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Deadline for the Summer edition is
20th May 2020

Spring 2020 (April - June)

SIGNPOSTS FOR CARERS

The newsletter for Torbay Carers

Hello and Welcome..

...to our Spring edition. I know for most of us this Spring has not started in the way that we had originally anticipated. COVID-19 has taken us by surprise and we are now rallying as a community and a nation to support each other in every way possible.

On (P 2) our Carers Lead provides an update on what's happening locally. This will be correct up until time of publication release; we are aware that the landscape may continue to change after this. One of the measures we took as a service was to cancel all Carers Courses from now until June. We will be in contact after that, to let you know the way forward. For those who had already started courses, we will endeavour to complete these in the near future.

This edition is packed with useful information – The Sunflower Lanyard (P 3), Dimensions for Autism (P6), Commitment to Carers and Tesco's Bags of Help, both (P 7) and Talking Points (P 10). Unfortunately our Carers Week events (8 – 14th June) have been cancelled due to COVID-19, however we have a number of ideas around alternative activities, please see (P 8) for more information – we hope you will be able to get involved. Most of our usual groups are cancelled until further notice, apart from the ones listed on the notice board (P 12 & 13). Carers Aid events and groups will also be cancelled until further notice.

Please do continue to contact us on the phone number below, if you need any Carer advice or information – we are here for you during this time.

Wishing you well over the coming months...

Natalie Townsend - On behalf of Carers Services.



Carers in Torbay can benefit from...

- A Carers Emergency Card, to alert the appropriate people as a back-up if anything happens to you
- Free parking at local hospitals (when attending in support of the person you care for) and discounts in local shops

Contact us c/o Signposts for Carers

Telephone: 01803 666620 Email: signposts@nhs.net
www.tsdf.uk/carers

NEW CARER SUPPORT WORKER



LINDSEY REDHEAD

Hi, I'm your new Carer Support Worker at Corner Place Surgery. I have 12 years experience of working in the NHS, previously as a Health and Social Care Co-ordinator. I'm really looking forward to being a front-line member of staff, where I will be able to support Carers and have a chance to get to know you.

I look forward to chatting to you soon. I am available between 9am - 2pm every Tuesday, Wednesday & Thursday on: **(01803) 55 74 58**. Please leave a message with the surgery, and I will get back to you

WINDSOR CASTLE VIRTUAL TOUR WITH Q&A SESSION

Some of you may recall our trip last year to Windsor Castle, well this year due to COVID-19 we have cancelled our visit for Carers Week, but Windsor Castle have kindly offered Carers a Virtual Tour, with a question and answer session, on Tuesday 9th June at 2pm.

If you would like to take part, please contact Natalie Townsend on: **ntownsend@nhs.net** with the subject title: Windsor Castle. I will then get back to you with the joining details.

You will need a laptop, tablet, or smartphone which has a camera and an internal microphone to take

part and you will need to download Zoom, which is free of charge. Instructions and Zoom ID/password will be emailed to you once registered, spaces are limited.



CARERS SERVICES ARE STILL HERE TO SUPPORT YOU AT THIS DIFFICULT TIME!

Carers Services have closed all their drop-in centres, but ARE working remotely, so you can contact your Carer Support Worker, Mencap, Signposts, or Carers Aid Torbay (including Bay Benefits). They will be much busier than normal, so please be patient.

All groups, courses and face-to-face services are cancelled until further notice, and our administrative processes (such as Carers Registration) will take longer than usual. Please bear with us!

Signposts magazine will not be posted out at this time, but we will definitely be sending it and any other communications, by e-mail to anyone whose e-mail address we know. If the register doesn't have your e-mail address (or someone else can receive it for you), e-mail us at: **tsdft.torbaycarersregister@nhs.net** with your card number and name. Add Signposts to your safe sender list too.

If you would like help setting up an e-mail address, or improving your use of IT at this time, contact Signposts as below, and we'll try to set up telephone support.

Call Signposts **(01803) 66 66 20** | Email: **signposts@nhs.net** | Web: **www.tsdf.uk/carers**



NEW SUNFLOWER LANYARD TO HELP CUSTOMERS WITH HIDDEN DISABILITIES

Sainsbury's has announced the extension of a new trial to help enhance the shopping experience for customers with hidden disabilities. The initiative will offer shoppers the option to pick up a lanyard, which has been purposely designed to act as a discreet sign for store colleagues to recognise, if they may need to provide a customer with additional support when in store.

- The trial enables customers with hidden disabilities to collect a lanyard which indicates to colleagues that extra support is needed
- Following a successful launch at Sainsbury's Barnstaple store, the retailer will be rolling it out to further stores. However, locally some are out of stock of the lanyards and are awaiting replenishments

The scheme helps those with a number of disabilities, such as autism, dementia and visual or hearing impairment. When wearing the lanyard, staff will be happy to provide extra support such as opening a new checkout lane, assisting with finding shopping items, or simply giving customers more time at the checkout. Lanyards will be available to collect for free and are for each customer to keep, so they can wear it every time they come into store.

Following Gatwick Airport's successful launch, in which over 10,000 lanyards have been collected to date, Sainsbury's hopes to encourage other retailers to follow suit, meaning customers have the option to wear their lanyard in shops across the UK, in the knowledge that store colleagues will recognise what it stands for.

Personal experience of using the lanyard at several airports: "I am mobile and able to walk, but suffer with chronic pain and fatigue due to having fibromyalgia. I first received and used my Sunflower Lanyard at Birmingham Airport (special assistance desk) where I went to ask about getting one. The process was very simple. I was asked a few questions, then I was issued the lanyard. I was then asked what help I would need. As I am able to walk short distances I opted for them to help me through check-in; I was given priority for this. I was then able to go through priority passport control and security. I was grateful for this as standing for long periods of time gives me extreme pain in my back. The gate was a short walk away and no stairs so I made my way there on my own. Once at the gate I was given priority boarding.



The whole process of going through the airport was so much easier and a lot less stressful to me with the Sunflower Lanyard. I have since used my lanyard at both Stanstead and Luton airport and again it made the process of airports so much easier. At Luton there are a number of stairs from the gate onto the plane. I was already aware of this, so on arrival I arranged with the assistance that I would meet them just before the gate, at a given time and was then able to use the lift and was assisted onto the plane.

I have used the Sunflower Lanyard at 2 different airports in Turkey, however not all staff there understand its purpose. To have the facility of using the lanyard in various places will be of great help to myself and anyone else in a similar situation; as it is hard for people to recognise you are disabled if you are not in a wheelchair."

Mark Lever, Chief Executive of the National Autistic Society, said: "Busy shopping environments can sometimes overwhelm autistic customers and others with hidden disabilities. By introducing schemes like this, Sainsbury's is continuing to take important steps towards our shared vision of making shops and businesses across the UK autism friendly."

A customer also told Sainsbury's: "I must say, it's a great idea. This morning I did feel a bit stupid having to put on the lanyard and I told my husband I didn't want to wear it, but he encouraged me to. I went to the petrol station first before going to the supermarket which I would never normally do on my own, but I found the lanyard gave me confidence as I knew people would help me. I'm partially sighted and have early onset dementia, so for me the lanyard is brilliant."

Tesco is now onboard and the Sunflower Lanyard is available in all stores. Aldi have said they are offering the same service, but have not been using the lanyard. If you require assistance, please ask a member of staff.



ANNUAL UPDATING OF CARERS ALLOWANCE AND THE EARNINGS LIMIT

April is that time of year when working Carers claiming Carers Allowance (CA) need to check that their earnings aren't about to exceed the weekly earnings limit, to ensure potential overpayment recovery problems are avoided.

THE NEW 2020/21 FINANCIAL YEAR BRINGS US THE FOLLOWING CHANGES:

- CA increasing to £67.25 a week (up 1.7%)
- the CA weekly take-home earnings limit increasing to £128.00 (up 4.07%)
- the National Living Wage (NLW), for adults over 25, rising to £8.72 per hour (up 6.2%)

Frustratingly, the CA earnings rules preserve an inflexible 'cliff edge' approach to Carers' earnings, so the increase in the NLW may push some Carers over the earnings limit, so what can you do if you find yourself in this situation? Everyone has different circumstances, but consider:

- reducing working hours to drop below the limit
- checking you are taking full advantage of all deductible employment expenses by looking at the **entitledto** website at: <http://bit.ly/2E40Sk0>
- relinquishing CA but increasing your working hours to make up for the loss of benefit. If you are receiving a means tested benefit, such as housing benefit, income support, or tax credits, you must let them know about the change
- checking if you'd be eligible for/better off on Universal Credit - this has more flexible rules for Carers, but do seek independent advice before taking any action!

Finally, if you know you will exceed the CA earnings limit, you should report the change to gov.uk online at: www.gov.uk/carers-allowance or call freephone: **0800 731 0297**.

SUPPORT FOR MORTGAGE INTEREST (SMI) VIDEO

Until 2018, many homeowners (including Carers) in receipt of most means-tested benefits, could obtain help with mortgage interest payments by means of a non-repayable add-on known as SMI. The scheme was subsequently replaced by a repayable secured loan agreement. Now a new video: <http://bit.ly/3b9SV9Y> - produced by the Department for Work and Pensions, clearly explains how the restructured scheme works.

FREE UNIVERSAL CREDIT RESOURCE

Universal credit info: (<http://bit.ly/2Uo7As5>) is a free and independent newly developed resource by **Lasa**, the social welfare law charity. It's worth exploring if you are seeking in-depth information to resolve issues.

ARE YOU CARING FOR SOMEONE WHO IS CONSIDERING HIGHER EDUCATION?

A government report published last year revealed that prior to starting their degree courses, there was a limited level of awareness by future undergraduates of the Disabled Students' Allowance (DSA). The DSA is a non-repayable grant intended to help with the extra 'study-related costs' arising from a disability or health condition. The grant does not affect welfare benefits and is based on a student's individual needs. Grants can be claimed by full or part-time students, including those on postgraduate courses, together with open and distance courses. DSAs can take many weeks to be approved, so it's important to apply early.

Assessments are carried out locally to establish what assistance a student will require.

Further information is available from the Universities and Colleges Admissions Service (UCAS) at: <http://bit.ly/33fMBsR> or call: **0371 468 0468**.

BEREAVEMENT

DEALING WITH BEREAVEMENT

Following enquiries from Carers, Martin Manley, Coordinating Chaplain from Torbay Hospital has put together an article about dealing with bereavement. Martin and his colleagues can be contacted on: **(01803) 654186**

Anyone can find life difficult following the loss of someone close to them. If there are family or trusted friends to help with practical tasks, that can make a real difference, as can a shoulder to cry on or a friend we can be honest with. But for all kinds of reasons, bereavement can leave us feeling lost, alone and overwhelmed. But there is help available, both emotional and practical.

THINKING AHEAD

It is not morbid to plan ahead – in fact it can be a great comfort to relatives left behind if they know exactly what you want when your time here comes to an end. It can also help to make financial decisions without the emotional pressure that comes with bereavement. Most Funeral Directors offer a Funeral Plan, where you can decide what you want, how much you want to spend, and pay for the funeral in advance. This can be done as a lump sum or in instalments, usually over 12 months, although a longer spread of payments may also be available. Some people even write a message or a poem to be read at their funeral.

ARRANGING A FUNERAL

It is the responsibility of the next of kin to arrange a funeral. Local Funeral Directors will be able to advise you on most practical details. They are used to dealing with people at difficult times, so don't be embarrassed about getting upset, or not knowing what to do. They will be able to help you. You can tell them which priest, minister or celebrant you would like to conduct the service, or they will be able to introduce you to someone suitable. Discussing your plans and wishes with someone experienced usually helps to clarify your thoughts if you are unsure what is possible or what would feel right. The service can be religious, but it doesn't have to be.

FINANCIAL HELP

If money is a worry, there are a few things that might help. If you are on benefits, you can apply for a grant from the Government (Funeral Expenses Payment). This is means-tested, and will cover certain costs (including cremation fees and death certificate) plus £700 towards the cost of the funeral. If you are below the state pension age and your spouse dies, you may be entitled to something called Bereavement Support Payment, which is a lump sum (either £3,500 or £2,500 depending on circumstances) and further monthly payments for up to 18 months. Some local funeral directors are also able to offer the option of paying for a funeral in instalments (this is likely to be via a finance company).

When a child or young person dies, there need be very few expenses: most local Funeral Directors make no charges (although you would of course need to pay for extras such as hiring a limousine), and local Councils have no burial or cremation fees for people under 18 years (although charges do apply for private woodland burials) although in the case of a burial, you will have to pay for a permit to erect a headstone. The same is true for a loss during pregnancy.

BEYOND THE PRACTICAL

Many people find that they only begin dealing with their loss once the funeral and practicalities are over. It's not "closure" so much as an early step on a long and rocky road. This is normal, and it can help to share your feelings either with a trained counsellor or with others who have walked the same path. There is often a waiting list for "face to face" services but don't let that put you off enquiring. It is worth asking your GP if they can refer you: it can help to know a meeting is in place, even if it is a little while ahead. There are a whole range of national phonelines and local support groups available, whether for you or to support someone you know. Torbay Hospital Chaplaincy keep a comprehensive list and would be pleased to put you in touch. During COVID-19 funerals are still being held, but please check with your funeral director what the latest guidance is around arranging and attending.

DIMENSIONS FOR AUTISM

IS COMING TO TORBAY

Dimensions for Autism (DFA) is a community interest company (CIC) running support groups for adults on the spectrum who **do not** have a learning disability. The new Torbay group will be held on the last Monday afternoon of the month (2.30 - 4.30). Adults can turn up at the virtual group and do not need a referral to attend. Adults who suspect they may be on the spectrum may also attend the group, where they will receive support and advice. This support group is free.

For more information contact Trish Darke on: trishdarke.dimensionsforautism@gmail.com or Heidi Slatter/Group facilitator on: advocate4autism@outlook.com

Trish Darke (DFA, Director and co-facilitator) and Heidi Slatter (autistic adult) will facilitate this group. **Trish will also be offering 1:1 support sessions** for either adults who suspect they are autistic, or who have a diagnosis, and their Carers. These 1:1 sessions are limited and need to be pre-booked (two hours per month). If you know of an autistic adult or their Carer, that would like a 1:1 then please refer them to Trish via her email as listed above. These 1:1 support sessions will now be held online or over the phone until further notice.

You can also find more information about DFA's support groups on DFA's website: www.dimensionsforautism.life. On this website there is a **guide to services** for adults on the spectrum (and their Carers) called The Yellow Brick Road: Click on the Devon Autism Guide, or: https://irp-cdn.multiscreensite.com/daa5b68f/files/uploaded/AutismServiceGuide_1_03_1%20%281%29.pdf. This guide is written by DFA's volunteer members, as well as our members also being responsible for our website etc. Not only does this guide have lots of information about autism, but it also provides information about what an individual should do if they suspect they are on the autism spectrum.

HAS YOUR SITUATION CHANGED?

Torbay Carers Service is aware that caring for someone is always changing and developing. We will do what we can to support you with your caring situation and can signpost you to other services which might be able to help further.

If you are a Carer whose caring role has changed recently, or if you haven't spoken to your Carer Support Worker for some time, then it might be the right time to contact your GP practice and ask for a new Carer's Assessment. This would take into account how your role has changed and if there are any new services that might be able to help you.

If the person you care for has moved out of the area or into residential care please contact us. It might be that you can no longer be on our Carers' Register, but we could signpost you to support services that could help with your current situation if necessary.

You are eligible for support under the Care Act if you provide support to a friend, family member or neighbour in Torbay, who would not be able to cope without you. If that person is in residential or nursing care, that service should provide the 'necessary care', and therefore Carers who provide support to them are not able to access the benefits of the Carers Register emergency card / Carers Passport, including free parking at local hospitals and discounts on food and drinks at Torbay Hospital, the Carers Discount Scheme or Carers Education Courses. However, they will still be able to access information and advice such as the Signposts newsletter, so contact Signposts as below.

DEVON ORGANISATIONS LAUNCH COMMITMENT TO CARERS

In 2014, NHS England (which oversees the NHS) laid out its Commitment to Carers - 39 commitments to improve the identification and support of Carers across the NHS. In 2018, the Carers' Leads who cover the three areas of Devon started to draw up their own Commitment to Carers based on this and the Triangle of Care – partnership working between the person, their Carer and the professional. It was hoped that Devon's NHS organisations and Local Authorities in the Sustainability and Transformation Partnership (STP) would sign up to the Commitment which has the following 7 principles:

- 1 : Identifying Carers and supporting them
- 2 : Effective Support for Carers
- 3 : Enabling Carers to make informed choices about their caring role
- 4 : Staff awareness
- 5 : Information-sharing
- 6 : Respecting Carers as expert partners in care
- 7 : Carers whose roles are changing or who are more vulnerable

There is also guidance / recommendations within each of the principles, as can be found on our website: www.tsdf.uk/carers under Strategy tab.

In late 2019, the STP agreed to the principles above and agreed that each organisation would nominate a senior member of staff to work with Carers Services, to self-assess against the principles and draw up an action plan. On March 26th the Commitment was meant to be launched with all the organisations coming together to formally sign the Commitment; due to COVID-19 this has been postponed, but will be rescheduled in due course.

CARERS ACROSS DEVON TO BENEFIT FROM TESCO'S "BAGS OF HELP"



In Tesco's Centenary Year, they ran two special 'Bags of Help' funding where customers voted for their favourite causes. Carers in Devon came second and have just received £15,000 for Carers' breaks. This has been divided across the patch on the basis of Carer population, so Torbay will receive almost £2000 over the next few months towards giving Carers a break. Katy Heard, Torbay's Carers' Lead, said, 'We are very grateful to Tesco, and to Westbank who submitted the application, for helping us to increase the opportunities for Carers to have a much needed break. Natalie Townsend, who coordinates our fabulous Carers' Week activities, has some plans!'

The photo shows Carole Brierley from Torbay, with Billy Hartstein from Devon and Lee Sewrey from Plymouth, receiving the Bags of Help cheque from representatives of Tesco.



CARERS WEEK 8-14th JUNE



Carers Week is an annual campaign to raise awareness of caring, it highlights the challenges Carers face and recognises the contribution they make to families and communities throughout the UK. This year the theme is: Making Caring Visible.

During Covid-19 I think it is fair to say that Carers within Torbay and throughout the country have become more visible than ever and we are keen to reach those who currently don't know about our service. If you know of anyone who's in a caring role but isn't registered with us, please pass on a copy of Signposts electronically, or if you make contact with us, we can send out a paper version.

Unfortunately we are unable to meet in person this year to celebrate Carers Week, however, we don't want to miss the opportunity to say a massive thank you to all Torbay Carers, for all of your tireless and ongoing hard work, so we have decided to offer some online events that you might like to get involved in.

There is also a competition in the following 4 categories:

The best: 1. Decorated cake 2. Poem 3. Photo 4. Garden in bloom

All submissions are required by the end of Carers Week, 14th of June and will then be judged. Winners will be announced in each category by the 22nd of June and prizes will include a Cream Tea delivered to your home, or an M&S voucher. Please email your photos to: ntownsend@nhs.net with the subject: **CARERS WEEK COMPETITION**.

ACTIVITIES FOR CARERS WEEK

TUESDAY

VIRTUAL TOUR OF WINDSOR CASTLE

2pm (allow up to an hour)

WEDNESDAY

VIRTUAL ZOOM KAHOOT QUIZ

Join at 2.45pm (allow up to an hour)

THURSDAY

COFFEE MORNING & SING ALONG

11am (allow up to 45 mins)

THIS EVENT WILL HAPPEN OUTSIDE OF
CARERS WEEK ON MONDAY 22ND

RELAX & UNWIND WITH TEMPLE SPA

11am (allow up to 45 mins)

Learn relaxation techniques and facial
application of sample products

If you would like to take part in any of the virtual Zoom activities, please contact Natalie Townsend (see email above) with the subject title of the event, for example: VIRTUAL ZOOM KAHOOT QUIZ

You will need a laptop, tablet, or smartphone to take part and you will need to download Zoom, which is free of charge. Instructions and Zoom ID/password will be emailed to you once registered, spaces are limited.

You also might like to take a virtual Horse and Cart Ride, or Steam Train at:

www.beamish.org.uk/discover-beamish-from-home/

Or visit The Royal Collection Trust on:

<https://www.rct.uk/discover>

'LEARNING IN LOCKDOWN'

Community Programme via Zoom



Dear All,

I hope this finds you all well and safe. We have a number of events that you are welcome to sign up for.

To participate you will need to download (for free) Zoom on whatever device you have including mobile or computer. Then you will need to click on 'Join a Meeting' on the designated date and time and type in the Zoom ID Number and Password; please see below under events. We can take up to x100 for each free Zoom meeting but we would like to keep the groups manageable so again it's first come, first served. Should these events be of interest, please let me know as soon as possible on the mobile number at the bottom of the page.

I know that not everyone is comfortable with using technology including Zoom but it's quite easy when you have used it a couple of times. Sessions will be a maximum of 40 minutes. Lastly, do check out the new content for families, schools and adults with virtual tours, talks, presentations, trails, recipes and various activities at: <https://www.rct.uk/discover>

TUESDAY 26 MAY 2020 - 2PM

KING GEORGE IV ART & SPECTACLE STORYTELLING ZOOM WORKSHOP

A chance to give your own voice to the stories and characters in the Royal Collection Trust and for your senses to enjoy an artistic feast! Please download and import the following iCalendar (.ics) files to your calendar system.

Weekly: https://us02web.zoom.us/join/tZAtfu2qrzMvHtzuf_V6_gEM553LiWx_XyAO/ics?icsToKen=98tyKuGsrjluGNWdtR2PRpwlAor4LOrzmFxYgrdHiTnaNXZsZSbbY7cRHrtlCOfo

Join Zoom Meeting

<https://us02web.zoom.us/j/84094218548?pwd=cjIPZDFDZ0RUa3hUOXp5UVkrKzQ5UT09>

Meeting ID: 840 9421 8548

Password: 104812

THURSDAY 28 MAY 2020 - 2PM

READING PAINTINGS IN THE ROYAL COLLECTION

Dawn Purkiss will be leading us in a fascinating study of paintings held within the Royal Collection. Together we will be looking at two paintings each week examining, for example: style, colour, mood, composition, symbolism, mythology, fashion, and medium. Dawn will help us de-mystify a painting teaching us how to 'read' an art work. She will also encourage us to consider extending our studies to objects found at home via art, drama or photography etc. More details will be revealed on the day. If popular, it is hoped that this will become a regular series of Zoom sessions led by Dawn every Thursday at 2pm.

Zoom ID: 265 205 3987

Password: 2jKQyN

Best wishes

Sarah Parker, Inclusion Manager

St. James's Palace, London SW1A 1JR. **Tel. 4258 DD. 020 7024 7101 Mob. 07825 313910**

Subscribe to our e-mail updates at: www.rct.uk/keep-in-touch

MY JOURNEY

I remember the first day I met with Cheryl, Young Adult Carer Support Worker; I was only 16 years old at the time and studying Health and Social Care. At this point I joined Young Adult Carers.

I have known Cheryl and Dave (Young Adult Carer Support Workers) for 10 years. In that time, I have built a lovely relationship with them both and they have truly changed my life. Today, I work as a 1-2-1 mentor at South Devon College in re-engagement. The positive path I lead has been massively impacted by three people, my father, Cheryl and Dave, and I cannot thank them enough.

My journey began in Health and Social Care, when I was offered an experience on the Tall Ships for one week as competent crew, sailing across London to France and returning to Brixham. I met some lovely people and the outdoors made a huge impact on my life.

At 18 years old, I was offered a three-week adventure experience in Ullswater for Outward Bounds. Although I struggled throughout, I was still voted an unsung hero and achieved my John Muir Award. Wanting to go home on a few occasions, my instructor Andy supported me throughout and changed my life.

Outward Bounds was enough to change my whole career path. I have never been perfect throughout education, because of my personal issues, however I am proud of what I have achieved. I have gained a Bachelors Degree in Coaching (Outdoor Education), Foundation Degree in Outdoor Education, voluntary work at climbing centres, two seasons at Acorn Adventure as a lead climbing instructor and running sessions with outdoor activities. I have qualified as an Archery GB Instructor, Climbing Wall Instructor, I did a season for Peter Gordon Lawrence (outdoor education and activity organisation) and lots of other experience and qualifications. I haven't missed out on travelling or adventures, because I have done things as and when I can in short bursts and I go for every opportunity I can.

Importantly, my dad is an inspiration and I am so lucky to have spent so much time with him. He is 82 years old, brave and extremely supportive with everything I do. We have a lovely bond and although my dad is a double amputee, that never stops him; he cooks and completes any activity he sets his mind too. I am so incredibly proud and love him very much.

I cannot thank Cheryl and Dave enough, they have been amazing!

Stephanie Sparkes Young Adult Carer

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.



TORBAY YOUNG CARERS UPDATE



Wow! what a start to the year - two residentials, a half term activity programme, and a huge move. The really big news is – WE HAVE MOVED!! Torbay Young Carers Service has moved out of Torbay Council to form part of Torbay Youth Trust, alongside Torbay Youth Service. It's an exciting time with lots of new opportunities ahead of us. We are continuing all elements of the current service and hopefully will be able to offer some additional support in the future. It does mean that most of our contact details have changed though, so please make sure that you have the up to date numbers and emails:

Torbay Youth Trust: **(01803) 895299**

Address: **Torbay Youth Trust, Torquay Business Centre, Lymington Road, Torquay, TQ1 4BD**

Email: **youngcarers@torbayyouthtrust.org.uk**

For referrals: **referrals@torbayyouthtrust.org.uk**

Individual workers' mobile numbers have remained the same.

The move hasn't stopped us from offering support to Young Carers – our Brixham, Paignton and Torquay groups have all been going ahead as usual. We have been busy back in the schools and we have also been able to offer two residential opportunities. Firstly, we took our Young Leaders group to a leadership residential funded by UKYouth – we had a busy weekend of teambuilding and high ropes in the New Forest. The following weekend was an incredible event with our partners at Playback Theatre, giving opportunities for Young Carers to explore their own stories with Playback and a cookery session, craft activities and games. Food for the weekend and the cookery lesson were provided by Ashburton Cookery School, and the Young Carers even received a wonderful cookery book each.

Then came the half term activities with 35 Young Carers joining us for our zoo trip. It was great to see some of our young leaders in action, supporting our younger members at the zoo. The evening was all about the 'older' 11-18 year old Young Carers with a silent disco, with light-up headphones and a music battle between DJ Ricardo and DJ Gabe from the Sound Communities team! It was a fantastic evening – many thanks to our friends at Babbacombe and St Marychurch Lions Club, for funding the disco and supplying all of our Young Carers with burgers, ice-creams and refreshments.



Silent Disco With Light Up Headphones



As always, our activities cannot take place without the help of others with funding and practical support. Over the last few months the following organisations have been key in helping our Young Carers to access activities:

BMAD; Babbacombe and St Marychurch Lions Club; Playback Theatre; Ashburton Cookery School; Sound Communities; UKYouth; Brixham Soroptimists; Preston Rotary Club and Orchard Forest School. We are so grateful for their support.

Best Wishes,

Teresa Mikalauskas, Young Carers Manager, Torbay Youth Trust

CARERS NOTICEBOARD



Parkinson's UK is a national charity dedicated to supporting people affected by Parkinson's.

I am Karen Safe, your friendly Parkinson's local adviser and I am here for you – whether you have the condition or you're a Carer, friend or family member of someone with Parkinson's.

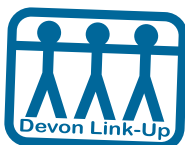
As a Parkinson's local adviser, I can help if you:

- are looking for advice and information
- are looking for tips on how to deal with the day-to-day impact of Parkinson's
- need emotional support
- want to find out more about the services available in your area
- want to learn about your rights and entitlements
- need help navigating the benefits process
- are looking for support on employment issues
- supporting you with your health and social care queries
- finding local support such as our local Torbay Branch meetings (currently postponed)

Parkinson's local advisers are there to turn to, so no-one has to face Parkinson's alone.

You can contact me on: **0344 225 3699** from Tuesday to Thursday, or email me at: **adviser4.southwest@parkinsons.org.uk**.

Our confidential National Helpline is: **0808 800 0303** available from 9am-7pm Monday to Friday & Saturday 10am-2pm.



Just to let Torbay Carers know, we are currently extending our service beyond Devon.

If you are caring for someone with a learning disability or autism and they are struggling with isolation, we are offering communication through Whatsapp, on our Facebook page and we will be happy to offer a direct phone service.

Jo Morgan, Chief Officer

Devon Link Up, The Beehive, Dowell Street, Honiton, EX14 1LZ

Phone: **07808 053992** Email: **admin@devonlink-up.org**
web: **www.devonlink-up.org**

Carers Groups

All Carers groups are postponed until further notice due to Covid-19.

However, please feel free to ring your GP Carer Support Worker should you need support, or a Carers Health and Wellbeing Assessment, which can be completed over the phone.



MENCAP GROUP UPDATE

If you are a Carer aged 18-60 of an adult with a learning disability, we would like to advise you that while face to face groups are unable to take place, we are trialling some virtual groups via Skype and conference calls – details to be confirmed.

If you are interested, please contact **Emma Young**, Project Officer (Collaboration) on: **07852 546530** or email: **emmajane.young@mencap.org.uk**

Chatty 10

Many people across Devon are facing social isolation due to lockdown. Let them know they can call us for a 10 minute chat Mon - Fri, 9 - 4

01752 512280



#chatty10

Other News

NHS Grab And Go Guide

The NHS has published a two-page Grab and Go guide designed in partnership with people with learning disabilities, families and nurses. It gives the information that doctors and nurses will need if you go to hospital because of COVID-19. The documents can be downloaded here: <https://bit.ly/3f17zIW>. You may also want to look at the link below, being prepared for hospital admissions: <https://bit.ly/BeingPreparedHospital>

Spiritual Encouragement

For anyone you know who is feeling isolated and has no contact with the digital world: if they have access to a phone line they can call freephone for a daily message from Justin Welby, the Archbishop of Canterbury, on: **0800 804 8044**. The same phone line also offers a daily prayer for the lockdown and favourite hymns.

Also, there is a Blessing for the UK (you'll also find similar Blessings for many other nations if you search on-line). This can be found at: <https://www.youtube.com/watch?v=PUtll3mNj5U>.

Scrabble Group

As the 'Scrabble Group' is no longer running at Paignton Library maybe you'd like to take a look at on-line scrabble with friends. scrabble.wonderhowto.com/news/best-places-play-scrabble-online-0129726



online

Online Courses for Unpaid Carers Putting Carers First

Caring for someone can be tough and Carers can't always attend courses in person, and during our current climate there are even more reasons not to attend a classroom-based approach. To better support Carers Promas have developed a series of simple and easy to follow online courses which cover a range of topics.

For example:

- Recognising the type of Carer you are and how caring affects your life
- How to manage and recognise stress
- Strategies to help you understand and cope with challenges in your caring role
- How to achieve a healthy balance in your life and look after yourself

Courses include online videos, interactive quizzes, written information and worksheets which can be completed online, or printed off and completed by hand. These courses are not pass or fail tests. Instead, they are designed to help Carers to understand how they are coping and to offer tools and practical ways to help them.

If you would like to try courses 1-3 **Free of Charge**, please log onto: www.promasonline.co.uk, then click Try Our Courses from the Menu, then scroll down to **TRY THE FREE COURSES**. If you find these 3 courses of interest and you would like to complete courses 4-7, please contact Signpost for Carers on: **(01803) 666620** and we will issue you with a password.

Learning at Home

We have found a number of free courses online and during COVID-19 you might like to take this opportunity to dip your toe in and learn something you've always fancied trying.

OpenLearn

The home of free learning from The Open University. If you are looking for a new topic to explore, or want to dig deeper into something you've already discovered? Whether it's a 60-second animated video, a 24-hour course, or Beginners French or Spanish, you will find it on OpenLearn for free. <https://www.open.edu/openlearn/for-study>

FutureLearn

FutureLearn have a diverse range of subjects and courses which vary in length. Most are six to ten weeks long, but some are shorter two and three week courses. Courses are free, or you can upgrade, or buy unlimited. <https://www.futurelearn.com/>

Oxford Home Study Centre (OHSC)

Provides distance learning professional courses. The college is a global distance learning institute dedicated to providing accredited home study courses across the world. They offer both free and chargeable courses. <https://www.oxfordhomestudy.com/aboutus>

edX

edX is a platform for education and learning, a global non-profit organisation offering 2,600+ courses in over 30 subject areas from short courses to advanced degrees, there are learning opportunities for everyone. They offer both free and chargeable courses. The courses and programs are flexible to fit in with your lifestyle, you can take the courses online anytime, anywhere. They may include on-demand video lectures, quizzes, hands-on projects, and more. Take a look on: <https://www.edx.org>

Torbay Community Coronavirus Helpline



If you'd like to help out during these difficult times, or you're in need of help while self-isolated, give us a call:

TCDT: 01803 446022
BDC: 01803 857727

Online: www.bit.ly/torbayhelpline

Torbay Community Development Trust: Mon-Sun, 8am-8pm
Brixham Does Care: Mon-Fri, 9am-4:30pm



"TALKING POINTS" IN TORBAY

A NEW WAY TO ACCESS ADVICE & SUPPORT

We are changing the way we support health and wellbeing in Torbay and our relationship with local people. We want to make it easier for you to access advice, information and support and we know that sometimes this is best done face-to-face, in an informal way. So, across the Bay, we are creating "Talking Points". These are regular sessions which provide an opportunity for you to speak with social care staff and experienced members of the community sector, in a friendly and welcoming setting.

The conversation can help you to explore your options and find ways forward with the things that matter most to you, or someone you care for. We will do our best to support you by listening, giving advice/information and, helping you to connect to things in your local community which can help improve your wellbeing or stay independent. If needed, we can arrange more formal services.

At some Talking Points we have specialist input, around things such as equipment and home adaptations, mental health, finance and benefits, employment and training and community groups/activities.



At present, due to COVID-19 there are no drop-ins taking place, however phone appointments can still be made to discuss what Talking Points can offer on: **(01803) 219700**.



HEALTHWATCH OFFERING FREE DIGITAL SUPPORT FOR THOSE STAYING AT HOME

Independent health and social care champion Healthwatch Torbay has urged the local public to continue to get in touch with them during the COVID-19 outbreak should they have any issues accessing local healthcare, particularly with digital services.

This regularly updated information page can be found at: **www.healthwatchtorbay.org.uk/information-advice-on-coronavirus-covid-19/**.

Before the virus lockdown, Healthwatch Torbay were also leading the award-winning 'Digital Health Devon' project, showing the public in Devon how they can use the internet to access useful healthcare tools and resources such as prescription-ordering services and online GP consultation. They were delivering 'digital drop in sessions' at GP Practices and select community venues throughout the county, but have had to postpone these sessions due to the lockdown.

Now their team of volunteer digital trainers – despite being in lockdown at home – have clubbed together to offer digital support for the public remotely, including advice on how to access Governmental and NHS Coronavirus online services. Anyone interested in receiving this remote support should call free on: **08000 520 029** to discuss their query and book a free appointment. A volunteer Digital trainer will then contact you to try and support you with your digital healthcare related query, either over the phone, via email or even via an online video call.

Digital Health Devon have made their online e-learning tool free to access at home via: **www.digitalhealthdevon.co.uk**, which includes a number of useful learning videos and guides on how to access online GP services, self-referral services, and online benefits from home using the internet.

Healthwatch Torbay and Digital Health Devon have also launched an online live webchat feature on their websites – available during working hours – so people can chat live with an adviser about both their healthcare services feedback and any digital healthcare access or IT-related queries.

For more information please contact Healthwatch Torbay Communications Officer Simon Culley on: **(01803) 402 751** or via email at: **simon.culley@healthwatchtorbay.org.uk**.

Whether you prefer fact or fiction, these unusual narratives will keep you enthralled until the last page...

THE GRAND TOUR

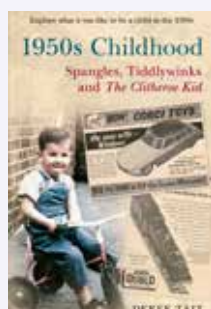
Agatha Christie (ISBN: 0007460687 Harper Collins, 2012)

In 1922, a young Agatha Christie accompanied her first husband, Archie, on a Grand Tour of South Africa, Australia, New Zealand, Hawaii and Canada, leaving behind their two-year-old daughter, Rosalind with Agatha's mother.



During the ensuing 10 months, Agatha kept a record of their journey, taking photographs of new-found friends and famous sights, keeping newspaper cuttings, invitations, menus and memorabilia, and making notes that she would later use in her autobiography, all the while maintaining an enthusiastic correspondence with her loved ones at home.

This gorgeous volume, displayed as a travel journal, reproduces these items and reveals Agatha's deep appreciation of the places she visited, the local customs she encountered, and the drama of incidents observed with the keen insight that would see her emerge as the world's most prolific crime writer.



1950S CHILDHOOD

Derek Tait

(ISBN: 1445609775 Amberley Publishing, 2013)

Derek Tait, well known for his nostalgic books of memoir and mid-century social history, has produced a gallimaufry of Fifties facts, during an era when families' lives centred on the home. Recalling with real affection the household routine, shopping and popular brands, childhood illnesses, radio and early television programmes, comics, sweets, hobbies, sports, cinema visits and outdoor adventures, this is a panoply of a decade with a personal touch.

A wonderful trip down Memory Lane for those who remember this era – and for those too young, a fascinating meander in more gentle times.

MIDNIGHT IS A LONELY PLACE

Barbara Erskine (ISBN: 0007280773 Harper Collins, 1994)

Historian Kate Kennedy rents an isolated cottage near the wild coast of Essex to write her latest book, but far from being a quiet haven amidst lovely countryside, she finds her life and home dominated by an unresolved family dispute, linked to the Romans who lived there centuries ago. As the engrossing story progresses, Kate and her neighbours find themselves plunging into a disturbing psychological battle, which threatens their very survival. A gripping and exciting narrative that interweaves history with the supernatural.



Do you know a Carer who would benefit from our services?

- FREE parking at local hospitals • Discounts in local shops • A Carers Emergency card

This document can be made available in other formats.

For details please contact: (01803) 666620, or email: signposts@nhs.net