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Deadline for the Winter edition is:
Monday 24th October 2022

SIGNPOSTS FOR CARERS

The newsletter for Torbay Carers

Carers' Celebration and Information Day

Paignton Library

Saturday 19th November 2022
10.30am – 2.00pm

Celebrating Carers' Rights Day and launching plans for Torbay's Young Carers Under 25 (with Library's Christmas Market)

Family Friendly Activities

Live Music

Arts and Crafts

Information Stands

Free Coffee and Cake for Carers

Carers' Advice and Support

and much, much more...

Everyone welcome!

For further information nearer the time:

Website: www.tsdf.uk/Carers

Facebook: TorbayCarers

signposts@nhs.net Tel: **01803 208455**

YOU SAID, WE DID

We commit to listening to Carers and involving them in what we do.

MONEY SAVING HINTS & TIPS

Helpful advice from Torbay Council, Citizens Advice Torbay and other websites.

NATIONAL CARERS SURVEY – A SNAPSHOT

How Torbay compares with England, South West and comparator group averages.

Telephone: **01803 666620** Email: signposts@nhs.net
www.tsdf.uk/carers | facebook.com/TorbayCarers

HELLO & WELCOME TO...

The Autumn bumper edition, with an extra four pages of content! With the cooler months approaching and less outdoor activity, why not take advantage of some of our local groups, there are a number available (Pages 12/ 13/ 14 & 16).

Once again, this year we have our Carers Celebration & Information Day on the 19th of November, there will be a variety of stands, talks, workshops and free coffee/cake for Carers, and we will be launching the Torbay Strategy for Young Carers Under 25 – don't miss the opportunity to pop in and see us and if you know someone who is a Carer but isn't registered with our service, why not invite them along.

For those of you who might like a break, take a look at Carefree breaks for Carers (only travel costs required) and other hospitality breaks (P19).

Finally, we'd like to take this opportunity to acknowledge the recent passing of the Queen, we appreciate that this sad loss, together with current pressures around the rising cost of living, may have left many feeling anxious or unsettled. If you'd like some support at this time please go to:

www.dpt.nhs.uk/i-needhelp-with/i-am-feeling-anxious-stressed-depressed

Best wishes from everyone at Carers Services

ANNUAL REMINDERS

Time goes by so fast its easy to forget or for things to go out of date, so if you haven't done it recently, please:

- o Check your smoke detectors
- o Update your Message in a Bottle / Wallet information and write the date you reviewed it on the form / your repeat prescription.

Think – have there been any changes in the last year in my caring role? If so..

- o Update information including Emergency contacts on the Carers Register via: **(01803) 208455** or preferably email: tsdft.TorbayCarersRegister@nhs.net
- o Update the hospital grab bag / 'This is Me' / 'Me and My Life' for the person you care for.
- o Consider Wills* / Power of Attorney / Advance Directives (Living Wills)?

If you need information about any of these look at our 'planning ahead' page on:

www.tsdft.uk/carers or ring signposts on: **(01803) 66 66 20**.

*Many organisations offer a FREE WILLS service in October.



THANK YOU TO EVERYONE AT CARERS SERVICES

Thank you to all at 'Torbay Carers Services' for sending the Signpost magazine over the period of time I was caring for my father, who is sadly no longer with us. The magazine has been very helpful and most informative and the courses offered are really super for Carers, I did join some a couple or more years ago now and found them very beneficial. It's a great all round Service that you offer..

Many thanks to you all and I will say, with appreciation, Au Revoir..

Carer

YOU SAID

In our strategy, we commit to listening to Carers and involving them in what we do, but we often forget to tell you what we have done!

WE DID

Improve identification of Carers by Social Care

Work closely with Adults and Children's Social Care

Results

Children's Social Care are undertaking more Parent Carer Needs Assessments, and have set targets to continue this.

Adult Social Care have some of the best results in the country for involving Carers in conversations about support to the person that they care for (see article about the National Carers Survey P17).

Which media outlets you access most

Target those most accessed

Results

Presentations on Radio Devon and Riviera FM for Carers Week and Carers Rights Day, including a series about Young Carers. Articles in the Herald Express and Torbay Weekly.

You wanted help to improve your IT skills or IT equipment

Set up a pilot with Netfriends

Results

See enclosed flyer. Netfriends offer Carers an IT 'MOT' with support and funding towards equipment if needed.

You value having information in a paper format

Set aside funding to support this

Results

Paper version of Signposts mailed to all Carers once a year, and Carers in Torbay booklet being prepared. Updated paper version of Carers Pathway for people with dementia available on request.

The pilot with free 3-month loan of equipment to Carers was invaluable

Sourced funding to continue this

Results

The offer will continue for at least this financial year, especially to support hospital discharge.

Improve support to working Carers

Link with local providers and employers

Results

Trust (largest local employer) awarded 'Carer Confident' level 2. Ongoing work with Torbay Council. Work with Eat that Frog and I Can Do That around identifying and supporting Carers wishing to work.

YOU SAID - We will do...

We will continue to work on the areas above and there are areas that we are still working on, such as improving our web-based information.

Please know that we value any feedback given, and genuinely do take it on board wherever possible.

You don't have to wait for a survey, just give any feedback to: signposts@nhs.net or call: **(01803) 66 66 20**. You can also contact them for more information about any of the above



UNIVERSAL CREDIT NEWS

First introduced five years ago, Universal credit (UC) was designed to replace six older ('legacy') means-tested benefits, namely:

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

The full implementation of UC has seen a number of delays and challenges, not least from the COVID pandemic. However, in May the Department for Work and Pensions (DWP) announced that it was starting a programme of 'managed migration' for the existing 2.6 million people still in receipt of the older benefits. So, if you are a Carer in receipt of any of the legacy benefits, you can expect to receive a letter (known as a 'Migration Notice') from the DWP, at some point during the next 24 months.

The letter will give you three months' notice to make your UC claim and will explain the rules governing the final payments of your legacy benefits. A contact phone number will also be included for people who are unable to claim UC online. The DWP expect to complete the entire migration exercise by the end of 2024.

Of course, if you only claim Carer's Allowance (without one of the legacy benefits) you will not be affected. However, if anyone you care for still receives one of the older legacy benefits, they too will eventually need to claim UC, and may therefore require reassurance about the forthcoming changes.

VAT RELIEF FOR DISABILITY RELATED PRODUCTS. BUILDING SERVICES AND VEHICLES

Carers often take a lead role as part of their caring responsibilities when it comes to purchasing assistive equipment or organising home adaptations, so it is worth knowing that certain purchases, building services and vehicles are zero rated for VAT, including:

- Equipment designed to assist a disabled person, such as stairlifts; low vision aids; wheelchairs and safety alerting systems
- *Building work, including ramps; widened doorways for wheelchair access; installing/extending or adapting a bathroom; washroom; lavatory installation; repairs or lift maintenance

*The adapted property might also qualify for a Council Tax band reduction or a discount if the property is already in Band A (see: <https://bit.ly/3Lj0coG>).

Eligible products must be expressly designed with disability in mind. For example, a wheelchair will clearly attract relief, but a recliner chair will not, simply because anyone can use it. There is no requirement for the intended user to be in receipt of any disability benefit, but they must be permanently sick or disabled. Temporary disabling conditions such as broken limbs, do not meet the legal test and nor does general age-related frailty (where no disability exists).

For those purchasing vehicles, VAT relief is available for 'substantially and permanently adapted' motor vehicles for use by wheelchair users (see: <https://bit.ly/3ntHK3g>).

In all cases, relief is applied at the point of purchase, and it falls to the supplier to submit the relevant paperwork with their VAT returns, including a declaration of disability from the intended user (see:

<https://bit.ly/3Mf3zhF>). More detailed information can be found online (see: <https://bit.ly/3yAUZG1>).

MONEY SAVING TIPS & HINTS

We hope you found the July edition of money saving tips and hints helpful, don't forget to ring on: **(01803) 666620** or email: ntownsend@nhs.net (subject: money saving tips and hints) if you have something you'd like to share. This time around we have discovered a couple of websites which might help you save a little bit over time, together with the Councils and Citizens Advice information around the cost of living and what help is available.

With the ever-fluctuating price of petrol, there's a helpful website which provides daily email alerts on the cheapest fuel in your area, alternatively you can also download the app onto your smartphone, both are free of charge and are listed as: Petrolprices.com

With energy prices on the rise and no sign of anything changing in the near future, you might want to look at independent websites, who offer assistance through making comparisons and finding the best offers on your behalf, then it's up to you to decide who you'd like to sign up with. For example, Uswitch.com will:

- Compare deals and switch alternatives
- Track the progress of your switch
- Provide reminders when it's time to switch again. The switch might be from broadband provider, mobile, energy, insurance etc.

You can either look at their website for more information or call them on: **0800 6888 557**. The Uswitch app is also available for download onto any smartphone.

TORBAY COUNCIL

We understand that there is a rise in the cost of living. We want to make sure that we support our residents where we can to the best of our abilities. If you need advice, support or urgent help, there are organisations and schemes that could benefit you. Go to: www.torbay.gov.uk/benefits/cost-of-living/ to look in more detail at the areas mentioned below.

Grants and support for energy and living costs

- Household Support Fund Council
- Energy Bills Support Scheme
- Welfare support scheme
- Help with paying bills
- Help with paying for childcare
- Advice for energy use and rising costs
- Tax Rebate scheme
- Winter Fuel Payment
- Help with paying rent and Council Tax
- Help with food costs
- Help with debt and money problems
- Loans & other useful resources

CITIZENS ADVICE TORBAY

Citizens Advice website has lots of advice and information about how to get help with the cost of living, and the grants and benefits that could help you to pay your energy bills. You can find information about:

- Checking what benefits you can get
- Government help
- Options if you are over 55 and have a personal pension
- Help you can get from your local council
- Help with essential costs

Go to: <https://www.citizensadvice.org.uk/debt-and-money/get-help-with-the-cost-of-living/>

Citizens Advice Torbay has a specialist energy adviser who can offer advice about energy efficiency and also help with other energy issues, such as problems with a bill or with your energy supply. You can contact Citizens Advice, for energy advice by calling the free Adviceline number: **0808 2787859**. Or visit the website:

<https://www.citizensadvicetorbay.org.uk/>

USING TECHNOLOGY TO SUPPORT CARING

Have you ever thought about using technology to help with your caring role? There are many devices available to give you practical solutions and peace of mind when you are concerned about the person you care for which include falling, wandering away from their familiar surroundings, forgetting to take medication, or to eat and drink enough (and more).

Torbay Carers Service are continuing to offer a free three-month trial for Carers who might benefit from having Technology Enabled Care installed for the person they care for. If you are interested in the products on offer or how items have made a difference to Carers in Torbay read on...



What we found:

- 88% of Carers said the technology gave them peace of mind
- This peace of mind helped Carers in the following ways:
 - Reduction in stress / worry (73%)
 - Carers are able to get a break from caring (68%)
 - Work / leisure and hobbies were improved (79%)
 - More control over their lives (79%)
 - Achieving personal goals (63%)
- Technology helped to improve the relationship with the person the Carer cares for or other family members in 45% of responses.
- Risk of Carer breakdown reduced in 30% of responses.

"Since the Lifeline has been in I have not left work to go home at all. Previously it was common for me to leave. I can now concentrate on my job more."

"I feel so much better knowing there is back-up. I think everyone should have this. It has improved my situation a lot."

Technology also helped the people being cared for in the following ways:

- Technology helped the cared for person by increasing their safety, health or wellbeing in 68% of cases.
- Three people had used their technology to prevent admissions to hospital or residential care, which reflected positively on how technology raises the alarm when needed.
- Almost half (48%) of respondents said technology helped the person they care for in supporting their independence or behaviours.

"He feels like he is managing completely independently which is really important for him psychologically, and I believe has therefore prevented a deterioration"

"She seems much more willing to do more stuff for herself. It has definitely been a contributing factor in the improvement of our situation"

If you would like to find out about how technology could help with your caring situation please contact the Carer Support Worker in your GP practice, or call Signposts on: **(01803) 66 66 20**.

COULD A SMART SPEAKER BE USEFUL?



If you care for someone whose sight may be failing, or who is experiencing slight memory loss, a Smart Speaker may be a useful addition to your Carers Kit.

What Can A Smart Speaker Do?

- It can be set up to give verbal reminders about appointments or medication, or even to eat and drink.
- It can play your favourite radio stations, or podcasts and provide a weather forecast.
- It can play a favourite playlist of music, or random tracks. If you know just one line of a song and have forgotten the rest, the song can often be tracked down.
- It can set alarms, or read audio books.
- It can be a source of information and can answer those irritating questions, that maybe would normally be typed into a search engine on the phone, or laptop.
- It can "find my phone" when it is mislaid, or can be set up to make calls by verbal command if everyone is on the same system.

A basic smart speaker like the Amazon Echo can be purchased for under £50. Smart Speakers are also available from Google, Apple, Bose and more. There are also options to source preloved smart speakers on Facebook Marketplace, Gumtree or Ebay.

A smart speaker is much like a mobile phone, but could be a lot easier to use if sight is an issue and can be a valuable prompt for many things. The more it is used the more efficient it becomes.

Basic instructions on what you will need and how to set up here:

<https://www.youtube.com/watch?v=sNBBdT4eY9A>

<https://www.youtube.com/watch?v=llyhnOaNpVg>

INDEPENDENT LIVING CENTRE (ILC)

The Independent Living Centre (ILC) offers a free and impartial assessment and information service to anyone in Devon looking for equipment to help them to live independently.

More information about our service can be found on our website: <https://www.independentlivingcentre.org.uk/>

Our NHS Therapists work with people to assess their needs and demonstrate equipment displayed in realistic settings within the Independent Living Centre, including a bedroom, kitchen and bathroom. Although our centre is based in Newton Abbot, we can also be contacted by telephone or email, to help to identify the right equipment for an individual. We can discuss our service and equipment that can help people engage with daily activities, and promote independence.

Best wishes,

The Independent Living Centre Therapy Team

WHO'S YOUR CARER SUPPORT WORKER?

There are currently 7 Carer Support Workers (CSWs) in surgeries across Torbay. All of our CSWs offer Carers Health & Wellbeing Checks and enable Carers to get the support which they need.

We also have 3 Mental Health CSWs: Dave Baker, Phil Ennes 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 Moseley. Torbay Family Carers – Mencap, also provide 1-1 support for Carers of adults with a learning disability, information, groups, activities and Health & Wellbeing Checks.



Claire Horton 07917 894728
clairehorton@nhs.net

PEMBROKE HOUSE

Mon, Wed & Thur 8:30am - 4:30pm
Fri 8:30am - 10:30am

FLOATING ROLE (FRIDAY)

10:30am - 3:30pm



Lesley Bill
Volunteer

BRUNEL

Thu

9:30am - 1pm

***Except 3rd Thursday of each month**



Lynne Healey
07900 173052
lyn.healey@nhs.net

CROFT HALL Tue 8am - 5pm

SOUTHOVER Wed 8am - 5pm



Michele Glanfield
07555 354795
michele.glanfield@nhs.net

BRUNEL

Mon & Thu 8:30am - 4:30pm

CHILCOTE

Tue & Weds 8:30am - 4:30pm



Lindsey Redhead
07884 735578
lindseyredhead@nhs.net

CORNER PLACE

Tue & Weds

9am - 5pm



Sally Greenslade
07467 082092
s.greenslade1@nhs.net

FLOATING CARER SUPPORT WORKER

Mon & Tues 9:00am - 3:30pm

Weds 9:00am - 3:00pm



Sarah Soper
07919 301355
sarah.soper@nhs.net

COMPASS HOUSE

Tue & Weds

9am - 5pm



Carole Brierly
07385 407683
carole.brierley1@nhs.net

MAYFIELD GROUP

Tue 9am - 4pm

Wed 9am - 2pm

Thu 9am - 4pm

HOSPITAL & PRACTICE NUMBERS

BRUNEL
CHADWELL CENTRE
CHELSTON HALL

(01803) 312233
(01803) 546470
(01803) 605359

CHILCOTE
COMPASS HOUSE
CORNER PLACE SURGERY
CROFT HALL

(01803) 316333
(01803) 855897
(01803) 557458
(01803) 298441

WHO'S YOUR CARER SUPPORT WORKER?



Phil Enness
07799 658407
philip.enness@nhs.net

**CHADWELL CENTRE
MENTAL HEALTH**
Mon - Fri
9am - 5pm



Dave Baker
d.baker13@nhs.net

CHADWELL CENTRE MENTAL HEALTH
07553 632554
Mon & Tue 9am - 5pm
YAC / PAIGNTON CARERS CENTRE
07825 027664 | d.baker1@nhs.net
Weds, Thu & Fri 9am - 5pm



Laura Walsh
(01803) 547297 / 546470
laura.walsh@nhs.net

**CHADWELL CENTRE
OLDER PEOPLES' MENTAL HEALTH**
Mon - Fri
9am - 5pm



Cheryl Mackinnon
07825 027642
cherylmackinnon@nhs.net

**PAIGNTON CARERS CENTRE
PAIGNTON LIBRARY**
Mon - Thu
9am - 3pm



Sally Smith
07887 861256
sally.smith5@nhs.net

TORBAY HOSPITAL
Mon, Tue, Thu, Fri
8am - 5:30pm



Julie Mosley
07767 418495
jmoseley1@nhs.net

**PAIGNTON CARERS CENTRE
PAIGNTON LIBRARY**
Tue & Wed 9am - 5pm
Thu 9am - 4pm

Steve Andrews
07827 354112
sandrews1@nhs.net

**SHRUBLANDS
SUBSTANCE MISUSE**
Mon, Tue, Thu, Fri
9am - 5pm

Torbay Family Carers (Mencap)



Emma Young
07852 546530
emmajane.young@mencap.org.uk

Tues, Weds, Thurs



Caroline Saunders
07939 880092
caroline.saunders@mencap.org.uk

Supporting Carers already known to her
Working 5 hours per week



Helen Burns
07973 838789
helen.burns@mencap.org.uk

Mon, Tues, Weds

HOSPITAL & PRACTICE NUMBERS

MAYFIELD GROUP
OLD FARM
PARKHILL
PEMBROKE SURGERY

(01803) 495400
(01803) 556403
(01803) 212489
(01803) 553558

SOUTHOVER
SHRUBLANDS
TORBAY HOSPITAL
YAC/PAIGNTON CARERS

(01803) 327100
(01803) 291129
(01803) 654747
(01803) 208455

SAIL GP

In July we had an opportunity to visit the SailGP event in Plymouth and to take a tour of the catamarans used in this event, which can reach speeds of up to 60mph. I think we were all surprised by their sheer size and the technology used to keep them at the forefront of speed sailing. The tour gave us time along with Plymouth Young Adult Carers, to experience some light-hearted interactive objectives, such as making a wind sail and seeing how many marbles we could fit in a plasticine boat - which was good fun.

The tour also gave us an insight into the technology required to lift the boats out of the water and how they manage to reach such a high speed. After the information session we were taken by boat to Mount Batten, where we were given the opportunity to try sailing some smaller 2-man fun boats.

Dave Baker, YAC Development Worker

Mobile: **07825 027664**

Phone: **(01803) 208455**

Email: d.baker1@nhs.net

PLEASE NOTE:

My working days on Wednesday - Friday



A TIME OF TRANQUILLITY AT SIRONA

A group of Young Adult Carers visited Sirona which is a little nugget of tranquillity tucked away at Dartington Hall in Totnes.

The group got to meet some of the ponies which are used for therapeutic intervention at Sirona, and make up their feeds during the course of the morning. In between times the group enjoyed a quiet space to breathe, relax and be creative under the guidance of the resident artist Jan O'Highway doing mosaics. The morning was wrapped up with a picnic lunch. Every now and again we all need a little self-time to recharge our batteries and have space to think. Thank you Sirona for this opportunity.

Dave Baker & Cheryl Mackinnon
Young Adult Carer Development Workers



TORBAY YOUNG CARERS



Hi Everyone,

There has been lots going on here at the Young Carers Service. After a busy summer of activities, we said goodbye to team members Holly and Steph, who are heading off to new pastures. Emma has also been seconded into another role within Torbay Youth Trust. We've been busy recruiting, so in the next issue we will be introducing our new staff members as well as some exciting developments within Torbay Youth Trust, which will also mean new opportunities for our Young Carers and their families.



Share your journey
with furry friends

Mindful Mammals - as lead on our Mindful Mammals project Holly, along with Emma offered a pilot project to some of our primary school aged Young Carers – this involved dogs Arthur and Reef, and a host of other animals. The project was a real success and we will be offering a similar programme in the future.

Full Swing – the summer really was in Full Swing this year. Starting with a residential at the National Young Carers Festival; it was wonderful to see this event back after two years of cancellation due to Covid. This was followed up by a wonderful cookery programme, in conjunction with Babbacombe and St Marychurch Lions Club and South Devon College. We had family fun with our friends at Orchard Forest School, with jam and pizza making, and many other things in this beautiful space.



We were also lucky to be able to welcome Bath Philharmonia back for our second music project. The Young Carers worked hard alongside the Bath Phil musicians and put on an incredible performance for their families and friends, local councillors and Torbay Civic Mayor, Mandy Darling, at Palace Avenue Theatre. It was an amazing performance which brought a proud tear to the eyes of many audience members including myself. I am so pleased to be able to tell you that Bath Phil will be back with us in February Half Term for another Project, so please let me know if there are Young Carers who would like to join.



Young Carers
leading the way

Flashlight – Our Young Carers are leading the way again, with some of them being involved in the National Participation Group run through our friends, at the Children's Society Include Project. Include bring together Young Carers from all over the country, to move forward and improve things for Young Carers. Soon the group from Torbay will be heading off to London to meet Young Carers from the other areas in person; there is sure to be lots of fun and pizza, as well as many plans hatched!



A pathway to improving
learning & education

Corridors – Corridors, our in-school support team, have been making great strides forward and a current highlight of their work is the partnership with Young Adult Carers and South Devon College, which is developing a joined up service for Young Carers transitioning into adulthood – look out for more announcements soon!

Once again, we would like to thank all of our amazing partners who help our work to continue. If you have any questions at all, please contact us through our admin team:

admin@torbayyouthtrust.org.uk or via our website: torbayyouthtrust.org.uk

Best Wishes,

Teresa Mikalauskas, Young Carers Manager

Torbay Youth Trust, c/o Torbay Community Development Trust

(01803) 895299, admin@torbayyouthtrust.org.uk

torbayyouthtrust.org.uk

@torbayyouthtrust

CARERS' NOTICEBOARD

Do You Have Arthritis?



invite you to attend our local group.
Charity No 207711

For more information please contact:
Mobile: 07505 305 332.

Landline: 01803 844398.

Email: arthritiscaretorbay@gmail.com

Torbay Versus Arthritis meet at the
Livermead House Hotel, Seafront, Torquay.TQ2 6QJ.

Every second Monday of the month,
Except January and August.

The meetings are 7.00 for 7.30pm
With a variety of speakers.

~~~~~

There are 10 million people with arthritis in the UK.  
That's 10 million individuals, plus their families, each  
affected in a unique way. There are local groups across the  
UK, offering people with arthritis a chance to meet and share  
experiences with others.

## Torbay Family Carers



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

We help to support unpaid carers of adults with a learning disability in Torbay.

We offer:

- Information
- Support
- Health and wellbeing checks
- Carer groups
- Informal get-togethers
- Social opportunities



The person you care for does not have to be known to social care for you to access our support.

**Contact us for more information or to be added to our mailing list:**



Helen Burns 07973 830789 (Mon – Weds)  
[helen.burns@mencap.org.uk](mailto:helen.burns@mencap.org.uk)



Emma Young 07852 546530 (Tu – Thurs)  
[emmajane.young@mencap.org.uk](mailto:emmajane.young@mencap.org.uk)

## PARKING FOR CARERS

Car parks at Brixham Hospital, Paignton Health & Wellbeing Centre and Castle Circus Health Centre are now pay at machine. Please report to reception, show your Carers Card and give the details of the person you care for that you are visiting / attending with. If you give your number plate they will ensure that you are not charged.

There are no car park barriers at these sites, they have vehicle number plate recognition cameras in place.

If you do not have a Carers' Card and care for a family member or friend, contact us on:

**(01803) 66 66 20** or:

[signposts@nhs.net](mailto:signposts@nhs.net) for more information.



## DIMENSIONS FOR AUTISM

### Torbay 2022

Support group for autistic adults, who do not have a learning disability.

We usually meet on the last Monday afternoon of each month  
at Jasmyn House, Midvale Road, Paignton.

We meet from  
**2.30pm – 4.30pm**

25th October  
29th November  
19th December  
30th January

### WANT TO FIND OUT MORE?

Email Trish Darke (DFA Director/Co-facilitator)  
[trishdarke.dimensionsforautism@gmail.com](mailto:trishdarke.dimensionsforautism@gmail.com)  
[www.dimensionsforautism.life](http://www.dimensionsforautism.life)



## PAIGNTON MEMORY CAFÉ

Anne-Marie Gibbs, together with Kath Jones and all the amazing volunteers run the **Paignton memory café at Christ Church Hall, Torquay Road, Paignton, TQ3 2AF** - every **Thursday 2-4pm**.

Anne-Marie says "My mother was a past member of the café and it afforded her a very important and fundamental framework that she valued immensely, so I cannot express the pleasure it gives me to enable this to happen. Together with all the fabulous volunteers, I am very excited about the new start and look forward to seeing everyone again and meeting new members."

For any more information please contact either Kath Jones on: **07752 980117** or Anne-Marie on: **07974 561721** or email: **annemariegibbs66@gmail.com**

We ask for a small donation of £2 to cover tea/coffee/biscuits etc, many thanks.

## GOODRINGTON MEMORY CAFÉ

At St George's Church Hall  
every Monday from 2-4pm

There will be a variety of activities, from music to quizzes, games and entertainers.

Carers and the person you care for are welcome. A small fee of £2 will be charged per attendee.

For more information, please call Bill Herlihy on: **07958 558066** or email: **herlihy9@yahoo.com**

## BRIXHAM CARERS GROUP

The last Tuesday of the  
month from 10am-12pm  
at the Christian  
Community Centre

For more information  
contact:  
Sarah Soper,  
Carer Support Work,  
on: **07824 519471**

## TIME OUT

FOR BRUNEL AND CHILCOTE CARERS

We meet on the **third Thursday of the month 1.45pm to 4.15 pm, The Anchorage Hotel, Aveland Road, Babbacombe, TQ1 3PT**  
(Unless otherwise stated)

Please join Lesley and Michele for a cup of tea or coffee and a chat. We will have a raffle at each meeting, sell books and honey, with the proceeds going to our group.

*Our speakers for future meetings:*

### THURSDAY 20TH OCTOBER

Craft session with Jackie Bufton – Christmas wreath £5 per person, this will be subsidised 50% by Time Out. Booking essential.

### THURSDAY 17TH NOVEMBER

Dennis Balsdon - The Natural History and Cultivation of Carnivorous Plants. There will also be plants for sale in aid of plant and habitat conservation organisations

### THURSDAY 15TH DECEMBER

Christmas lunch at The Anchorage Hotel, 12 for 12.30.  
2 courses £16, 3 courses £21

If you can't make Time Out and wish to book for the events please contact Michele on: **07555 354795**



## OTHER NEWS

### HOME FIRE SAFETY VISIT



**Call now for your free Home Safety Check**

clear and what to do in the event of a fire.

- Advice – friendly advice will be given, which can help to influence lifestyle changes.
- Signposting – contact details of other organisations who may be able to provide help or assistance may be provided following a visit.

### FIRE SAFETY EQUIPMENT

A working smoke alarm is a vital start when it comes to protecting yourself and your home from fire, but there are additional items you may be offered. For example, for those who are Deaf or hard of hearing, there are sensory alarms that have a strobe light and vibrating pad in addition to the standard smoke alarm sound. Assessments will also be made for alarm testing sticks, carbon monoxide alarms, run-down timers, fire retardant bedding, throws and blankets, or winter warm packs.

Booking your FREE Home Safety Visit is very easy, simply call **0800 05 02 999**.

You can also email: [firekills@dsfire.gov.uk](mailto:firekills@dsfire.gov.uk) or text: **07800 002476**

### FREE HOME SAFETY VISITS FROM DEVON & SOMERSET FIRE & RESCUE SERVICE

Devon & Somerset Fire & Rescue Service will arrange for one of their friendly Home Safety Technicians to visit you in your home. The visit usually takes around 45 minutes, during this time they will identify and assess any risks in the home, provide advice around safer behaviours and may provide equipment to help reduce risks.

- Smoke alarms – do you have at least one? Do they work? Do you test them? During the visit, your alarms will be checked and you may be supplied with a new FREE smoke alarm.
- Escape routes – is the route out of your property

## EMPLOYMENT

Are you a Carer interested in returning to work, becoming self-employed, or finding part-time employment?

There are various organisations throughout Torbay who can help with anything from training and job coaching, to filling out a job application and learning interview techniques. For more information, contact Debi Porter on: **(01803) 881334**, or email: [debi.porter@nhs.net](mailto:debi.porter@nhs.net)

## COMING SOON

### PAIGNTON'S NEW CARER'S COFFEE CATCH UP GROUP

This will be run by your Carer Support Workers:

Carole Brierley (Mayfield Surgery) **07385 407683**

Lindsey Redhead (Corner Place Surgery) **07884 735578**

Claire Horton (Pembroke and Old Farm Surgeries) **07917 894728**

The group will be a place for Paignton Carers to meet for a coffee, biscuits and a general catch up. If you would like to bring the person you care for along, then please do so.

Our aim is to start in January 2023, and we will be happy to confirm the date, time and venue, once this has been confirmed. Please feel free to ring us closer to January 2023.

# HOSPITAL DISCHARGE PLANNING

When a patient is admitted to hospital, it is important that 'Discharge Planning' starts straightaway to ensure a safe and timely discharge can take place.

Torbay Hospital has been circulating on social media/Facebook/internet the image provided, which illustrates the key points for families/Carers to start thinking about as soon as their family member is admitted to Hospital. For those of you who do not have access to social media, it is important that you still have the opportunity to see the information/message.

A family member being in hospital is often a worrying and stressful time, where family/Carers are balancing their own lives alongside visiting and supporting the patient in hospital. Finding time to shop for essential food and drink items is often a difficulty that is raised during discussions about Discharge Planning and a return home date for the patient.

For more information about which shops support Doorstep Delivery Services, please ring Signposts on: **(01803) 666620**.



## NETFRIENDS

Netfriends primary function is to help support you with your digital needs. But what does that even mean?

As an example, it means we can help to support you to be able to:

- Get online
- Book Doctors' appointments
- Arrange your repeat prescriptions.
- Help you to set up and manage emails
- Connect with Family and Friends



Our service is tailored to your needs. Digital services and getting online can mean knowing how to use a mobile phone, or getting to grips with a computer or laptop for example.

For some of our clients it has meant knowing how to take pictures, getting in contact with family via WhatsApp or alternative apps, or using Facebook marketplace. All words and phrases that are completely new to some and were unknown to many just a few years ago.

If you need a new device, computer support, or want to improve your confidence in getting online, or using your device, then connect with us to see how we can support you. We still have some funding available for Carers through the Carers Project, if you'd like to know more, why not get in contact to see if you are eligible, at:

[www.netfriends.org.uk](http://www.netfriends.org.uk) or ring: **(01803) 416 229**.

## HELLO FROM ALL AT CARERS AID TORBAY

The nights are drawing in and I write this thinking of you, searching out your winter coats and looking forward to planning special time together with your friends and family. Talking of special times, we heard you loud and clear after our super day out at Sidmouth Folk Festival back in August. Yes we will definitely put this free trip on for you again next year. The feedback was just so good from those of you that joined us.

"Thank you so much for this day out. It was just what we needed, time together, lots to see, ice cream, lunch and Murray mints! Thank you for this break and the chance to focus on us". Apart from trips out we also run groups, including the book club, natter club, men's group and ancestry. You can also make a free appointment to chat to a solicitor regarding your caring role. Ring us for more details on: **(01803) 323510**

Don't forget we also offer, one to one support for Carers throughout the working week and are able to provide support, advocacy, and an assessment of your needs with a health and wellbeing check.

Bay Benefits is a service we also run. If you need help with checking out your benefit entitlements, or form filling around your Caring role, or need help with your cared for forms/paperwork, just ring and we will help. Bay Benefits is there for you, operating out of the Olive Carers Centre, St Edmunds, Victoria Park Rd, TQ1 3QH, Tuesdays and Thursdays. Please leave a message on their dedicated phone line: **07530 790354** and Kyla will get back to you, to support you with your enquiry.

We have also included photos of the team below, so you know who you are talking to when you ring, or who you are going to meet when you attend the centre.

## EVENTS

We hope to see you at our Christmas Coffee Morning with free refreshments. Come and meet old friends and make new ones. Pop it in your diary now. It is to be held at The Anchorage between 10.30-12.00 on Tuesday 6th December. Oh and yes, we will be having one of our stupendous raffles. Early booking required, as cakes are being baked especially. So on behalf of everyone at Carers Aid, we wish you a peaceful and happy Christmas – Pennie, Steph, Julie, Simon and Kyla.

**Pennie Evans, Manager Carers Aid Torbay CIC**  
**(01803) 323510 & 07972 410514**



**Julie Gibbs**



**Steph Doolan**



**Simon Day**



**Pennie Evans**



**Kyla Hayfield**

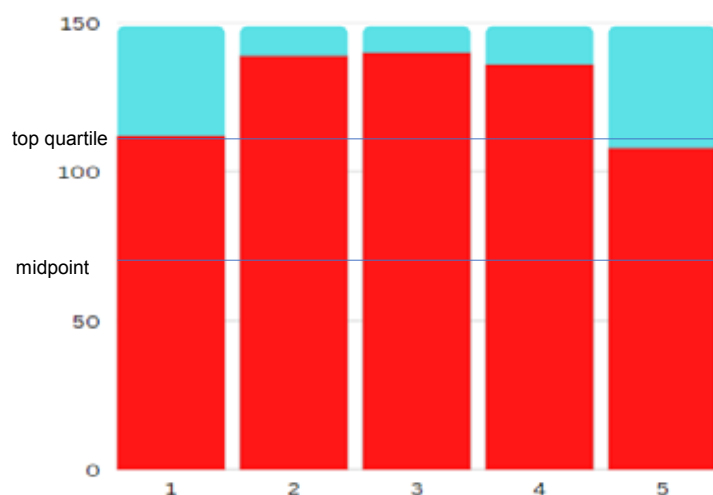
# NATIONAL CARERS SURVEY - A SNAPSHOT

Every two years there is a national survey carried out on adult Carers of adults who have had a Carer's Assessment / Health and Wellbeing Check. Due to Covid, the 2020-21 survey was delayed by a year until October 2021.

The survey gives us some local information about how things have changed since the last survey, but also is used to benchmark across the country for our ASCOF (Adult Social Care Outcome Framework) figures. There are 5 statistics that contribute to the ASCOF figures, which are listed below the graph.

Thank you to everyone who completed the survey. Most of our results are very encouraging (in the top quartile compared across the country), although it is concerning to note that over the last 10 years, the national average for Carers' self-reported quality of life has steadily dropped 2% each survey.

## TORBAY'S POSITION IN 149 AUTHORITIES FOR EACH OF THE FIVE ASCOF MEASURES



1. Carer reported quality of life
2. Carers reporting as much social contact as they would like
3. Overall satisfaction with social services
4. Carers included or consulted in conversations with social care about the person that they care for
5. Carers finding it easy to find information about services

## HOW TORBAY COMPARES WITH ENGLAND, SOUTH-WEST AND COMPARATOR GROUP AVERAGES

|   | 2021/22 Outturn (Torbay) | 2021/22 England Average | 2021/22 South West Average | 2021/22 Comparator Group Ave. | 2021/22 Performance Description                                                          |
|---|--------------------------|-------------------------|----------------------------|-------------------------------|------------------------------------------------------------------------------------------|
| 1 | 7.4                      | 7.3                     | 7.1                        | 7.4                           | Slightly better than Eng ave<br>Better than SW ave<br>Same as CG ave<br>In best quartile |
| 2 | 34.4%                    | 28.0%                   | 23.9%                      | 29.8%                         | Better than Eng ave<br>Better than SW ave<br>Better than CG ave<br>In best quartile      |
| 3 | 45.9%                    | 36.3%                   | 37.8%                      | 39.1%                         | Better than Eng ave<br>Better than SW ave<br>Better than CG ave<br>In best quartile      |
| 4 | 71.3%                    | 64.7%                   | 66.5%                      | 66.0%                         | Better than Eng ave<br>Better than SW ave<br>Better than CG ave<br>In best quartile      |
| 5 | 61.4%                    | 57.7%                   | 61.5%                      | 59.1%                         | Better than Eng ave<br>Better than SW ave<br>Better than CG ave<br>In 2nd best quartile  |

When compared to the previous survey in 2018-19, apart from the items above, there was a 5% increase in people caring for someone with a learning disability, a 7% increase in people with multiple caring responsibilities, and a 6% reduction in people caring for more than 100 hours per week.

We are disappointed that Carers find it hard to find information. This might be partly due to much of our information being previously based in GP practices, with most leaflets having to be removed during Covid, and with physical attendances at the surgeries also reduced. We have therefore made it one of our three main priorities for this year.

(NB COMPARATOR GROUP ARE AUTHORITIES DEEMED TO BE SIMILAR TO TORBAY)

If anyone wants further information about this data, please ring / text Katy Heard on: **07747 847 569**.

# CARER FRIENDLY TORBAY

Just to let you know that we will soon be launching Carer-friendly Torbay. This will be the branding used to show support of Torbay's Carers. It may be used for shops that are in the Carers Discount Scheme, for local organisations / employers with a Commitment to Carers, or who commit to regular Carer Awareness Training, and places such as GP practices and schools/colleges that offer Carer Support.



A number of potential logos were designed by a Carer from Brixham and were voted on by Carers including our Carers' Reference Group and our Carers' Strategy Steering Group. We will start to update the existing stickers / Carers' Card / providers in the community over the next few months, and then next year begin to encourage other organisations to join the scheme.

Firstly, it will be offered to the organisations with a Commitment to Carers –

- Torbay and South Devon NHS Foundation Trust
- Torbay Council
- Devon Partnership Trust
- Torbay Youth Trust
- Compass House Medical Practices
- Rowcroft Hospice

We will post new additions on our Facebook page, and keep a log of progress on the 'Torbay Carers Together' Website, but there is some work going on in the background of this website, so it cannot be amended at the moment. Over the next few editions of Signposts, we will tell you who has been added to the Scheme and then ask for your suggestions for who to target / who should be included, so please 'watch this space'.

## TIME FOR YOUR VACCINATIONS!

It's that time of year again, so we are reminding Carers to look after themselves (and the person that they care for) by having their free COVID booster and free flu vaccinations.

Any Carers aged 16+, 'who regularly care for someone who is ill, older or disabled' or receive Carers' Allowance can book their autumn COVID-19 booster online via the national booking site on: [www.nhs.uk](https://www.nhs.uk) 'COVID booster' or by ringing 119. In September this offered appointments at the Riviera Centre in Torquay or at a Wellswood pharmacy, but more sites may be added.\*

As a Carer, you are also eligible for a free flu vaccination. If you are over 18, this is via your GP or many of the local pharmacies. If you are a Carer under 18, flu vaccination is via your GP, or you may be able to be vaccinated at school if you ask in advance.

**\*(No more detail available at the time of going to print).**

An NHS poster with a dark blue background. At the top left is the HM Government logo, and at the top right is the NHS logo. The main text reads 'BOOST YOUR IMMUNITY' in large, bold, white letters, with 'BOOST' in blue and yellow. Below this, it says 'WITH THE FLU VACCINE + COVID-19 BOOSTER' in blue and yellow. At the bottom, a white box contains the text: 'People aged 65 and over, carers and pregnant women can now book their autumn COVID-19 booster.'



# CAREFREE - BREAKS FOR CARERS & HOW IT WORKS

## Carefree

There are hundreds of potential breaks away listed on Carefree's Breaks Hub. After registering with us, unpaid carers can browse available options and submit a request for a specific hotel on specific dates. If available, a confirmation email will be sent to you and you're all set to go!

If the break request is rejected, we'll give you access again to the Breaks Hub and you can select a different option. New hotels and dates are added all the time, so if you can't quite find what you're looking, check back in in a few weeks.

### ACCOMMODATION

Our hotels donate 1-2 night breaks, plus breakfast where possible for a Carer and their companion (adult or child). Twin or Double room. We are currently seeking new partnerships for longer stays that will become available in due course.

### COSTS

There is no charge for the accommodation, but you are responsible for all other costs (transport, food, travel insurance etc.) and there's a £25 admin fee to help with the cost of operating our charity.

### CARE-FREE

The short breaks initiative is designed to give you some time away from your caring responsibilities. You are welcome to take a companion with you but not the person that you care for. If you want to travel alone, that's fine too.

### MAKING A BREAK REQUEST

After you have selected a break of your choice and paid the admin fee we will do a final booking confirmation check with the hotel. Occasionally a hotel will reject a booking request. When this happens we will let you know, and then you will be able to request another break.

### ELIGIBILITY

To qualify for a break you must be:

- Aged 18 or over
- Able to arrange interim care
- Full-time unpaid carer (30+ hours per week)
- Able to pay for extras (admin fee, transport, food, travel insurance etc.)

**Please note:** only one Carer per household can sign up with Carefree, so you and your partner both care for your child, only one of you should self-refer. (You will, however, be able to bring a guest, which could be your partner, along with you to your break).

## GET STARTED!

You can register yourself or, if you'd like some help, you can ask to be referred by one of our Community Partners – go to our website address below for more information.

**Get Registered with Carefree ([carefreespace.org](https://carefreespace.org))**

Sign up for a break!

### HOSPITALITY BREAKS FOR CARERS

Prior to lockdown, we were working with local hospitality providers, asking them for their consideration towards providing accommodation for Carers at a reduced rate. Following the pandemic, we are once again enlisting willing hotels and similar accommodation to provide discounted respite breaks for unpaid Carers and their families – the amount, type and frequency will be at the provider's discretion. At present, we have secured a number of hotels willing to offer some kind of discount and we are hopeful to add more in the future. Please note that Carers are expected to fund their own breaks. If you would like more information on what is available and how it works, please contact Debi Porter on: **07880 136859** or email: [debi.porter@nhs.net](mailto:debi.porter@nhs.net)

## DID YOU KNOW?

### ARMED FORCES VETERANS & CARERS

Are you an Armed Forces Veteran and a Carer? Are you caring for an Armed Forces Veteran? We can now offer specialist signposting support to the Armed Forces Community including but not limited to the following:

- Health & Wellbeing Checks
- Isolation and loneliness
- Help with PTSD (whether you are suffering from or caring for someone with the condition)
- Practical help and advice for veterans, dependents and Carers
- Emotional support
- Benefits & concessions
- Help with home repairs and adaptations

Please contact Debi Porter on: **07880 136859** or email: [debi.porter@nhs.net](mailto:debi.porter@nhs.net)

### WORLD DIABETES DAY 2022 – 14 TH NOVEMBER

#### INTERNATIONAL DIABETES FEDERATION

To mark World Diabetes Day 2022 under the theme “education to protect tomorrow,” the International Diabetes Federation has launched a global survey to explore the levels of access that healthcare professionals and people living with diabetes have to diabetes education.

If you are a healthcare professional or a person living with diabetes, we invite you to spare 10 minutes of your time to complete the survey. Your answers will help us inform World Diabetes Day 2022 activities and highlight the importance of accessible and quality diabetes education to protect tomorrow.

This research is being conducted anonymously by IDF’s independent research partner, Arlington Research.

<https://worlddiabetesday.org/wddsurvey/>

### CONDITION SPECIFIC DATES FOR YOUR DIARY

#### October 2022 – January 2023

|                          |                                  |
|--------------------------|----------------------------------|
| National Arthritis Week  | 7th - 12th October               |
| Breast Cancer Month      | 1st – 31st October               |
| World Stroke Day         | 29th October                     |
| World Diabetes Day       | 14th November                    |
| Disability History Month | 22nd November<br>– 22nd December |

#### Coming in the next edition:

- Carers celebration day in photos
- Carer Friendly Torbay - Who’s been added to the scheme
- Supporting Carers with Hospital Discharge

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

- FREE parking at local hospitals
- Discounts in local shops
- A Carer’s Emergency card

**This document can be made available in other formats.**

**For details please contact: (01803) 666620, or email: [signposts@nhs.net](mailto:signposts@nhs.net) | [www.tsdf.uk/carers](http://www.tsdf.uk/carers)**