



CONTENTS

| | |
|---|-------|
| Introduction | 1 |
| Poem From A Carer | 2 |
| Book Review | 3 |
| The Money Page | 4 |
| Developing Support For Carers in Torbay | 5 |
| Hannahs Launches 'Reach' ... | 6 |
| 'Don't Get Lost' - Ostrich Care | 6 |
| Festival of Ideas | 7 |
| Short Breaks for Carers | 7 |
| Citizens Advice Bureau | 7 |
| Enhanced Recovery in Medicine | 8 |
| Minister of State For Care & Support | 8 |
| Torbay Hospital Free Parking | 9 |
| Young Carers | 10 |
| Friends & Family Support Service | 10 |
| Torbay Young Adult Carers .. | 11 |
| New Managers for Carers Services | 11 |
| Mindfulness for Carers | 12 |
| Crossroads Care - Here For You! | 13 |
| Carers Noticeboard | 14-15 |
| Computer Courses | 16 |

If you would like to include an article or letter in the next issue, please contact Signposts on 01803 666620
Deadline for the April edition is March 2nd 2015

SIGNPOSTS FOR CARERS

The newsletter for Torbay Carers

Hello and Welcome..

to the Winter edition. I hope you all had a lovely Christmas and a happy start to the New Year.

Firstly I would like to thank Marilyn Roberts, for her super poem (P2) which provides heartfelt insight into the life of caring, with all its ups and downs. I would love to hear from more of you, your contributions are extremely valuable.



The 'Measure Up' action plan, Torbay's Interagency Carers Strategy 2015-17, is outlined in this edition and the proposed priorities can be viewed in more detail on line with the links provided (P5).

Thanks also go to Norm McNamara, who has spearheaded the way with his wife Elaine; to provide a number of GPS locators free of charge for those in Torbay, with a diagnosis of Dementia (P6). TSDHT are also supporting this initiative.

Torbay was in the spotlight last October, when the Minister of State for Care & Support, Norman Lamb MP, visited Carers Services and met Carers at Paignton Library. Torbay's reputation has reached Westminster and other parts of the country where they are being encouraged to follow our lead (P8). Much is happening to aid Carers in their caring role within Torbay; the Enhanced Recovery in Medicine evaluation at Torbay Hospital provides interesting feedback about ERM and non ERM wards (P8) and Free Parking for Carers is now being rolled out to two more local hospitals (P9).

Don't forget to take a look at what is happening for Carers around Torbay (P12) with a new Mindfulness Course, Crossroads Care Courses (P13), the Noticeboard (P14 & 15) and more computer courses (P17).

You will also find the new Education Brochure included in this mail out. We look forward to receiving your choices either electronically, or by using the FREEPOST address provided.

Once again a Happy New Year to you all.

Natalie Townsend on behalf of Carers Services

Contact us c/o Signposts for Carers
Chadwell Annexe, Torquay Road, Paignton, TQ3 2DW
Telephone: 01803 666620 Email: signposts@nhs.net

POEM FROM A CARER

SO, YOU CAN SEE!

I am a carer for Mum Doris,
So, you can see,
At times it's so hard,
No-one's listening to me!

My Mum has Dementia,
So, you can see,
That's why I try to explain,
But you're not listening to me!

Mum cannot remember
So many things past,
But one thing's for certain,
Her feelings will last!

The feelings of sadness, anxiety, fear,
Of happiness, sorrow, do I see a tear?
The look on her face helps me enter her world,
A hug and a touch helps Mum know - I'm here.

Some days when I wake up,
I wonder "What will today bring",
My spirits are lifted,
When I hear her sing.

The Doctors and Nurses,
They do try their best,
At times it's so hard,
They can't see how I'm stressed!

Even family and friends,
Can sometimes fail to see,
The effect caring has,
On little old me!

Sometimes I wonder,
"How long can I do this"?
And then there's a breakthrough,
Mum gives me a kiss!

Today, the sun's shining,
But Mum doesn't seem right,
It's another infection,
I knew I was right!

I care because I want to,

But I DO need your help,
I need you to listen,
Or things just won't work.

As Mum has dementia,
Finding right staff is key,
We've used several Agencies,
But that wasn't to be!

We have Direct Payments,
And now it's all good,
But when we first started,
It didn't work as it should!

We've had waiters and bar staff,
And labourers too,
We've even had one girl
Who worked in a zoo!

So Care Trust please help us,
We need your support,
To help us to find them,
As time's running short!!

The time is 1.30,
That's my time you see,
A trip to the shops,
Or just a quiet cup of tea!

Just to make sure,
I'm always checking my phone,
That the P.a's not calling,
It's time I went home!

Mum's P.A.'s are treasures,
I am sure you'll agree,
Without them to help us,
We would struggle indeed.

So could I just ask you?
To try on MY shoes,
And see what kind of life,
You think you might choose?

So please listen and talk to me,
That's from one Carer's heart,
Because I'm honestly telling you,
That would be a great start!

By Marilyn Roberts, Carer

*"Cheer the winter days and dark evenings
during the New Year with some lively
and enjoyable reading..."*

UNDER A MACKEREL SKY – A Memoir

Rick Stein (ISBN: 9780091949914 Ebury Press, 2014)

Seasonal festivities turn our minds to food and this autobiography, finely-crafted as a Stein fish menu, is frank and amusing by turn. Despite early tragedy that precipitated the celebrity chef leaving home for Australia, there are touching descriptions of his childhood, complete with evocative family photographs and hilarious reminiscences of unusual jobs, until discovering his talent and passion for seafood, he returned to Cornwall to build his culinary empire in Padstow. Fans of his programmes will enjoy 'behind the scenes' revelations, otherwise this compelling and well-written life story should appeal to all. Busy carers will appreciate the division of chapters into short pieces for a quick read.

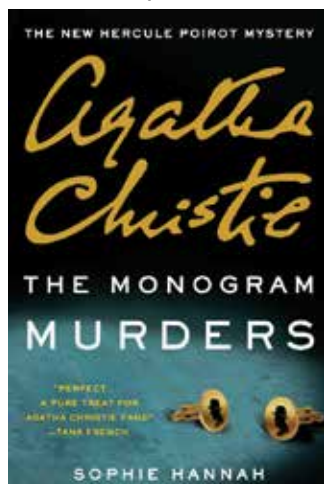


THE MONOGRAM MURDERS

Sophie Hannah

(ISBN: 9780007547418 Harper Collins, 2014)

A well-known saying was 'A Christie for Christmas', as the latest novel was a much anticipated gift. This year, a new Hercule Poirot mystery has received the consent of Agatha's family. Set in the 1920s at a fashionable hotel, three victims are found with cufflinks at the scene of the crime. Are the murders connected with a terrified young woman who tells Poirot that she is going to be killed and will Poirot be able to avert a fourth attempt just in time? Retired policeman, Edward Catchpool, relates the plot, while Poirot is essentially the same Belgian detective with his recognisable quirks and 'little grey cells'. An easy and pleasurable read with an intriguing plot, although those who enjoy the originals, might like 'Hercule Poirot and the Greenshore Folly', a short novel originally written by Agatha Christie in 1954, but not published until this year.

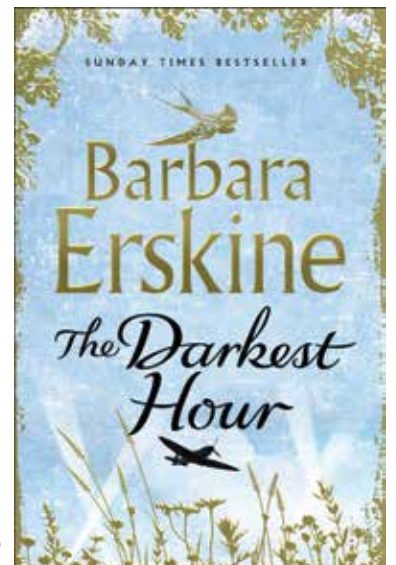


THE DARKEST HOUR

Barbara Erskine

(ISBN: 9780007513123 Harper Collins, 2014)

Set in Sussex during the present day and the 1940s, Barbara Erskine skilfully blends history with the supernatural as recently widowed Lucy Standish researches a biography of Evelyn Lucas, an official war artist. Her astonishing story unravels, as Lucy faces reluctance from Evelyn's present day family, a ghostly presence at an art gallery and a haunted Spitfire! The nostalgic yet realistic wartime sections, set around the Battle of Britain, reveal an intriguing love story and a fight for independence, unfolding with twists and turns that leave the reader guessing the outcome to the last page.



THE MONEY PAGE

CARERS ALLOWANCE EARNINGS THRESHOLD TO INCREASE FROM APRIL

After several years of lagging behind, the government has announced another increase in the earnings threshold for Carers Allowance. The threshold is increasing from £102 to £110 per week from April this year. The precise date of change is yet to be confirmed.

HOUSING BENEFIT AND THE UNDER OCCUPANCY RULE 'THE BEDROOM TAX'

In April 2013, the government introduced the Under Occupancy rules for social housing tenants. Housing Benefit is reduced by 14% for one extra bedroom and 25% for two. The only exception to the rule being those disabled people requiring overnight care from a non-resident Carer. Unpaid Carers of disabled children and adults were consequently caught by the reduction in payments.

Now, there is hope of a change, as last October, Labour MP, Barbara Keeley, introduced a private member's Bill to parliament which would amend the regulations. MPs voted 204 to 8 in favour of the change, which provides for one extra bedroom. At the time of writing the Bill was awaiting its second reading, but you can follow its progress on the internet at <http://tinyurl.com/orcvryw>. The Labour party have already said that they will scrap the bedroom tax if they win the general election.

DELAYS TO PERSONAL INDEPENDENCE PAYMENT (PIP) CLAIMS

The chair of the parliamentary public accounts committee has said that the implementation of the Personal Independence Payment (PIP) was "nothing short of a fiasco". Mark Harper, minister for disabled people at the Department for Work and Pensions (DWP) has said the delays were "unacceptable". So what exactly are the DWP doing to remedy the situation? Well, they expect no one to wait more than



16 weeks for an assessment from the end of 2014 once the PIP2 questionnaire is received.

PIP delays are having a knock-on effect for Carers too. Carers meeting the income and capital rules for a successful Income Support claim can usually get IS for up to 26 weeks while the disabled person's PIP claim is decided. Once PIP is awarded, at any level of the Daily Living Component, Carers can claim Carers Allowance, a qualifying benefit that allows continuing entitlement to IS. In the light of the lengthy PIP delays, the DWP have indicated that they have strengthened advice to their decision makers to allow IS to be claimed for a further 6 weeks - once the initial 26 week period has expired. This now allows a total of 34 weeks for the PIP claim to be decided.

WORK CAPABILITY ASSESSMENTS FOR EMPLOYMENT AND SUPPORT ALLOWANCE (ESA)

In a phased changeover from March, Maximus Health and Human Services Ltd will replace Atos Healthcare as the contractor undertaking the DWP's Work Capability Assessments. Many ESA claimants are stuck in the 'assessment phase' of ESA which was intended to last no more than 13 weeks. Unfortunately, ESA claimants can now find themselves on reduced ESA payments for a considerable length of time while they wait for the backlog of outstanding assessments to be cleared.

DEVELOPING SUPPORT FOR CARERS IN TORBAY

MEASURE UP

'Measure Up' is Torbay's interagency Carers strategy. It has worked on a three year cycle since 2000 and we are in the process of finalising the priorities for the 5th edition covering 2015 -17.

During the last 6 months, there has been a consultation with Carers and review of progress over the previous three years. This has helped to shape the next strategy. Another important factor in the strategic planning has been two new pieces of legislation that directly affect Carers – the Care Act 2014 and Children and Families Act. These give new rights to Carers and duties on behalf of the local authority, to provide support. A factsheet on the impact of both Acts is available at:

<http://www.carersuk.org/files/section/4630/factsheet-e1029--assessments-and-the-care-act-after-april-2015.pdf>

What will 'Measure Up' 2015 – 17 mean for local Carers? The proposed priorities are grouped together under the following headings:

- Identification of Carers at the first opportunity
- Information advice and support services available to all Carers
- Carers Assessments proportionate to their needs
- Developing a whole family approach to supporting Carers
- Involvement of Carers in service delivery, evaluation and commissioning
- Targeting groups of Carers for specific action

The 'Measure Up' action Plan aims to maintain those support services that already work well for Carers, and highlight areas for improvement. It is not possible to list all the proposed actions in the strategy but here is a selection:

- Agree targets for identification of Carers by GP practices
- Establish a Carers' Information Point (available 24/7) for Carers at Torbay Hospital
- Ensure that attention is focused on the health of Carers through the offer of a Carers' Health and Wellbeing check
- Review support for Parent Carers of disabled children and develop a joint policy and action plan

with Adult and Children's services that meets their needs

- Reduce duplication in Carer involvement by commissioners/agencies and develop a local protocol/good practice guide on involvement
- Develop a policy and action plan for meeting the needs of Carers in employment and those wishing to go into employment
- Implement the Strategy for Carers under 25 in Torbay. This strategy is available at: http://www.torbaycaretrust.nhs.uk/yourlife/adult_social_care/carers_support/Documents/Amended%20Torbay%20Strategy%20for%20Young%20Carers.pdf

The full Measure Up Priorities document is available on: www.torbaycarersforum.co.uk

Katy Heard, Lead Officer Integrated Carers Services said: "We want to sustain our offer of information, advice and emotional support to all Carers and reach out to those who are in need of support. The earlier we contact people who are caring, the better. Measure Up shows us the way".

TORBAY'S CARERS STRATEGY 2015-17 APPROVAL

At their meeting in December 2014 Torbay Health and Wellbeing Board agreed the priorities for Carer support for the next three years.

Measure Up 2015-17 has now been agreed by Torbay Council, the local NHS and partner agencies and will set the overall agenda for development of Carers support.

Katy Heard, Lead Officer Carers Services said "Now we have interagency agreement we can work up a detailed plan – the what, how, when and who – to achieve the agreed priorities."

To see the document Measure Up 2015-17 go to http://www.torbaycaretrust.nhs.uk/yourlife/adult_social_care/carers_support or ring Signposts on (01803) 666620 for a copy.

HANNAHS LAUNCHES 'REACH'



A SPECIALIST NEURO-DISABILITY SERVICE IN DEVON

The Dame Hannah Rogers Trust is a pioneering charity that has been supporting children, young people and adults with a range of disabilities for more than 240 years. Working across two sites in Devon – at Ivybridge and Seale-Hayne on the outskirts of Newton Abbot – Hannahs holistic approach provides care, support and choice to children and adults with a range of disabilities.

As part of our work we provide occupational therapy services, support services, support in achieving greater independence, psychological therapies in coping with adjustment and neuro-psychological assessment. We have a specialist, multi-disciplinary team for children and adults with neuro-disabilities and their families.

A unique feature of this service is our onsite resource in a stunning 90 acre location. We are able to provide a clinical service within a non-clinical setting with a range of options for support including day-based structured activities such as music, art, animal care,

horticulture and outdoor pursuits. We provide enabling support to facilitate treatment and rehabilitation as well as activities and learning new skills.

If you or your cared for are interested in finding out more about the service, please contact us on (01626) 325 800, where you can self-refer.



The Caiels Family

DON'T GET LOST! - OSTRICH CARE

Proudly supported by



Taking care of life

One night last year Elaine and I were watching the news when we heard about a person with Dementia who had gone missing in the Exeter area; unfortunately they were dead by the time they were found. As a result we decided to do something that could make a difference. We heard about GPS Locators and after doing some research, we decided to hold a concert at Babbacombe Theatre, where the Military wives sang to an audience of 600 and we raised over £4,500.

A firm called Ostrich Care heard what we were doing and after lengthy negotiations anyone in Torbay with a diagnosis of Dementia, or in the process of being diagnosed with Dementia and their registered Carer can now receive a GPS tracker absolutely free (NO £125.00 charge)! All readers have to do is ring Ostrich Care and tell them that you are from Torbay under the Torbay Dementia Action Alliance scheme.

There is a rental charge of £17.99 per month but the good news is that the TDAA "Torbay Dementia Action Alliance has eleven of these to give away, to anybody who needs one within Torbay

and we will pay the first years rental from funds raised on the Military wives night.

We have also secured the St Edmund's centre to become the national call centre for the GPS units where all SOS calls from around the UK will be answered. Once the eleven GPS trackers have been allocated, Torbay & Southern Devon Health & Care NHS Trust at St Edmund's, have 100 of these to give away with a years free rental. For more information please contact Lauren Mallendaine, Dementia Challenge Project Officer on: (01803) 321139.

Written by Norm McNamara



FESTIVAL OF IDEAS

During September Torbay & Southern Devon Health & Care NHS Trust held a free event called the Festival of Ideas, which provided a great opportunity for people with learning disabilities in Torbay to find out what services, activities and employment opportunities are available in the local area. The festival attracted 161 users and Carers, approximately 200 people altogether.

One of the purposes of the day was to find out from people what activities they are interested in. We found out that the following are popular:

- Making/Creating Things
- Employment
- Gardening/Horticulture
- Education
- Making Friends
- Drama/Dance/Music



The Festival was just the beginning of the engagement and co-production work of future support and services; a part of our strategy to improve and enhance the life of people with a learning disability in the Bay. We'll be using this information to shape the commissioning of future day care and to let the support planning service know the type of things people have said they are interested in.

Part of this work is also about bringing the community together and creating opportunities for people to see what's on offer in the local area. Our Festival of Ideas coincides with the National Accessible Britain Challenge, launched by the Minister of State for Disabled People and it sets out the need for communities to become more inclusive and accessible by engaging and working with disabled people to remove barriers.

The challenge presents a great opportunity for sharing and celebrating good examples of where things are working well, and encourages communities to look at what improvements can be made.

SHORT BREAKS FOR CARERS

We have a new draft policy on the provision of short breaks for Torbay. It's designed to make things straightforward and easier to understand. The policy is only in draft form at the moment, and this is your opportunity to contribute your views. Our intention is to make things fair and simple by aligning all of our practice and preparing us for the Care Act 2015. Implementation of any agreed changes will be done on an individual basis and may affect how much care and support you or the person you care for receive. Please look at the policy and contribute to the consultation via our website on:

<http://www.tsdhc.nhs.uk/publications/consultations>

Or you can contact us on: **(01803) 217397** and we can send you a hard copy to read and complete.

Joanna Davies - Operational Change Lead
Torbay and Southern Devon Health and Care NHS Trust

TORBAY CITIZENS ADVICE BUREAU

the charity for your community

CAB are currently offering home visits to housebound clients and their Carers.

We can offer help with benefit checks and claims, as well as other types of advice and help.

Please follow this link to our website which provides information about all the areas we cover:

<http://www.torbaycab.org.uk/home-visits.htm>

If you would like an informal chat about the service or how it may be of help to you, please contact:

Dolores Unwin,
Home Visiting Adviser, on:
(01803) 297803
– Monday, Tuesday
or Thursday.



ENHANCED RECOVERY IN MEDICINE (ERM)

THE EVALUATION

We have mentioned ERM before, the process where hospitals involve patients and Carers more in their Hospital stays to hopefully make patients better, quicker. Carers should be able to visit at any time, invited to the meeting with the doctor, involved in discussions about the person's care and made aware of the support available to them. There are a number of wards at Torbay Hospital that use ERM including the Emergency Assessment Unit (EAU). If anyone wants a full report about the findings, please contact Katy Heard on (01803) 219790 or katy.heard@nhs.net, but the main findings are summarised below.

There are distinct differences between ERM and non-ERM wards, except for EAU. In ERM wards, more Carers are:

- invited to the patient's meeting with the doctor
- involved in the patient's care
- engaged as partners
- clear about who to communicate with
- communicated with in a way that they understood

Some areas lacking across all wards:

- offering of support to Carers in their own right
- asking for their views
- treating Carers views with respect

As a result we have started Volunteer support in EAU to make sure that Carers know what Enhanced Recovery in Medicine means and they provide information about what support is available. We hope that Carers volunteers will eventually be present in most wards, and there is a bid for ERM to be widened across all wards and piloted in other hospitals.

Another volunteer is working with Professor Benjamin, a great consultant and a real driving force for Carers – to develop guidance for all staff about respectful communication and Carer involvement. Watch this space!

MINISTER OF STATE FOR CARE & SUPPORT

NORMAN LAMB M.P VISITS CARERS SERVICES

On the 15th of October we welcomed the Minister of State for Care & Support Norman Lamb MP on a visit to Torbay, following an invite from Torbay MP Adrian Sanders.

Mr Lamb visited Torbay Carers Services at Paignton Library, for a tour of the facilities and a question and answer session with a group of 35 Carers and Carers' workers regarding the integration of Carer support and to make the Minister aware of local issues regarding Carers within Torbay.

Mr Lamb spoke to professionals and Carers to find out what is happening on the ground in Torbay. Mr Lamb said: "Torbay has an excellent reputation in Westminster and the Government is encouraging other parts of the country to follow Torbay's lead in integrating their health and social care budgets. I was absolutely delighted to meet so many Carers and hear their experiences face to face."

Comment from a Carer:

I just thought I would send my sincere thanks for inviting me to this event and the opportunity it gave me to "say my piece" as they say! I enjoyed the event and the way it was presented and it is always good to see the professionalism with which you and your team do everything.



Photo above taken at Paignton Library: Pictured from the left James Drummond NHS Lead Officer for Torbay Carers Intergrated Services, MP Adrian Sanders, Katie Heard Carers Lead for Torbay, MP Norman Lamb.

TORBAY HOSPITAL FREE PARKING

YOUR FEEDBACK MADE ALL THE DIFFERENCE

By the time this Signposts comes out, you may well have seen in the press that Torbay Hospital is one of the first in England to permanently offer free parking for all registered Carers – how fantastic!

The Hospital originally piloted the scheme as part of its Carers Pledge, for Carers Week in June until the end of July. It was such a success that it was extended month by month until October, when the commitment to a permanent arrangement was agreed.

In September we e-mailed a survey about the free parking and also about the Hospital plans for its new front entrance to the 900 Carers on the Register with email addresses. The feedback was the basis of the presentation to the senior Hospital managers, made by Torbay Carer Diana Sibley, and Katy Heard, Carers Lead.

Most Carers who replied, felt that the scheme made a significant improvement to their overall experience of Torbay Hospital and showed that the hospital valued Carers. But it was the comments you made that really brought the feedback to life. You explained about not having to leave the person in the car while you get a ticket, feeling less stressed at not having to rush back to the car, being able to just pop in and see the patient and being able to spend as much time as you wanted with them without worrying about time or cost. The managers were all visibly moved hearing about the realities of life as a Carer.

We finished with a quote from the feedback “It really is a worthwhile scheme... Carers do have enough worries without having the extra financial burdens of hospital parking. The therapeutic benefits for both patient and Carer are inestimable. I do hope that the scheme can be continued - it has certainly indicated to my family, and indeed the general community, that SDHCT means what it states - it cares for patients, Carers and the community. Thank you for the good you have done with this experimental scheme - I do hope it can be maintained.”



It worked! If ever there is evidence that answering questionnaires makes a difference, this is it. Thank you to everyone who took the time and effort to respond, you have made a huge difference to the lives of many Carers across South Devon.

Apologies to those of you who were not able to give feedback, because you don't have an email address. Unfortunately timescales often don't fit into the publication cycles for Signposts and feedback has to be obtained very quickly. Please let me know your e-mail address if you would like to be involved in the hospital developments, there are a number of ways to get involved, from attending meetings to being a volunteer.

For more information contact Katy Heard on:
(01803) 219790.

HOT OFF THE PRESS

Newton Abbot and Totnes Community Hospitals (two Community Hospitals with parking fees) have also agreed to run the same scheme, with free parking for Registered Carers who put their card on the dashboard.

For more information contact Katy Heard on:
(01803) 219790.

YOUNG CARERS

Torbay Young Carers service had a very busy October half term with some great activities. Many thanks to all the organisations who supported us.

Forest Skills at Play Torbay Indigo's



Tony from Play Torbay Indigo's, provided an excellent day of forest skills. Young people had a great time exploring Indigos tree houses, rope climbing activities, cooking marshmallows and painting. We also took a group to the VUE cinema to watch The Maze Runner; with all the special effects it really brought the film to life and the young people said they can't wait for Maze Runner part two.

Many thanks to the Rotary Club of Preston for funding our family activity, which was a family swim at The International Riviera Centre. This event was very well attended and as popular as ever, with everyone saying it's a lot of fun for the whole family.

For Christmas, Young Carers went to the cinema and a dinner activity; with many thanks to the VUE Cinema who donated the movie Penguins of Madagascar. Thanks also go to Riverford Farm, who donated most of the food.

ANDREW WRIGHT Young Carers Support Worker
Available On: (01803) 206251

COMMENTS FROM THE ACTIVITIES

Ben "Great Fun"
Crystal "The best day ever"

FRIENDS & FAMILY SUPPORT SERVICE (SUBSTANCE MISUSE)



Hi, I'm your new Friends and Family Support Substance Misuse worker, Virginia Compton. I am a trained nurse and have worked in drug and alcohol treatment services, both in the community as well as in prisons, for over 20 years.

I will be available at a weekly drop in session in Torquay (venue to be confirmed) and fortnightly at the Haven in Paignton from mid-February. Prior to this, please phone me to arrange a meeting, if you need to see someone. There is already a well-established peer support group at the Haven, run every fortnight, from 4.30pm.

A 6 week course is planned to start in February in Torquay which will aim to empower and promote self-care for those who support others with addiction issues, helping people who care to help themselves and to put themselves first, please ring me for more information.

The office will now be based at Shrublands House but the service will continue to be delivered at various locations around Torbay.

If you would like to know more about the service or have ideas about how it can develop, or would like to see more happening in your area, please contact Virginia on: **07966 326849** or email: smcsw.t-sd@nhs.net

Does your friend, family member, partner or someone close to you use drugs or alcohol?

We can offer you some support with someone to talk to who understands your situation

Phone support (see below)
Drop in sessions for a coffee/tea and informal chat
Group meetings of friends and families in the same situation
Structured courses and information
Confidential 121 sessions

For more information or to talk please contact
Torbay Friends and Family (TOFFS) Support on 07966326849

(leaving home, end of hours, someone will call you back, please leave your name and contact number as well as a good time to call)

TORBAY YOUNG ADULT CARERS



A group of Young Adult Carers came up with an idea to organise a fundraising event by way of a Masquerade Ball at The Imperial Hotel in Torquay. The aim was to raise awareness of Young Adult Carers aged 16 – 25 years old in Torbay at the same time as having a great deal of fun raising money to enable Young Adult Carers to be able to have 'me time' and a break from their caring roles. **SOULED**, a 9 piece soul band provided the music for the evening and were brilliant! Some comments from the masked revellers at the ball.

“ The event was a great evening made even better with supporting a worthwhile cause ”
Guest

“The Masquerade Ball was a great, fun filled evening. It was lovely to see everyone in their finery and donning some spectacular masks! Thank you to the Young Adult Carers for putting on such an enjoyable event that suited both young adults and us oldies!”
Caroline Saunders, Carer Support Worker

Young Adult Carers have an array of events to look forward to in the build up to Christmas, these include an experience in a Boeing 737-800 Flight Simulator, dinner at a local Chinese Restaurant, culminating with a Panto at the Princess Theatre!

If you are a Young Adult Carer or you know someone aged between 16 – 25 years old who is in a caring role, please contact us via our website www.torbayyac.co.uk or e-mail yac.tct@nhs.net



NEW MANAGERS FOR CARERS SERVICES

As you know, James Drummond retired on 23rd December 2014, so we have restructured Carers Services management to take account of all the new developments and responsibilities. Katy Heard who has been working with James since 2009 will take his post as Carers Lead Officer part-time, and we have appointed two new part-time managers; a Development Manager and a Delivery Manager.

Rohan Davidson will start on 15th January, as Development Manager and he will lead on many of the new developments such as the Ageing Well work that we have mentioned in other articles, and managing our contracts with other agencies such as Crossroads.

Lindsey Jeffrey will start as Delivery Manager in March, and will be responsible for managing Carers Team staff and the work that they are involved in such as Carers Under 25.

Once they have started, we will include a proper introduction and a photo for the next Signposts magazine. Thank you to all the Carers and staff who were involved in the recruitment process, it really helped us to make these two fabulous appointments, which will help us take Carers services onward and upward!

MINDFULNESS FOR CARERS



During October and November, a group of Carers met together every Tuesday morning to participate in a Mindfulness Based Stress Reduction Course (MBSR) led by Anna Murch, Mindfulness Teacher.

Mindfulness is a way of purposefully paying attention to our present experience in a non-judgmental way with curiosity and kindness. Mindfulness is an important life skill that enhances quality of life and wellbeing, and opens up more creative, less stressful ways of managing all of our experiences.

Over the 8 week course Carers learnt and explored ways in which they could bring mindfulness to their day to day lives and support their role as a Carer.

Carers that attended the course said:

“ I am now able to cope with stress a lot easier, I have stopped feeling tension in my jaw, neck and shoulders and I sleep wonderfully now ”

“ I find I am coping with my problems much better and not being so stressed out from them Mindfulness has helped me step back, consider a response, before making a decision ”

“ I learned to be kinder to myself ”

“ I am able to ‘see’ things more clearly and not get so overwhelmed ”

“ I use a three step breathing space in almost every situation ”

“ The course has turned my life around and I am very glad I came on the course.

My life seems really worth living now, whereas before everything was one big chore after another ”

We will be running another course in May 2015, please see the dates in the Education Brochure.

If you would like to know more about Mindfulness, please contact **Anna Murch** on:

07717 346494 or **annamurch@icloud.com**

PAIGNTON CARERS FORUM

I have been a full time Carer for my wife for over 6 years and have been going to this meeting every 2 months. Each time I have attended, I have learnt something useful and helpful for us both.

I have asked questions on so many subjects regarding my caring role and have always had an answer or help. If you are a Carer in Paignton why not come along and get the support and answers you deserve, or put a suggestion forward, this may help to give us all a better quality of life – it’s your chance to be heard.

From a Carer

The next meeting will be held on:

Tuesday February 17th at 10.30am

with a presentation by Julie Foster Associate Director of Adult Social Services about the Social Care Act 2015.

At Paignton Library, Carers Services, Floor 1, Room 17

CROSSROADS CARE - HERE FOR YOU!

Happy New Year Everyone from all of us at Crossroads Care Torbay. What a busy and eventful year we had in 2014.

We now have 6 part time paid workers, a volunteer/Carer now working as an apprentice with us and 49 volunteers.

So How Can We Help You In 2015?

We will continue to run events which were very successful in 2014, these will include legal workshops, ancestry courses, craft courses, local pub quiz, Grandparent Carer groups, Parent Carer groups, Post-Traumatic Stress Disorder group for Carers, computer courses, support groups, benefits advice and support, as well as running the Torquay Carers Centre offering advocacy and support from 9am till 5pm.

Our volunteers are here to help you with befriending, a listening ear, lifts to appointments, I.T problems, gardening, DIY and helping you to organise small breaks among other things.

There is a lot happening in the New Year and we are planning 2 events for Carers this spring, which will help you to save money. One will focus on energy savings and the other online banking and making your money go further.

If you would like more information and a list of all events please contact the office on: **(01803) 323510**.

Don't forget we also have enabling support workers for information and advocacy. A list of our Computer courses and IT taster sessions are listed on the back page.

Best Wishes to you all
Pennie Evans (Manager)



What's on offer from February 2015?

All courses will run from 10am-12pm

Digital Camera Downloading

You will be shown how to:

- take photos off a camera or memory card
- how to copy them into folders onto your computer
- how to send your photos as attachments in emails & uploading to social networking and buy/sell sites.

Paignton Carers Centre on Monday 09/02/2015

Olive Carers Centre on Thursday 12/02/2015

Online Security

Do you search online with a view to making purchases, but are concerned about how your personal details are being protected. We will discuss all aspects of security online. Come and join us, then you can get shopping.

Paignton Carers Centre on Monday 16/02/15

Olive Carers Centre on Thursday 19/02/15

Compare Utilities Bills Online

You could save more than £300 a year by changing your providers. We will show you how easy it is and what you could save.

Paignton Carers Centre on Monday 23/02/15

Olive Carers Centre Thursday on 26/02/15

Online Shopping

Do you know how to google or buy online? if not, then this session is for you. See how easy it is to get your groceries delivered, or find a present for a friend, or get tickets for a show.

Paignton Carers Centre Monday 02/03/15

Olive Carers Centre on Thursday 05/03/15

To attend please book on **(01803) 323510**

CARERS NOTICEBOARD

Carers @ The Park

Coffee Mornings

On the 2nd Thursday of every month at the Park Hotel, The Esplanade, Paignton

12th February, 12th March, Thursday 9th April
10.30am - 12.00pm.
£1 per head and the raffle is extra

Afternoon Teas

On the 3rd Friday of every month at the Park Hotel, The Esplanade, Paignton

20th February, 20th March,
17th April - 2.30pm - 4.00pm
£1.50 per head (includes raffle ticket)

For further information
contact **Sally Corbishley** on: **07531 947687**

TORBAY MID AGE CARERS GROUP

We meet once a month on every second Thursday in various locations around the bay

Between 2.00pm & 3.30pm
(All carers between 40/60 welcome – there will be some flexibility)

12 February

A Talk about Folklore and Benefits by John Dudley at Paignton Carers Centre, Paignton Library

12 March

Visit to China Blue – Easter Egg painting plus coffee/tea break

9 April

'Small steps to a better you' - Keeping healthy as a Carer – a lifestyles event with Davinia Hollingsworth, Health Trainer for the Healthy Lifestyles Team, at the Olive Carers Centre

For further information about the group, please contact Val Shute on:
07596103291

The Olive Carers Centre is situated at the rear of St. Edmund's Care Home in Victoria Park Road (Off St. Marychurch Road), Torquay TQ1 3QH.

Torquay Carers Group

Meet at the Olive Carers Centre Victoria Park Road Torquay on the second Monday of the month.

2:30pm - 4:00pm £2.00 per head

Monday 9th February

Pauline Lintern talking about postcards

Monday 9th March

A talk from Christine Moray about the Street Pastors

Monday 13th April

Ian Cooper - Retired policeman recounting his experiences (Part 1)

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

Paignton Carers Group

Meet at the Paignton Carers Centre, Paignton Library on the last Thursday of the month.

2.30pm-4.00pm £2.00 per head

29th January

Pauline Lintern with her postcard collection

26th February

Ian Cooper - Retired policeman recounting his experiences - Part 1

26th March

Caroline Saunders (Project Worker, Older Family Carers Initiative) - discussing the Me and My Life books

30th April

Jal Heartlander - Making your own jewellery with beads

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



Thursday 16th April 2015

Ted Tuckerman the former TV presenter for TSW will be presenting a talk about

'Fishing around the world'.

Each month we have coffee & Biscuits, a Raffle, honey from Maidencombe for sale and a Bric-a-brac stall.

All proceeds go towards the running of the group.

"TIME OUT" For Chilcote and Brunel Carers

We meet on the third Thursday of the month - 1:45pm to 4:15 pm, at the Trecarn Hotel, Palermo Road, Babbacombe, unless otherwise stated.

Thursday 19th February 2015

Anna Murch, Mindfulness teacher, will be showing us some short exercises to explore how Mindfulness can support you in your role as a Carer.



Also this month we will be having a cake sale!



Thursday 19th March 2015

Come and join us for an afternoon of card making with Lesley. A choice of Easter or Birthday cards available to make. There will be a suggested donation for this event.

Don't forget to bring your scissors!!

For More Information, Contact

Amanda
at Chilcote Surgery
01803 316333

Michele
at Brunel Medical Practice
01803 312233

New Businesses Join The Carers Discount Scheme

We are pleased to tell you that three local businesses have agreed to join the scheme giving Carers, who have a Carers Emergency Card, discounts on their services:

St Marychurch Bakery
(Halletts)
48 Fore Street
Torquay
TQ1 4LX

AR Baker Opticians
55 Hyde Road
Paignton
TQ4 5BP

Riviera Wellbeing
2 - 4 Gerston Road
Paignton
TQ4 5EA

For more information on Carers discounts, contact Sgnposts for Carers: **(01803) 666620**

CINEMA EXHIBITOR CARD

This is a card that provides free admission for the person accompanying a disabled person to the cinema. Application forms are available from cinemas across the UK supporting this card or visit the website for further details

Who to contact

Telephone
0845 123 1292

Email
info@ceacard.co.uk

Website
<http://www.ceacard.co.uk>



Crossroads Care - New Energy Saving Event

Stalls and presentations from: South West Energy Centre • Sustainability Torbay • South West Water • Trading Standards • Cosy Devon

Thursday 5th February 2015

Victoria Park Methodist Church (Opposite Waitrose)
St. Marychurch Road.

10am - 2pm

All Carers and over 55's Welcome
Free soup and Rolls will be provided.

**CROSS
ROADS
CARE**

carerstrust
action · help · advice

**make
carers
count**

seven million
reasons to care

Computer Courses March to May 2015

“Moving On” I.T Courses - 10:00am-12:00pm

These courses are for those who are happy with basic I.T skills on a computer or laptop and wish to learn more and make the most of things like shopping online, comparison sites, skype etc.

Monday 9th, 16th and 23rd March at Paignton Carers Centre
Thursday 12th, 19th and 26th March at Olive Carers Centre

The Olive Carers Centre
St Edmunds
Victoria Park Road
TORQUAY
TQ1 3QH
01803 323510
torbayadmin@crossroadscare.org.uk

Beginners IT Courses @ Olive Carers Centre

Covering all you need to know about getting started with Apple and iPads

12th, 19th and 26th March: 1:00pm-3:00pm
23rd, 30th April and 7th May: 10:00am-12:00pm

iPad Courses

Covering all you need to know about getting started with Apple and iPads

Monday 20th and 27th April
at Paignton Carers Centre - 10:00am-12:00pm

Thursday 23rd and 30th April
at Olive Carers Centre - 1:00pm-3:00pm

Android Courses

For those who have a tablet and want to learn how to set it up, use Wi-Fi, email and the browser etc.

Monday 11th and 18th May
at Paignton Carers Centre - 10:00am-12:00pm

Thursday 7th and 14th May
at Olive Carers Centre - 1:00pm-3:00pm



Why not join us if you can, you would be most welcome.
Please contact Crossroads Care at the Olive Centre on (01803) 323510
to book yourself onto one of our courses.

COMING IN APRIL'S EDITION:

- More news on Care Act Implementation
- Carers Services Budget 2015/16
- Carer Involvement in Learning Disability Partnership Board

This document can be made available in other formats.
For details please contact 01803 666620