

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

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Deadline for the Winter edition is:
Tuesday 31st October 2023

SIGNPOSTS FOR CARERS

The newsletter for Torbay Carers



Carers Rights Day
Caring for your future

Paignton Library
Saturday 18th November 2023
10.00am – 2.00pm

Celebrating Carers' Rights Day, helping people who care for family or friends get the support they need and supporting people to prepare for the future
(with Library's Christmas Market)

Information Stands
Family Friendly Activities
Arts and Crafts
Free Coffee and Cake for Carers
Carers' Advice and Support
and much, much more...

For further information nearer the time:

Website: www.tsdf.uk/Carers
Facebook: **TorbayCarers**
Email: signposts@nhs.net
Tel: (01803) 208455

The poster features a central white box with orange and red banners. It is surrounded by colorful illustrations of people: a person hanging bunting, a family sitting on a bench, a person in a wheelchair, a person pushing a shopping cart, a person playing a guitar, and a person holding a shopping bag. There are also illustrations of a house, trees, and a market stall.

IN THIS EDITION...

- Help with the cost of living crisis (p.5)
- Four-page pull-out including information about your Carer Support Worker (p.7-10)
- How to get help from your energy or water supplier (p.11)

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

LOOKING AFTER YOURSELF

HEALTH CHECKS AT GP PRACTICES, WITH ANNUAL REMINDERS

ANNUAL REMINDERS

When time flies it's easy to forget that things go out-of-date, so if you haven't recently, then please:

- Check your smoke and carbon monoxide detectors;
- Update your Message in a Bottle*/Wallet Information with date reviewed.

If there have been changes in your caring role then:

Update information including emergency contacts on the Carers Register via: **(01803) 208455** or preferably email: tsdft.TorbayCarersRegister@nhs.net

Update the hospital grab bag/'This is Me'/'Me and My Life' for the person you care for and consider Wills**/Power of Attorney/Advance Directives (Living Wills)/Do Not Resuscitate forms/funeral pre-payment contracts.

If you need information about any of these, then please look at our 'planning ahead' section, at: www.tsdft.uk/carers or ring Signposts on: **(01803) 66 66 20**.

* Message in a Bottle Pot / wallets enable emergency services to quickly have up-to-date information about the person you care for's condition / medication etc.

** Many organisations offer a FREE Wills service in October. See bottom of Page 6 for more information.

HEALTH CHECKS AT GP PRACTICES – FOR YOU AND THE PERSON YOU CARE FOR

Carers often neglect their own health and wellbeing, so please remember to look after yourselves! The Carer Support Worker at your doctor's practice can help with a check and there is support with healthy lifestyles too. See 'Who's Your Carer Support Worker' (P8 & 9).

It is important to be recorded as a Carer on your doctor's IT system so you receive any support you need, such as a flu or COVID vaccination. It is also important that the person you care for is recorded correctly too.

Why is it important? Recording a condition like dementia or learning disability means someone will be eligible for an annual health check. This means that any health issues should be found as early as possible.

It may also make the person more confident when visiting the doctor, rather than when there is a crisis. The surgery may also be able to make reasonable adjustments such as giving double-length appointments. So please just ask about this at your doctor's surgery.

MIKE ECCLESTON - THANK YOU

You may have noticed that we are advertising for volunteers to join the Carers for Carers phoneline (if you are interested in doing this, please contact Debi Porter on 07880 136 859, or email: debi.porter@nhs.net).



Mike and Denise Eccleston are retiring from the Carers for Carers phoneline which is leaving a big gap! Mike was instrumental in setting up the service, being formally recruited by the coordinator Val Shute in 2010, with Denise joining the team some years later. Mike was also heavily involved in setting up a Carers' on-line forum and in representing Carers within Torbay's Ageing Well programme. He isn't putting his feet up though, so keep an eye out for his next project!

A MOTHER'S PERSPECTIVE – MY AUTISTIC CHILD

Hitting my head against a brick wall
People ignoring when I call
To get support, help and advice
An empathetic helpful ear would be nice

A single parent bearing the strain
Of a young life enduring the pain
Ignorant insensitive people making me cross
Leaving me to pick up what's been lost

Your child is naughty I have heard it all before
Feelings inside me make my soul roar
Of being frustrated, annoyed and upset,
why can't my child's needs be met,

Struggling to communicate what she needs,
Or trying to express what she means
Struggling to connect communication
To her brain it's all confusion

Feeling failure come wash over me
She is not normal, never will be
My child who I bore into this world
To love, cherish and behold

As years gone by
My heart wants to cry
What can I do to make things right?
For her life to take flight

Watching the TV on the morning rise
Pricked my ears and opened my eyes
Symptoms of autism fitted the bill
Speak to the doctor, yes I will

Taking her to see him was always a struggle
But we got there in our muddle

She got tested, time went past
Then the result came at last
On the autistic spectrum, did they say?
The moment we've been waiting for. Today's the day

Waited for the answer we've been waiting for
Why didn't it happen all before?
Due to not being in black and white
But colours of a rainbow shining bright

Diagnosis isn't everything,
She is more than a label thing
She has a heart full of gold
Watching her life, positively unfold

I'm a proud to be her mum
She is my special one
That she is autistic, that doesn't matter to me
It's a just a label, acceptance is the key

Children grow up at their own pace
They have to find their place
In the world that's fast and careless
Not a tick box in statistics

Gifts she has that are special to her
To love, encourage, and inspire
To avoid the pitfalls, help others through
For a quality of life they are entitled to.

TAKE A BOW

THIS POEM WAS CREATED BY HARULA LADD IN THREE MINUTES
AFTER HEARING A LITTLE ABOUT CARERS FROM KATY HEARD

It's time to draw back the curtains
invite you to take a bow
I just don't know how
we'd do it without you

24 hour back up to the services we provide
Yet you hide backstage and say
It's nothing
It's just what you do
It's love
It's family
'till death do us part

But without you the system would break
You save us £162 billion a year
And yet only ¼ of you make yourselves known
The rest of you remain
That angel at homeproviding life's basics
and so much more

Let us celebrate you
Let us know how much we appreciate you
And the role you unshakeably take on
To stop our system from breaking

MONEY MATTERS



END OF THE ROAD FOR TAX CREDITS...

Working Tax Credits (WTC) and Child Tax Credits (CTC) are being phased out and replaced by Universal Credit (UC). Torbay's remaining tax credit claimants should receive 'migration notice' letters during the autumn as part of a managed migration exercise (see <https://bit.ly/44weuwR>). The letters will specify a 3-month period during which tax credit claimants should apply for UC. Individual circumstances will dictate whether someone is better or worse off with UC, but under the managed migration 'transitional protection' rules, a top-up element will go to those who would find themselves with less at switchover. However, this addition won't be updated annually, and over time will be eroded by inflation.

FROM TAX CREDITS TO UNIVERSAL CREDIT - TIME LIMITED SAFEGUARDS

Apart from interest, tax credits aren't affected by savings, but UC is different. Amounts under £6,000 are ignored, but those between £6,000 and £16,000 attract 'tariff deductions' of £4.35 per month (for each £250). Usually, savings over £16,000 exclude entitlement to UC, but under the migration protection rules, savings over £16,000 (held on the day before the UC claim), will be disregarded for up to twelve UC assessment periods (roughly 12 months), but tariff deductions will still apply. Finally, if you're self-employed, for the first 12 months you will be exempt from the UC 'minimum income floor' regulations, see: <https://bit.ly/3YdeZt8>.

WHEN TRANSITIONAL PROTECTION STOPS OR DOESN'T APPLY

Transitional protection does NOT apply if you:

- claim UC before your specified migration period
- experience a change of circumstances, obliging you to claim UC before your specified migration period
- have a change in the composition of your household

Changes in earnings may also end entitlement, see: <https://bit.ly/3OxCJEZ>

CHECK BEFORE YOU SWITCH

Do check how your current tax credits award is made up. This is especially important if you, or someone else in your tax credits 'family', has recently been awarded a disability benefit, such as child Disability Living Allowance. Confirming the accuracy of your current tax credits award should ensure that the calculation of your UC transitional element is accurate. You can see how you qualify for various elements of WTC at: <https://bit.ly/3p8AZZ6> or for CTC: <https://bit.ly/43GuUkN>. Report changes online at: <https://bit.ly/42rtE4N> or call: 0345 300 3900.

MORE DETAILED INFORMATION

How will moving to Universal Credit affect me? See: <https://bit.ly/3Nllh0H>. Turn2Us guide, see: <https://bit.ly/3rMQWFi>

DISABILITY LIVING ALLOWANCE (HIGHER RATE MOBILITY COMPONENT) FOR CHILDREN WITH A LEARNING DISABILITY OR AUTISM

Carers of children with learning disabilities or autism can sometimes find themselves frustrated by the eligibility rules applying to the highest rate of the mobility component of Disability Living Allowance. If you are in this position, you may find Contact's new web resources useful. These include a recorded webinar (seminar), slide presentation, fact sheet, and a Q&A section at: <https://bit.ly/3AZyQ48>

NEW VIDEOS FROM THE DEPARTMENT FOR WORK AND PENSIONS

Are you a Carer getting to grips with Personal Independence Payment (PIP)? If so, you might find these new introductory videos to PIP helpful, see: <https://bit.ly/3KfirxH>

HELP WITH THE COST OF LIVING CRISIS

We understand that the cost of living is making things hard for households. This article aims to provide you with information on the resources and help available to our residents from Torbay Council and other agencies. This assistance may not always be financial, it includes advice and emotional support. Torbay Council's webpages have a wealth of information. The following link takes you directly to the main page covering help with cost of living:

<https://www.torbay.gov.uk/benefit/cost-of-living/>

HOUSEHOLD SUPPORT FUND

Torbay has been allocated £2.4m by the Department for Work and Pensions to support those hit hardest by the cost of living crisis. The Household Support Fund will run until 31 March 2024. The scheme has been designed based on Government guidance, feedback from the voluntary sector and looking at the needs of our community. Funds are available for those who:

- Are over the age of 16
- Live in Torbay
- Are on welfare benefit/universal credit
- OR have disposable income of less than £50 per week

You can apply online at: <https://www.torbay.gov.uk/benefits/other-help/household-support>. We work closely with our voluntary sector colleagues who will also take and forward applications to us, when talking to people in person or over the phone.

WELFARE SUPPORT SCHEME AND HOUSING ADVICE

The Welfare Support Scheme is a finite Council financial resource that assists residents to meet essential needs. The scheme will consider applications for things such as:

- Essential monthly expenditure, which cannot be deferred
- Essential furniture and white goods (normally only if setting up home)
- Boiler service/repair
- Essential prescriptions (if you are not exempt: see who can get free prescriptions - NHS (www.nhs.uk))
- Essential travel that was not expected
- In exceptional circumstances other items not currently accessible through foodbanks
- Other immediate support necessary for the fundamental wellbeing of the applicant and family

To apply for the Welfare Support Scheme go to: <https://www.torbay.gov.uk/benefits/other-help/welfare-support/>

HOME UPGRADE GRANT 2

The Home Upgrade Grant 2 (HUG2) project is a Government funded scheme to deliver energy efficiency and low carbon heating improvements, to low-income households living in poorly performing homes. This scheme is open to households that meet the following criteria:

Off-gas – where your house is not heated using gas

Low income – total household income of £31,000 or less before tax

An Energy Performance Certificate (EPC) of D, E, F or G – can be checked here: www.gov.uk/find-energy-certificate

This project takes a 'whole house' approach, prioritising the measures which will have the most impact on making the home more energy efficient. Upgrades could include various forms of wall and underfloor insulation, draught proofing, low energy lighting, heat pumps, heating controls, solar PV (where heating is electric), solar thermal and double glazing. Proof of eligibility will be required. This funding will be delivered until March 2025. To find out more about HUG2, please go to: <https://form.jotform.com/232132367507351>

ENABLING AND ADVOCACY SUPPORT FOR TORBAY'S CARERS

Is it me, or has this year just flown by? One minute we are gathering the last of the summer runner beans and the next we are talking about autumn celebrations and bonfire nights. As the evenings draw in I do hope you get the opportunity to be cosy at home with your favourite books, programmes and friends/family around you. I think it's so important to have a family calendar where you can pencil in something to look forward to every week. So, my challenge to you, today, is "What have you got to look forward to this week?" Something just for you, that will bring you joy. Make a note of it and then you are more likely to make it happen, whether it is to give Pilates a try, take the dog on the beach, collect special shells and stones for the grandkids next visit, or to read that book you've not found time for! So whatever will make you smile, make time for it, because in the words of the advert, "You are worth it"!

Don't forget Carers Aid is open to support you Monday to Thursday 9.00am - 4.00pm and Fridays 9.00am - 1.00pm. You can ring us to make a one-to-one appointment with one of our scheme workers, either Pennie, Julie, or Simon on: **(01803) 323510**. Steph is also available for general enquiries and the person to ask about any upcoming events. Do take a look at our variety of events and support, which includes the Men Matter group, free legal advice supporting your Caring role, fishing and foodie events, including our Carers breakfasts and fabulous cake and coffee mornings.

If you need help with benefit or entitlement information, or help with form filling, please ring Kyla on: **07530 790354**, she works Tuesdays and Thursdays 9.00am - 3.30pm. Do fill out a care diary for a couple of weeks to bring in with you, if you are needing help with Attendance Allowance forms. A diary makes life much easier when answering the questions to complete the form.

Anyway, I guess there's not much more for me to say other than warmly inviting you to our Christmas cake and coffee morning on Monday December 11th, 11.00am - 12.30pm at the Anchorage Hotel, Cary Park, Torquay. There will be a raffle, and a lot of fun! To book your place please ring: **(01803) 323510**.

Wishing you and yours all the best now and into the New Year.



Julie Gibbs



Steph Doolan



Simon Day



Pennie Evans



Kyla Hayfield

FREE WILLS MONTH IS BACK DURING OCTOBER 2023

Free Wills Month brings together a group of well-respected charities, to offer members of the public aged 55 and over the opportunity to have their simple Wills written or updated free of charge. There are participating solicitors in selected locations across England and Scotland.

An up to date Will written by a solicitor ensures your wishes are respected. It also avoids difficult decisions and legal complications for your loved ones. Free Wills Month allows you to provide for family and friends and leave a gift to your chosen charities too. To find out more go to: <https://freewillsmoonh.org.uk>

GROUPS FOR CARERS OR PERSON THAT THEY CARE FOR WITH THEIR CARER

Group	Details	Contact
Carers of Adults with Autism Support Group – Dimensions for Autism	Third Tuesday of every month 2.00pm – 4.30pm Paignton Carers Centre, Paignton Library	Trish Darke trishdarke.dimensionsforautism@gmail.com
Carers' Coffee Group (Brixham)	Last Tuesday of each month 10.00am – 12.00pm then 1.00pm – 3.00pm in the New Year Christian Community Centre, 18a Fore Street, Brixham, TQ5 8DS	Sarah Soper 07919 301355 Carole Brierley 07385 407683
Carers' Coffee Group (Paignton)	1st Wednesday of the month 1.00pm – 3.00pm Frances Norrish Rm, St Pauls Church, Paignton, TQ3 2PB	Carole Brierley 07385 407683 Lindsey Redhead 07884 735578 Claire Horton 07917 894728
Carers' Coffee Group (for Brunel & Chilcote carers)	3rd Thursday of each month 1.45pm – 4.15pm The Anchorage Hotel, Aveland Road	Michele Glanfield 07555 354795
Dementia Carers Support Group, Chadwell (Carers of adults >65 with MH)	1st Friday of each month 1.30pm – 3.00pm Chadwell	Laura Walsh 01803 546470 or (01803) 546651
Love & Lost - Group for bereaved Carers	Thursday, 26th October, then every other week thereafter Paignton Carers Centre, Upstairs Paignton Library	Sharon Nott 07806 836992
Memory Café – Dementia support - Goodrington	1st Tuesday of the month 2.00pm – 4.00pm St George's, Church Hall, The Oyster Cove Holiday Flats, 4 Barn Road, TQ4 6NG	Bill Herlihy 07958 558066 herlihy9@yahoo.com
Memory Café – Paignton	3rd Thursday of each month 2.00pm – 4.00pm Christ Church Hall, Torquay Road, TQ3 2AF	Anne-Marie Gibbs 07974 561721 annemariegibbs66@gmail.com
Purple Angel Memory Café (Dementia support)	Every Saturday afternoon except the 1st Saturday of each month	Purple Angel Memory Café (Dementia support)
Men Matter – Men's Carers Group	Monthly meet ups Redcliffe Hotel, Paignton	Call Julie Gibbes at Carers Aid for further information 07748 884521
Carers of Adults with Learning Disability Group (Mencap)	3rd Wednesday of each month 7.00pm – 8.30pm Palace Avenue Methodist Church	Helen Burns 07973 838789 Helen.burns@mencap.org.uk
Carers of Adults with Learning Disability (Mencap) Tea and Cakes	2nd Wednesday of each month 10.30am Jasmin House	Emma Young (Mencap) 07852 546530
Carers of Adults with Learning Disability (Mencap) Zoom Group	1st Wednesday of each month 7.00pm – 8.30pm Zoom	Emma Young (Mencap) 07852 546530
Carer for Adults < 65 with Mental Health issues	2nd & 4th Tuesday of the month 5.00pm – 7.30pm Chadwell Annexe, Torquay Road, Paignton	Dave Baker (01803) 546470
Carers of Adults <65 with Mental Health issues	1st & 3rd Wednesday of each month 10.30am – 1.00pm Paignton Carers Centre, Paignton Library	Phil Enness 07799 658407
Parkinson's Carers' Group	Saturday afternoons 2.30pm-3.30pm Barton Baptist Church, Happaway Road, Torquay, TQ2 8EU	Ann George 07778 426653
Parkinson's Support Group & Tai Chi	Every Tuesday 2.00pm – 4.00pm Rooms 11 & 12 Upstairs Paignton Library	Parkinson Support Secretary (01803) 655417
Special Educational Needs + Disability Parent/Carer Support	Thursdays during term-time only 12.30pm – 1.30pm Beehive Children's Centre, Bishops Place, Paignton	The Beehive (01803) 210200
Special Educational Needs Parent/Carer Support Coffee Group	Wednesdays during term-time only Barton Baptist Church Hall	Jackie 07796 470009 tissuesandissues@outlook.com
Torbay Stroke Survivors Group	Mondays, Wednesday & Fridays, 11.00am Paignton Library, Great Western Road, Room 13 (Upstairs)	Rich Sanders 07527 771914
Young Adult Carers (aged 16 – 25) Drop-In session	1st and 3rd Thursday of the month Contact Young Adult Carers for more information on (01803) 208455	Cheryl Mackinnon torbayyac@nhs.net
Your Time Carers' Group	Every second Tuesday of the month 6.30pm – 8.30pm Endeavour House, Union Street, Torquay	Tracy Fox 07813 081935

WHO'S YOUR CARER SUPPORT WORKER?

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

We also have three 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 Mackinnon 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



Tracy Collinson
07824 519471 *(Temporary Number)*
d-icb.mayfieldcarersupport@nhs.net
d-icb.oldfarmcarersupport@nhs.net

OLD FARM

Fri 8:30am - 4:30pm

MAYFIELD

Weds 8:30am - 4:30pm



Lynne Healey
07900 173052
lyn.healey@nhs.net

CROFT HALL Tue 8.00am - 5.00pm

SOUTHOVER Wed 8.00am - 5.00pm



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
9.00am - 5.00pm



Sally Greenslade
07467 082092
s.greenslade1@nhs.net

FLOATING CARER SUPPORT WORKER

Mon & Tues 9.00am - 5.00pm
Weds 9.00am - 5.00pm



Sarah Soper
07919 301355
sarah.soper@nhs.net

COMPASS HOUSE

Tue & Weds
9.00am - 5.00pm



Carole Brierly
07385 407683
d-icb.mayfieldcarersupport@nhs.net

MAYFIELD GROUP

Tue 9.00am - 3.00pm
Wed 9.30am - 3.00pm
Thu 9.00am - 4.00pm

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?



Romina Martinez
07785 515979
romina.martinez@nhs.net

**CHELSTON HALL
SURGERY**

Tue - Thu
9.00am - 5.00pm



Lesley Bill
Volunteer

BRUNEL & CHILCOTE

Thu
9.00am - 12.30pm
*Except 3rd Thursday of each month



Phil Enness
07799 658407
philip.enness@nhs.net

**CHADWELL CENTRE
MENTAL HEALTH**

Mon - Fri
9.00am - 5.00pm



Dave Baker
d.baker13@nhs.net

CHADWELL CENTRE MENTAL HEALTH
07553 632554

Mon & Tue 9.00am - 5.00pm

YAC / PAIGNTON CARERS CENTRE

07825 027664 | d.baker1@nhs.net
Weds, Thu & Fri 9.00am - 5.00pm



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

**CHADWELL CENTRE
OLDER PEOPLES' MENTAL HEALTH**

Mon - Fri
9.00am - 5.00pm



Cheryl Mackinnon
07825 027642
cherylmackinnon@nhs.net

**PAIGNTON CARERS CENTRE
PAIGNTON LIBRARY**

Mon - Thu
9.00am - 3.00pm



Sally Smith
07887 861256
sally.smith5@nhs.net

TORBAY HOSPITAL

Mon, Tue, Thu, Fri
8.00am - 4.00pm



Julie Mosley
07767 418495
jmoseley1@nhs.net

**PAIGNTON CARERS CENTRE
PAIGNTON LIBRARY**

Tue & Wed 9.00am - 5.00pm
Thu 9.00am - 4.00pm

Steve Andrews
07827 354112
sandrews1@nhs.net

**SHRUBLANDS
SUBSTANCE MISUSE**
Mon, Tue, Thu, Fri
9.00am - 5.00pm

Torbay Family Carers



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

CARER-FRIENDLY TORBAY – CARERS' DISCOUNTS

Please keep an eye out for new posters advertising the businesses that provide a discount to Carers in Torbay. The current list of those participating appears below, and you can access a live list of providers on our web site at: www.tsdf.t.uk/carers (go to Finance, Benefits and Discounts on the index on the left-hand side). Each business offers a different level of discount to Carers. To find out what the offer is please visit the link above, or if you don't have access to the internet then please ask Signposts by calling: **(01803) 66 66 20** or emailing us at: signposts@nhs.net

COMPLEMENTARY THERAPISTS

Tina Hooks (The Foot Clinic)	Paignton	(01803) 525 533
Wendy Mason (ladies only foot massages)	Torquay	(01803) 313 455

EQUIPMENT

New Ability	Paignton	(01803) 555 961
Cavendish Health Care	Torquay	(01803) 220 378

HAIR & BEAUTY

MLP Hair Design	Paignton	(01803) 554 545
Style Nation	Paignton	(01803) 527 773
Stephanie's Beauty Salon	Brixham	(01803) 852 284
The Sanctuary Beauty Salon	Brixham	(01803) 295 222

HEALTH & FITNESS

Waves Leisure Pool	Torquay	(01803) 299 992
Oasis Leisure Club	Paignton	(01803) 844 033
Admiral Swimming Centre	Brixham	(01803) 857 151
Chelston Chiropody Chelston	Torquay	(01803) 690 420

OPTICIANS

Spex Opticians	Torquay	(01803) 614 067
AR Baker Opticians	Paignton	(01803) 556 485

LEISURE

Torquay Museum	Torquay	(01803) 293 975
Babbacombe Theatre Babbacombe	Torquay	(01803) 322 233
Dartmouth Steam Railway & Riverboat Co.	Paignton	(01803) 555 872

PHARMACIES

Day Lewis Pharmacies	Throughout Torbay	(01803) 522 308 (Pembroke Pharmacy)
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PRACTICAL SERVICES

Brown's Shoe and Key Services	Torquay	(01803) 213 385
Tor Laundry & Dry Cleaning	Torquay	(01803) 298 823
Imperial Valet Dry Cleaners	Torquay	(01803) 313 466
Wheelpower	Torquay	(01803) 293 139

RESTAURANTS AND FOOD OUTLETS

The Berry Head Hotel	Brixham	(01803) 853 225
Hallets the Bakers	Torquay	(01803) 327 278
Aroma Café	Torbay Hospital	
Bay View Restaurant	Torbay Hospital	

SHOPPING

Another Chapter Toy and Book Shop	Brixham	(01803) 882 811
The Edinburgh Woolen Mill	Torquay	(01803) 209 071
Fredmans Furnishers	Paignton	(01803) 557 720

We are looking to expand our discount scheme, so if there are businesses that you would like us to approach to see if they would offer a discount, please let us know. Either call us on: **(01803) 66 66 20** or email: signposts@nhs.net

GET HELP FROM YOUR SUPPLIER – PRIORITY SERVICES REGISTER

The Priority Services Register (PSR) is a free UK wide service which provides extra advice and support, including when there's an interruption to your electricity, gas or water supply.

Help You Can Get

- Wherever possible, advanced notice of scheduled power cuts. If you rely on your energy supply for medical reasons, your network operator can tell you about planned power cuts. For example, when they plan engineering work.
- Priority support in an emergency.
- Priority support when calling your network operator.
- Identification and password scheme. This could include arranging a password or agreed on picture cards if callers need to visit or contact you. This way you can feel confident they are genuine.
- Nominee scheme. You can nominate someone to receive communications and bills from your supplier. For example, moving a meter if you can't safely get to it to top up.
- Regular meter reading services. For example, if nobody can read your meter.
- Accessible information. For example, account info and bills in large print or braille.
- Help reconnecting your gas supply, if you need it.

Suppliers and Network operators could also offer other support services. Ask them how they can help you, for example, free gas and safety check every 12 months subject to certain criteria.

Check if you are eligible. Eligible criteria are listed below:

- Have reached your state pension age
- Are disabled or have a long-term medical condition
- Are recovering from an injury
- Have a hearing or sight condition
- Have a mental health condition
- Are pregnant or have young children
- Have extra communication needs (such as if you don't speak or read English well)
- Need to use medical equipment that requires a power supply
- Have poor or no sense of smell
- Would struggle to answer the door or get help in an emergency

You might still be able to register for other reasons if your situation isn't listed. For example, if you need short term support after a stay in hospital.

To register for the scheme, call your energy provider. To find out more about the scheme visit

<https://www.thepsr.co.uk>

YOU SAID

You'd like Ilsington Hotel to be added to our hospitality scheme

WE DID

We signed them up this summer.
For information about the hospitality scheme see the back page of this newsletter

CARERS' NOTICEBOARD

Join Carers Aid Torbay for their

Christmas Coffee Morning



Monday 11th December - 11.00am - 12.30pm
The Anchorage Hotel, Cary Park, Torquay

Please call Steph to reserve a place
01803 323510

CARERS WEEK IDEAS, EDUCATION AND SIGNPOSTS

Attention all Carers, it's that time of year when we start planning for Carers Week 2024 and for the next Education Brochure in January. I would love to hear what sort of activities you'd like to see for Carers Week and new course suggestions (budget permitting). I am also on the lookout for Carer contributions to the quarterly Signposts newsletter, if you have a story to share, or some helpful tip that could encourage others, then please get in contact.

Ring Natalie Townsend on: **0788 447 5386** or email: ntownsend@nhs.net I look forward to hearing from you.

CARERS LOVED & LOST

Thursday 19th October (then every fortnight),
10.00am – 12.00pm
Paignton Library – Carers Centre

If the person you care for has permanently gone into a care home, or has passed away, then this group will support you through these changes.

What Carers are saying about this new group:

"We chat over a coffee; the peer connection has been the most helpful"

"I've found it more useful than counselling"

For more information please ring Sharon Nott on:
07806 836922, or just come along.



DIMENSIONS FOR AUTISM

Torbay 2023

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, TQ4 5BD

We meet from

2.30PM – 4.30PM

30th October – Executive Function
27th November – Meltdowns and Shutdowns
18th December – Coping with Change

WANT TO FIND OUT MORE?

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

www.dimensionsforautism.life

MEET THE LEARNING DISABILITY PARTNERSHIP BOARD CARERS REPS - PAM AND KEVIN

Do you care (unpaid) for someone
with a learning disability?

Do you have anything you would like us to raise at
the Learning Disability Partnership Board?

Come for a coffee and a chat - we can let you know about
the LDPB, our roles, and what we can do to help you to
have your voice heard as a Carer.

Wednesday November 22nd 10.00am - 1.00pm
Paignton Carers Centre, Paignton Library



HAVE YOUR SAY

TORBAY CARERS' STRATEGY (PLAN) 2024 - 27

If there is only one survey you
complete this year, please make
this it!

Please find enclosed (and via QR
Code above) OUR survey about
what is important to you as
a Carer in Torbay. We then build
your priorities into our Carers'
Strategy.

STUFFERS WANTED!!!

We are looking for volunteers to help
with putting our Signposts magazine
into envelopes, each January, April,
July and October.

If you want to know more then please
ring Signposts for Carers on
01803 666620
or email
signposts@nhs.net.

TIME OUT

FOR BRUNEL AND CHILCOTE CARERS

We meet on the **third Thursday** of the month 1.45pm to 4.15pm,
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 19TH OCTOBER 2023
David Hinchcliffe - Kiwis in Torquay

THURSDAY 16TH NOVEMBER 2023
Jackie Bufton - Iris folding Christmas card
Booking essential

THURSDAY 14TH DECEMBER 2023 12.00 FOR 12.30
Christmas lunch 2 courses £18.00, 3 courses £22.00
Booking essential

THURSDAY 18TH JANUARY 2024
HOTEL CLOSED - NO MEETING

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

We have had a very busy summer. Young Adult Carers (YAC) were invited to the Brixham Soroptimists in mid-June to talk about the work and support Young Adult Carers provides. After initial nerves, a Young Adult Carer explained what it is like to be a Carer and how the YAC service has benefited them. Thank you to the members of Brixham Soroptimists, and Jane, their new President, for making Young Adult Carers one of their supported charities for the coming year.

A big thank you goes out to Mencap Torbay, and their Chair, Carol King, for offering YACs the opportunity to use their beach hut at Broadsands Beach. Despite poor weather in July we held the occasional drop-in so Young Adult Carers could spend time relaxing and chatting together, while taking in the view as the steam train passed by in the distance. As well as using the beach hut YACs also enjoyed crazy golf, ten-pin bowling and Fair Play Day.

In August we were able to invite Plymouth Young Adult Carers to join us for a picnic, to meet and make new friends. The afternoon was spent kayaking and swimming whilst enjoying the sunshine. Nicolle Ormston, from Improving Lives Plymouth said "We had such a good time with @yactorbay on the 23rd August. It was great spending time with them at the beach hut, kayaking and chilling with them in the sun. Roll on our next activity together". Our next joint adventure with Improving Lives Plymouth will be on the English Channel, when for the second year running Plymouth and Torbay Young Adult Carers will embark on a Tall Ships Trust voyage, sailing from Portsmouth to Plymouth.

Another BIG thank you must go to Torquay Rotary Club for their £1,000 donation to the YAC Service, which will fund six Young Adult Carers from Torbay to go on the Tall Ships voyage. In addition, Torquay Rotary Club have made Torbay Young Adult Carers their charity of the year. Torquay Rotary President, Martin Tucker popped along to one of our Thursday evening drop ins to meet Young Adult Carers and said "It was wonderful to meet your inspirational group of Young Adult Carers".

We once again brought our pig racing stall to Marldon Apple Pie Fair in early September. We are slowly becoming regulars; it's a great day to raise awareness, raise funds and have a laugh! We raised £358 on the day, which will go towards a variety of activities throughout the year, for Young Adult Carers to enjoy a break from their caring roles and meet other young people. If you are a Young Adult Carer or you know someone aged between 16 – 25 years old who is in a caring role, please contact us via our website: www.torbayyacc.co.uk or e-mail: torbayyac@nhs.net or phone: 01803 208455/666620.

Many Thanks and Regards

Cheryl Mackinnon, Julie Moseley and Dave Baker
Young Adult Carer Development Workers



Torbay Council is delighted to be one of the 75 local authorities implementing the Government's Family Hub and Start for Life programme, and even prouder to be one of the fourteen trailblazers selected to go faster and further in its service delivery.

The Start for Life programme centres itself on the importance of a child's first 1001 days and strengthening families through the enhancement and development of the parent/infant relationship, including relationships with father, co-parents and other parent/Carers, such as kinship Carers. The Family Hub programme goes further than this and is a programme supporting children and young people aged 0-25, including those who experience special educational needs and their families, and focuses on the following workstreams:

- Transformation
- Home learning environment
- Infant feeding
- Publishing the Start for Life Offer
- Perinatal mental health
- Parent/Carer Panels
- Parenting Support

As part of this work, we have established the Family Hub Torbay website (link below). This is intended to become a one stop virtual shop, signposting children, young people, parents/Carers and families to all of the work ongoing in Torbay, to achieve the best possible outcomes for children: torbayfamilyhub.org.uk

If you would like to know more, or offer any feedback, please contact Mark Richards on:
Mark.Richards3@torbay.gov.uk

WE'VE MOVED (AGAIN!)



Hi All,

Just as the schools are getting back into gear we are nearing the end of our Summer Activities Programme. This year we were able to offer a range of activities – our sessions at Orchard Forest School were fantastic as usual, and many of our families had fun at the Fair Play Day, and Paignton Children's Week. We were so proud that some of our Young Carers won awards at Children's Week, and also staff member Jeanette Simpson received a wonderful nomination from one of the families she has supported. The summer activities included a chance for Young Carers to go to South Devon College, where catering tutor David helped them to cook some family meals. Their 4-day course was topped off with a visit to Rockfish in Brixham. Special thanks go to Babbacombe and St Marychurch Lions Club for organising the course, to South Devon College for facilitating and to Rockfish for providing the fish market tour and fish and chip lunch. It was also lovely to get out and about and to see some of our families enjoying a day at Mayfield, with the wonderful Tissues & Issues group. The summer activities were topped off by Circus Starr coming to town, and providing free tickets for their popular show at Babbacombe Theatre.

There's no time to rest though, as we will be busy this term getting back into schools and raising awareness of Young Carers. As well as working with the schools, we were excited to be part of a new video about Young Carers aimed at NHS Staff. Young Carers from Torbay joined others from Bristol – lots of Young Carers took part; coming up with an idea for the video, key messages and scripting. Finally, two Young Carers and a Young Adult Carer from Torbay took part in the filming day, alongside the Children's Society's Include Programme. You may even see a staff member or two showing off their acting skills! Here's the link to see the video: See us Show us Support us <https://vimeo.com/859371427/276462c8db>

Take care everyone and we hope to see you soon,
The Young Carers Team

The main email address for all things Young Carer related is: www.youngcarers@torbay.gov.uk

WORD SEARCH - HOSPITALITY

D	I	R	E	C	T	P	A	Y	M	E	N	T	R
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WELLBEING
HOLIDAY
DISCOUNTS
RESTED
REJUVINATING
FAMILY
GUESTHOUSE
ENERGISING
HOTEL
UNWIND
ACCOMMODATION
BREAK
TREAT
DIRECTPAYMENT
HOSPITALITY
RESPITE
RELAX
TIMEOUT
CARERS

Play this puzzle online at : <https://thewordsearch.com/puzzle/5879279/>

HOSPITALITY SCHEME

Would you like to have a break from your caring role by staying in a hotel? We have agreements with some local hotels to offer discounted stays to you and/or the person you care for. You can both have a break together, or on your own, with additional support in place at home for the person you care for. Alternatively, the person you care for can have a break on their own, with or without additional support – whatever works best. If you would like to find out which hotels are participating, please contact me (Debi Porter) on: **07880 136859** or email: debi.porter@nhs.net

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

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

Coming in the next edition:

- Triangle of Care • Carers Rights Day in Photos • Staying Healthy This Winter