs.net