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Deadline for the Winter edition is  
Friday 6th November 2020

# SIGNPOSTS FOR CARERS

The newsletter for Torbay Carers

## Hello and Welcome..

...to the Autumn edition.

We appreciate how difficult the past few months have been for everyone, but particularly for Carers, and that your caring role may have changed during this time. Carers Services are continuing to deliver all

our services either on-line or via pre-booked socially distanced appointments, and all our Carer Support Workers continue to offer telephone, on-line and, where appropriate, socially distanced appointments to you.

Please do contact us here at Carers Services if you have any concerns, or contact your Carer Support Worker.

This edition of Signposts magazine includes the Education Courses information within, covering some on-line and classroom courses which we hope will be of interest to you (pp 18-20).

Finally we would like to highlight our Carers Consultation (p.3). This is your opportunity to shape Carers Services as we do read every piece of feedback - and try to act on it - so please do spare any time that you can to complete this.

With best wishes,

**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](mailto:signposts@nhs.net)  
[www.tsdfit.uk/carers](http://www.tsdfit.uk/carers)

# DEAR CARER

## BRIXHAM CARERS CENTRE 'CARE-CROW'

For two weeks in September Brixham launched a 'Superhero Scarecrow Trail' across the town, and we asked Rose, one of our Carers Services Team, to create a 'Care-crow' – a Carer Superhero – outside our Brixham Carers Centre (at the Friends Centre on the Brixham hospital site) to promote how unpaid Carers have been superheroes during this pandemic. Our Care-crow had a mirror face to reflect back at the viewer, and wore a T-shirt saying 'I'm a Carer – Nothing Scares Me!'

## FREE FLU VACCINATION

Given the pandemic, we are REALLY promoting looking after your health, and one way is to have your flu vaccination. Carers are entitled to a free vaccination if they or the person that they care for would be at risk if they got flu or were unable to care.

When you are discussing your flu vaccination do say if you have family contacts who are very severely immunocompromised since this may influence which type of vaccination you would be given.

Vaccinations are available via your Doctor's surgery or most local pharmacies, so don't delay! There's also information from the Lifestyles team on Page 12 about their support to keep you healthy.

## FREE ON-LINE SUPPORT

Carers UK have been doing some great work during the pandemic, updating all their information and developing on-line support. We have paid for all Torbay's Carers to have free access to this. Register via:

[www.carersdigital.org](http://www.carersdigital.org) using the code **DGTL8622**. (If you need help contact Healthwatch on: **0800 052 0029**.)

There are lots of on-line resources and videos including free access to 'Jointly'. This is an app that enables you to communicate with other family members / Carers / care workers involved in supporting the person you care for. They have also developed MyBackUp, which contains prompts about planning ahead for emergencies, and if you complete some simple questions, it collates a list of suggestions for you.

## FINANCIAL OR WORK WORRIES?

We realise that due to the pandemic, many of you will be worrying about your finances or about work. The Salvation Army has recently started providing confidential debt advice in Torbay, contact:

[TorbayDAS@salvationarmy.org.uk](mailto:TorbayDAS@salvationarmy.org.uk) or: **07341 084641** and do remember about Carers Aid Torbay's Bay Benefits on: **07530 790354**. Some local employers such as the NHS and Council recognise your Carers' Card as a 'passport' to additional employment support and, if you are unemployed, JobCentrePlus also supports unpaid Carers.

## PARENT CARERS - HAS YOUR CARING ROLE CHANGED?

If your caring situation has changed during recent months, or you are struggling at all, please do make contact. You can request a conversation, a Health and Wellbeing Check or a re-assessment of the person that you care for. Please contact your Surgery Carer Support Worker or Carers Aid Torbay Support Worker, or contact Signposts on **(01803) 666620**. If your child is supported by the Children's Disability Team and their needs have changed then please contact Children's Services on **(01803) 208100**.



# CARERS CONSULTATION

Have your say on Torbay's Carers Services!

We often seem to be asking you to give your feedback on something, but the enclosed questionnaire is the one most likely to affect you as a Carer in Torbay. We really hope that you can help us to help you by giving your valuable time to filling it in.

Every three years, Torbay plans its support to Carers for the following three years – its Carers' Strategy. Our strategy is not a dusty document that no-one looks at, it has a detailed action plan, with progress reported to the Carers Strategy Steering Group (which includes Carers) every three months.

If you have access to the internet, you can see the 2018-21 Strategy and our progress at [www.tsdfc.uk/carers](http://www.tsdfc.uk/carers) on the Strategy tab. The present strategy and action plan are due to be completed by the end of March 2021, (although COVID has obviously had an impact on some of the deadlines) and we will share progress in a future Signposts.

It is also really important to us that Carers are involved at every step of the way. We know that some directives are national, and we know that some issues, such as Carers in Employment and Replacement Care (Respite) still need ongoing work. We also know that Carers from Black and Minority Ethnic backgrounds are under-represented in our support services, so want to ensure that we improve this. Our questionnaire helps us know what Torbay Carers want us to prioritise, and how best to do it.

We ask Healthwatch to manage the consultation for us, to ensure that it is unbiased. It is anonymous, so if you have any queries, or want information about any services, just contact Signposts direct on **(01803) 66 66 20** or [signposts@nhs.net](mailto:signposts@nhs.net). If you can fill it in on-line [www.tsdfc.uk/carers](http://www.tsdfc.uk/carers) 'Carers' Consultation' that will save staff inputting time and if you need assistance in completing it, please contact Healthwatch on **0800 052 0029**.

THANK YOU!

Katy Heard, Carers Lead Torbay

## STAY MENTALLY ACTIVE UPDATE FROM ROYAL COLLECTION TRUST



Due to popular demand, the Royal Collection Trust Community 'Learning in Lockdown' Programme of workshops has been extended for the foreseeable future!

The RCT will be celebrating their new exhibition Eastern Encounters: <https://www.rct.uk/collection/themes/exhibitions/eastern-encounters/the-queens-gallery-palace-of-holyroodhouse>

and offering An Introduction to the Royal Collection Trust:

<https://www.rct.uk/collection/themes/exhibitions/masterpieces-from-buckingham-palace/the-queens-gallery-buckingham>

Carers can access the workshops free of charge via the links above, and then inputting the following:

Login details:

Topic: **Sarah Parker's Meeting Room**

Join Zoom Meeting <https://rb.gy/ac4zsg>

Meeting ID: **265 205 3987**

Password: **2jKQyN**



### FINANCIAL SUPPORT DURING COVID-19

COVID -19 has remained an ever-present news topic this year and it has clearly caused financial difficulties for many. In Torbay during last spring, claims for Universal Credit increased by over 196%; however, the Department for Work and Pensions (DWP) introduced a number of temporary changes to benefit regulations in an effort to mitigate some of the worst financial effects, these include:

- An increase of £20 a week from 6 April, for one year only, in the standard allowance of Universal Credit and basic element in Working Tax Credit. For a single Universal Credit claimant (aged 25 or over), this meant a rise from £317.82 to £409.89 per month
- The ability to claim Carer's Allowance (CA), from 13 March, for 8 months, throughout a temporary break in caring if the CA claimant or the person cared for has COVID-19, or if the claimant needs to self-isolate. A further concession allows CA to be payable to those providing 'emotional support' over the phone or online. This easement applies to both new and existing claims. At the time of writing there is no cut-off date for this change
- Relaxation of the Universal Credit 'minimum income floor' rule, from 6 April, for the self-employed for the duration of the COVID-19 outbreak
- Extended eligibility for Statutory Sick Pay to 10 days from 31 July, for people who are self-isolating because they have tested positive for COVID-19 or have the symptoms of it

Carers should bear in mind that temporary benefit changes are being made at short notice and subject to change at any time, depending on current priorities. A special DWP webpage has detailed information on COVID-19 employment and benefits support at: <https://bit.ly/2PdFT1d>

### Are you struggling with the bedroom tax, benefit cap or the effects of the local housing allowance freeze?

If you are entitled to Housing Benefit or the housing costs element of Universal Credit, you may be eligible to apply for a non-repayable Discretionary Housing Payment from Torbay Council. These payments can also be used for things like removal costs too. For further information and an application form visit: <https://bit.ly/302RkiJ>

### COUNCIL TAX SUPPORT (CTS)

CTS helps people who are unemployed or on a low income to pay up to 70% of their Council Tax. More information from: <https://bit.ly/3fal28M>

### COUNCIL TAX BILL REDUCTION

Whether you rent your property or own it, it is worth checking to see if your home is eligible for a Council Tax discount. These include homes with people living there who meet the 'severe mental impairment' definition, property adapted for a disabled person (the property must be the main home of the disabled person), and homes left unoccupied because the resident has moved elsewhere for care purposes - there are other categories too, for further information, see: <https://bit.ly/3ghgvDY>

### REDUCING PAPER FORM FILLING

You can now make online claims for Pension Credit at: <https://bit.ly/39AbNi6>, Contributory Jobseeker's Allowance (New-Style JSA) at: <https://bit.ly/30UiR5f>, and Contributory Employment and Support Allowance (New-Style ESA) at: <https://bit.ly/39uW11b>



# ADULT SOCIAL CARE

## A MESSAGE FROM SHARON O'REILLY, INTERIM DEPUTY DIRECTOR OF ADULT SOCIAL SERVICES, TORBAY AND SOUTH DEVON NHS FOUNDATION TRUST



Dear Carer,

In light of the ongoing COVID situation, I just wanted to contact you to advise you that our Adult Social Care Teams & community partners are still here to support you. If you feel that your situation has changed since your last conversation or assessment with us, and that you or the person you care for may need a review of their care situation, or that you need advice and information during this difficult time, then please do contact the following:

### CARER'S SERVICES

For support to you as the Carer

Signposts for Carers: **(01803) 666620**

Email: [signposts@nhs.net](mailto:signposts@nhs.net)

<https://www.torbayandsouthdevon.nhs.uk/services/carers-service>

### TORBAY COMMUNITY HELPLINE

Support includes the following: befriending service; companionship; collection of pensions, prescriptions and food; and family support.

**(01803) 446022**

<https://www.torbayhelphub.com>

### TORBAY ADULT SOCIAL CARE TEAMS

For support about the person (18+) you care for:

**(01803) 219700**

Email: [customerservices.tsdhct@nhs.net](mailto:customerservices.tsdhct@nhs.net)

<https://www.torbayandsouthdevon.nhs.uk/services/adult-social-care>

### TORBAY COMMUNITY MENTAL HEALTH TEAM

**(01803) 546470**

<https://www.dpt.nhs.uk/locations/community-mental-health-team-torbay>

We appreciate these are difficult times, and we greatly value you as a Carer and the support you provide to the person you care for, so please do contact us if you have any concerns at this time.

With kind regards,

**Sharon O'Reilly**

**Interim Deputy Director of Adult Social Services**

# REPLACEMENT CARE PILOT



**Would you like to have a break from your caring role by staying in a hotel?**

We have agreements with local hotels to offer discounted stays to you and/or the person you care for. You can both have a break together, on your own with additional support in place at home for your loved one, or your loved one can have a break on their own with or without additional support – whatever works for you.

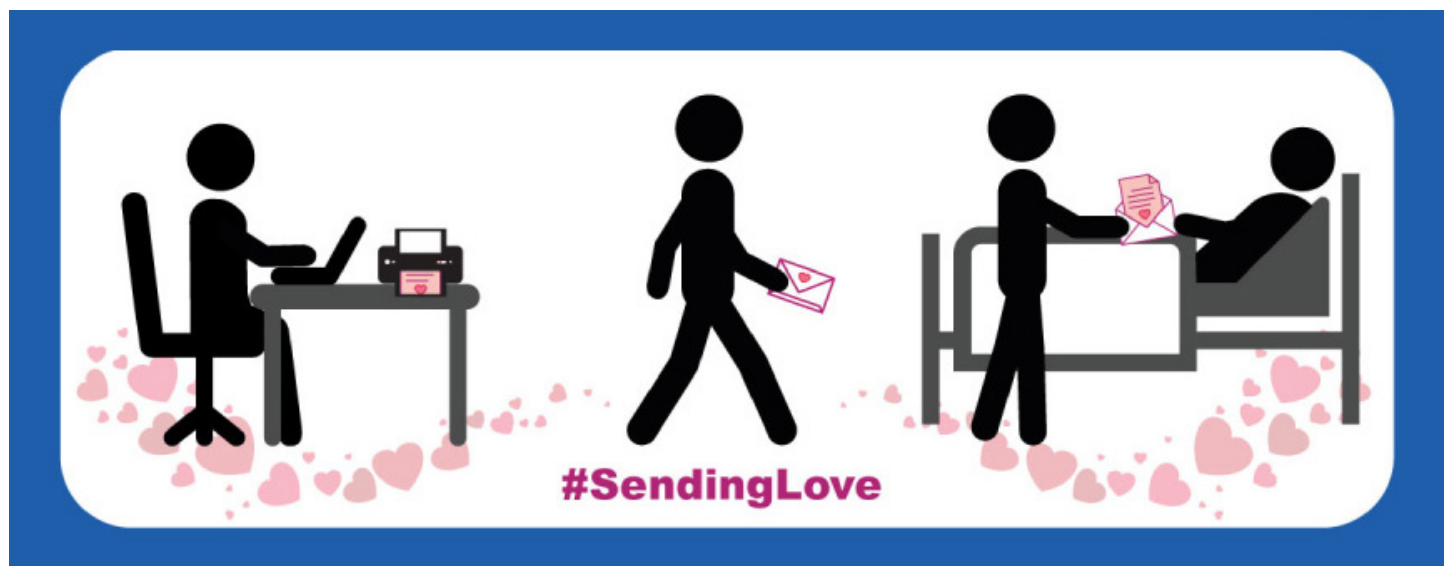
If you would like to find out which hotels are participating and would like me to organise this for you, please contact me (Debi Porter) on: **07880 136859**

Email: [debi.porter@nhs.net](mailto:debi.porter@nhs.net)

## SENDING LOVE | NEW PATIENT MESSAGE SCHEME

Do you have a relative or friend who is staying with us in one of our hospitals? You can now send them a message to let them know you're thinking of them through our new 'Sending Love' scheme – this can also include a photograph. We will then print and hand deliver your message to help you stay in touch!

For more information and to find out how, visit: [www.torbayandsouthdevon.nhs.uk/sending-love/](http://www.torbayandsouthdevon.nhs.uk/sending-love/)



## ASSISTANCE CARDS

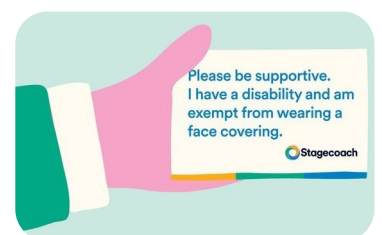
Passengers who are unable to wear a face covering on the bus due to a health condition or a disability, are being invited by Stagecoach to apply for new 'face covering journey assistance cards'.

Passengers can show the assistance cards to drivers when boarding to confirm that they are exempt from the legislation.

There is also a special card available if you need the driver to lower their face covering because you are hearing impaired and need to lip read.

Find out more here:

<https://bit.ly/2S8vdml>



# SAFE SPACES

## AND BUDDY SCHEME FOR TORBAY'S SHIELDING RESIDENTS

Parks and tourist attractions across the Bay are being used as safe spaces in a unique scheme to help vulnerable people emerge from shielding in a safe and controlled way.

Government support for the most vulnerable people who have been self-isolating since the start of lockdown ended at the beginning of August, but some people are still reluctant to emerge.

Callers to the Torbay Community Helpline have said that although the restrictions have lifted, they would prefer not to return to normal routines until a vaccine is available.

In what is believed to be the only scheme of its type, parks, gardens and some tourist attractions are opening across the Bay, at set times, exclusively for people who are shielding. Where appropriate the venues are carrying out deep cleans in the hours before opening with stewards on hand to ensure that only vulnerable people and their Carers are allowed in.

Community Builders and volunteers have also set up a buddy scheme to accompany those who are worried about leaving their homes for the first time in five months.

Tracey Cabache, Community Development Manager at Torbay Community Development Trust, said: "From the conversations we are having, it is clear that some people do not want to risk going out in public and are afraid to go into shops." "Having safe spaces in beautiful settings across the Bay will hopefully allow those that want to get out, but want to remain careful, the opportunity do so." "Others are ready to take those first steps, but would need just a little more confidence, which our buddy system is there to provide."

Christine Taylor has been shielding with her husband Dennis, 74, who has recovered from several different types of cancer and has yet to venture out of their home in Preston.

And for her, the opening up of the shielding sites is a major step: *"This has come at such a brilliant time, " said 66-year-old Christine, "we are so excited to think we can go and there will be others there to watch out for us, and everyone will know that we are still shielding." "We can't wait to get back to Torre Abbey where we are members, but for obvious reasons have been unable to visit." "Much more importantly after everything that has happened this scheme tells us that we have not been forgotten. We feel loved and that means so much," she added.*

Another resident in Preston, went into lockdown on March 24th and only started to venture out in the last few weeks.

From the beginning of the crisis, her prescriptions were collected by one of the Torbay Community Helpline volunteers, Steve Tucker and her food was delivered by Louise's Greengrocers in Preston. "I was lucky. I have had fabulous people around me, my neighbour Marie Gee was an absolute angel. I have a little garden, and I kept in touch with family and lots of Ageing Well friends by phone and text."

For a full list of the venues and the hours of opening, go to:

[www.ageingwelltorbay.com/shieldingsites](http://www.ageingwelltorbay.com/shieldingsites) or call the Torbay Community Helpline: **(01803) 446022**



# IT SUPPORT OFFER

ON-LINE SHOPPING? ORDERING PRESCRIPTIONS? SEEING FAMILY WHO CAN'T VISIT?

Has Covid-19 made you want to try IT? or have you now mastered something technical and think you can share this knowledge with other people like you?

We want to help any of Torbay's Carers to get online who want to. That may be with advice and support about which equipment would suit you best, discussing funding options / prices, trouble-shooting or having a 'buddy' to practise with (either on-line or socially distanced). Computers and smartphones are being relied upon more than ever during the pandemic and we hope to remove some of the blocks to making technology work for you.

Healthwatch's Digital Health offers help with anything related to health: appointments, prescriptions, doctor's E-consult and Hospital's Attend Anywhere.

For more information contact Healthwatch on: **0800 052 0029** or: [www.digitalhealthdevon.co.uk](http://www.digitalhealthdevon.co.uk)

Jack from Healthwatch can provide Carers with general support and troubleshooting over the phone or by accessing your computer remotely.

He can provide:

- Help with problems you are experiencing with your current devices
- Advice on how to set up your computer and / or internet access
- Guidance on what your computer can do
- Suggestions on how to make best use of your computer, or if it is necessary to upgrade
- Help with most other computer-related queries

While Jack has a good knowledge of many computer devices, he will seek out answers if they aren't straightforward. You can ask him questions about any IT equipment, from iPads to desktops, smartphones to laptops and he'll help you to get the best out of them.

Once your computer equipment is working fully you will be able to:

- video call friends and relatives in the comfort of your own home
- have some GP and hospital video appointments for yourself or the person you care for without having to travel or organise replacement care
- look up your ancestors
- link with other people either by e-mail or social media such as Facebook
- book GP appointments / prescriptions at any time of day without having to call the surgery
- shop online for groceries or other goods
- find information / training that can help with your caring role and much more
- (or just play on-line scrabble when there's no-one else at home)

If you would like to know more, or to book an appointment, please call Signposts on: **(01803) 666620**

## DIGITAL INNOVATION WITH TORBAY & SOUTH DEVON NHS FOUNDATION TRUST

Yet another exciting example of our digital innovation to support patients' self-care has gone national. Patients and health staff across England are set to benefit from a comprehensive online health and care video library, originating from our Trust. The Health and Care Video Library has been professionally produced by Health and Care Innovations (HCI), an innovative partnership formed between Torbay and South Devon NHS Foundation Trust and Rocklands Media Ltd.

Each video has been designed to offer a practical alternative to written information and cover topics and conditions from pregnancy to podiatry. Liz Davenport, Chief Executive at the Trust, said: "I am



# STAYING SAFE AT HOME DURING COVID19

Torbay and South Devon NHS Trust, Cascade3d and NRS Healthcare had to quickly react to the COVID19 Pandemic to ensure that those with Long Term Conditions, and their carers, had access to their healthcare professionals whilst remaining safe. Here's just one of the 40 cases we have been involved with where the swift action of everyone involved did just that.

Alice\* lives at home with her husband, who cares for her during her poorly periods. Alice has asthma and diabetes; her condition varies and can often be difficult to control. During 2019, Alice had more than 100 days of hospital admissions. Alice has access to many healthcare professionals including: Community Matrons, a Specialist Respiratory Nurse, and the Diabetes Team and has tried hard, with the support of her husband, to manage her health condition but there have been times when extra help has been needed.

We looked at what equipment Alice needed to take her own readings these included: a Pulse Oximeter, Blood Glucose Monitor and Alexa Show device. Community Matrons were then able to read the results on a digital dashboard which appeared on the Alexa Show. The results, after four months of collecting data were dramatic – Alice's days in hospital fell from 43 to just three. Alice's anxiety levels dropped, she felt in control of her condition and her quality of life was improving spending less time in a hospital setting, and Alice's husband, as her Carer, felt greatly reassured by this.

Alice continues to manage her own health by undertaking regular testing. If her readings are out of the norm or symptoms worsen, Alice can contact the nurses using the Alexa Show. The Community Matron can also watch inhaler techniques and remotely manage Alice's care at any time.

We can offer a wide range of support and advice around different equipment and technology which may be helpful to Carers and the people you care for. With the agreement of the Cared for person, we have for example also provided sensors (without cameras) in the home environment enabling the carer to be assured that whilst they are away from the home the person they care for is having a cup of tea, getting their lunch from the fridge or using the microwave, all through the simple use of an App on their mobile phone. With the equipment installed the carer is never out of contact in times of crisis.

Should you require any information regarding how technology can help you please contact NRS Healthcare at the Paignton Centre on: **0300 100 0255** Option 1.

\*Name changed for publication.

very proud of what we have achieved here in Torbay, which is now recognised as a nationally important resource. I am really excited to support the launch of the HCI video library, which is an innovative way of helping our patients and service users receive the right care at the right place for them."

Eve Cockram, 17, watched a video of toenail surgery before operations at our hospitals. Her mother, Elizabeth said: "Although Eve was apprehensive, we felt very prepared. Before recent surgery, we were shown the videos, including how to redress the wounds and Eve fully understood the aftercare required. It gave her confidence before and after the procedure.

The link to the Trust's dedicated library of hundreds of videos containing localised advice is on our web site at this link: <http://videos.torbayandsouthdevon.nhs.uk/>

The link to the national library is: [www.healthandcarevideos.uk](http://www.healthandcarevideos.uk)

Read more on our website here: <https://bit.ly/3mWAVWD>

Contact: [www.torbaycdt.org.uk](http://www.torbaycdt.org.uk), [info@torbaycdt.org.uk](mailto:info@torbaycdt.org.uk) Tel: **(01803) 212638**

# THE HERBERT PROTOCOL

## INFORMATION NEEDED TO FIND THE MISSING



The Herbert Protocol encourages Carers or family members of adults living with dementia to collate information on those who are vulnerable onto a form, known as the Herbert Protocol form, that can be given to the police if they go missing. Carers, family members and friends collate the information below to complete the form:

- Medication required
- Mobile numbers
- Places previously located
- A photograph

In the event of your family member or friend going missing, the form can be easily handed to the police to reduce the time taken in gathering this information.

**The Herbert Protocol initiative is named after George Herbert, a War veteran of the Normandy landings, who lived with dementia.**

### WHAT IS THE HERBERT PROTOCOL?

It is a simple risk reduction tool to be used in the event of an adult with care and support needs going missing in the UK. It consists of a form that contains vital information about a person at risk that can be passed to the police at the point the person is reported missing. A recent photograph of the person should also be kept with the form. It is not intended to replace existing safeguarding and security measures.

### WHO DECIDES WHO IS AT RISK?

If you think that your family member or friend is at risk of leaving their home and going missing or already has a history of this, please fill in the form as soon as possible. If you are a Carer the judgement should be based on your professional opinion.

### WHO COMPLETES THE FORM?

The form can be completed by a family member or, with the permission of the next of kin, friend or neighbour working together with the vulnerable person. The form should be completed and regularly updated, so that all the information is as relevant as possible.

### WHEN SHOULD THE FORM BE SENT TO THE POLICE?

The police only need the form at the point the person is reported missing. There is no need to hand it to police before then and the form will be returned once the person is found.

### WHERE SHOULD THE FORM BE STORED?

It should be stored in an easily accessible place in the person's home, but kept out of sight of visitors as the information is confidential. In the care setting it should be stored in accordance with data protection laws, but where you can find it quickly.

### WHAT SHOULD A CARER DO IF A PERSON THEY CARE FOR GOES MISSING?

After you have conducted an 'open door' search of the address, grounds and outbuildings and you believe a person is missing, alert the police at the earliest opportunity.

**If you believe that the person missing is at a high risk of harm, please call 999. Tell the police operator that you have the Herbert Protocol person profile.**

Want to link to this page use the short cut: [www.dc.police.uk/missingherbert](http://www.dc.police.uk/missingherbert)

Where can I get the form: <https://www.devon-cornwall.police.uk/advice/missing-persons>

You can also pick up a form from your local memory café, Citizens Advice office, council office, health centre, hospital PALS office, library or police station.

Business as usual for Carers Aid Torbay and Bay Benefits and the team at Carers Aid Torbay. We are available 9am-4pm Monday to Thursday, and 9am-1pm on Fridays. Although we are unable to work out of the office, we are very much at your service, online, by phone: **(01803) 323510** and occasionally for a socially distanced outside meet.

Currently trips, groups, workshops and meetings usually held at the Olive Carers Centre are on hold. However, all the fab trips and events that we had planned for this year will be held in the future, as soon as it is safe to do so.

As ever, we are here to offer advocacy, support, Carers Assessments and information to all Carers in Torbay. You can chat to either myself, Steph, Julie or Simon.

Bay Benefits are also working from home, Tuesdays and Thursdays 9am-4pm. Give Kyla and John a ring on: **07530 790354**, if you are a Torbay Carer and need benefit or entitlement support for yourself or family. If they are not available please leave a message and one of them will get back to you on their next working day.

Best Wishes,

Pennie Evans, Manager, Carers Aid Torbay CIC

Contact: **(01803) 323510** or Mobile: **07972 410514**

## STROKE SERVICE INFORMATION

**Stroke**  
association



### Hello

My name is Cathryn and I am the Stroke Support Coordinator with the Stroke Association for Torbay and South Devon.

If you or someone you care about has had a stroke, our service can provide advice and support to help your stroke recovery. We'll work with you and people you care about to identify your support needs and plan how these will be met, enabling you to make the best possible recovery.

### We can offer:

- Hospital and home visits
- Information about stroke and what to expect
- Someone to talk things over with
- Support in meeting your needs
- Access to local stroke support services and groups
- Help with returning to work
- Assistance with accessing local exercise, leisure and social activities
- Support for Carers
- Information leaflets and factsheets in a range of languages
- Referral and signposting to other organisations as required

This service is for:

Adult stroke survivors, Carers & family members.

I look forward to hearing from you.

Best wishes

**Cathryn Keeler | 07717 275 848**

Stroke Support Coordinator -Torbay & South Devon

[cathryn.keeler@stroke.org.uk](mailto:cathryn.keeler@stroke.org.uk)

[cathryn.keeler@nhs.net](mailto:cathryn.keeler@nhs.net)



The graphic is a promotional poster for 'Healthy Lifestyles' Facebook Live sessions. It features a light blue background with various social media icons (thumbs up, heart, play button, surprised face, laughing face) and three smartphones displaying people exercising. The text 'Healthy Lifestyles' is prominently displayed in white and grey, with 'LIVE' in a red box. Below it, it says 'Join the Torbay Healthy Lifestyles team for free LIVE fitness sessions on Facebook'. At the bottom, there's a Facebook logo with 'LIVE' and the URL 'www.facebook.com/TorbayHealthyLifestyles'. The NHS logo and 'Torbay and South Devon NHS Foundation Trust' are in the top right. A small 'Healthy Lifestyles' logo is in the bottom left, and the slogan 'Small Steps... Right Direction' with a footprint icon is in the bottom right.

**Healthy Lifestyles**

Torbay and South Devon  
NHS Foundation Trust

# Healthy LIVEstyles

Join the Torbay Healthy Lifestyles team  
for free LIVE fitness sessions on Facebook

**f LIVE**

**Healthy Lifestyles**  
www.torbaynhs.uk/healthylifestyles

[www.facebook.com/TorbayHealthyLifestyles](https://www.facebook.com/TorbayHealthyLifestyles)

"Small Steps...  
Right Direction"

The Healthy Lifestyles team offer a wide range of healthy lifestyle information, advice and support. They can help you to quit smoking, get more active, eat more healthily, lose weight and improve wellbeing.

With the COVID-19 lockdown leaving many feeling a little out of shape, and their usual services somewhat disrupted, the team started to offer on-line physical activity sessions on Facebook Live.

They have been so positively received that the sessions are set to continue with something for everyone, from beginners to the more experienced, including gentle cardio and seated routines to Pilates and high intensity circuits.

If you would like to give it a go and join the team in becoming more active at home, please take a look at their Facebook page for more details: <https://www.facebook.com/TorbayHealthyLifestyles>

You can also catch up on their recorded sessions that have been added to Torbay and South Devon NHS Foundation Trust's online video library at: <https://videos.torbayandsouthdevon.nhs.uk>

For further advice and support please call the Torbay Healthy Lifestyles Service on: **0300 456 1006** or email: [torbaylifestyles@nhs.net](mailto:torbaylifestyles@nhs.net)

## PURPLE ANGEL DEMENTIA CAMPAIGN



Do you know that we can provide a FREE MP3 loaded with the favourite music of the person you care for? So far we have received many positive testimonials from both residential and home settings, please see below. This wonderful service is free as a result of ongoing donations and fundraising.

Emma Crompton, Activities Coordinator of Bradshaw Manor Care Home2, in Denbighshire says:  
*"I firstly would like to start with a big thank you! We have received our MP3 players and headsets - they have been fantastic. The residents have enjoyed singing along to their personalised playlists and here is some feedback."*

# A USEFUL TOOLKIT FOR CARERS

## REACT the Relatives Education And Coping Toolkit

### What is REACT

REACT is an online self-help package (toolkit) for relatives and friends of people with mental health problems associated with psychosis or bipolar disorder. The toolkit has been put together by a team of people with expertise in this area, including clinicians, researchers and relatives of people with psychosis or bipolar disorder. You can 'Meet the team' for more details about us. REACT is designed to be easy to use at home, in your own time. The toolkit is an additional resource, that can be used alongside any other support you receive from mental health services or charitable organisations. It does not replace any other help.

### Who is REACT for?

REACT is for anyone who has a close friend or relative experiencing psychosis or bipolar disorder. Some of the information in REACT might be useful to relatives of people with other mental health problems, but we have focused specifically on psychosis and bipolar disorder because they are relatively common mental health problems, and which provide particular challenges for relatives.

### Why would you as a relative or friend need help?

Many people who develop psychosis or bipolar are living at home with family, or sharing their lives with friends or partners. Psychosis or bipolar affects all of these people.

Family and friends can provide significant support for people who become unwell and this situation can be very stressful.

### You may have to face:

- Trying to understand what is happening
- Struggling for accurate and reliable information
- Working out who to turn to for help
- Learning how to manage tricky situations
- Managing additional commitments to work and other family members

We hope this toolkit will help you avoid some of the stress, worry and confusion by giving you some of the information, guidance and support you need.

The Toolkit was developed jointly by people with lived experience of family caring, (BASW) British Association of Social Workers, (RCN) the Royal College of Nursing and (RCPsych) Royal College of Psychiatrists.

Relatives and friends can access a Coping Toolkit for Psychosis and Bipolar at:

<https://reacttoolkit.uk/toolkit>

relaxes. Having her own MP3 at hand has been brilliant.

Another lady spends a lot of her time walking around the home. Sometimes making herself very tired. When offered the MP3 player and head set, she immediately asks to sit down and relax. This has now impacted her wellbeing as she is now not tired all the time.

The final resident is nonverbal and often looks down with her eyes closed. As soon as the music is playing she will look up with her eyes wide open and tries to sing. We are still yet to hear her sing, but she is trying every day.

"Thank you very much. There are not enough words to express how grateful we are."

Feedback from a Carer: "The person we care for loves using his MP3 player it settles him so much he falls asleep listening to it."

If you would like more information about our MP3 players, please email Norms on:

[norrms@gmail.com](mailto:norrms@gmail.com)



## TALLSHIPS TRUST - SUPPORTING OUR YOUNG ADULT CARERS

It all started back in 2012, when a fellow Carer Support Worker mentioned a sailor friend who was interested in how they could help support Young Adult Carers within Torbay. A phone call later and within a very short space of time, we were given a funding opportunity to send two Carers aboard the Tallship SS Narchos.

Having made their way to Portsmouth, they were soon aboard and sailing down the coast to finish in Torbay. Both returned with a real sense of achievement along with a massive boost of confidence and a determination to succeed in life. Over the following years, our relationship with the Tallships Trust grew and we continued to send 2-4 Carers each year.

In 2016, we took 10 Young Adult Carers for what we believed would be a one-off opportunity to sail for a week with the Trust aboard 'Challenger', one of their three racing yachts. We took part in the Walking Tall Project designed to help motivate young people and improve their confidence and self-esteem. I can honestly say that having this opportunity has had a positive impact on all who took part. The chance to see young people totally out of their comfort zone and working together to sail a racing yacht on often choppy waters was a sight to behold.

Although the young people all share a common role, they all have very different lives and backgrounds and this was a wonderful opportunity for them to make new friends and gain a great life experience. With the guidance of the crew, they were able to come together, support each other and grow in confidence - the memories will last a lifetime!

Last year's sail from Portsmouth to Brixham was a continuation of our ongoing relationship with the Trust and is the second year in which we shared the experience with Carers from all over Devon.

On behalf of Torbay Young Adult Carers, we would like to express our thanks and gratitude to Chas and the Tallships Trust and Richard Peyton-Jones of the Eleanor Hamilton Trust for these great opportunities.

**Dave Baker**

Young Adult Carer Support Worker



## HOT OFF THE PRESS FROM SOUTH DEVON COLLEGE

**[ ] South Devon College**

Following a recent visit and a rigorous assessment, here at South Devon College, we are delighted to be the first college in the South West, and one of only a handful in the country, to be accredited with the Carers Federation Quality Standard for Carer Support Award. This award recognises best practice in the area of supporting our Young Carers and Young Adult Carers and builds on a very successful foundation. We have been working in partnership with Cheryl, Dave and the team from Torbay Young Adult Carers for more than 10 years and our College Champion, Stephanie Sparkes, working closely with collaborative partners, has put together a comprehensive strategy and operational plan that is being supported by both the College Senior

# TORBAY YOUNG CARERS UPDATE



Torbay Young Carers Service has enjoyed a busy summer – it has been great to get out and about a little and hold activities, as well as providing online opportunities. Online, we have had a couple of great projects running – Participate Arts have been running weekly sessions with a group of young people – they receive a pack of materials each week to help them join in over Zoom. Viv from Funkhead also ran a wonderful programme for Young Carers with anxiety – we have had some great feedback from those attending.

Outside events have involved working with our friends over at the lovely Orchard Forest School, which allowed Young Carers to join in lots of activities whilst keeping a safe social distance. We have also been lucky to link with Moor to Sea with music sessions for our Young Carers at Lupton. One of my highlights of the summer has been the wonderful sea safari trips with Dolphin Watch UK. I have lived here for most of my life and have never seen so many beautiful dolphins. We've managed four trips this year, but if anyone has missed out – don't worry - as we hope to link up with them again next season.

There are more exciting opportunities coming up too – we have some mental wellbeing support groups being set up, and more plans being put in place for half term. We now have a regular Young Carers newsletter, which is sent out by email, called Carers Club. If you would like to receive copies when they come out, as well as other service updates, then email us at:

[youngcarers@torbayyouthtrust.org.uk](mailto:youngcarers@torbayyouthtrust.org.uk),

stating whether you are a Young Carer, a parent or a professional / interested other person.

Best wishes,

**Teresa Mikalauskas, (Young Carers Manager):**

**(01803) 895299**

**Torbay Youth Trust, Torquay Business Centre,  
Lymington Road, Torquay TQ1 4BD**



Leadership Team and the Governing Body with the aim to put Young and Young Adult Carers at the heart of everything we do. Following the recent accreditation visit, the Assessor noted that, "There is a clear commitment to embed support for Young Carers and Young Adult Carers at all levels of the college".

We look forward to bringing you more details on this later in the year.

**Alex Howarth**

Head of Personal Development and Learner Progress  
Learning Opportunities, High Needs and Vulnerable Learners





## Dimensions For Autism Torbay 2020

Support Group for Autistic Adults  
Who Do Not Have a Learning Disability

We usually meet on the last Monday afternoon of each month  
in Paignton, at the KINDAKAFE – 10am till 12pm  
Marine Parade, Preston Sands Hotel, TQ3 2NU.

However, due to the Covid 19 virus all meetings will be online  
until further notice

2:30pm - 4:30pm

26th October  
30th November

December (date to be decided by the group)

### Want to find out more?

Email: Trish Darke (DFA Director/Co-facilitator)  
trishdarke.dimensionsforautism@gmail.com

or

Heidi Slatter (Torbay group facilitator)  
advocate4autism@outlook.com

or see:

www.dimensionsforautism.life

Dear Parents & Carers,

Over the coming weeks your child may mention they have been made aware in school of a service called **Kooth**, commissioned by Children and Family Health Devon.

**Kooth** is a Free, Anonymous and Safe Online Mental Wellbeing Community for young people aged 11-25 years within the local area.

We provide a range of services to support young people's wellbeing. Our trained and qualified counsellors are available until 10pm each night, 365 days per year. We also host pre-moderated, age appropriate peer to peer discussion boards, live forums and articles all of which hold young person friendly information as well as therapeutic content.

Whilst your child may not need or use the service, as part of supporting our schools to support students to look after their wellbeing, we are ensuring all children are aware of provision in the area that could assist them now, in their transition to secondary school or in the future.

If you have any questions or would like to discuss what Kooth can offer, please speak to a member of pastoral staff who will be able to answer your queries. If you would prefer to speak to representatives from Kooth directly, please email the Kooth team on [parents@xenzon.com](mailto:parents@xenzon.com)

Kind Regards

Carina Miles

Integration and Participation Worker –  
Devon, Plymouth and Torbay



## Have you used 111?

The phone number for non-emergency NHS calls?

They want to know what Carers think.  
Contact Healthwatch on Freephone 0800 052 0029 or  
online at [www.surveymonkey.co.uk/r/NHS111HW](http://www.surveymonkey.co.uk/r/NHS111HW).

Feeling you are missing out on the digital world?  
Digital Exclusion Survey goes live soon.  
Contact Signposts on (01803) 66 66 20  
if you would like to be sent a paper copy.

## Do you care for an adult with a learning disability in Torbay?



We are here to help to support unpaid carers of adults with a learning disability. If you want some information, or would like to be added to our mailing list, please contact us.

### If you are a carer aged 60 or over:

Contact the Torbay Older Family Carers Service  
Caroline Saunders 07939 880092  
[caroline.saunders@mencap.org.uk](mailto:caroline.saunders@mencap.org.uk)

### If you are a carer aged 18 – 60:

Contact Torbay Learning Disability Carers  
Emma Young 07852 546530  
[emmajane.young@mencap.org.uk](mailto:emmajane.young@mencap.org.uk)

**Zoom groups** We are holding virtual coffee mornings where carers can 'drop in' for a chat and monthly evening meetings with a theme and / or guest speaker.  
Contact Emma Young (see above) for more details.

As we move from Summer days to Autumn evenings, two enjoyable books to keep you company in quieter times..

### PAPERBOY

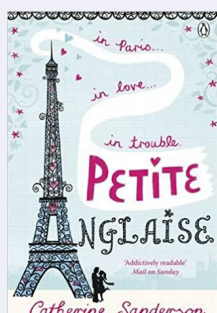
Tony Macaulay (ISBN: 0007449231 Harper Collins, 2011)

A delightful and hilarious memoir of Tony's days delivering newspapers after school, which provides laugh out loud moments on every page: but he is no ordinary boy and this is no ordinary part time job. Tony is 'the only pacifist paperboy in West Belfast', determinedly delivering the 'Belfast Telegraph' to the Upper Shankill in the mid 1970s.



Despite the continuing conflict around him, he paints an authentic picture of his youthful priorities - pop music, platforms, 'Look-In' magazine, 'Star Trek' and his first love, Sharon Burgess, not to mention a lively social life with the unique Westy Disco crowd.

Not to be missed reminiscences, set against turbulent times



### PETITE ANGLAISE

Catherine Sanderson

(ISBN: 0141031194 Penguin, 2008)

Catherine is in love - with Paris the City of Light, her partner Mr Frog and their little daughter Tadpole. A Francophile since her teenage years, she also has a good job: however, boredom is dangerous, as she finds when she begins to blog as her alter ego, Petite Anglaise, while keeping her new-found excitement and persona a secret from all those she knows.

Her easy, flowing narrative leads the reader to share with Catherine events she cannot have imagined, intertwined with delicious descriptions of French life as her reminiscences twist and turn. Will Catherine really exchange all she has achieved for a life as Petite Anglaise? Her fluid writing will compel you to find out.

## CHRYSLIS

How has this last six months been for you? I think we can safely say it's been difficult in oh, so many ways not only in our own lives but in our roles as Carers.

I have been thinking a lot about the phrase "when things return to normal" and also the commonly heard expression at the moment; "the new normal". For me, this last half year, I have felt like a chrysalis. Like an emerging butterfly, when the shape, form and purpose has all changed from its original state as a caterpillar, I think this time, too, has wrought monumental changes and as with a beautiful butterfly, hopefully beauty has emerged in our lives.

Helen Elliott, Carer

As at the time of going to press, we are pleased to be able to offer a range of on-line and socially distanced carers courses from November 2020. (This may change depending on Government Covid Guidance.)

These courses are available to unpaid Carers who care for someone living in Torbay. Unless otherwise stated, programmes are provided free of charge and paid for by Carers Services: where there is a small charge, it is paid on arrival. Places are limited if you are interested in any of these courses please apply as soon as possible.

You can apply for a maximum of 3 courses either online at:

[www.torbayandsouthdevon.nhs.uk/services/carers-service/courses-for-carers](http://www.torbayandsouthdevon.nhs.uk/services/carers-service/courses-for-carers)

Or phone us on the Signposts for Carers Line: 01803 666620, and leave your name, Carers Register Number and which courses you are interested in.

Please note, if you are interested in the on-line Sleep Workshop by Talkworks course, or the on-line Aromatherapy Courses you can apply direct – please see the relevant Courses for details of how to do this.

**Natalie Townsend** - Carers Services Co-ordinator

## EMERGENCY FIRST AID

### A 3 hour course

This course has been specifically designed for Carers to cover key areas that family Carers need to learn. The course will be practical and give Carers the chance to discuss their particular needs.

#### This session covers:

- Dealing with incidents
- Basic resuscitation (demonstration only)
- Heart attacks and strokes
- Burns, scalds
- Poisoning, choking
- Shock, bleeding, fractures and management of the unconscious casualty.

A handbook will be provided for each participant that covers the key course information. The Course is free to Carers (NB: This programme is not available to staff working in agencies or care staff).

<b>Date</b>	Tuesday 24th November
<b>Time</b>	10:00am - 1:00pm
<b>Venue</b>	Torquay Library

## FALLS AWARENESS FOR CARERS

### A 2 hour 30 min session for carers of older people

Run by Jane Reddaway, Occupational Therapist and Clinical Specialist Falls

#### This session covers:

- The problems of falls in older people and dispelling the myths
- Helping those who attend to understand the ageing process and how this increases a person's risk of falling
- Information about fracture prevention and osteoporosis
- Introducing the falls register
- Exploring possible strategies to reduce falls/fractures in the future

Whilst this is an on-line course, for those of you who are unable to do this on-line then please do let Carers Services know if you are interested in attending this as a class room event and we may be able to arrange this. In addition please do see the website link below which provides lots of useful advice and information about preventing falls: <https://www.torbayandsouthdevon.nhs.uk/services/falls-fracture-prevention-bone-health/>

<b>Date</b>	Wednesday 2nd December
<b>Time</b>	10:30am - 1:00pm
<b>Venue</b>	Training is online. You will need a computer or tablet for this workshop



# CREATIVE CRAFTS WET FELTING

A 6 week course – Level 1

The level 1 Award in Creative Craft is designed to support you to develop your knowledge and understanding of a specific craft activity. You will explore a range of aspects including; health and safety, equipment, materials, methods, designs and creative projects. Each week will build on the last to explore craft resources and ideas to then create, present and review a final craft item. This introductory course will support you to develop on to further, more advanced courses. **This course is specifically focussed on building a final project using wet felting.**

## Assessment:

- Portfolio of Evidence to be built over the 6 weeks
- You will be required to complete a small amount of homework

<b>Dates</b>	Wednesday 20th January 2021
<b>Time</b>	10:00am - 12:00pm
<b>Venue</b>	Torquay College, 187 Newton Road, Torquay, TQ2 7FT (hospital annex site next door to Lidl). Pay and display car park in Dermatology
<b>Cost</b>	£5.00 one off payment on arrival to cover materials

# LEGAL WORKSHOP FOR CARERS

A 1.5 hour course

## Wills and Trusts

Making provision for the future is an issue for many Carers, concerned that the person they care for gets the right support and protection they need in the future. The benefits of making Wills and the different types of Trusts will be explained.

The programme is FREE to Torbay Carers.

Refreshments will be provided. The workshop will include presentations on the law, practical advice and the opportunity to ask questions.

<b>Date</b>	Tuesday 8th December
<b>Time</b>	11:00am - 12:30pm
<b>Venue</b>	Torquay Library

# AROMATHERAPY WORKSHOP (NEW COURSE)

Two 1-Hour Sessions On-Line

A free introductory class via Zoom; How essential oils can help you live a happier healthier lifestyle. We will be discussing the importance of good quality oils, 3 cool things about using essential oils and how to use them safely in your home. There will be plenty of opportunity within this hour to ask any questions. With an opportunity at the end to trial samples via post. Please book your place direct with the Course Tutor by emailing [rominaholistic@gmail.com](mailto:rominaholistic@gmail.com).

<b>Date</b>	Wednesday 18th November
<b>Time</b>	10:00am - 11:00am
<b>Venue</b>	Training is online. You will need a computer or tablet for this workshop

**OR**

<b>Date</b>	Wednesday 25th November
<b>Time</b>	16:00am - 17:00am
<b>Venue</b>	Training is online. You will need a computer or tablet for this workshop

# COACHING FOR CARERS

A 5 week course, 1 hour 30 minutes per week

Coaching creates a space where you can explore your current situation, the balance of your life and what dreams or aspirations you might like to explore. Life can get very busy, especially as a Carer, so making some time for yourself is paramount.

## This course will cover the following areas:

- Gaining clarity in life's busyness/the wheel of life exercise
- The 3 Principles
- How to manage your thoughts more effectively; enhancing peace and wellbeing
- Discover your true talents and create your goals
- How your values affect your choices

The group will be led by Natalie Townsend, NHS Coach and the content is suitable for all Carers. If you require any more information please contact Natalie on: **01803 208456**.

<b>Date</b>	Thursday 19th & 26th November Thursday 3rd, 10th & 17th December
<b>Time</b>	1:00pm - 2:30pm
<b>Venue</b>	Virtual (you will need a computer or a tablet with a camera)

# SLEEP WORKSHOP BY TALKWORKS (NEW)

2 hour on-line session

TALKWORKS sleep workshop provides a comprehensive overview of the science behind sleep, it covers factors that will affect the ability to sleep and offer a range of techniques to help you improve your sleep routine. This is an on-line course to be run via Microsoft Teams- instructions to set this up will be provided on booking with TALKWORKS.

To request a place on this course please call TALKWORKS direct on **0300 555 3344**, and ask to speak to the Torbay team to be booked onto the Carers sleep workshop.

<b>Date</b>	17th November 2020
<b>Time</b>	10.30-12.30
<b>Venue</b>	Virtual (you will need a computer or a tablet with a camera)

# STRESS MANAGEMENT BY TALKWORKS (NEW)

1 hour on-line session

This workshop provides an overview of factors that can influence your mental health as a carer and highlights strategies that can be used to maintain good mental health. The session also provides an overview of the work carried out at TALKWORKS, when you might want to ask for help and how to access support.

<b>Date</b>	8th December 2020
<b>Time</b>	10.30-11.30
<b>Venue</b>	Virtual (you will need a computer or a tablet with a camera)

## Coming in the next edition:

- Who's Your Carer Support Worker? • Meet the Carers Strategy Board

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

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