



CONTENTS

Introduction	1
Letters	2
Book Review	3
The Money Page	4
Save Energy Surgery	5
Torbay Hospital Update & The New Information Mat	6
Staying Steady and Carers Health & Wellbeing Checks	7
Healthwatch Torbay Reviews Carers' Services & ADHD Support Group	8
Ageing Well in Torbay	8
Depression and Anxiety Service & National Carers Survey 2014	9
Young Carers	10
Torbay Young Adult Carers & Flu for Carers	11
SEND Reforms & Notices for Carers	12
Welcome to New Health Trainers & FREE Legal Session	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 January edition is **November 21st 2014**

SIGNPOSTS FOR CARERS

The newsletter for Torbay Carers

Welcome

Here is the **Autumn edition** of our newsletter. We hope you enjoy it.

As well as our usual features such as the Letters (page 2) and The Money Page (page 4), this edition contains a number of updates on previously reported developments. The update on Torbay Hospital (page 6) shows how much is going on at the hospital to respond to Carers' needs.

It is the intention to publish a new edition of 'Measure Up' for 2015-17, and this will be the interagency strategy for Carers Services for the next three years. There is a report (page 8) of an independent survey of Carers' views on services, which will inform the planning for the strategy. News on some new services are also available, including the Depression and Anxiety Service (page 9) and Save Energy surgeries (page 5).

With Winter coming along sometime soon, it is timely for Carers to think about Flu jabs, and details are on (page 13). Jane Reddaway writes about falls prevention (page 7). You will also find details of some Christmas events throughout the newsletter, but especially on (pages 14 – 15).



One group of Carers who perhaps have not had enough attention in past editions, are parents of disabled children. We want to encourage more involvement from them and have a feature on the SEND reforms (page 12). The picture above shows Torbay Carers Register at the August Fair Play day for families of disabled children, getting the message out about support to parent Carers. (They are pictured sheltering from the rain on a dodgems ride!).

Best wishes from the Editorial team

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

MAXINE'S PLAYING IT COOL!

Keeping It Cool is the name of a brand new CD compilation of collaborative songs produced by local girl Maxine Louise Young, to raise much needed funds for the Cool House/Cool Recovery in Morgan Avenue, Torquay to allow Cool House to continue providing their existing services for many people in need within Torbay.

Singer/songwriter Maxine helps out at The Cool House and she wants to raise awareness about the great work provided by Cool House, especially for those experiencing mental health issues. As a result Maxine has contacted musician friends in the USA, Germany and in the UK to put together the CD. Maxine and her fellow musicians have spent a couple of months putting the CD together, which also includes a couple of songs performed by Maxine.

Maxine told the Torbay Times "Cool House is a life saver, a safety net, the staff and experts at Cool House are non-judgemental and genuinely want to help people in need" Maxine went on to say "It would break people's hearts if Cool House were to be lost".



If you would like to purchase a **Keeping It Cool** CD, they are available from The Cool House, Torquay, (01803) 299511, for a donation of £2.50.

JAMES IS LEAVING...

Dear Signposts,
I will be retiring from my job as Lead Officer Carers Services for Torbay this Christmas. So, as this will be the final edition of the Signposts Newsletter before I leave, I wanted to let people know how much I have enjoyed working here alongside Carers and staff.

When I started in post in 1999 I was clear how much we had to do to raise the profile of Carers and their need for support. Now, fifteen years later, I think that agencies in Torbay have got the message that Carers have to be seen as partners, although more practical change still needs to happen.

I was recently looking at a report about the Torbay Carers Register from 2003. In it I said that this was the best job I ever had and this is still true. I have learnt so much from Carers over the years and many of our best ideas for services have come from listening to them. I am leaving a strong Carers' Services Team who are committed to supporting you.

Thank you for all the support I have had to do my job. I will miss it.

Best Wishes
James Drummond

HAVE YOU GOT AN EMAIL ADDRESS?

Have you an e-mail address that the Carers Register doesn't know about? To make our money go further and also to keep you up-to-date with urgent things that happen between publications of Signposts, such as the Free Hospital Parking, we are using people's e-mail addresses wherever possible, although you can still choose to have a paper copy of things if you want.

If we don't already send you information by e-mail, please send your e-mail address to;
pauline.oreilly@nhs.net
saying whether you would still like a paper version as well.

Thanks
Katy Heard

"As Autumn approaches with shorter days, what could be more relaxing than an easy read or a little escapism between the covers of a good book...?"

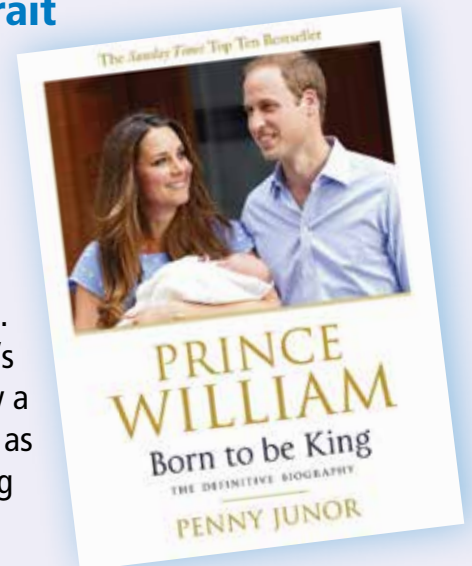
PRINCE WILLIAM: Born To Be King - An Intimate Portrait

Penny Junor (ISBN: 9781444720396 Hodder and Stoughton, 2012)

An engrossing biography of HRH The Duke of Cambridge. New insight into the life of this popular Prince reveals a thoughtful, sympathetic and immensely likeable man, who makes his own decisions.

His relationship with his brother, Prince Harry, is particularly well described, along with fascinating facts about his charitable work, Armed Forces training, University days and subsequent marriage to Kate Middleton.

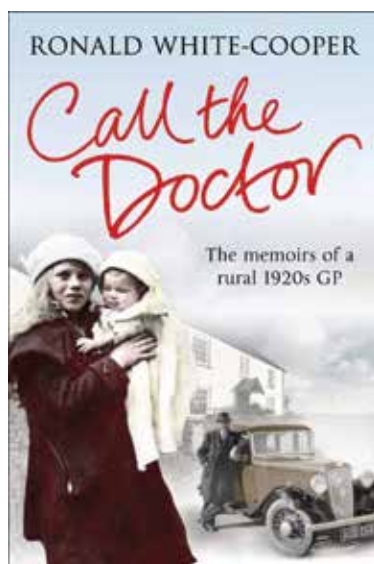
The book has short, punchy chapters about different aspects of the Duke's life and personality, which makes ideal reading for busy Carers, enhanced by a wealth of colour photographs, both formal and informal. Also a timely read, as the Duke and Duchess of Cambridge have just announced they are expecting their second child.



CALL THE DOCTOR: A Country GP Between the Wars - Tales of Courage, Hardship and Hope **Ronald White-Cooper** (ISBN: 9781447252122 Pan, 2014)

Dr White-Cooper recalls his life as a GP in Dartmouth for 30 years in a delightful memoir. Arriving in 1920, following surgical experience in the deprived East End of London and with the RAMC on the Somme during the Great War, he finds many challenges in his new Practice.

Diplomacy is a commodity as precious as medical skill, as he diagnoses farmers, mothers-to-be and rural folk. His account is amusing, but thought-provoking, as medicine in the days before antibiotics to treat infection and without the NHS to provide access for all, led to unpredictable outcomes for patients.



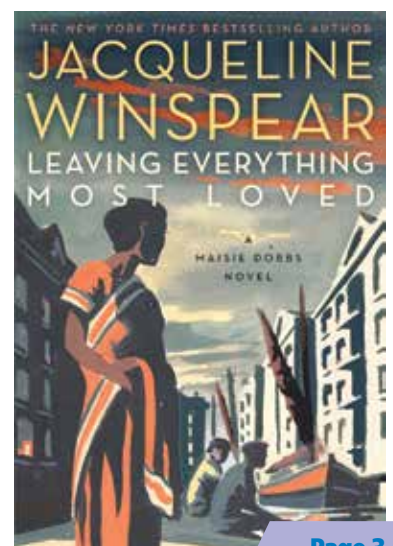
LEAVING EVERYTHING MOST LOVED **Jacqueline Winspear**

(ISBN: 9780749014599 Allison & Busby, 2014)

Maisie Dobbs is a private detective and independent woman-about-town in 1930s London. Enthusiasts of the 'Cosy Crime' genre will relish her latest case investigating (with her faithful Cockney assistant, Billy Beale) the mysterious deaths of Indian women at a Camberwell hostel.

Of course, 'nothing is as it seems' and Maisie has great personal troubles, too. Can she leave all she loves to travel to America as the wife of Lord James Compton, her dearest friend?

The entire series of novels featuring Maisie Dobbs is beautifully written with subtle characterisation. Intelligent and enjoyable from start to finish with classic Art Deco-style covers to match the mood of the narrative.



THE MONEY PAGE

TAKING A CLOSER LOOK AT CARERS ALLOWANCE

Qualifying for Carers Allowance can be straightforward or somewhat complicated; it all depends on individual circumstances and in this edition we are taking a closer look at how earnings from employment can impact on entitlement to the allowance.

The Carers Allowance earnings limit recently increased to a maximum take-home (net) amount of £102 per week, but what happens if your take-home earnings increase to £103 per week on average? That's £1 above the earnings limit, so you will cease to be entitled to the allowance of £61.35 a week and must notify the change immediately. For some people Working Tax Credit might help to make up the shortfall, but the law also allows for certain deductions and disregards when calculating take-home pay (net profit for the self-employed) for the allowance, so let's take a look at the list of 'allowables':

- The cost of some items, such as equipment, special clothing, travel between workplaces (not travel from home to work).
- An advance of earnings or a loan from your employer.
- A fostering allowance.
- Temporary care payments from a statutory body.
- The first £20 paid to you by a sub-tenant(s).
- The first £20 a week, plus half the rest of the income from a boarder.
- The whole of any contribution towards living and accommodation costs from someone living in your home, other than boarders and sub-tenants.
- Earnings from any employment paid from abroad where transfer to the UK is prohibited.
- Charges for currency conversion.
- An annual bounty paid to part-time members of the fire brigade, lifeboat service or to auxiliary coastguards or members of a territorial or reserve force.



- **Care costs:** if because of your work, you pay someone (not a close relative) to look after the person you care for or to look after a child under 16, the payments can be disregarded from your earnings in full up to a maximum of half your net earnings.
- **Pension contributions:** you can deduct up to half of any occupational or private pension contributions from your gross earnings. The new stakeholder pensions will not cover Carers Allowance claimants, so you could explore the pros and cons of taking out a personal pension. It's an individual choice, but you can get impartial advice from the Money Advice Service and the Pensions Advisory Service.
- **When 'average' is best:** it's worth noting that the earnings limit is calculated on a weekly basis. This means that if your earnings fluctuate, but on average, do not exceed the weekly limit you may still qualify.

Remember, we have only explored one aspect of Carers Allowance in this article. Means-tested benefits may also be affected by a claim - including those of the person you care for.

Signposts for Carers can provide advice about any disability / Carer related benefit.
Call 01803 666620 or e-mail signposts@nhs.net

SAVE ENERGY, SAVE MONEY & ACHIEVE A WARMER HOME

FREE Energy Advice/ Fuel Bill Management Surgery

Are you interested in learning how to:

- Understand your fuel bills?
- Better manage your fuel use and potentially reduce your fuel bills?
 - Consider alternative fuel supplies, tariffs or payment options?
 - Better control your heating, hot water and other appliances?
 - Improve your home through insulation and other measures?
- Access energy discounts, insulation/heating schemes or other services?

Then book a place at the advice surgery.

All advice is confidential and by appointment only. Places are limited.

Please note that NEA is unable to provide income maximisation, money advice or debt advice but can signpost or refer you on to specialist agencies where required. NEA is also unable to provide advice to you on the best energy deals or to switch energy suppliers on your behalf - but can provide guidance on how to consider available options.

If you need advice on fuel bill(s) or help to consider alternative fuel tariffs or payment options then bring along your annual fuel statement(s) and your current meter reading(s). If you can't locate your annual statement bring along your latest fuel bill(s).

You may be eligible for insulation and/or heating improvements or discounts on your fuel supplies. Bring along evidence of any welfare benefits that you currently receive so we can check your entitlements and signpost or refer you on to services.

Date: Friday (every fortnight)

Venue: Torbay Citizens Advice, Paignton Office at 29 Palace Avenue, Paignton TQ3 3EQ

Contact: Ciaran Cronnelly at Ciaran.cronnelly@nea.org.uk or 07730 760 828 for details about the advice surgery and to book your appointment slot.

TORBAY HOSPITAL UPDATE

WHAT'S HAPPENING AT TORBAY HOSPITAL FOR CARERS?

Quite a lot!

As those of you with e-mail will know, they have extended the free parking for Registered Carers month-on-month since June, so we are 'cautiously optimistic' that they will at some stage make a permanent arrangement, that will be publicised via the press. At the moment, if you are at Torbay Hospital, just check the posters on the parking meters for information.

The Main Entrance for the Hospital on level 4 will be re-modelled by 2016 to allow for a new critical care unit to be built above it, and they have proposed that the re-development includes an information and advice point for Carers/Friends and Family. An on-line consultation will have taken place in September to find out what people really want, but if you haven't got access to the internet, please feel free to write to Katy Heard, Brixham Carers Centre, King St, Brixham TQ5 9TF with your feedback.

Thanks must also been to given to the Carer Evaluators, Steve Black and some Hospital Volunteers who helped to staff a Carers stand on Level 4 during June and July and showed us how successful a Carers Information Point would be. They gave information about Carers Support to 275 Devon people, 371 Torbay people and 126 staff and introduced 209 people to the Torbay Carers Register – they were busy!!



'Diana and Dene on the Hospital stand'

THE NEW INFORMATION MAT



If you have the misfortune to need to visit the Emergency Assessment Department in the next few months, you may also experience some new processes/information for Carers. They are trialling a new Information Mat for patients/Carers which encourages Carers to get more involved.

Carers can attend the meetings with doctors if they are able, and can visit whenever suits them. Carers and patients may also be invited to complete a short 'Me at Home/patient profile' form about what the cared for person is like when they are at home, if they haven't already got a 'This is me' or 'Me and my Life' booklet.

You may also find a couple of part-time volunteers – Monika, who helps make sure Carers information is included in discharge packs and Wendi, who chats to patients to see if they have a Carer, or chats to Carers if they are present to see if they need additional support.

Midgeley ward is also piloting improving medication planning to speed up discharges, so as few patients as possible are held up waiting for their medication. Where possible the pharmacist will also speak to Carers beforehand to explain any changes in medication.

STAYING STEADY

Jane Reddaway, Falls Prevention Lead writes: Keeping active, healthy and independent can be a challenge, particularly with ill health and as we age. My role within Torbay & Southern Devon Health & Care NHS Trust is to help people to achieve this and avoid falls. There are over 400 risk factors for falls, many of which we can influence and reduce.

There is information on our website: www.torbaycaretrust.nhs.uk/yourlife/Pages/Default.aspx.

Click on: Your life, then Index on the left: Falls, Fracture Prevention & Bone Health, then: Falls Prevention - to watch the videos. The above link provides information to establish how steady someone is, to identify any risks in their life, exercises that help with strength and balance and some recent 2 minute videos. The videos cover how to stay well and strong, areas of individual risk, environmental risk, exercise, sensory issues and general falls awareness. There is one more that talks through how to cope if a fall occurs:

'What to do when a fall occurs'.

If you would like to know more about the effects of feeling unsteady, there is a 15 minute ROSPA (Royal Society for the Prevention of Accidents) video on the first page under Falls, Prevention and Bone Health. This will help you to understand how falls occur and some of the ways to help avoid them.

If you would like to chat to me further please get in touch
All the best with staying steady.

Jane Reddaway

Falls Prevention Lead for Torbay and Southern Devon Health and Care Trust.
Tel: (01803) 219745



CARERS' HEALTH & WELLBEING CHECKS

In Torbay, we are committed to providing support to Carers which includes addressing their own health and wellbeing. Carers often neglect their own health because they focus their attention on the needs of others. Previous projects on Carers health in Torbay, and elsewhere, have shown the value of using a simple health check to focus on maintaining good health, preventing health problems from getting worse and highlighting areas for support.

There is now a new format for a Carers Health and Wellbeing check which is being offered to all Carers by the Carers Support Workers in GP surgeries in Torbay. This check covers the questions which Carers have told us are important. It is easy to complete and provides a consistent structure for the initial assessment of Carers needs.

- It will identify those Carers who need signposting due to health concerns.
- It recognises that CSWs are already doing assessments and will avoid duplication for the Carer ie. not having to be referred on for another assessment, unless this is essential.

Although there is no additional funding for this development, the expectation is that it will be a core element of the CSW role – one which they already carry out using different assessment formats. We will provide training / preparation ongoing support and will monitor the delivery to see the benefits to Carers and practices.

HEALTHWATCH TORBAY REVIEWS CARERS' SERVICES

In May 2014 Torbay Carers Services asked Healthwatch Torbay to carry out an independent review of local Carers services as part of developing a new 'Measure Up' Carers Strategy for 2015 – 17. Healthwatch sent out an anonymous questionnaire and visited a number of Carers groups to get views. They received over 720 completed responses from a range of Carers of different ages and spread across the whole of the Bay. These have been analysed and now published in a report.

Some of the key messages from the survey:

How did you get identified as a Carer? More than 50% of Carers were identified by their GP surgery staff, 11% through Torbay Hospital and 37% referred themselves.

A significant majority of Carers (71%) felt they were adequately supported by their GP surgery and Carers Support Workers were seen as the most helpful Carers Service provided in Torbay (35%).

81% of Carers felt there was sufficient information about services available to Carers. However, there was a marked difference in how easy it is to access information about services between different groups of Carers. Those Carers seen by Carers Support Workers were much more likely to get the right information and access to services than those who refer themselves directly to services.

23% of the Carers had used the Signposts Carers Information service in the previous 18 months.

The overwhelming majority (90%) did not think they had been involved in planning or evaluating services and did not think their experience of using services was being used to make a difference to services.

James Drummond, Lead Officer for Carers Services in Torbay responded to the survey:

"I think it is really helpful to get this feedback. It confirms that we are getting some things right but points us to changes we have to make. I am disappointed that so few Carers feel they are being involved in monitoring services but this means we have to find ways to make it happen. This will be a priority for the future as we need to use Carers' experience to improve services."

For a copy of the full Healthwatch report, e-mail info@healthwatchtorbay.org.uk, or go to www.torbaycarersforum.co.uk

healthwatch
Torbay

ADHD

Do you have a child diagnosed with ADHD?

Want to talk about it?

Family Support Group



Friendly Advice
Friendly Environment
And always someone to listen

Have a cuppa. Have a chat. Relax.

Acorn Centre, Lummaton Cross, Barton, Torquay TQ2 8ET

Contact, Louise Cox: 07795 594975
adhd.spc.torbay@gmail.com



£6 MILLION BOOST...

...for Ageing Well in Torbay

Torbay has won a £6 million grant over 6 years from 2015 – 21 from the Big Lottery Fund to help us Do Ageing Better! The grant means that the Torbay Community Development Trust will be helping coordinate a wide range of projects aimed at reducing social isolation amongst the 50 plus generation.

This is a programme that will be a partnership between people over 50 and organisations from the voluntary, public and private sector and will co-produce new approaches, activate people to support each other, stimulate new connections and activities and influence new ways of delivering services with people rather than for people. Carers are one of the priority groups for the project. For more information contact Torbay CDT.

Go to: www.torbaycdt.org.uk or ring 01803 212638

Depression and Anxiety Service

Torbay Depression and Anxiety Service (DAS) is a primary care psychological therapy service open to everyone over the age of 18 years. The main problems we work with are depression, anxiety, panic attacks, excessive worry, social anxiety/shyness, phobias, agoraphobia, bulimia and binge-eating disorder, obsessive-compulsive disorder and post-traumatic stress disorder.

You can call our office to make an appointment or your GP can refer you to us. We aim to see everyone within 4 weeks of referral and the initial appointment will take about 40 minutes. During an assessment we will talk to you about your current difficulties and work together to agree the best way forward. We can also refer you on to other services or give you phone numbers or information about specialist services, if we feel they could help you further.

We offer Cognitive-Behavioural Therapy (CBT) treatments which look at the way your thoughts, feelings, physical symptoms and behaviours interact with each other to maintain your difficulties. All of our staff are trained in effective psychological interventions and we will work together to help you identify what you are struggling with and provide support through self-management techniques based on your specific problems and goals. We also offer group work including Mindfulness for Depression and Anxiety Groups.

We are based at Pembroke House surgery in Preston but our staff work in various community buildings such as GP surgeries and libraries within Torquay, Brixham and Paignton. We also offer telephone appointments and we aim to be as flexible as possible in terms of times and locations for appointments.

As psychological therapists and psychological well-being practitioners, we know that it can sometimes be difficult to seek help for emotional problems, and that is why we aim to provide a person-centred approach which puts you at the centre of our service. All of our staff aim to provide the most appropriate and least burdensome support in order that you can learn skills to enter recovery and use these skills to support you through life.

If you are experiencing any of the difficulties mentioned above please contact us on: **(01803) 696600** to make an appointment, or alternatively leave a message and one of the team will call you back. If you would like to know more about our service please visit: www.devonpartnershiptrust.nhs.uk

Sophie Somerset
Psychological Wellbeing Practitioner (Trainee)
& Anna Turner, Clinical Lead
Devon Partnership Trust

NATIONAL CARERS SURVEY 2014 – HELP US TO KNOW HOW TORBAY IS DOING

In November, the Department of Health is carrying out a survey of all Local Authorities in England to find out whether or not services received by Carers are helping them in their caring role and their life outside of caring. Carers will also be asked for their views of services provided to the cared for person.

Each Local Authority is required to send out the survey to a random sample of Carers who have had a Carers Assessment or review over the past 12 months. About 850 Carers in Torbay will be sent the survey by post. The national collection of data will allow comparisons to be made about services across different areas of the

country.

James Drummond, Lead Officer for Carers Services in Torbay, said: "We appreciate that Carers are very busy and that surveys may not be a priority. However the information this survey could provide will make a real difference to our approach in Torbay and so I would ask all Carers who get the survey to help us by completing it. Assistance to complete the survey will be available if needed."

Surveys will be sent out in the post during late October.

YOUNG CARERS

Torbay Young Carers have had an amazing summer packed with lots of activity and opportunities; here are a handful of the things we did!

We had a training day with the Children's Society as **Torbay Young Carers** have been awarded Hub status. This means Young Carers from Torbay have started to learn interview and film making skills; this will in turn be used to raise awareness and promote support for Young Carers on a local and national level. This also helps promote participation and the voice of Young Carers.

Many thanks go to Preston Rotary Club, for a great range of enjoyable activities including a Moorland walk with barbeque, surfing at Bigbury on sea and horse riding at Finlake. We had a fantastic family picnic at Cary Park and thanks goes to Jess Slade from Crossroads Care for organising this.

Surfing Lesson in Bigbury Bay



Many thanks also to Lorrie Layne for a fun activity at the Cool House; everyone had a great time with hair, nail and body art.

Body Art at the Cool House



We had an amazing day at Longleat eagerly anticipated by all. One of the highlights involved the coach being covered in scrambling monkeys – who were eager to collect coach souvenirs!

Aimee: "Awesome"

Keleigh: "I got to see my favourite animals up close"

Katie: "Fun and Exciting"

Finley: "Thank you"

Thanks goes to Brixham Museum for an archaeological dig at Berry Head, where one of the outstanding finds was the base of a Victorian porcelain figure. Brixham Museum also provided a Boot camp at Lupton House where we dressed up for military re-enactment and learnt about WW1. And many thanks to Nikki of South Devon school of gymnastics at Parkfield for a great keep fit session. We also had a day out at Paignton Zoo and watched the dazzling parrot show. Thanks to Tony of Indigos, Go Wild at Brixham, which topped off a great summer - everyone just let go and had a brilliant time on the waterslides.



Archaeological dig at Berry Head

Andrew Wright
Young Carers Support Worker
Torbay Young Carers
(01803) 206 251

TORBAY YOUNG ADULT CARERS



THE MINDFULNESS IN SCHOOLS PROJECT



A small group of Young Adult Carers have been meeting through the summer holidays to take part in an exciting pilot mindfulness course called **.b**.

.b (pronounced dotbe) is aimed specifically at young adults and teenagers and is part of the mindfulness in schools project.

.b Teacher, Anna Murch, led the course with a small number of YAC's who were interested in finding new ways to work with the stresses and strains of their day to day lives and their caring roles, and also who just wanted to feel happier and healthier in themselves.

Over the course of six weeks, YAC's explored the different ways in which mindfulness can help to respond skilfully to day to day challenges, through fun and interactive activities. This included videos, such as

Kung Fu Panda and different exercises, one of which involved eating chocolate!!

The group plans to meet again in September for a final session.

AYAC's who attended the course said;

«I really enjoyed learning new techniques to help cope with everyday stress. I learnt to work as a group plus I had the great opportunity to meet new and familiar people within a safe and welcome environment. Overall, a great course that grips you from start to finish loved every minute of it :)»

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

FLU FOR CARERS

CALLING ALL CARERS PROTECT YOURSELF AGAINST FLU THIS WINTER

If you are a Carer and in receipt of Carers Allowance or you are a main carer of an elderly or disabled person whose welfare may be at risk if you fall ill, then you are entitled to a free NHS Flu vaccination.

Last year only 30% of Carers in Torbay received their free flu vaccine. This year we would like to increase the uptake of flu vaccine for Carers. This will protect yourself, those you care for and your family.

How can flu affect you?

Flu occurs every year, usually in winter. It's highly infectious, with symptoms that come on very quickly. A bad bout of flu is much worse than a heavy cold. The symptoms are usually quite mild, but can be very serious. Healthy people usually recover in two to seven days, but the disease can lead to hospitalisation, disability or even death. As well as making you more vulnerable to flu, any existing condition can be made worse if you do get flu. Flu is caused by viruses, not bacteria, therefore antibiotics won't treat it.

How do you catch flu? Can you avoid it?

When an infected person coughs or sneezes, they spread the virus in tiny droplets. These can then be breathed in by other people or picked up by touching surfaces. You can prevent the spread of the virus by covering your mouth and nose when you cough or sneeze, and you can wash your hands frequently to reduce the risk of picking up the virus...

...But the best way to avoid catching and spreading flu is by having the vaccination before the flu season starts.

How does the vaccine work and will I get any side-effects?

The vaccine works by stimulating your immune system, so it can recognise and fight off the flu virus if you come into contact with it later.

There are some fairly common but mild side-effects. Your arm may feel a bit sore where you were injected, and some people get a slight temperature and aching muscles for a couple of days afterwards. The vaccine doesn't give you even a mild dose of flu, as it doesn't contain the active virus. Any other reactions are very rare.

You should have it even if you have already had flu or had the vaccination last year, as there are different types of the virus.

Please contact your GP or Practice Nurse for further advice.

SPECIAL EDUCATION NEEDS/DISABILITY REFORMS

WHAT ARE THE SEND REFORMS?

From September 2014, there will be a new process for supporting children and young people with Special Educational Needs and/or a Disability.

Dorothy Hadleigh, Schools Service Manager at Torbay Council said:

'Over the past year the local authority in Torbay has been preparing for these changes, working with professionals, young people and parents/ Carers in order to meet the needs of our local population.

Although these changes are significant, I would like to reassure everyone that children with special educational needs will continue to have their needs met, and we are working closely with all schools within Torbay to ensure that this is the case.

We currently have just under 900 children / young people with Statements of Special Educational Needs within Torbay, and over the next 4 years we will have a major task in converting all of these to Education, Health and Care Plans. Parents and the children and young people will be involved in this process, and will be encouraged to contribute their views and wishes.'

A summary of the Key Changes:

- An Education, Health and Care Plan will replace the Statement of Special Educational Needs.
- The views of the young person and parents/Carers will be prominent in the Education, Health and Care Plan and will have greater influence on the choice of services provided.
- Conversions from Statements to Education, Health and Care Plans will usually take place at key points when a young person is preparing to between stages of education, e.g. early years and primary, primary and secondary, and secondary and post 16 education.
- There will be a greater emphasis on the quality and availability of information from professionals who have provided an assessment or service, to support the creation of an Education, Health and Care Plan.
- In some circumstances, young people in further education or training may have an Education, Health and Care Plan up to the age of 25.

- A Local Offer will be published as part of the Torbay Directory which provides clear, comprehensive and accessible information about the services available to children and young people with special educational needs and/or a disability in Torbay.
- Some education funding for Special Educational Needs may be able to be taken as a personal budget, depending on individual circumstances.

All of the latest information about the SEND reforms in Torbay is available at:

www.torbay.gov.uk/index/yourservices/education/sen/sendreforms.htm



Crossroads Care Carers Christmas Coffee Morning

Olive Carers Centre
Tuesday 9th December 10am - 1pm

Please come and join us for a morning of Christmas festivities including mince pies, stalls and our Christmas raffle at 12 noon.

For details, ring **01803 323510**

WELCOME TO NEW HEALTH TRAINERS

Saying Farewell to Old Friends and a Warm Welcome to New

Many of you will know Rebecca Bovey and Anna Murch who have supported unpaid Carers in their role as Health Trainers over the past 5 years. We are pleased to say that both have received a promotion within the Healthy Lifestyles Team to work as Behaviour Change Group Educators and have moved into their new roles. Ties will not be completely cut as both will still have links with Carers groups.

The Health Lifestyle Team are still continuing their close working relationship with Carers and are pleased to announce that two new Health Trainers will be taking over the baton from Anna and Rebecca.



Hi, I'm Kev, I have worked within the team for a couple of years as a volunteer and I will now be working as your new Health Trainer. It's a role that is close to my heart as I

suffered serious illness for a number of years due to cancer and my mum had to give up her job to care for me. From personal experience I know that the Healthy Lifestyles team can make a real difference for those wishing to improve their daily lifestyle and health. I look forward to meeting you and helping you achieve your goals.

Hi, my name is Dee and I previously worked for Robert Owen Communities, as a Sports Enabler and Support Worker for Adults with Learning Disabilities. I also have experience supporting and caring for a lady with blindness. This helped me to gain knowledge and empathy in the challenging day to day aspects of caring for others. As a Health Trainer I look forward to supporting and motivating individuals with their healthy lifestyle choices – see you soon!



Our friendly, approachable Health Trainers will support you to make those small steps in the right direction to manage your weight, get fitter, stop smoking, eat more healthily and give you the confidence to self-care and manage any long term health conditions.

It's great support and it's **free**. Give us a call today on 01803 208840 and start on your own healthy journey...



Free Legal Session with Wollen Michelmores Solicitors

Olive Carers Centre

Monday 10th November 10am - 12 noon

with Mark Stokes specialising in Landlords and Tenancies, debt and general litigation issues

Monday 12th January 2015 2pm - 4pm

with Edward Lee specialising in wills, power of attorney and general elder law

Monday 9th February 2015 2pm - 4pm

with Jacqueline Green specialising in family law

Please contact **01803 323510** to book your **free** 30 minute consultation

Wollen Michelmores
SOLICITORS

TORQUAY NEWTON ABBOT PAIGNTON DARTMOUTH
01803 213251 01626 332266 01803 521692 01803 832191
www.wollenmichelmores.co.uk

This firm is authorised and regulated by the Solicitors Regulatory Authority (No.563758)

CARERS NOTICEBOARD

"TIME OUT"

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 20 November 2014

Alan Salisbury will be telling us his story of 'Fields of Red' which is about his family's history leading to the story of the Menin Gate and some Commonwealth War Graves around Ypres.



Time Out Christmas Lunch! Thursday 18 December 2014

at the Livermead Cliff Hotel, Sea Front, Torquay.

Prices are; £16.50 for a 2-Course, £18.50 for a 3-course.

Please see **Amanda** or **Michele** to book your place.
This event is open to Cared For as well
and to Carers at other surgeries if they would like to join us!

Thursday 15 January 2015

This month we will be beading with Jal. Come and learn about making your own jewellery and have a go at making your own bracelet – Jal will be asking for a donation of £3 for the cost of the beads and wire for this meeting.

For more information contact

Amanda at 'Chilcote Surgery' – (01803) 316333 or
Michele at 'Brunel Medical Practice' – (01803) 312233

Do You Care For Someone With A Long Term/Life Limiting Condition?

FREE FOUR WEEK COURSE 2014 | November 4th, 11th, 18th, 25th

Time: 10.00am – 14.00pm

How can it help you?

- Coping with the uncertainty of the future
- Developing ways of coping with the effects of the illness
- Getting the help and support you need

Groups will be small and the intention is to create a sensitive, confidential and supportive learning atmosphere for all concerned.

**Venue: The Olive Centre, St Edmunds Community Support Centre,
Victoria Park Road, Plainmoor, Torquay, TQ1 3QH**
Refreshments and lunch will be included (**no cost**)

If you live in Torbay and you need information, support or transport to attend or would like any further information please contact:
Corinne Lowe – 07825 027756



Torbay Mid-Age Carers Group

We meet once a month on every second Thursday in various locations around the bay between 2.00 p.m. and 3.30 p.m. (All Carers between 40/60 welcome - there will be some flexibility)

Programme of events for 2014

13 November - Bowling at AMF Torquay - the rematch!

11 December - Christmas Meal - venue to be confirmed

For further information about the group, please contact Val Shute on: **07596 103291**

Carers @ The Park

Coffee Mornings - 9th October, 13th November.
10.45am - 11.45am

The coffee morning scheduled for December 11th will not take place as there will be a Christmas Lunch at the Park on this date. If you would like to attend please contact Sally Corbishley **07531 947687**. 8th January 2015.

Afternoon Tea and Biscuits - 17th October, 21st November, 19th December, 16th January 2015
2.00pm - 3.30pm

Paignton Carers Group - Meet at the Carers Centre Paignton Library 2.30 - 4pm on the last Thursday of the month. £2.00 per head

30th October - *John Risdon* - either Christmas in Victorian Torbay or Dartmoor Past and Present

27th November - *Paul Woodhouse* - guitarist and folk singer

18th December - *Christmas Social* (3rd Thursday due to Christmas)

29th January 2015 - activity to be decided

For more information contact Sally Corbishley **07531 947687**

Torquay Carers Group - Meet at the Olive Carers Centre Victoria Park Road Torquay 2.30 - 4pm on the second Monday of the month. £2.00 per head

13th October - *Fermoy's* - please contact Sally Corbishley **07531 947687** if interested

10th November - *John Risdon* - 1000 years of Cockington

8th December - *Christmas Social at the Olive Centre*

5th January 2015 - *Christmas Lunch at the Livermead Cliff Hotel* - please contact Sally if interested

There will be no meeting on 12th January due to the Christmas lunch.

Paignton Carers Forum

Friday 14 November

10.30am - 12.00pm

At The Carers Centre,
Room 17, Paignton Library.

All Carers and Cared for very welcome.



MINCEPIES & More

Brixham Carers Centre's annual Mincepies & More on Saturday 29th November late afternoon.

This event will link in with the Lantern Parade. Come and warm up before the fireworks!

For more details

Ring **01803 852421**

Computer Courses for November and January 2014 – 2015

“Moving On” I.T Course

Paignton Carers Centre @ 10am – 12 noon
Mondays: 3rd, 10th, 17th and 24th November

The Olive Carers Centre @ 10am – 12 noon
Thursdays: 6th, 13th, 20th and 27th November

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.

“Getting More Out of Your Tablet”

The Olive Carers Centre @ 1pm – 2.30pm
Thursdays: 6th, 13th, 20th and 27th November

This course is for people who have a tablet and the basic skills to use it, but would like to learn more; such as changing settings, using the camera, browsing and saving favourite sites on the internet.

“Beginners I.T” Courses

Paignton Carers Centre @ 10am – 12 noon
Mondays: 5th, 12th, 19th, 26th January

The Olive Carers Centre @ 10.30am – 12.30pm
Thursdays: 8th, 15th, 22nd and 29th January

These courses are for people who are new to computing and want to learn how to use a laptop to include; basic mouse and keyword/typing skills, how to use the internet for searching and how to use email to send/receive messages.

“Beginners Tablet” Course

The Olive Carers Centre @ 1pm – 2.30 pm
Thursdays: 8th, 15th, 22nd and 29th January

This course is for people who have a tablet and want to learn how to set it up, use wi-fi, email and the browser etc.



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

**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 JANUARY'S EDITION:

- Care Act update
- Measure Up Carers Strategy 2015 - 17
- Changes for Learning Disability Day Services

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