



Torbay and South Devon
NHS Foundation Trust

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Deadline for the Winter edition is:
1st November 2026

SIGNPOSTS FOR CARERS

The newsletter for unpaid Carers in Torbay

CARERS RIGHTS DAY 2026

Carers' Celebration Event

'Access to advice, all in once place'
Carer feedback from 2025
Celebration · Support · Information

Saturday 21st November 2026
10:00am - 2:00pm
Paignton Library

Information, Advice and Guidance,
Family Friendly Activities
Free Tea/Coffee and Cake
And much more

**For more information, please call Signposts for Carers:
01803 66 66 20 Email: signposts@nhs.net Or visit:
<http://tsdft.uk/carersrightsday>**

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Torbay Carers
01803 66 66 20
signposts@nhs.net | www.torbay.gov.uk/Carers
facebook.com/TorbayCarers



**Bridgit -
AI Support
Tool for
Carers**

Welcome to the Autumn Signposts magazine

It was good to see some of you at the Brixham Health and Wellbeing event in September.

I hope you have jotted down the date of our Carers' Rights Event on Saturday 21st November. Everyone is welcome – to listen to talks, find out information, have a Carers Health and Wellbeing Check, or just eat cake! If you know anyone who you think might be a Carer, please bring them too.

Please do note the changes to Hospital parking arrangements below. They have caught quite a few people out!

With your magazine, there is also our Carers' Questionnaire. You may think 'Why bother? Nothing changes', but it does (though sometimes not as quickly as we'd like!).

In response to the last survey, we are improving our feedback processes, Adult Social Care have improved their replacement care, and Carer Awareness has been set up at Torbay Council and Torbay and S Devon NHS Foundation Trust.

If you can complete the survey on-line, or get someone to help you do this, that saves us time and money, but we appreciate whatever you can do – your time is valuable too!

THANK YOU



Carers' Parking Update – Changes At Two Hospitals

TOTNES HOSPITAL

Please be aware that the parking system at Totnes Hospital has changed. There are now ANPR (Automatic Number Plate Recognition) cameras onsite. Carers must go to the Hospital Reception and produce their Carers card and pass on their vehicle registration number to access the free parking. They will be required to input a code on the parking machine.

NEWTON ABBOT HOSPITAL

A new ANPR (Automatic Number Plate Recognition) will be installed at Newton Abbot Hospital over the coming months. We do not have confirmation about how free parking for Carers will work there, but we recommend informing Reception whenever you arrive at any Community Hospital that you are a Carer and ask how you access free parking. At the moment, leave your card on the dashboard.

ROYAL DEVON UNIVERSITY HOSPITAL IN EXETER

Royal Devon University Hospital, Exeter has recently changed how Carers access free hospital parking. Carers can park for free when visiting the person they care for in hospital or taking them in for an appointment.

To get free parking, Carers must present their Torbay Carers card and another form of ID with the Carers name on (for example: council tax bill, utility bill, library card or driving licence) to a reception desk on arrival for the vehicle registration number to be registered for free parking.



Preparing for a Carer's Assessment

A Carer's Assessment is a free, confidential conversation with a Carer Support Worker or Social Worker/ Community Care Worker. It considers how you can be supported to balance your caring role with your own needs, responsibilities and commitments.

To prepare for your assessment, make a list of your daily tasks, note how caring affects your health, sleep, and work, and gather details like NHS numbers. Be fully honest about your struggles rather than playing them down. It is not an assessment of how good you are as a Carer!

What to think about

- **Your time:** How many hours a week you spend caring and if you get breaks.
- **Your health:** How your physical and mental health, including sleep, are affected.
- **Your daily life:** If you can shop, clean, work, or see friends.
- **Emergencies:** What happens if you fall ill and cannot care.
- **Tasks you do:** Personal care, giving medicine, or emotional support.
- **Practical Checklist:** Gather your NHS number, GP details, and the details of the person you care for.
- Write down a typical bad day or week to show the real workload.

If you care for an adult, you can choose a separate or combined Carer's Assessment. A separate assessment looks only at your needs as a Carer, while a combined assessment evaluates your needs alongside the care needs of the person you look after during the same process.

Preparing for a Care Needs Assessment of the person you care for

The Care Needs Assessment is undertaken by a Social Worker or Community Care Worker with the person with needs and should include their Carer when appropriate. The focus of the Assessment is to understand what is working well and which areas a person might need more support in, by considering daily routines and physical or mental health needs. It will look at what the person can do alone and where they need help, and will also check if any risks exist for the person or their Carer.

You can help as a Carer by supporting the person with needs to gather their basic details, medical history, and a daily diary of their care needs. You should also support them to list the specific tasks they need help with, such as washing, dressing, or moving around safely. Support them to tell the Social Worker/Community Care Worker about any tasks they find hard, like eating, drinking, or cleaning. Note down any safety equipment or home changes that might help.

As a Carer of an adult you should be offered a Combined Carers Assessment, as part of the assessment of the person you care for.

If you are a Parent Carer of a child or young person under 18 with additional needs or disabilities, you can have a Parent Carer Needs Assessment. This is a free conversational assessment, which explores how you may be affected by your caring role. It considers your wellbeing, feelings, and the choices you can make about caring.

Financial Assessment and Benefits (FAB) assessment for Adults with Needs

Care and Support Services are not free for adults with needs, and a financial assessment will be undertaken to see how much, if anything, you will need to pay. How much you pay will depend on your financial circumstances to ensure you only pay what you can afford.

In most cases a Financial Assessment and Benefits Visiting Officer (FAB Officer) will visit you to complete the financial assessment to see how much you need to pay. They will need to look at the money you have in bank/building society accounts and any other savings, the money you are paid as an income (such as your benefits, works pension, state pension).

The FAB Officer will also help you to complete a full benefits check. This will make sure that you know about any state benefits you have the right to claim, for example Pension Credit, Universal Credit and Disability Benefits. If you wish to make a claim for any benefits, the FAB team can help you to do this.

To find out more about the FAB Assessment visit:

<https://www.torbayandsouthdevon.nhs.uk/services/financial-assessment-and-benefits/> or call (01803) 219729 and ask for the FAB Team.



Mental Health

Support in Torbay



You are not alone!



If you struggle with your mental health you are not alone. There is support for your mental health and well-being in Torbay.

If you are not in crisis, here are some examples of resources that could help:

Torbay Council's **'Your Mind Plan'** which, following a short questionnaire, will provide tailored suggestions of support available to you,

<https://www.torbay.gov.uk/public-health/health-campaigns/5-ways/your-mind-plan/>

Step One supports people through various mental health and wellbeing services via online and in-person courses, workshops, and peer support groups covering anxiety, depression, and everyday resilience. <https://steponecharity.co.uk/> / or call 01392 255 428

NHS HOPE Programme (Help Overcoming Problems Effectively) provides free, 6-week self-management courses for adults managing low-level anxiety, depression and stress. Courses are regularly updated here:

<https://myhealth-devon.nhs.uk/local-services/hope-programme/hope-programme-courses/virtual-hope/>
or call 01803 320 696



Talking Therapies and Counselling

CentrePeace - 12 sessions of FREE counselling. Either face to face in one of the designated counselling rooms or online.

Call 01803 550 720.

The Windmill Centre - Trainee counsellors can offer a minimum of six weekly sessions. Restrictions apply.

Visit <https://www.windmilltorbay.org.uk/community-counselling>
or call 01803 314 876

TALKWORKS - Free NHS talking therapies service for adults (18+) dealing with anxiety, stress, or low mood. You can self-refer

online <https://www.talkworks.dpt.nhs.uk/> / or call 0300 555 3344

For eligible Carers of Adults, the **Torbay Carers Emotional Scheme** provides up to six free one-to-one counselling sessions with scheme-approved counsellors. This service is subject to eligibility following your Carers' Assessment.

Please visit

<https://www.torbayandsouthdevon.nhs.uk/uploads/25486.pdf>
or speak to your Carer Support Worker to find out more.



Feedback from a Carer who self-referred to TALKWORKS:

'A few years ago, I was feeling particularly stressed and worn out. My mum had recently died and family dynamics were difficult. I decided to self-refer to Talkworks, and got an appointment within a couple of weeks.

My counsellor was extremely helpful and helped me to understand that only I can change my thoughts and feelings.

It was a free 6-week course, and by the end of it, I realised that I was no longer the anxious and worried person I had been at the start. TALKWORKS was the best thing for me at the time, and my life is now on a more even keel.'

A Carer from Torbay



*Please note that other counselling services are available locally.



Urgent and Crisis Support

- **NHS 111 (or 999 if life is in danger):** Call 111 and select the mental health option for 24/7 advice, support, and access to local services.
- **The Moorings @ Torquay:** Out-of-hours mental health support for adults (18+). Open daily from 16:00 to 22:00 at the South Devon & Torbay Mental Health Centre, Torbay Hospital, (Phone: 07483 991 848). No appointment/referral needed. <https://www.mhm.org.uk/moorings-torquay>
- **Mental Health Matters Helpline:** Free 24/7 emotional support line available at 0800 4700317.
- **Samaritans:** Call 116 123 at any time to talk confidentially.
- **Mind Support Line:** Open 09:00 – 18:00, Monday to Friday. This is a safe space for you to talk about your mental health. Advisors will listen and help you work out your next steps.
- **National Suicide Prevention Helpline UK:** Available on 0800 587 0800 / spuk.org.uk
For anyone struggling with suicidal feelings. Open 18:00 to midnight every day. If you can't connect to their main number, use 0800 689 0880.



• • • • IF LIFE IS IN DANGER, CALL 999 • • • •

Look After Yourself

National Self-Care Week 16 – 22 November 2026

What is National Self-Care Week?

Self-Care Week is a UK wide annual awareness week

This year's theme is "Mind & Body"

<https://www.selfcareforum.org/events/self-care-week/>

- **Self-Care Week** is a perfect opportunity to reflect on how we can better care for ourselves and the people we care about and for.
- Details on what is happening locally in your community to support self-care week will be shared at the end of October so please do keep an eye on your local surgery's Facebook page and the Torbay Carers' Facebook Page.



What Torbay's Libraries can do for you:

Libraries Unlimited

Torbay Libraries offer much more than book lending. They provide free access to health and wellbeing information, digital resources and community activities and groups (including for children). For many Carers, libraries offer an opportunity to take a break from caring responsibilities and reduce social isolation.

Libraries provide welcoming community spaces where Carers can make social contacts by:

- Meeting other people
- Attending free or low-cost events
- Joining groups like chess club or knitting groups
- Participating in local interest groups
- Attending talks and community activities

Libraries Unlimited participates in the national "Reading Well" programme, which offers professionally recommended books on: Mental health, Dementia, long-term conditions, supporting children and young people, managing anxiety, depression and stress.

The availability of eBooks and eAudiobooks might be particularly helpful for Carers who are unable to leave home frequently. Visit <https://discover.librariesunlimited.org.uk/-/digital-library> for more information or call Paignton Library on (01803) 714460.

Digital services right in the heart of your community

Torbay's four libraries offer a range of digital services to meet everyday needs.

- **WiFi Printing:** Take your laptop or device to your library and print documents using our WiFi printing service. You can even print from home and collect at the library the same day.
- **Photocopying:** Prices start from just 20p per sheet.
- **Book a PC:** Library card holders are entitled to two free hours every day, and it's free to join.
- **Need PC help?** We have computer buddies bookable in advance to assist you.

Visit Torbay Carers in person

Why not visit one of our Carers' Centres if you want help, information or advice about your caring situation? You can visit us at:



Paignton Carers' Centre
Paignton Library (upstairs)
Mon-Fri 10am-4pm



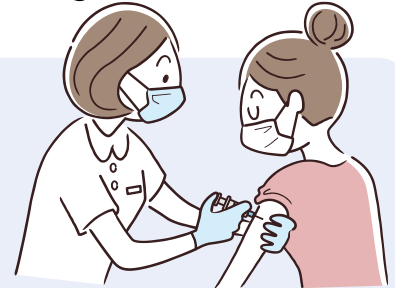
The Olive Carers' Centre
St Edmunds, Plainmoor,
Torquay (call 01803 323 510
to book)



Brixham Friends Centre
Brixham Hospital
(call 01803 208 455
to book))

Stay Well this Winter

As Autumn approaches – it is time to start thinking about protecting yourself from seasonal illnesses like flu. Flu can leave you feeling unwell for days or even weeks. Having your flu vaccination helps protect you and the person you care for. The flu virus changes each year. That's why a new flu vaccine is offered every year to give you the best protection. The best time to get the vaccine is from October to the end of November. You can get it later, but this helps to protect you before flu starts circulating.



Free Flu Vaccination for Carers

If you provide regular care for someone who is:

- elderly,
- disabled,
- who would be at risk if you got sick or you receive a carer's allowance.
- You may be eligible for a free NHS flu vaccination. Book today for appointments from 1st October:

<https://www.nhs.uk/nhs-services/vaccination-and-booking-services/book-flu-vaccination/>

Or you can book via the NHS App on Home screen or phone 119 free of charge if you cannot book online.

COVID-19 Vaccination (for over-75s and people with a weakened immune system)

You can check your eligibility and book your COVID-19 vaccination via this link: Book, change, or cancel a COVID-19 vaccination appointment online - NHS, by the NHS app or by phoning 119 if you cannot book online.

These also start on 1st October, and you can have both vaccinations within the same appointment.

You can get your COVID-19 vaccination privately from some pharmacists if you are not eligible, but this will incur a charge.

Respiratory Syncytial Virus (RSV) Vaccination

RSV is a common virus that can make babies or older adults seriously ill. It's one of the causes of coughs and colds and usually gets better by itself, but for more vulnerable groups it can lead to pneumonia and bronchiolitis.

The NHS RSV vaccination is available to:

- Those 28 weeks or more into their pregnancy
- Those aged 75 or over.

A health professional may contact you to arrange your RSV vaccination, or you can contact your GP surgery to book. This is an NHS funded vaccination. This vaccination is available all year round, you will need only 1 dose which should protect you for several years.



October is Breast Cancer Awareness Month: Move More, Check Regularly, Attend Screening

Although breast cancer mainly affects women, it can also affect men. This Breast Cancer Awareness Month, the focus is on the important role that physical activity can play in reducing the risk of breast cancer. Research shows that regular exercise can help lower breast cancer risk, as well as improve overall physical and mental wellbeing. Even simple activities such as brisk walking, cycling, dancing, gardening, or swimming can make a difference.

Be Breast Aware

Knowing what is normal for your breasts can help you notice any changes early. Check your breasts regularly and look out for:

If you notice anything unusual, contact your GP practice. Most changes are not cancer, but it is important to get them checked.



Don't Forget Breast Screening

Women aged 50 to 71 who are registered with a GP can access breast screening. You will usually receive your first invitation between the ages of 50 and 53, when the mobile breast screening unit is visiting your area.

Breast screening can help detect breast cancer at an early stage, often before any symptoms are noticed. In the UK, breast screening is estimated to save around 1,300 lives each year.

Men do not automatically receive routine breast screening through the NHS Breast Screening Programme because the cancer is rare in men. However, if you are concerned about a lump or notice any changes, speak to a GP who can refer you for a mammogram at a local hospital NHS Tests and Treatments.

This October, why not take a small step towards better health? Move more, check regularly, and attend your breast screening appointment when invited.

Compass House Update Goodbye to Aleigha and welcome to Laura

There has been a change in Carer Support Worker at Corner Place Surgery, with Aleigha Turner leaving to move to Australia, and Laura Lees taking over.

Laura has worked as a Carer Support Worker at Corner Place Surgery since 2024, so will bring good experience from that role to supporting many of Brixham's Carers.

We wish Aleigha all the best for her future adventures and welcome Laura to her new role.



Aleigha Walker



Laura Lees

Do you care for someone? There is support for you.

This leaflet provides information about support available to unpaid Carers in Torbay. There is a summary of what support is available to you below. If you are a Carer and would like to speak to someone about your caring role please contact:

Signposts for Carers

Call: 01803 66 66 20

Email: signposts@nhs.net

Mon - Fri: 09:00am – 4:30pm

Leave a message and we can call you after hours if wanted



Colin Slough
Carers Information Officer

Carer support in Torbay includes, but is not limited to:

- Information and advice – telephone, email and in person (usually Colin)
- Free hospital parking when taking the person you care for to an appointment
- Carers' Register – Passport, emergency back-up plan, Carers' newsletter, discounts etc.
- Carer's Health & Wellbeing Check – from a Carer Support Worker (in each GP practice in Torbay)
- Courses, activities and groups
- Help with benefits and finances (Bay Benefits)
- Specialist Carer Support Workers – supporting Carers of people with mental health (inc. older people's MH), substance misuse, learning disability, Young Carers (5-18), Young Adult Carers (16-25)
- In hospital – Carer Support Worker, Carer identification, involvement and support
- Hospitality breaks Scheme for Carers, and subject to Care Act Eligibility, Direct Payment for Carers of Adults for a Carer's break, emotional support etc.
- Telephone helpline for isolated Carers
- Bridgit AI support for Carers across Devon
- Free access to My Bay discount card

This is what some of our Carers had to say about the services they had received:

Carers Services

"I would like to congratulate Torbay Carers on the efficient service they give. They are very informative and easy to communicate with. The courses they provide are excellent and are well planned and organised."

Carers Education

"Thank you for organising this very useful workshop. The presenter was excellent, compassionate and highly knowledgeable which helped with understanding the subject"

Carer Breaks

"Following the break I felt completely relaxed, refreshed and not wanting to leave the hotels tranquil atmosphere. It definitely had a marked improvement on my wellbeing for the better."

"We had a lovely little break away not having to constantly worry about anything or anyone."

To find out more about any of the support above, please contact: Signposts for Carers (01803) 66 66 20
signposts@nhs.net • www.tsdfit.uk/carers
facebook.com/TorbayCarers

Attention: I am a carer
Someone relies on me.
In an emergency, ring 0300 333 6632

Carers Name:

Carers ID Number:

Torbay | Plymouth | Devon | Cornwall



Carer Support Workers (By Doctors Surgery)

There are Carer Support Workers (CSWs) based in GP surgeries across Torbay. All of our CSWs offer Health and Wellbeing Checks and can help Carers to get the support they need. Please see more information within this leaflet about the support on offer.



Brunel

Beccy Turner: 07555 354795
d-icb.brunel.caresupport@nhs.net
Monday and Tuesday 8:30 – 4:30



Mayfield Medical Centre

Tracy Collinson: 07979 117515
d-icb.mayfieldcarersupport@nhs.net
Wed 08:30am – 4:30pm



Chelston Hall (inc. Barton Branch)

Romina Martinez: 07785 515 979
romina.martinez@nhs.net
Tue, Wed & Thu 08:30am – 4:30pm



Mayfield Medical Centre

Carole Brierley: 07385 407 683
d-icb.mayfieldcarersupport@nhs.net
Tue and Wed 09:00am – 3:00pm
Thu 09:00 – 4:00pm



Chilcote

Beccy Turner: 07555 354795
d-icb.chilcote.carersupport@nhs.net
Wed and Thu 8:30 – 4:30



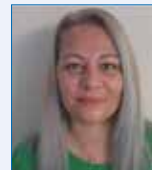
Old Farm

Tracy Collinson: 07979 117515
d-icb.oldfarmcarersupport@nhs.net
Fri 08:30 am – 4:30pm



Compass House

Laura Lees: 07919 063025
d-icb.compasshousecarersupport@nhs.net
Mon and Wed 8:00 – 4:00



Pembroke Medical Group

Claire Mountford: 07917 894728
d-icb.carersupportreferrals.pembroke@nhs.net
Mon, Wed & Thu 09:00am – 5:00pm
Fri 09:00am – 4:00pm



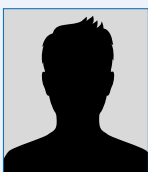
Corner Place

Laura Lees: 07919 063025
laura.lees4@nhs.net
Thu and Fri 8:00 – 4:00



Southover

Tracy Collinson: 07979 117515
d-icb.southovercarersupport@nhs.net
Thu 08:30am – 4:30pm



Croft Hall

This role is currently vacant.
Please contact Signposts for
Carers (01803) 66 66 20
signposts@nhs.net



Floating Carer Support Worker

Sally Greenslade: 07467 082092
s.greenslade1@nhs.net
Mon, and Tue 09:00am – 5:00pm
Wed 09:00am – 11:30am

Specialist Carer Support



Hospital Carer Support Worker

Sally Smith: 07887 861256
sally.smith5@nhs.net
Mon, Tue and Thu
08:00am – 4:00pm
Fri 08:00am – 1:00pm

Carers of people with substance misuse (drug and alcohol) issues

Damien Rowe: 07547 365 230
damien.rowe@nhs.net

Nigel Webster: 07391 409 858
nigel.webster4@nhs.net

Specialist support for Carers of adults with substance misuse issues is available through Torbay Recovery Initiative. Call (01803) 291 129 or visit <https://www.torbayandsouthdevon.nhs.uk/services/drug-and-alcohol-service/> to find out about the support they offer.

Specialist Carer Support Workers

We offer specialist Carer support for Carers of people with mental health issues, drug and alcohol issues, Carers of patients at Torbay Hospital and Young Adult Carers (YAC). There is also a specialist service to support adults caring for adults with learning disabilities.

Adult Mental Health Social Care Team



Dave Baker
07773 632554
Adult Mental Health
d.baker13@nhs.net
Mon and Tue 9:00am – 5:00pm



Phil Enness,
01803 320660
Adult Mental Health
philip.enness@nhs.net
Mon – Fri 9:00am – 5:00pm



Laura Walsh
01803 547297 / 546470
Older Peoples' Mental Health
laura.walsh@nhs.net
Mon – Wed and Fri 9:00am – 5:00pm
Thu 9:00am – 1:00pm

Young Adult Carers



Dave Baker
07825 027664
d.baker1@nhs.net
Wed, Thu and Fri 9:00am – 5:00pm



Cheryl Mackinnon
07825 027642
cherylmackinnon@nhs.net
Mon – Thu 9:00am – 2:30pm



Julie Moseley
07767 418495
jmoseley1@nhs.net
Tue and Wed 09:00am – 5:00pm
Thu 9:00am – 4:00pm

Other Carer support in Torbay

Torbay Family Carers of Adults with Learning Disabilities supports adult Carers of adults with learning disabilities. The service is run by Devon Link Up. To contact the team please call Helen Burns on **07973 838 789**, email carers@devonlink-up.org, or visit <https://www.torbayfamilycarers.co.uk>

Carers Aid Torbay provides independent Carer support and advocacy to adult Carers. They are based at the Olive Centre in Plainmoor. Contact **(01803) 323510** or steph@carersaidtorbay.co.uk

Carers Aid Torbay runs Bay Benefits supporting Torbay's Carers with benefits and cost-of-living issues. Call Bay Benefits on **07530 790 354**.

Dimensions for Autism runs a group Carers of adults with autism. It offers group and 1-1 support via telephone or face-to-face. For more information, contact trishdarke.dimensionsforautism@gmail.com. You can call **Signposts** on **(01803) 66 66 20** for more information.

SEND Family Voice is a small, independent group of volunteers who are dedicated to listening and responding to the views of parents and Carers of children and young people with special educational needs. Find out more at: www.familyvoicetorbay.org/info-resources

Tissues and Issues provide social support and access to information and guidance for parents and Carers of young people who have a recognised disability, additional need or who are awaiting diagnosis. Visit www.tissuesandissues.org, call **07796 470009** or email tissuesandissues@outlook.com for more information.

Children with Special Educational Needs Special Educational Needs Parent/Carer (under 18s) support Monday to Friday 10:00 – 14:00, 61 Market Street, Torquay TQ1 3AW (contact Ann on **01803 354 225** / ann@tissuesandissues.co.uk)

Torbay Young Carers supports Young Carers up to the age of 18. Contact **07786 856139** or email youngcarers@torbay.gov.uk.

Signpost for Carers (01803) 66 66 20 – signposts@nhs.net – www.tsdf.uk/carers - [facebook.com/TorbayCarers](https://www.facebook.com/TorbayCarers)



Jo, Emma, Caroline and Helen from Torbay Family Carers of Adults with Learning Disabilities



Simon, Pennie, Julie and Steph from Carers Aid Torbay

Regular groups for Carers or Carers with the person that they care for

Carers often find it helpful to talk to other Carers in similar situations. There are many Carer support groups available in the Bay. Some are aimed at specific conditions (such as dementia or Autism), others are more general, like our Coffee Groups. Most are face-to-face, but some meet virtually. Please see the list below:

All Carers

Carers' Coffee Group (Paignton)

1st Friday of every month, 13:00 – 15:00, Christ Church, Torquay Road (TQ3 2AA) (contact Tracy – 07979 117515 or Laura – 07919 063025)

Carers' Coffee Group (Brixham)

Last Tuesday of every month, 13:00 – 15:00, Christian Community Centre (TQ5 8DS) (contact Carole – 07385 407683)

Time Out - Carers' Coffee Group (Torquay)

3rd Thursday of every month, 13:45 – 16:15, The Anchorage Hotel (TQ1 3PT). No groups are held in January and August. In June and December the group is held at a different venue. Some activities must be booked beforehand so please contact the organisers before attending your first group (contact Romina – 07785 515979)

Carers of autistic adults

Carers of Adults with Autism Support Group – Dimensions for Autism

3rd Tuesday of every month, 14:00 – 16:30, Carers Centre, Paignton Library (contact Trish – trishdarke.dimensionsforautism@gmail.com, 01803 66 66 20)

Adults with dementia

Purple Angel Memory Café (Dementia Support)

Every Saturday, except the 2nd Saturday of the month, 13:30 – 15:30, Barton Baptist Church (TQ2 8EU) (contact Elaine – 07707 048595)

Dementia Carers' Support Group (Carers of adults over 65 with Mental Health issues)

1st Friday of every month, 13:30 – 15:00, Chadwell (TQ3 2DW) (contact Laura – 01803 546470)

Memory Café – Paignton

Every Thursday, 14:00 – 16:00, The Esplanade Hotel, Esplanade Road, Paignton (TQ4 6EG) (contact Anne-Marie – 07974 561 721, annemariegibbs66@gmail.com)

Goodrington Dementia Café

Every Monday, 14:00 – 16:00, St George's Church, 4 Barn Road, Goodrington (TQ4 6NG) (contact Bill – 07958 558066, herihy9@yahoo.com)

The Young Ones (people with dementia under 70) - Torbay

Every Tuesday at 2 pm, Paignton, Email: info@theyoungones.org.uk

Adults with a Learning Disability

Carers of Adults with a Learning Disability

Every 2nd and 3rd Wednesday of the month. Daytime and evening meetings, in person and online. Contact Helen – carers@devonlink-up.org.uk, 07973 838789

People with Parkinson's

Riveira Parkinson's Friends

3rd Friday each month, 13:30 – 14:30, Acorn Centre, TQ2 8ET (contact – rivieraparkinsonsfriends@outlook.com 07469 660 880)

Parkinsons Support Group & Tai Chi

Every Monday, 14:00 – 14:45, The Windmill Centre (TQ2 7QR) (contact Nick – info@devontaichicentre.com)

Adults who have had a stroke

Torbay Stroke Survivors Group

Mondays (not Bank Holidays) 10:00 – 11:00, Paignton Library & Information Centre – Caffè Così and from 11:00 -12:00 in Room 12 (contact Richard – 07527 771914)

Young Adult Carers (16-25)

For information on the time, date and location of this group please contact Cheryl (07825 027642) or Dave (07825 027664)

Drug and alcohol

Support group for Carers for adults with drug or alcohol addiction

Every Wednesday, 17:30 – 18:50, Shrublands House, 8 Morgan Avenue, Torquay (TQ2 5RS). Please contact Damien on 07547 365230.

Other

Men Who Care – Men's Carers' Group

Fortnightly meet-ups, Palace Hotel, Paignton (TQ4 6BJ) (contact Scott – 07799 666035)

New members are always welcome at any of our groups. Please note that the dates, times and venues are subject to change. We recommend confirming details with the group contact before attending. If you have any questions, please contact Signposts for Carers on (01803) 66 66 20 or email signposts@nhs.net.

Where can I get financial help in an emergency or crisis?

There are several options open to you if you suddenly find yourself in a difficult financial situation...

Torbay Crisis and Resilience Fund (CRF)

The CRF accepts applications from low-income households facing a short-term financial shock or crisis. For example, a disaster, accident or health emergency, household relationship breakdown, unexpected loss of income, etc.

Vulnerable people are prioritised for grants, such as care leavers, people with disabilities, families with children and unpaid Carers. The Fund also facilitates help to improve individual financial resilience, via budgeting guidance, debt advice, and income maximisation. The project runs until March 2029.

Apply online to Torbay Council (see <https://tinyurl.com/mttuaywe>) or ask your Carer Support Worker.

Universal Credit Advances (working age)

Universal Credit Advances (Hardship Payments) are interest-free loans from the Department for Work and Pensions (DWP). They're intended to cover living expenses while waiting for the first UC payment. Up to 100% of one's monthly UC entitlement can be borrowed. Repayments are automatically deducted from subsequent UC payments over an agreed period.

Apply via your UC online journal (see <https://tinyurl.com/47e2s9m2>).

Universal Credit Budgeting Advances (working age)

You can apply for an interest-free Budgeting Advance if you've been receiving Universal Credit (UC) for at least 6 months*. Advances are intended to help with essential or unexpected expenses, for example – furniture and household appliances, clothing and footwear, rental deposits, etc.

The minimum UC Budgeting Advance is £100, but the maximum is determined by your domestic circumstances: £348 (single), £464 (couple) or £812 (if receiving Child Benefit). In the previous *6 months, your earnings mustn't have exceeded £2,600 (single) or £3,600 (couple). Loans are affected by savings over £1,000. Any previous Advance must have been fully repaid.

Apply online through your UC journal, stating the amount required and the intended purpose of the loan.

**Time spent on a means-tested legacy benefit (such as income support) prior to moving to UC, will count towards the 6-month requirement. However, this rule may be waived if your application is related to the costs of returning to employment.*

Pension Credit Budgeting Loans (over state pension age)

You may be eligible to apply for a Budgeting Loan if both you and your partner are over state pension age and have been receiving Pension Credit (see <https://tinyurl.com/5dk5t9d6>) for at least 6 months**. Savings of more than £1,000 (£2,000 if you're over 63) will reduce the amount you can borrow. Loans can be made for things like, furniture and household appliances, clothing and footwear, rental deposits, moving costs, travelling costs, improving, maintaining or securing your home, maternity and funeral costs.

Apply online (see <https://tinyurl.com/ycxpxcju>). Alternately, request application form SF5000 from the Social Fund Enquiry Line by calling 0800 169 0140.

***Time spent on Universal Credit, prior to moving to PC, will also count towards the 6-month requirement.*



By Stephen Gale, Torbay Advice Network



CARERS AID TORBAY



Christmas
COFFEE MORNING

MONDAY 14th DECEMBER
11.00AM - 12.15
THE ANCHORAGE HOTEL
CARY PARK
TORQUAY

TO RESERVE A PLACE - CALL STEPH
ON 01803 323510

Carers' Coffee Groups



Brixham	Preston & Paignton	Torquay
Last Tuesday of the month	1st Friday of the month	3rd Thursday of the month
1.00 - 3.00pm	1.00 - 3.00pm	1.45 - 4.15pm
Christian Community Centre TQ5 8DS	Christ Church TQ3 2AF	The Anchorage Hotel TQ1 3PT
Contact Carole on 07385 407683	Contact Laura on 07919 063025	Contact Romina on 07783 515979

Some venues may change and some activities require booking in advance, so please call the contacts above before attending your first group



**Carers
4 Carers**
Phone Line

Volunteers wanted! ♥

Make a difference. Share your experience.

You could be the voice that makes a real difference. ♥

Would you like to:

- Meet new people.
- Be part of an amazing team.
- Gain **new skills** or use existing ones.
- Use your **experience** as a Carer to help other people.
- Help your **community**.
- Gain experience within Carers Services and **develop further** if wanted.

We are looking for volunteers to help join our listening service to unpaid carers who are referred to the Carers 4 Carers Phone Line Scheme.

- Up to 4 hrs per week.
- Full training and support given.
- Your expertise in being an **Unpaid Carer** would be a great advantage to those you would support.

Because someone who understands can make all the difference. ♥

Interested in finding out more? ♥

For more details, contact
Debi Porter ♥

07880 136 859
debi.porter@nhs.net

Listen. Support. Connect. ♥ Together, we care.

THE YOUNG ONES

The Young Ones (Torbay) is a peer support group for younger people with a dementia diagnosis and their Carers which meets in Paignton. A similar group has been running in Dawlish since 2021 and the Paignton group started this year thanks to National Lottery funding.

Groups are free of charge, and take a person-centred approach, seeing the person and not the dementia. You can expect a supportive, safe space in which people can share their experiences and feelings in confidence.

As one of the Carers has said, "The Young Ones has been a shining light during my mum's journey with Alzheimer's. It's given us a place where she is understood, supported and feels safe to be herself. Early Onset Alzheimer's is an extremely scary diagnosis and there is little help available in this area. So, to be part of a group that offers friendship, laughter and comfort along with information and opportunities is absolutely invaluable."

The Young Ones is open to anyone under the age of 70 with a diagnosis of dementia and their families and carers. For more information, please see our website <https://www.theyoungones.org.uk/> or email Lia at info@theyoungones.org.uk



Care-Free Breaks - Change Happens Overnight

Caring for someone can be challenging. A couple of days away with a partner or a friend can work wonders. It may seem like a small thing, but it can make a huge difference.

Whether you choose to read a book, go for a walk, or simply catch up on some sleep, you can take the opportunity to take time for yourself away from caring.

Please note, Carefree Breaks are for the Carer only, allowing a full break from their caring role.

"I was feeling pretty exhausted and burnt out before I booked the mini break. The hotel and the staff there were lovely. I couldn't believe I was able to get such a great hotel through the carers break deal. I didn't do much when I was there, mooched about, sat in a cafe and read my book, but that was the whole point! The break gave me the chance to press the reset button and allow me to stop, just for a couple of days. I would highly recommend using carefree breaks to anyone who has the chance!" - Torbay Carer

For help with registering for Carefree Breaks, please contact Debi Porter on 07880 136 859 or debi.porter@nhs.net. Find out more at www.carefreespace.org

Carer-Friendly Breaks - Discounted Hotel Stays for Unpaid Carers

Would you like a break from your caring role? 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
- You can have a break on your own (with additional support in place at home for the person you care for)
- They can have a break on their own with or without additional support – whatever works for you.

To see the various offers, you can browse: <https://devoncarers.org.uk/takeabreak> or contact: Debi Porter on 07880 136 859 or debi.porter@nhs.net

You Said

You were worried about services being closed at Torbay Hospital.

We Did

We asked Torbay Hospital's Chief Executive, Joe Teape for an update On the future of Torbay Hospital – See below.

Proud of our past. Confident in our future.

By Joe Teape, Chief Executive, Torbay and South Devon NHS Foundation Trust

Earlier this summer marked 100 years since the laying of the foundation stone of Torbay Hospital. It was an opportunity to reflect on the generations of patients, families, carers and staff whose lives have been touched by the hospital over the past century.

I know many unpaid Carers care deeply about the future of local NHS services. That's understandable. Torbay Hospital is an important part of our community and, for many families, has been there at some of life's most important moments.

Healthcare continues to evolve, just as it always has. New treatments, technology and ways of providing care mean more people can receive support closer to home or avoid a hospital stay altogether. But hospitals remain a vital part of healthcare and Torbay Hospital continues to play a central role in caring for the people of Torbay and South Devon.

That commitment is reflected in the investments we are making today. In recent months we have opened our £14.2 million redeveloped Emergency Department, introduced a new day theatre, continued to modernise our surgical facilities and invested £1.3 million in robotic-assisted surgery to help more patients benefit from advanced treatment closer to home.

As we look towards the next century of Torbay Hospital's story, we can be proud of what has been achieved and confident in the role it will continue to play in serving our communities. Our commitment to providing high-quality care for local people remains as strong as ever.



Greetings from all at Carers Aid Torbay. What a dry hot summer we had. Thank you for your fun company at the Sidmouth Folk Festival. (Yes, we will do it again). Thank you for your fabulous company and continued support at many of our events. Events for 2027 will be advertised from late January 2027.

Carers Aid Torbay are available for advocacy, one-to-one work and Carers Assessments Monday to Thursday 9-4 and Friday 9-1. **Please call us on (01803) 323510.**

Kyla will be happy to help you via Bay Benefits with your paperwork for entitlements and benefits. She works on Tuesdays and Thursdays 9-4. **Please contact her on 07530 790354.**

Finally let me be the first to wish you a peaceful and happy Christmas and leave you with a personal invite to our Christmas cake coffee and big raffle morning at the Anchorage Hotel on 14th December 11.00-12.15. **Please call Steph on (01803) 323510 to reserve a place.**

Best Wishes Pennie, Steph, Julie, Simon and Kyla.

Are You a Parent, Carer or Guardian of a Secondary School Student?

The HPV vaccine is offered to boys and girls aged 12–13 (Year 8) and is available up to the age of 25. This protects against over 90% of cervical cancers and protects against other cancers, including head and neck cancers

Talk to your child about the vaccine and return consent forms when asked. If they missed their school vaccination, contact your GP.

Further information about HPV vaccination programme go to
<https://www.nhs.uk/vaccinations/hpv-vaccine>



Tissues and Issues Update

After nearly 10 years as the founder and director of Tissues and Issues, Jackie King has made the decision to retire.

Ann Earl and Emma Weymouth have taken on the running of the service, continuing to provide support to Parent Carers.

Jackie will be greatly missed, having created Tissues and Issues, providing the heart and soul of the service, and dedicating so much of her time to the cause.

You can contact Ann and Emma on the details below.

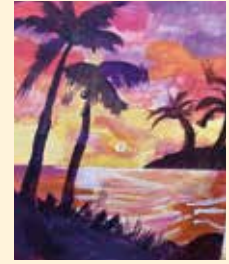
ann@tissuesandissues.co.uk
emma.tissuesandissues@gmail.com
 01803 354225

Kind regards
 Tissues and Issues



Hello from Torbay Young Carers

In early July Young Carers were really fortunate to welcome artist Mark Bell from Kick Up the Arts to one of our evening groups. Here are some examples of the beautiful art created in the session.



Shallowford Farm *making the difference*



At the end of July, we facilitated our second residential for Young Carers at Shallowford Farm. The weather this time round was a little more favourable to that of the blustery wet kind we experienced back in January. There also seemed to be more opportunities to get close to the animals, the gorgeous piglets were a particular favourite.



In August we had our Orchard Forest School family day. Some more amazing artwork created, inspired by the surrounding nature and created with homemade charcoal also made during the session.



In a few weeks, we are really grateful for the Lions Club who have arranged for us to take a group of Young Carers for a behind the scenes look around Brixham Fish Market followed by fish and chips at Rockfish. **Yum!**

Young Carers Graduated Response

Getting the right support at the right time

1: Information & Advice

This might be right for me if:

- ✓ My caring role is not having a big impact
- ✓ I know where to get help
- ✓ My family has support in place

Support I will get:

- Information and advice
- School support information
- Mental health and wellbeing options
- Community groups and services

2: Registered Young Carer

This might be right for me if:

- ✓ I regularly help care for someone
- ✓ Caring affects school, friendships or wellbeing

Support I will get:

Everything in **Information and Advice** plus:

- Young Carers Assessment
- Activities, trips and groups
- Meet other young carers
- Check-ins every 6 weeks

4: Intensive Support

This might be right for me if:

- ✓ Experiencing crisis or very difficult situation
- ✓ Caring role feels overwhelming
- ✓ Safety or safeguarding concerns

Support I will get:

Everything in **Enhanced Support** plus:

- Dedicated key worker
- Weekly contact
- Safety planning
- Multi-agency support

3: Enhanced Support

This might be right for me if:

- ✓ Caring has a bigger impact on daily life
- ✓ Feeling worried, stressed or overwhelmed
- ✓ Several professionals involved

Support I will get:

Everything in **Registered Young Carer** plus:

- Named worker
- 1:1 sessions
- Emotional wellbeing support
- Advocacy and school support

From September we will be introducing our Graduated Response, which will ensure Young Carers get support in the right way at the right time. We are hoping it will also make the support available clearer to the young people and families we work with. If things change at any time, a review can happen of the level of supported needed.

For more information you can call us on (01803) 208657, email youngcarers@torbay.gov.uk, or visit our website at www.torbay.gov.uk/young-carers-service

Young Adult Carers



YACs walking from Cremyll to Cawsands

Summer may be over, but what a wonderful time we had! We made the most of the sunshine, enjoyed the outdoors and created many happy memories together.

- Making Carers Count Plymouth invited us to join them on a 'Cornish Hike'; ferry to Cremyll followed by a 3.5-mile coastal walk to Cawsand and well-deserved ice-creams at Kingsand whilst awaiting the return ferry to the Barbican. Thanks to Anna and Nicolle for organising.
- Scarlett Esprit from South Devon College joined us to share helpful advice about finding and applying for apprenticeships in Torbay and further afield, and the support available from the college.
- We had a fantastic day with Dart Sailability, sailing from Galmpton to Dartmouth on the beautiful River Dart. A BIG thank you to Bob Miller and the volunteers who shared their knowledge of the river and the surrounding area, making the trip extra special. "The trip was a great day out and I really enjoyed the day with friends."
- YACs were welcomed back to Point Field Smallholding CIC for some much-deserved time just for them. We enjoyed a BBQ, met the animals, made treats for the goats and headed down to the beach to collect seaweed for Mumma the pig. Thanks to Lisa from Newdae Yoga the group had some very special Heart 2 Heart horse sessions – offering quiet, relaxed time with the horses. A fabulous afternoon spent at Point Field, thank you Georgina.
- Our outdoor adventures continued at Wildwood Devon, another day spent outdoors with the chance to see many animals such as the European brown bear, wild boar, owls, and wild cats. Time to spend together making new friends and enjoying the many activities and surrounding countryside.
- In September Marldon Apple Pie Fayre gave us another chance to raise some funds for our YAC activities by running our pig racing event at the fair.

During the Autumn months we will continue with our drop ins and the planning of our December activities in the lead up to Christmas 2026

Young Adult Carer Team, Cheryl, Dave and Julie



YACs enjoying a boat trip with Dart Sailability



Point Field Smallholding

For more information, or to make a referral please contact:
Torbay Young Adult Carers, Torbay and South Devon NHS Foundation Trust, Room 17 Paignton Library Great Western Road Paignton, TQ4 5AG
Phone:- 01803 208 455 / 66 66 20
e-mail:- torbayyac@nhs.net
Website:- www.torbayyac.co.uk

The Harbour at Newton Abbot Hospital

Helping people to remain independent and avoid hospital admission

The Harbour brings together specialist healthcare professionals in one team to provide joined-up care for older people living with frailty. This includes an assessment which considers all their needs, access to urgent tests and treatment and support from the Harbour at Home team (also known as a virtual ward) to support people in the comfort of their own home or care home.



The service has received more than 850 referrals since it opened last November. More than half of these patients (54%) have been supported to stay at home rather than have an admission to Torbay hospital or Emergency Department. The service is part of a wider NHS ambition to move more care out of hospitals and into the community, making it easier for people to get the support they need closer to home.

Dr Kath Bhatt, Clinical Lead for The Harbour, said: "Most older people tell us their priority is to remain independent and well in their home for as long as possible. We know hospital stays can set people back, especially for those living with frailty. It's already making a real difference and helping people recover, stay well and avoid hospital admission unless it is essential."

The Harbour works closely with GP surgeries, the ambulance service, community services, care homes and home care companies to ensure people get the right care at the right time.

The Harbour Q&A

With Kristina Halse, Frailty Coordinator from The Harbour

Who can get support from The Harbour?

Patients over the age of 65 who are living with frailty. We aim to avoid hospital admission, providing the option for hospital level care in their own homes or here in our same day emergency care unit at Newton Abbot community hospital. Patients can be referred by their GP, a paramedic or a community clinician such as a physiotherapist, but please do ask if you think it is appropriate.

Have you got a question in your assessment that identifies Carers?

We ask every single patient as part of our 'comprehensive geriatric assessment' whether they have a Carer, what their home circumstances look like, and we identify any gaps as a result. Less formally, when I speak to the patients here, I glean any missing information and build up a plan for each person and refer to sources such as Torbay Carers.

How many referrals have you had to The Harbour since the service began?

We have taken over 1,000 calls since we launched our SDEC (Same Day Emergency Care unit) in April. We see approximately four patients daily on SDEC and up to 15 on the virtual ward, which delivers hospital at home. Our recent exciting news is that we have now confirmed that we are expanding to a 7 day 7am-7pm service. We hope to be able to deliver the new extended hours by winter.

What has the feedback been like?

We have received a substantial amount of positive feedback. Patients often ask not to be discharged because the service we have created is far better than they expected.

Telephone: 01803 66 66 20 | Email: signposts@nhs.net | www.tsdf.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