

SIGNPOSTS FOR CARERS

The newsletter for Torbay Carers

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Deadline for the July edition is
Friday 19th May 2017

Hello and Welcome..

to our spring edition. Firstly, a big thank you to Carers who are now regularly sending in their stories, feedback and poems (P3 & 14); please continue to let us know your news, as this helps to both inform and encourage other Carers.

We have a number of updates in this edition; the **New 15million Intensive Care Unit & Main Entrance Opening at Torbay Hospital – with our new Carers Advice Point (P2)** where we will be available to help with queries and signposting; the Biennial National Carers Survey (P4 & 5); and the Hospital Carers Evaluation (P15), with feedback from 181 questionnaires.

Don't forget to take a look at our Tasty Treats article (P6) and get inspired with some quick and easy recipes from the Healthy Lifestyles Team; who are also available to help you with any health challenges or questions you may have, together with setting goals where needed. For those of you who may be experiencing stress, depression and/or anxiety, the DAS service is available (P7); for more information or to make an appointment you can give them a ring on the number provided.

There are also a number of groups, activities and coffee mornings/afternoon teas, that will be taking place over the next few months, so do take a look for more information on the noticeboard (P12 & 13) and Carers Aid Torbay have some exciting trips and workshops (P16).

Finally, National Carers Week will soon be upon us, from June 12-18th and we have put together 13 events for you to choose from. During Carers Week, we want to give you the opportunity of some much deserved 'time out' where you can take part in various activities and possibly try something new. We also want to pay a special tribute to all you do as a Carer and hope you take this opportunity to get involved. We enclose an application form for the events with this edition, could you please complete and return this no later than **Friday the 5th of May**, noting your 1st, 2nd and 3rd preferences, to **Torbay Carers Services, Freepost** (all on one line).

Wishing you well over the coming months and I look forward to seeing you during Carers Week,

Natalie Townsend - On behalf of Carers Services.

Coming in July's edition:

- Outcomes of the Ageing Well Project
- Carers Assessment Evaluation
- Carers Week in Photos

Contact us c/o Signposts for Carers

Telephone: **01803 666620** Email: **signposts@nhs.net**



WHAT'S BEEN HAPPENING?

NEW £15M INTENSIVE CARE UNIT AND MAIN ENTRANCE OPENS AT TORBAY HOSPITAL

Torbay and South Devon NHS Foundation Trust held an official opening ceremony on Wednesday 22 February to mark the completion of its new intensive care unit and main entrance at Torbay Hospital.

The long awaited £15m project has delivered a brand new, state-of-the-art, 14-bed intensive care unit (ICU) that has all the latest technology and equipment required to provide a modern, patient-focused environment.

The project also includes dedicated accommodation facilities for relatives of those in the ICU, as well as a new main entrance with a café, a convenience shop and additional public amenities, such as baby changing and fully-accessible toilet facilities. WH Smith will operate the shop and Aramark will run the adjacent 60-seater café – offering the newly launched Aroma coffee by Nero Roasting Company from the Caffè Nero brand.



CARERS ADVICE POINT

There is also a fabulous new Advice Point based in the Main Entrance. Here you can find out about support for disabilities and other conditions; receive help with queries about benefits and signposting to other support in Torbay and South Devon. The advice point will be open Monday-Friday 9am until 5pm and manned by Sue Morris and Jayne Morris from Signposts for Carers.

Finally, the Trust's Chairman (Sir Richard Ibbotson), Deputy Chief Executive (Paul Cooper), together with staff, representatives from the Trust's League of Friends, Interserve and other partners, marked the milestone with a celebratory opening ceremony with Sir Richard unveiling a commemorative plaque.

Sir Richard Ibbotson, Chairman of Torbay and South Devon NHS Foundation Trust, said: *"The first seeds were planted for this project a number of years ago and I, on behalf of the Trust, cannot thank everyone enough for their hard work in seeing this project come to fruition."*



A CARER'S STORY - "CALM KEYS"

It's been a great privilege over the years as a Carer Support Worker to meet such a variety of caring, inspiring and interesting Carers. Sometimes we help Carers to cope with change and we are always there to listen.

However, in the case of David (Carer), a great adventure took place which I would like to share with you.

I have known David for a number of years in his role as Carer for his wife who has some mental health issues. David also has periods of being unwell; anxiety attacks and depression, etc., so our meetings vary according to circumstances.



However, on a call about eighteen months ago, a new and exciting phase in David's life began. We chatted about all sorts of things, including projects that David had worked on. One of these was an ingenious idea he had invented called "Calm Keys", a simple yet effective way of helping people who experience panic/anxiety attacks, to be able to manage that attack by means of "prompts" attached to a key ring.

I was enthralled, what a great idea, but who would produce them? David had tried various places and although he had a lot of positive feedback no one pursued his idea.

However, the story developed a few months later, when I happened to be at Torbay Hospital on a Training Course and I noticed a department called "The Innovations Team". I called in, explained to them David's wonderfully simple idea and hey presto, Darren Woodall the man in charge of the Team was sold! Darren was brilliant and within a few weeks he had developed a prototype and we were away.

The simplicity of David's design is its success...for it is just what is needed when someone is in a crisis...quickly they can refer to their "Calm Keys", choose a heading (for example distraction, relaxation, breathing etc.), contemplate those reminders...and the panic will subside.

The last year or so has had its highs and lows with the production of the said "keys", but now fully supported by David at Torbay and South Devon NHS Foundation Trust, the organisation Anxiety UK have enthusiastically taken up the idea and have gone into full production with the "Calm Keys", which can now be purchased for a small cost via their website.

A short video of David explaining the story behind his idea has also been made available on the site and at the time of writing there have been enquires from as far afield as Arizona USA...a global success indeed.

For me, personally it has been a privilege to be involved in just a small way and observing the tremendous sense of achievement that David has acquired for himself, seeing his idea become such a success and importantly seeing it help the people who he first wanted to reach. For more information you can log onto: www.anxietyuk.org.uk or ring: **0844 775 774**.



THE SUPREME COURT AND THE BEDROOM TAX

The Supreme Court issued its long-awaited bedroom tax judgments last November, but disappointingly, this was just too late for the winter edition deadline of the newsletter.

In several complex judicial review appeals, the spotlight fell on the government's April 2013 amendments to the Housing Benefit (HB) regulations. These changes negatively affected people of working age who were renting their homes in the social sector, claiming HB and deemed to have 'excess' bedrooms (under-occupation). One extra bedroom attracting a HB deduction of 14%, and two or more extra bedrooms seeing a reduction of 25%. Torbay had 478 such households as of last November, involving average reductions of £16.07 a week.

THE SUPREME COURT & THE BEDROOM TAX

The Rutherford case involved grandparents providing full-time care for a severely disabled grandson aged 14. An overnight carer was needed on certain days, which necessitated an extra bedroom, so, a 14% HB cut was duly applied. No reduction would have occurred had the grandson been an adult in identical circumstances.

In Carmichael, HB had once again been reduced by 14%, despite Mrs Carmichael's disability creating the need for a separate bedroom. The regulations allowed a severely disabled child an extra bedroom, but notably, not an adult.

In both cases, the Court concluded that there was no reasonable justification for the differences in the regulations, ruling that their impact was non-compliant with Article 14 (taken with Article 8) of the

BIENNIAL NATIONAL CARERS SURVEY

TORBAY RESULTS

You may remember that this survey was undertaken at the end of 2016 (similar to the annual one for social care users that is just finishing), and we thought we'd share the headlines with you. The national results are not released until much later, so at the moment we can't see how we compare nationally, but we can tell you if there is a change from two years ago. This is a survey of people who care for an adult and have had a Carers Assessment/Health and Wellbeing Check. Much of it will be of no surprise to you, but the statistics do help us to emphasise why support to Carers is so important.

THE PERSON YOU CARE FOR

Most people are aged between 75 and 84 (33%) or over 85 (28%), and most live with their Carer (83%). 56% have a longstanding illness, 37% a learning disability, 36% have age-related issues and 36% dementia. (For some reason we had low numbers of people with dementia last time). Fewer people felt that they had had support from Social Care, and of those that had, satisfaction had dropped from 77% to 71%. Carers still have quite a high level of involvement in planning support, but this had decreased slightly (from 76% to 72%) since last survey. There has been less use of services, particularly domiciliary care, equipment and lifeline alarms, and an increase in permanent residential care (from 4% to 8%). (This may be due to factors such as availability of care, but is something we will be raising with senior managers).

European Convention on Human Rights.

Carers should note that the Court's judgments do not overturn the overall legality of the amended HB regulations, but merely the discriminatory differential treatment of adults and children, as illustrated by the two cases. The Department for Work and Pensions (DWP) said it would take steps to ensure lawful compliance 'in due course', so watch this space.

Carers UK have detailed information on the bedroom tax: <https://tinyurl.com/jef6b7f>

NEW BEREAVEMENT SUPPORT ALLOWANCE (BSA)

From 6 April 2017, BSA replaces the previous DWP scheme of three bereavement-related payments, dating back to 1925. So, people under pension age, bereaved on or after the introduction date, can claim BSA if they were married or in a civil partnership. Those receiving the older Bereavement Payment, Bereavement Allowance or Widowed Parent's Allowance, are unaffected and will continue to receive their usual payments. Social Fund funeral payments also remain unchanged.

BSA offers:

- claimants with dependent children a lump sum of £3,500, followed by eighteen monthly payments of £350
- claimants without children a lump sum of £2,500, followed by eighteen monthly payments of £100.

The new allowance is:

- tax-free
- based on the deceased's national insurance contributions
- non-means-tested and disregarded as income for Universal Credit
- excluded in the household benefit cap calculation
- not affected by a claimant remarrying or starting to cohabit with another person.

CARERS AND THE IMPACT OF CARING - Katy Heard, Carers Lead

There is a huge increase in the number of Carers caring for more than 100 hours per week (from 39% to 51%), with slight increases in most tasks that Carers do other than a large increase in giving medicines (from 71% to 82%), which may be partly to do with the increase in dementia numbers as above. Carers seem to be using less support – with a huge drop in use of information services (90% to 59%) and Carers Groups (57% to 40%). (We may need to look into this a bit more, as Signposts information Service is as busy as ever!) This is obviously having an impact on all aspects of Carers' Health and Wellbeing – people feeling isolated, neglecting themselves, and having time to themselves. Most Carers feel tired, stressed and have disturbed sleep, many feel depressed or irritable, or had to see their own GP. More than 1 in 5 had a condition made worse by their caring role, and there is a big increase in Carers with their own health needs (from 60% to 70%). Well over half said that caring had also caused them financial difficulties.

If this rings true with you, PLEASE do make use of the support available in Torbay – contact Signposts for Carers for information and advice (including benefits advice) **(01803) 666620** signposts@nhs.net, contact your Carer Support Worker or Care Manager for support, do join a Carers Group or attend Carers Education Courses. If you would like a copy of the report, or if you have a great idea about how we can do things better, please contact me direct: katy.heard@nhs.net or **(01803) 219790**.

In the longer term, it will be interesting to see how we compare nationally, but this all reinforces the findings of the earlier Carers UK survey, which we hope will have made an impact on the National Carers Strategy to be released imminently. We will keep you posted.

TASTY TREATS - QUICK MEALS FOR CARERS

We realise that Carers may not have a lot of time for meal preparation, so we have put together a few time-saving tasty treats, with recipes.

For more ideas and help with motivation to make healthy choices, please contact a member of the Healthy Lifestyles Team on: **0300 456 1006** to see a Health Trainer, or join one of our weight loss groups.

Cans: Vegetables, fruit, pulses, soup and fish	Herbs: Dried oregano, thyme, rosemary	Fridge: Eggs, orange juice, cheese, skimmed milk, natural yoghurt, low fat butter /margarine
Packets: Pasta, rice, couscous, flour, sugar, skimmed milk, baking powder, cornflour, tea, stir fry sauce, raisins, custard, pizza bases, cereal	Spices: Chilli powder, paprika, cinnamon, ginger, turmeric	
Jars: Jam, marmalade, honey, coffee	Flavourings: Mustard, horseradish, mint, ketchup, worcestershire sauce, stock cubes, soy sauce, pickles and chutneys, salt and pepper	Freezer: Frozen vegetables, low fat mince or Quorn, chicken, fish, bread, frozen berries
Bottles: Rapeseed oil, lemon juice, olive oil, white wine vinegar	Seeds: Sunflower, sesame, fennel, pumpkin, coriander	

FILLED PEPPERS WITH BEANS

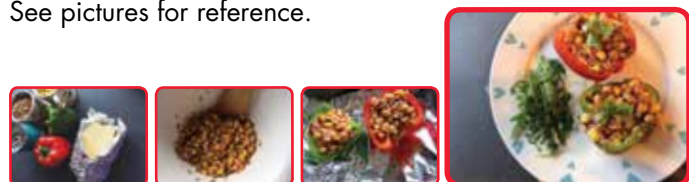
Cooking time: **45 minutes**

Preparation Time: **15 minutes** | Serves: **2**

Ingredients: 2 medium peppers, 1/2 a cup of cooked brown rice, 1/2 cup of rinsed corn, a matchbox size of half fat cheddar that is grated, a tin of beans and pepper to add flavour.

Instructions: (1) Wash the peppers and dry them with a paper towel, cut them in half and remove the seeds and core. In a bowl add together the rinsed corn, beans, brown rice and pepper. (2) Scoop and add this mixture to the pepper halves. (3) Place a layer of aluminium foil beneath the peppers in a baking container. Add the pepper halves and cover with aluminium foil. (4) Bake at 200 C/Gas mark 6 for 40 minutes or until tender to touch. (5)Take away the upper layer of foil, sprinkle lightly with a half fat cheddar and heat for a further 5 minutes.

See pictures for reference.



SPAGHETTI WITH TOMATO & SEAFOOD SAUCE

Cooking time: **20 minutes**

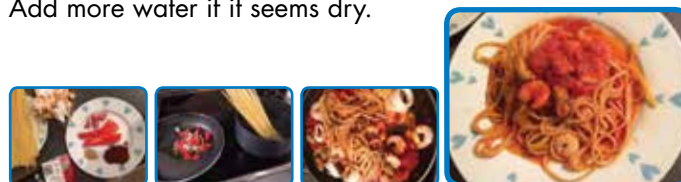
Preparation Time: **15 minutes** | Serves: **2**

Ingredients: 2 tbsp olive oil, 2 garlic gloves crushed, 1 red chili, 200g spaghetti, 1 tsp paprika, 1 x 400 grams chopped tomatoes, 200g fresh seafood, herbs to taste, 1 and a half tps fennel seeds.

Instructions: Boil the kettle. Heat the oil in a medium sized saucepan and add the garlic, chilli and fennel seeds - fry for a couple of minutes. Fill another saucepan with boiling water and cook the pasta. (2) To the pasta add paprika, tomatoes and seasoning and gently cook for 8-10 minutes. (3)Remove the spaghetti from the pan a minute before everything is ready. Mix the spaghetti in with the seafood and sauce.

Cook for no more than 2 minutes.

Add more water if it seems dry.

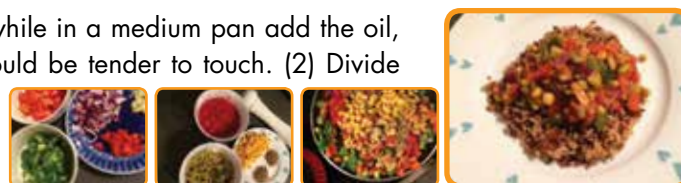


FLAGEOLET BEAN CHILLI

Cooking time: **20 minutes** | Preparation Time: **15 Minutes** | Serves: **2**

Ingredients: 1 garlic clove, 1 onion, 1 tbsp. oil, 2 peppers, 1 red chilli, 1 x 200g flageolet bean chilli, 200g chopped tomatoes, 25g tinned sweetcorn, 1 tsp cumin seeds and oregano, pepper, herbs to taste.

Instructions: (1) Start the rice boiling, cook for 20 mins. Meanwhile in a medium pan add the oil, onion, garlic, peppers and chilli and cook for 5 minutes, it should be tender to touch. (2) Divide the flageolet beans in half, squash half the quantity and add them to the pan with the other half, chopped tomatoes, sweet corn, cumin seeds, oregano and pepper. (3) Once boiled reduce the heat and allow to simmer for 10 mins.



STRESS - DEPRESSION & ANXIETY SERVICE (DAS)

Is stress affecting you? Are you feeling low, worried or anxious? You're not alone.

We know that around one in four people will experience some form of depression or anxiety during their lifetime and we also know that some people will find it hard to take the first step in seeking help and support for themselves or a loved one. We all expect to catch a cough or cold once in a while but when it comes to the way we feel emotionally, it can be hard to recognise or admit that we're not feeling 100%.

Our service is a free, confidential NHS service for people aged 18+ living in Torbay. We offer a range of different treatments and therapies, which are known to work for people experiencing problems with low mood/depression, anxiety or stress. We recognise that Carers are one group of people who are vulnerable to feeling low or anxious due to the pressures that they are under. As a result, we regularly help many Carers learn strategies to manage their mood and stress levels on a daily basis.

Our main treatment is Cognitive Behavioural Therapy (CBT), which helps people identify unhelpful thoughts or behaviours that are making them feel low or anxious so that they can make positive changes. We offer face-to-face and/or telephone appointments, and we also have a computerised CBT programme available – this helps us be as flexible as possible, offering choice to people wanting to engage with our service. As well as this, we run regular groups and taught courses, including the Mindfulness-Based Stress Reduction course and Self-Management of Depression and Anxiety group.

One of the best things about the service is that people can refer themselves without needing to speak to their GP. You can book an initial assessment by contacting our team on: **(01803) 696600**, or by using the online self-referral form on our website: www.devonpartnership.nhs.uk/DAS.385.0.html

E-MAIL & MOBILE TELEPHONE CONTACT

TUESDAY EVENINGS

Val Shute co-ordinates and runs the Carers Telephone Line service on a Tuesday evening between 5:00 pm. and 9:00 pm.

If you are a Carer and have been unable to access care and support during the day, due to work or other commitments and you would like to make contact with a Carer Support Worker, then you can chat online via email: val.shute@nhs.net, or contact Val's mobile on: **07596 103291**

A NEW MEDICATION SERVICE

IS BEING PILOTED ACROSS SOUTH DEVON

This is for people who may want a medication review, but cannot easily make it to the pharmacy, or are confused about/have any queries about medication for themselves or the person they care for.

Some areas are further ahead than others, but if you would like to have a home visit about your and/or the person you care for's medication, then please email a request to: signposts@nhs.net and we can forward it to the correct department.

CARERS WEEK 12-18th JUNE



Carers Week 2017 will take place from the 12th - 18th of June. The theme this year is Building Carer Friendly Communities – communities which support Carers to look after their loved ones, while recognising that they are individuals with needs of their own.

Carers Week is an annual campaign to raise awareness of caring, highlight the challenges Carers face and recognise the contribution they make to families and communities throughout the UK.

The campaign is brought to life by thousands of individuals and organisations who come together to organise activities and events throughout the UK, drawing attention to just how important caring is.

This year, Torbay has organised a programme of events during Carers Week, designed to reach a large number and variety of Carers, of all ages. The events are open to unpaid Carers across Torbay. There will be an opportunity for Carers to take part in a whole host of activities from pampering options, flying a virtual Boeing 737, playing pitch and putt, and going on a treasure hunt, among other exciting opportunities. Most events are on a ticket only/prebook basis, unless otherwise stated.

To apply please complete the insert with this edition of Signposts, noting your 1st, 2nd and 3rd preferences and return to: **TORBAY CARERS SERVICES, FREEPOST – No later than Friday the 5th of May.** Alternatively, ring direct to book where specified. We will do our best to accommodate your choices.

For more copies of this brochure and insert, or general information on Carers Week 2017, contact
Signposts for Carers on: (01803) 666620 or go to:
www.torbayandsouthdevon.nhs.uk/services/carers-service/signposts-magazine

CARERS WEEK EVENTS

MONDAY 12TH JUNE

FAMILY HISTORY

Paignton Library 11am - 12:30pm

Ancestry.com® is the world's largest online family history resource, home to billions of historical records, millions of family trees and much more. It's also the world's leading network of archives dedicated to helping everyone discover, preserve and share their family history. Take a short guided tour to see what the site has to offer anyone researching their own family tree. **(Carers only)**

LOCAL LITERARY LINKS & A LIGHT LUNCH

Paignton Library 1:30pm - 3pm

Come and enjoy a light lunch followed by a lively talk about local people and their literary history; presented by Janet Downer, Brenda Loosemore and Lorna Smith. Amusing and enlightening, the talk will last about 30 to 40 minutes, after which questions and discussions are actively encouraged.

(Carers & Cared For)

TUESDAY 13TH JUNE

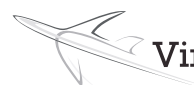
COME FLY WITH US!

Chudleigh

10am - 1:00pm

Do you have what it takes to fly a

Boeing 737? If not, then pilots at the Centre will teach you everything you need to know, together with the virtual PC aviation system. Be prepared to laugh, learn and have some fun. Transport and a light lunch is provided. **(Carers only)**



Virtual Jet Centre

BROADSANDS BEACH PITCH & PUTT GOLF

Next to lovely Broadsands Beach

2:00pm - 3:30pm

For budding Rory McIlroys or Nick Faldos, join us for 9 holes of approach golf followed by iced refreshments. Meet at the pitch and putt hut. Comfortable walking shoes recommended. **(Carers only)**

WEDNESDAY 14TH JUNE

CRAFT SESSION **DESIGN & PAINT YOUR OWN SCARF** **Paignton Library**

10:30am - 12:30pm

There are 2 ways of painting your scarf, one is to apply the dye directly to the fabric creating a pattern with a brush, or applying dye onto paper then cutting out the shapes, in both cases pressing/transferring the dye into the fabric. There will be a choice of complexity and materials will be provided.
(Carers only)

RELAX & UNWIND **CARERS AID**

The Olive Carers Centre, Torquay

10:30pm - 2:30pm

Why not come along and let us treat you...There will be a choice of two treatments, as well as unlimited teas/coffees and cake!

Please call us direct for further details and to confirm a place (01803) 323510. **(Carers only)**

'TASTE OF SUCCESS' STAND **WITH THE HEALTHY LIFESTYLES TEAM**

Paignton Library

1:00pm - 3:00pm

The downfall for many of us, when it comes to losing weight, is snacks. By making small changes, like taking out a biscuit from your diet over a year, you can lose up to 7 ½ lb.! So we are showcasing a variety of snack examples at our stand, don't miss out, come and be inspired.



THURSDAY 15TH JUNE

RELAX & UNWIND **The Brixham Carers Centre**

10:30am - 1:00pm

Why not come along and let us treat you...There will be a choice of two treatments, as well as unlimited teas/coffees and cake! Please call us direct for further details and to confirm a place (01803) 323510.
(Carers only)

ALL AT SEA **THEMED AFTERNOON TEA**

The Anchorage Hotel, Aveland Road, Torquay

1:45pm - 4:15pm

Come and enjoy a cream tea with entertainment from some members of the Back Beach Boyz - singing some shanties.
(Carers free, Cared For £5.00) limited spaces.

Please ring direct to book your place on:
(01803) 316333 – Amanda Thomas
Or (01803) 312233 – Michele Glanfield

FRIDAY 16TH JUNE

JUST JHOOM **Horizons Centre,** **Torbay Hospital**

11:30am - 12:30pm

'Just Jhoom' means 'just dance' and is a wonderful way to have fun and get fit at the same time. The classes are beneficial whether seated or standing/dancing. Every session is inspired by the glitz and glamour of Bollywood with plenty of interaction and laughter along the way. Suitable for all abilities and ages. Why not try something new!

(Carers only)



TORRE ABBEY **TREASURE HUNT**

Torre Abbey

1:30pm - 3:30pm

Join us for an adult treasure hunt quiz with a medieval theme in and around historical Torre Abbey and beautiful gardens. Have fun locating clues and win treats! Meet at the main visitor entrance underneath the clock tower.

Many thanks to Boots, Richardson Hotels, WHSmith and Harbour Kitchen, for prizes. Please wear practical clothing.

(Carers only)



GUIDED TOUR OF THE HOUSES OF **PARLIAMENT**

Meet outside Paignton Library Main Entrance

7:00am (leave prompt at 7:30) - Leave London at 3:30pm

Enjoy a full day out, being picked up from Paignton Library and transported by mini bus to London, for a fully guided tour of the Houses of Parliament, offering a unique combination of one thousand years of history, modern day politics and stunning art and architecture. **(Carers only - £5 contribution towards travel costs).** **Correct at time of going to print.

TUESDAY 13TH - SATURDAY 17TH JUNE

TORRE ABBEY & GARDENS

10:00am - 4:00pm

Enjoy a visit to Torre Abbey gardens, or follow an interactive tour around the house and learn about this intriguing landmark and its colourful history. **(Free of Charge to Carers and Cared For with a Carers Card)**



TORBAY YOUNG CARERS UPDATE

Young Carers February half term was very busy with a good range of activities for ages 6–18, which were well attended. Fifteen young people attended First Aid Training; many thanks to Claire MacMahon from the British Red Cross for delivering a very comprehensive course.



Everyone enjoyed it and learnt many new skills, which was demonstrated as the young people became more confident throughout the session. First aid is very important, but particularly for Young Carers, who are more likely to find themselves in a situation where they would need to use it.



We also had 28 young people attend Merlin Cinema in Torquay to watch the new Lego Batman movie; they had great fun and now they want to build a Lego Batman! 21 Young Carers attended our Paignton Zoo activity and we had a wonderful day with the sun shining and all the animals coming out, so we saw them in action including the lions and tigers, who can sometimes be fast asleep. 82 people attended our family activity, which proves that the family swim is as popular as ever.



We had some great feedback from parents:

"My daughter has grown in confidence since joining Young Carers"

"She would not normally access activities but since joining Young Carers she has made many new friends and is keen on attending more activities".

Andrew Wright
Young Carers Support Worker
Tel: (01803) 208657

DATE FOR YOUR DIARY - YATES BAR



Torbay Young Adult Carers will be holding an exciting event on **Tuesday 16th May 2017**, to raise funds for Young Adult Carers.

Everyone is welcome to join in the fun at **Yates Bar** in Torquay at **6pm**. There will be a band and buffet, plenty of dancing and chatting, there will also be a prize raffle. Tickets are £12 per person and will be available from the Bar at Yates, or by contacting Cheryl Mackinnon on: **07825 027642**.

Unfortunately, as it is a bar, we cannot allow anyone under the age of 18 to attend this event.

We look forward to seeing you all there.



SOCIAL BUTTERFLIES!

A large part of the Young Adult Carer service focuses on giving Carers the opportunity to step away from their caring role and socialise with other people their age. And this last term has been packed with social events!

December started off with a literal bang, at UCZ Paintballing Park in Newton Abbot. The event was attended by 10 Young Adult Carers, who were split into two teams and played on 4 different courses. The highlight of the day was the battle of the sexes; the boys won, but the girls want you to know that they held their own!

Later in December, it was time to get our glad rags on, as staff and Young Adult Carers attended a Christmas dinner at The Harvester in Torquay. Crackers were pulled, cards exchanged and the air was filled with Christmas spirit and laughter. The night ended with more partying in Torquay, whilst others headed to Brixham to put those shower performances to good use on the karaoke!

The beginning of 2017's social calendar kicked off in February, seeing 7 Young Carers and 5 new Young Adult Carers attend a transition event at AMF Bowling in Torquay (event sponsored by a Carers donation of £100). The event aimed to introduce Young Carers to the Young Adult Carer service and provided them with the opportunity to meet staff and Carers ahead of their transition into the service after their 16th birthday. They enjoyed a game of bowling and a burger. It was exciting to see new faces joining us, and we look forward to having more fun with them in the future!

FIRST AID

Being a Carer has its many challenges, and this may vary for each of us. Sometimes, it may be easy to know specific things about the person you care for; their medicine, certain triggers and how to care for them day-to-day. But in the face of an emergency, things can become scary if you're unaware of basic first aid skills.



Fortunately, Carers were given the opportunity to learn these skills and in January a group of Young Adult Carers attended a free First Aid course run by Claire McMahon from British Red Cross. The course ran for two hours, and taught us how to respond if you find somebody unconscious, the importance of the recovery position, how to perform CPR, information on treating burns, how to recognise a heart attack and how to help somebody who is choking. It was an informative, fun and interactive morning; we practiced the recovery position on each other and CPR on the "Annie" dummies. We'd like to thank Claire for her time and for giving confidence to Carers

in the face of an emergency. First aid is easy to learn and once you know what to do, it could have a huge impact and save a life.

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 email: torbayyac@nhs.net or phone: **(01803) 208455/852421**.

CARERS NOTICEBOARD

Torquay Carers Group

Meet at the Olive Carers Centre,
Victoria Park Road, Torquay
Second Monday of every month
2:30pm - 4:00pm | £2.00 per head

8th May

John Risdon – Journey along the South Devon Coast

12th June

Bowling at AMF

10th July

Cream Tea – venue to be decided

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 every month
2:30pm-4:00pm | £2.00 per head

27th April

Peter Haywood - Young Offenders:

25th May

Elizabeth Rae - The U3A

29th June

*Ian Cooper - Retired Policeman
More interesting tales*

27th July

Beetle Drive - At the Carers Centre

For further information please speak to:
your **Surgery Carer Support Worker**
or ring **Sally Corbishley** on: **07531 947687**

Torbay Mid-Age Carers Group

We meet on every second Thursday of the
month in various locations around the Bay
2:00pm - 3:30pm
All Carers 40/60 welcome (with some flexibility)

13th April

Guided walk with John Risdon 'What life was like
in late Victorian Torquay' meet Grand Hotel

11th May

Afternoon tea at Angels in Babbacombe

8th June

Visit to Torre Abbey House – Free entry to house
and gardens negotiated

13th July

Crazy golf at Pirates Bay in Paignton and then on
to Shorelines for refreshments

For further information about the group and
for details about January to April events please
contact:

Val Shute on: **07596 103291**

TORBAY SOCIAL CLUB FOR THE BLIND AND VI

Meet at Jasmyn House, Midvale Road, Paignton
2nd & 4th Wednesday
2:00-4:00pm
New Members Welcome

April 26th

Baked Potatoes Afternoon

June 14th

Disabled Sailing

May 10th

Sharmans Winery TBS

June 28th

Gardening (Speaker)

May 24th

Lunch - Skittles

July 12th

Morwellam Quays

Contact Details:

Chair, R. Hewitt **(01803) 555347**
Vice Chair, G. Leach **(01803) 209574**

CHADWELL CARER SUPPORT GROUP

Chadwell Centre
Torquay Road
Paignton

2nd & 4th Tuesday, Every Month
5:00pm-7:30pm

Please contact:
Dave Baker
Mental Health Carer Support Worker

Tel: **0300 555 5000**
Email: **d.baker1@nhs.net**

CHILLED OUT

Mental Health Carer Support Group

Every Wednesday 10.30am-1.00pm
At

'Chilled Out' Next to One World Café
Torre Abbey Gardens, Torquay

Please contact:
John Davidson
Mental Health Carer Support Worker

Tel: **07909 873275**
Email: **johndavidson1@nhs.net**

Carers @ The Park

Coffee Mornings

2nd Thursday of every month (except August) at:
Park Hotel, The Esplanade, Paignton

13th April, 11th May, 8th June, 13th July
10:30am - 12:00pm

£1.50 per head

Meetings are attended by Sally Corbishley, CSW

Afternoon Tea & Biscuits

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

April, 19th May, 16th June, 21st July
0:00pm - 0:00pm???? Time?

£1.50 per head

Meetings are attended by Ros Vian, CSW



Progressive Supranuclear Palsy (PSP) Devon Support Group

Meets at **Paignton Library**
In **room 12**, on the **1st Floor**

Dates for your diary:

Monday April 24th

Monday May 15th
Also PSP Awareness week

Monday 19th June

"TIME OUT"

For Chilcote and Brunel Carers

We meet on the **third Thursday** of every month
1:45pm - 4:15pm
at The Anchorage Hotel, Aveland Road, Babbacombe,

Thursday 20th April 2017

John Risdon will be joining us again for one of his fabulous talks
'Torbay's Glorious Coastline – 22 miles of scenic beauty and history'.

Thursday 18th May 2017

John Dudley will be entertaining us with 'Summers gone by in Torquay over the years' with photos and a talk.

For More Information, Contact

Amanda at **Chilcote Surgery** : (01803) 316333
Michele at **Brunel Medical Practice** : (01803) 312233

Friends of Paignton Library SCRABBLE GROUP

At **Paignton Library** in **Room 13**

Tuesdays from 2pm – 3:30pm on:

2nd May
11th July
13th June

Entry Charge: **£2.00**

OTHER NEWS - A CARER'S EXPERIENCE

OUR PERSONAL INDEPENDENCE PAYMENT EXPERIENCE *or how to survive a practically impossible process!*

My husband had received Disability Living Allowance at the highest rate for a number of years and in 2010 was granted it for an indefinite period. In 2013 a new system replaced D.L.A called Personal Independence Payment (P.I.P). He was advised that he would need to be assessed again under the new criteria and he received the P.I.P. claim form in October 2015.

Having already successfully completed a similar form a few years before, we set aside a whole morning to answer the 40 something pages of questions. We gathered information about his health conditions and listed the 13 items of relevant medication. Surely an hour hadn't gone by already, we had only just started!

Jim found the process very tiring and rather daunting. We knew that every question had to be answered carefully and accurately reflect how his health was affected by everyday activities. We sent it off and waited ..

The next stage was a face-to-face consultation in January 2016. This took about an hour and Jim was asked numerous questions about how his health conditions affected his daily life. Unfortunately when he was sent a report of that meeting some of the facts discussed had been wrongly recorded, which he then disputed. He had to provide additional medical evidence to support this, which unfortunately delayed the process for a few weeks.

He received notification in late February that his application for the mobility component of P.I.P. had been denied and that his Motability car would have to be returned on March 14th 2016. He was devastated. Having a car ensured he could travel to frequent G.P. and hospital appointments, and allowed him independence on the days he felt well enough to go out. He immediately began the official appeal procedure against this decision. It was at this point that we decided to seek advice from the Disability Information Service.

We soon realised that we had made a fundamental error in not asking for their help sooner. A member of staff went through the original application form and pointed out several instances where the answers we gave were lacking in detail. She helped us to realise that P.I.P. criteria is set at a much higher level than D.L.A. and making every word count is crucial, as the person reading it doesn't know you from Adam. We thought we had done a good job, it turned out we hadn't!

We went to appeal in July, but sadly, like many others, Jim was unsuccessful. Hindsight, as they say, is a wonderful thing. My advice to anyone else needing to navigate through the choppy waters of the P.I.P. process – seek professional advice right at the start!

WHO AM I?

Poem By Helen Elliott - A Carer

I am not a taxi driver.
I am not a pharmacist or a GP or a district nurse.
I am not a consultant, a podiatrist, an optician, or a dentist.
I am not an occupational therapist, counsellor or community psychiatric nurse.
I am not a domestic and I am not a meals on wheels service. I am not a chef.
I am not a lawyer, a solicitor or CAB employee.
I am not the Job Centre or the DWP.
I am not a receptionist, secretary, or office manager.

I am a team leader and a project manager

I am a Carer

Hospital Carers Evaluation

Torbay Carers were asked to evaluate the experience Carers have when the people they care for stay in acute and community Hospital wards. They were asked to focus in particular on dementia services, medication and discharge. Carer Evaluators carried out questionnaires in Torbay Hospital, Brixham, Paignton and Newton Abbot Community Hospitals and completed 181 questionnaires. In total 91 were completed in the acute and 90 in community wards, with the bulk of Carers responding positively about their experience in the majority of cases. The key findings were:

1. Carers tend to feel welcome on the hospital wards, usually feel their views are respected and tend to be involved as much as they want to be in the patient's care.
2. Staff value the role of Carers to a greater extent in the acute hospital setting than the community hospitals.
3. More Carers of people in acute wards felt treated as an equal partner in the patient's care,

than in a previous evaluation in 2014.

4. Carers would like to see a clearer handover of information when patients move between wards.

Where comparisons to previous evaluations could be made there were notable improvements in the experience of Carers in Torbay and local community hospitals. The evaluation enabled the Carers Service to make recommendations for how nursing staff could improve the experience of Carers further, for example by ensuring Carers always receive timely information about medication when a patient is discharged and by ensuring Carers receive follow-up calls after discharge.

To view the full report please visit our web pages at: www.torbayandsouthdevon.nhs.uk/carers and follow the link to Strategy, Policy and Quality.

Or request a paper copy of the full report by emailing rohan.davidson@nhs.net.

Empowering People



Looking to get back into work?

We can help you recognise your potential whilst overcoming or managing any barriers in your life. We work with employers and partner organisations to develop employment opportunities, helping people to develop new skills and gain paid employment, as well as a range of volunteer and work experience placements.

We provide training for people seeking to develop new skills or currently unemployed – we also run our own Ethical Recruitment Service, which can help match you with suitable local employers, while helping businesses source the training and people they need to succeed.

- **Discover My Skills** - This course helps you to identify your skills, experience, personal qualities and learn how to look for work effectively, apply for jobs and tackle an interview.
- **Upskills** - This follow on course to Discover My Skills, provides extra support to help raise self-esteem, improve time management skills and explains how new behaviours can be learnt.
- **Specialist courses** - Designed to help people progress in the areas of construction, hospitality and retail.
- **We provide a free-of-charge Workclub** - Where people can access computers and the internet. Available to anyone who has already completed one of our programmes.
- **We provide access to Learn My Way** - Which offers 30+ FREE courses across 7 different subjects.
- **Higher level courses** - We offer access to IT & Digital skills courses at a range of levels as well as the Award in Education and Training, which helps you progress into teaching adults/training.
- **Community work** - Our community is at the heart of everything we do, from our Lunchclub for the over 50s, to our horticulture projects at Parkfield gardens. You can get involved too – it's a great way to meet new people!

If you'd like to find out how we can help, contact us for more info on:

(01803) 551551 or link up with us on Facebook or via our website: www.eatthatfrog.ac.uk

Greetings from Carers Aid Torbay

Don't miss out on some of our events this quarter

We are looking forward to hearing from you. During Carers Week, we are holding two pamper events, one at the Olive Carers Centre (14th June) and one at Brixham Carers Centre (15th June). You will have a choice of Reiki, reflexology, nail care, and back massage together with a pamper present to all who share these fun days. All of our events are for Carers and will be funded by us; we will ask you to bring your own picnic to share on our Moor day, but we will organise the mini bus etc.

Please ring: **(01803) 323510** to book your place on the above and the events listed below, and don't forget to ask about our workshops and training.

Best wishes,

Pennie and the Carers Aid Team
Carers Aid Torbay

CARERS EVENTS

Spring into Summer

LEGAL WORKSHOPS

Monday 8th May and 10th July

Time 1:30pm – 2:00pm (Appointment only)

These sessions are offered by Wollen Michelmores Solicitors. Edward Lee offers advice on Wills and Power of Attorney.

Please call Carers Aid to book your appointment.

(Free of Charge to Carers)

ANCESTRY

Wednesday 26th April, 17th May and 28th June

Time 10:00am – 1:00pm

Have you ever wondered where your family came from?

We can help...learn to navigate around the family history sites on the internet. If you would like to get involved, please could you take some time to think about what you want to know and gather as much information as possible for the session.

MIDSUMMER DAY TRIP

Wednesday 21st June

Time 10:00am – 2:00pm

On Wednesday 21st June we will be spending the day on Dartmoor, learning about its myths and legends. There will be a chance to stop for a drink or perhaps a traditional Devon cream tea.

Bring a picnic and sit along the riverbank, watching the wildlife.

This event is limited to 14 Carers only, please call the office to reserve your place or for further details.

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