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Deadline for the Summer edition is  
Monday May 10th 2021

# SIGNPOSTS FOR CARERS

The newsletter for Torbay Carers

## Hello and Welcome..

to our Spring edition. There's a lot going on over the coming months, including Carers Week 7-13th June. Please have a look at everything on offer (**P8, 9, 10, 13 & 15**), we have a lovely selection of events, both live, online and pre-recorded. Should you need any help to use your laptop/tablet/or mobile in order to access these events, we are still offering support, see Jack's details (**P15**).

As we approach Carers Week additional online events will be advertised, including those from Devon Carers via our Carers Facebook page and by email, so do take a look periodically. All live events are available subject to Covid guidance and regulations.

We are also pleased to include the latest information about the Carers Strategy – Plans for 2021-24 on (**P2**). Thank you to everyone who completed the Healthwatch Carers Survey; the report produced has informed National guidance re Carers & the Devon-wide Commitment to Carers and the Strategy. To take a look, or to make comments before it is printed, please contact us on the details provided (**P2**).

A few shout outs, firstly if you have experience of caring for an adult family member with learning disabilities in Torbay, you might like to consider becoming a Carer Representative (**P5**); there are a number of offers from the Healthy Lifestyles Team on (**P6**), if you would like assistance with your physical or mental wellbeing and for those of you online; and Mobilise (**P7**) are offering free support to Carers – why not take a look at their Carers Toolkit.

Finally, we have some wonderful feedback from Carers who took part in my Coaching for Carers Course online (**P16**). These Carers would never normally have contemplated an online course, but they took the plunge and are now converts to the benefits of online education. I hope this will encourage you to have a go and take a look at our courses: <https://www.torbayandsouthdevon.nhs.uk/services/carers-service/courses-for-carers/> or ring: (01803) 666620 and ask for a copy of our January to June Education brochure.

**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](mailto:signposts@nhs.net)  
[www.tsdf.uk/carers](http://www.tsdf.uk/carers) | [facebook.com/TorbayCarers](https://facebook.com/TorbayCarers)

# TORBAY CARERS STRATEGY PLANS FOR TORBAY'S CARERS FOR 2021-2024

## WANT TO GET INVOLVED?

Firstly, thank you to all of you who completed the Healthwatch Carers' survey - it helped us work out our plans for the next three years. Healthwatch produced a report, which is available on request or at: [www.tsdf.uk/Carers](http://www.tsdf.uk/Carers) on the Strategy tab near the bottom of the page. Some of your suggestions, such as having a booklet summarising all the support to Carers, we will do as quickly as possible. You also said that you would be happy to use the Torbay Helpline for general advice and support, so we have started doing Carer Awareness training with their staff.

Using this report, the National guidance re Carers and the Devon-wide Commitment to Carers (which we mentioned in the last issue of Signposts) we have drafted the Strategy for 2021-24. If you would like to see it and comment before it is printed, please contact signposts on: **(01803) 66 66 20**, or email: [signposts@nhs.net](mailto:signposts@nhs.net) as soon as possible. It is hugely ambitious, with over 150 actions to be completed but, with your help, we think that we can achieve it!

If you would like to be involved in, or kept informed about some of the Carers' projects – technology / replacement care / employment / ethnic minority work / hospital / Carers supporting Carers including moving on from caring and end-of-life care / communications (eg website, leaflets, magazine etc) / linking with disability groups / Carers delivering Carers Awareness Training, please just let us know what you are interested in. We will also advertise opportunities on: [Facebook.com/TorbayCarers](https://www.facebook.com/TorbayCarers).

When it is finalised, it will be published on: [www.tsdf.uk/Carers](http://www.tsdf.uk/Carers) on the Strategy tab, and we can send you a paper copy if you contact Signposts.

The various Commitment to Carers partners have published their top 3 priorities, which includes setting up a specific strategy for Carers under 25, making sure staff follow the recently published NICE standards for working with adult Carers of over 16s and for Torbay and South Devon NHS Foundation Trust, we will undergo an assessment as a Carer-friendly employer. Again if you would like a copy of these, please do let us know.

## PREVIOUS CARERS STRATEGY 2018-21 – PROGRESS REPORT

The last strategy had over 100 actions, and considering that we have had a year of Covid, the fact that all but two of the actions were achieved to some extent, is testament to the dedication of all the staff at Carers Services and all the Carers that have been involved in helping us achieve it. There are too many Carers to mention, but I hope that we can persuade some of them to be featured in a future Signposts magazine.

The formal targets for Carers Assessments, and GP identification of Carers were achieved, but we are still awaiting the data as to whether we achieved the target for Carers Register applications, as there was a significant drop off in the first few months of COVID. Not being able to have staff on the hospital wards, or at the advice point, meant that we really struggled to support Carers of people in Hospital during COVID.

## IS THERE A BETTER WAY TO KEEP YOU INFORMED?

I'm aware that there are so many actions in the strategies that I can't include enough information here. We will do a 'You Said, We did' feature in Signposts about progress, but if you have any genius ideas for how we could do it better, or if you have any marketing or communications experience, we would love you to get involved!

**Katy Heard, Carers & Volunteers Lead**

## DO YOU KNOW OF ANYONE ELSE WHO IS CARING?

We are trying to make sure that anyone with caring responsibilities is linked into Carer vaccination and support, so please, if you know anyone else, who might not see themselves as a Carer, this is the ideal time!!

Please pass on the message and our contact details for Signposts on: **(01803) 666620**, or email: [signposts@nhs.net](mailto:signposts@nhs.net)

# CARERS CORNER

## A SPECIAL TIME

Just over ten years ago my husband was diagnosed with a terminal illness. Whilst this was not the news either of us wanted to hear, we found that having this diagnosis came as something of a relief, as we had been really struggling for quite a long time to find out exactly what the problem was. Now we knew, this was at least one problem we no longer had to deal with.

But what came as a total surprise to both of us, was the happiness and contentment we found in one another's company in the remaining time we had together. When I tell other people this, they shake their heads in disbelief - but that was our experience. We were able to live each day at a time and enjoy that day, even when that included some sort of medical appointment. If we did have to go to the hospital we would then go into Torquay and have some refreshment, often sitting in the veranda at Hoopers where we could relax and admire the view of the harbour. It was as if everyday activities became more meaningful to us, making the time we had together full of happiness.

*If you are currently struggling with your caring role and you would appreciate the support of other like-minded ladies, please have a read of my article below – I have set up a group specifically for women, who are widows or Carers.*

**Dr Marilyn Fryer C.Psychol.**

## MERRY WIDOWS PROJECT 2021

Over 10 years ago my daughter and I set up the charity, Creativity Centre Educational Trust (CCET), and as a result we have since delivered many projects including the Merry Widows Project.

About three years ago, I initiated the Merry Widows Project to bring together older women (mainly widows but all women are welcome) as a group of new friends. We normally meet every fortnight on a Friday morning in Paignton Library and we have workshops, and outings – when the weather is good. We are a friendly group of women and there are no cliques; we all have a wealth of experience and expertise in so many areas of life, which adds to the diversity and strength of the group.

Until the end of lockdown we are meeting by phone, or online, but we hope to soon be back in Paignton Library again. If you would like to join us or are interested in finding out more, then please give me a ring on: **07590 079550** or email me at: [marilynfryer@outlook.com](mailto:marilynfryer@outlook.com)

You will be very welcome!

**Dr Marilyn Fryer**

## BOOK REVIEW

*'Make time for a contrasting read, short or long...'*

**by Samantha Little**

## THE WISDOM OF CALL THE MIDWIFE

**Heidi Thomas (ISBN: 978-1-4746-1942-4 Weidenfeld & Nicolson (2020))**

As the new series of this popular programme has been delayed, what better than this little book of wise sayings, to fill the gap? A small hardback that fits perfectly in hand like a prayer book, the glossy pages with photographs of much-loved characters and mindful quotes will be enjoyed by all those missing the residents of Nonnatus House – and all those yet to discover the mid-century midwives and nuns, whose medical work in Poplar brings the community together.

Inspired by the memoirs of Jennifer Worth and featuring an introduction from Call the Midwife's writer and producer, this volume provides comfort and happiness in present times; ideal for busy Carers to carry with them, dip into – and find gentle encouragement along their path.





### ANNUAL UPDATING OF CARERS ALLOWANCE (CA)

In April CA increases to £67.60 (+0.50%) and the hourly rate of the National Living Wage also increases to £8.91 (now payable from the age of 23). At the time of writing, the CA weekly earnings limit of £128 remains unchanged, but you can check for any late change at: <http://bit.ly/2Myo0IY>. It is sensible to check that work-related earnings are still within the CA earnings limit, thereby safeguarding yourself from overpayment recovery worries. COVID-19 furlough pay is taken fully into account for the CA earnings calculation.

### PENSIONS DASHBOARD UPDATE

In the summer of 2019, we heralded the imminent arrival of a new government initiative called The Pensions Dashboard: (<http://bit.ly/3pib6Rp>). Unfortunately, this project has been beset by delays and the earliest start date is now 2023. We will update you when it finally arrives.

### CAN YOU CLAIM CARER'S ALLOWANCE (CA) AND PERSONAL INDEPENDENCE PAYMENT (PIP) FOR YOURSELF?

In addition to caring responsibilities, surveys have shown that 65% of Carers are also affected by poor health. A question that sometimes arises is whether a Carer can claim PIP for their own problems in addition to their CA. The answer is yes. There is no prohibition on a Carer claiming PIP, but a question of compatibility can sometimes be raised by the Department for Work and Pensions (DWP), if they feel that there is an inconsistency between a PIP claimant's caring role and their own health problems. However, it is possible to pre-empt such assumptions by clearly explaining how the caring role is managed.

Example: Anne is 63 and cares for her father. He has stage 5 Alzheimer's disease (increasingly poor memory issues) and this gives rise to care needs caused by disorientation and forgetfulness. He receives Attendance Allowance and Anne claims CA as she is usually on hand to pacify him, ensure his safety and supervise his medication. Anne has osteoarthritis which causes her severe pain and restricted mobility, but she still forces herself to cope. However, in applying for PIP, Anne should make clear how the effects of her condition are compatible with her caring tasks. The PIP2 questionnaire (Question 15, 'additional information') is where she can do this - explaining that she:

- Lives in a small bungalow (so can easily monitor her father's movements)
- Does not get involved in her father's personal care (bathing, lifting, etc.)
- Relies exclusively on home deliveries from a supermarket (little carrying/walking)
- Keeps an eye on her father (without physical exertion)
- Asks a neighbour to help her out on bad days

The success of Anne's PIP claim will depend on the overall DWP decision making process, but by addressing perceived contradictions between her health problems and her caring role, Anne will have at least cleared one PIP hurdle.

PIP can be claimed between 16 and state retirement pension age (continuing after this time if it is already in payment). You can find out more at the Turn2us website: (<http://bit.ly/36aiWVK>). Disability Rights UK produce a detailed downloadable PIP guide at: <https://bit.ly/2Lg0kZB>

# COULD YOU BE THE VOICE OF CARERS OF ADULTS WITH LEARNING DISABILITIES?

Torbay Learning Disability Partnership Board are looking for 2 Carer Representatives who have experience of caring for an adult family member with learning disabilities in Torbay.

The Learning Disability Partnership Board was re-launched in December 2019 and meets to discuss and make decisions about services, policies and new developments and changes. There are 5 LD ambassadors (soon to be 8 ambassadors) representing the voices of people with learning disabilities, and representatives from health, social care, Carers' Services, Mencap, housing, education, safeguarding, transitions, Healthwatch and commissioning.

We recognise the importance of Carers' voices and views in decisions, and fortunately up until now, this has been fulfilled eminently by two Carers who have 'stood-in' until we could recruit properly.

We want the Carers Representatives to have different caring experiences so are looking for:

- 1 representative/person with experience of caring for someone aged 18 - 35 with a learning disability
- 1 representative/person with experience of caring for someone aged 35 or over with a learning disability
- This isn't a paid role but being a Carer Rep would:
- Help us to make decisions and important changes
- Give you the opportunity to use your skills and knowledge
- Increase your awareness of Torbay's learning disability community and services, and influence future developments and plans

If you would like further information or to discuss please contact either:

Lindsey Jeffrey, Carers' Services Delivery Manager on: **07824 519471** / [lindsey.jeffrey@nhs.net](mailto:lindsey.jeffrey@nhs.net) or email

Sue McDermott, LD Strategic Commissioner, on: [sue.mcdermott@torbay.gov.uk](mailto:sue.mcdermott@torbay.gov.uk) or call: **07920 413245**.

Closing date for letters outlining interest will be 17th May 2021.

## LEARNING DISABILITY WEEK 14th June 2021 - 20th June 2021



Learning Disability Week is a great way to raise awareness  
Look out for local events in Torbay.

### SMALL STEPS, RIGHT DIRECTION

As we move into spring and come out of another lockdown there has never been a better time to think about our health. Taking care of ourselves needs to be our top priority but knowing where to begin can be difficult. Why not take our healthy lifestyles quiz for instant advice to help get you started, go to: [www.tsdfit.uk/lifestyles](http://www.tsdfit.uk/lifestyles) to find out more. If you don't have access to the internet, give us a call on: **0300 456 1006** (calls charged at local rate) to book an appointment with one of our Healthy Lifestyles Coaches. We can support you with healthy eating, physical activity, emotional wellbeing, stopping smoking and cutting down drinking.

### FREE WEIGHTWATCHERS AND SLIMMING WORLD, OR REDUCED COST SUPPORT THROUGH 'THE 1:2:1 DIET' (CAMBRIDGE WEIGHT PLAN)

Carers and those they care for, are eligible for free or reduced cost access to local weight management providers. We can provide up to 12 weeks of support to help you to lose weight. You can choose which provider you would like to work with, each one providing a slightly different offer, to ensure that there is something for everyone.

### EXERCISE REFERRAL OR DISCOUNTED EXERCISE SESSIONS

We support people of all shapes and sizes to be more active, including those with medical conditions. We work closely with local gyms and exercise providers to provide supervised exercise sessions as part of an exercise referral programme. If you don't need as much supervision we have links with many activity providers in Torbay who will offer discounted activity offers. Speak to one of our Healthy Lifestyles Coaches to find out how you could be more active. Even during times of lockdown, we can point you to a range of Apps, websites, videos, booklets and so much more to support you be more active. If you are at risk of falling, we also have a strength and balance exercise programme.

### NEED TO STOP SMOKING?

There has never been a more important time to stop smoking. Trying to stop on your own can be hard, but with the right support you can do it. Did you know that you are 3 times more times likely to stop smoking with support from one of our advisors? Give us a call to find out more.

### COMPLIMENTARY COACHING AND MOTIVATIONAL SUPPORT

Supporting you to hit your goals! We offer 8 appointments with a Healthy Lifestyles Coach to help you make changes in your chosen area. Using the latest evidence and providing a range of information to help with motivation. Our support helps you to overcome obstacles, avoid risky situations and to understand what is important to you.

### LOW ON EMOTIONAL WELLBEING?

We support you to achieve the 5-Ways to Wellbeing; five simple things you can do to improve your mood and mental health. The five steps include: *connect, be active, take notice, learn and give*. Bring these five simple steps into your life and you will feel the benefits. If you need more support we can refer you to additional services.

### DRINKING TOO MUCH?

Home drinking means we can lose track of alcoholic units consumed. With our help, you can cut down your alcohol intake to safe levels. Alcohol can also increase your calorie intake and weight; a large glass of wine is the equivalent of three chocolate chip cookies.

*SO, DON'T DELAY RING LIFESTYLES TODAY!!!*

## WHAT IS MOBILISE ONLINE FOR UNPAID CARERS?

Mobilise is a community, run by Carers and for Carers which means together we can answer each others questions in ways that really work. And it doesn't cost a penny - we're funded by local government.

With the help of the community we've designed a range of activities to help you, from helping to navigate government care services to providing a group for you to be a part of, go to: [www.mobiliseonline.co.uk](http://www.mobiliseonline.co.uk).

Ultimately, we exist to make our lives as Carers better, whether that's a well needed laugh over an (online) cuppa or coaching so that you have a clear plan going forwards.

Don't just take our word for it though, we've been featured on the BBC and Sky News, see link:

<https://youtu.be/NXuc2Ue2l0c>. The amazing Carers in our community also are vocal in their support for us:

Jacqui says: *"I thoroughly look forward to these sessions, I feel no matter what I say to you, you don't judge me, you don't criticize me and we have such a laugh... We are all so diverse, so different ages, culture but with that common thread"*

When you join us, you have access to:

### YOUR CARERS TOOLKIT

Our community of Carers are constantly sharing what's helping them. Together we have built up a toolkit of resources that we can all use. We're adding to it all the time, you can **sign up to our daily or weekly e-support package** to be kept in the loop.

## CONNECT WITH OTHER CARERS

### JOIN A MOBILISE CUPPA

Join a Mobilise Cuppa by video call to chat to others who are looking after someone.

### JOIN OUR FACEBOOK COMMUNITY

The Mobilise Community Facebook Group is friendly and welcoming, a great place to swap tips and share challenges.

## SPEAK TO SOMEONE

### INDIVIDUAL SUPPORT

### EMERGENCY & HELPFUL NUMBERS

Online, you can also book a free 30 minute one to one call with our Carers Coach, focus on yourself and talk about what's important to you. If you need to talk to someone urgently take a look at our list of Emergency and Helpful numbers, also online at : [www.mobiliseonline.co.uk](http://www.mobiliseonline.co.uk)

## THE MOORINGS @ DEVON

Torbay Business Centre, Lymington Rd, Torquay TQ1 4BD  
Call The Moorings on: **07483 991 848**  
Email: [devontorquay.mhm@nhs.net](mailto:devontorquay.mhm@nhs.net)

**Open: 6pm-midnight, Monday-Friday (including bank holidays) | 12pm-midnight, Saturday-Sunday**

**Are you feeling distressed, frightened, overwhelmed, or that things are too much for you? Don't know where to turn to get mental health support? Are your usual sources of support closed for the night?**

The Moorings @ Devon offers out-of-hours mental health support to anyone aged 16+ in the Devon area, from three locations in Barnstaple, Exeter, and Torquay:

The Moorings have now re-opened for face-to-face support. Please contact the service first to book to attend.

*Please note: clients must wear a face mask and have a temperature check upon arrival.*

# CARERS WEEK 7-13th JUNE 2021



**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 & Valued.**

This year Torbay has organised a programme of both online and live events during Carers Week. The online events will give you the flexibility to get involved from the comfort of your own home, so do take advantage of what's available – for example a tour of Buckingham Palace. There will also be an opportunity to take part in a selection of live activities including the well-known Dartmouth Steam Train (subject to Covid guidance).

To apply please complete the insert with this edition of Signposts, noting your 1st and 2nd preferences and return to: **TORBAY CARERS SERVICES, FREEPOST – No later than Friday 7th 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, please contact  
**Signposts for Carers on: (01803) 666620 or go to:**  
[www.torbayandsouthdevon.nhs.uk/services/carers-service/signposts-magazine](http://www.torbayandsouthdevon.nhs.uk/services/carers-service/signposts-magazine)

## MONDAY 7TH JUNE

### MOSAICS - SESSION 1

**At The Crafty Fox, 105  
Foxhole Road, Paignton |**

**10am - 12pm**

The mosaic workshops are 2 hours long and span over three sessions. No past experience needed. Please bring along an apron and a smile. You will learn how to prepare, design and complete a lovely tile to display inside or in your garden. **This is a 3-part workshop, each session is required to complete your tile. (Carers only)**



### CARERS AID TORBAY VIRTUAL ZOOM CREAM TEA

**Live (Online) | 2pm**

We will offer a FREE cream tea to the first 30 Carers who ring us (one per household). You can then join our Zoom cream tea meeting, but this is not obligatory.

**Please ring: (01803) 323510** the week before, to get details of how this will happen.

### BROADSANDS BEACH PITCH & PUTT

**Meet at Pitch and Putt Hut**

**2.00 – 3.30pm**

For budding Rory McIlroys or Nick Faldos join us for 9 holes of approach golf. Comfortable walking shoes recommended. **(Carers only)**

## BUCKINGHAM PALACE

**Live (Online)** (Email [access@rct.uk](mailto:access@rct.uk) for support)

**11.00 – 12.00pm**

Join a Buckingham Palace Warden for a tour through The Queen's most famous home. How did Buckingham Palace become a royal residence, what treasures does it house and how is it used by the Royal Family today?

Join each session with the following Zoom details:

<https://us02web.zoom.us/j/4407732986>

Meeting ID: 440 773 2986 | Passcode: 996921

### HEALTHY LIFESTYLES EXERCISE SESSION WITH ELAINE

**Live on the Torbay Healthy Lifestyles Facebook Page:**

[facebook.com/TorbayHealthyLifestyles](https://facebook.com/TorbayHealthyLifestyles)

10am on Monday (Seated session) and Friday (Standing session) or start a 6 week programme here: <https://bit.ly/3ca2nN9>

Elaine specialises in working with people living with long term health conditions, or recovering from illness, restricted mobility and low exercise capacity. Her standing sessions offer a low-impact alternative to mainstream exercise classes, particularly for those who are new to exercise, recovering from illness or living with a long-term health condition.



## TUESDAY 8TH JUNE

### A BEGINNER'S GUIDE TO BREAD MAKING WITH CARL SLOMAN

**Venue: EAT THAT FROG, 89 TORQUAY ROAD, PAIGNTON | 10:30am - 12:30pm or 2pm-4pm**

Together we'll make a tasty wholemeal loaf and an Italian-style garlic, sundried tomato and rosemary Focaccia for you

to take home and enjoy! Chef Carl will also talk through healthy eating ideas and the healthy eating plate.

### WEDNESDAY 9TH JUNE

#### MOSAICS - SESSION 2

**At The Crafty Fox, 105 Foxhole Road, Paignton | 10am - 12pm**

*Please see session 1 for details. (Carers only)*

#### WINDSOR CASTLE

**Live (Online)** (Email [access@rct.uk](mailto:access@rct.uk) for support)

**11.00 – 12.00pm**

Join a Windsor Castle Warden for an insight into the oldest and largest inhabited Castle in the world. Who is responsible for the Castle we recognise today, when does The Queen spend time at her favourite weekend home and what do the magnificent state rooms tell us about British history?

Join each session with the following Zoom details:

<https://us02web.zoom.us/j/4407732986>

Meeting ID: 440 773 2986 | Passcode: 996921

### THURSDAY 10TH JUNE

#### SCENTED WAX MELTS WITH NINA PIERSON

**Venue: EAT THAT FROG, 89 TORQUAY ROAD, PAIGNTON | 10:30am - 12:30pm**

Learn about the different types of wax used, how to effectively use scented oils and the health and safety aspects of working with hot wax and oils. You will then produce your own set of wax melts that you can take away with you. (Carers only)

#### SCENTED SHOWER JELLIES WITH NINA PIERSON

**Venue: EAT THAT FROG, 89 TORQUAY ROAD, PAIGNTON | 2pm - 4pm**

Have you ever wondered how to make those 'jiggly' shower or bath jellies that are on trend now? Make these scented shower jellies using ingredients that are gentle on the skin and fun to use during shower/bath time - everyone in your family will love them! (Carers only)

### FRIDAY 11TH JUNE

#### A RETURN JOURNEY ON THE DARTMOUTH STEAM TRAIN FROM PAIGNTON TO DARTMOUTH

**Meet at Paignton Library**

**Meet outside Paignton Library at 9:30am prompt**

We hope you enjoy the seven miles of Great Western tradition along the spectacular Torbay coast to Churston and through the wooded slopes bordering the Dart estuary to Kingswear. We will have approximately 2 hours free time in Dartmouth, where you can stop for lunch and a stroll. We will then embark on the journey home. (Carers only)



### THE PALACE OF HOLYROODHOUSE, EDINBURGH

**Live (Online)** (Email [access@rct.uk](mailto:access@rct.uk) for support)

**11.00 – 12.00pm**

Join a Palace of Holyroodhouse Warden to find out about The Queen's Official Residence in Scotland. Discover stories of the Palace's dramatic history, its place in Scottish history and how it is used by the Royal Family today.

Join each session with the following Zoom details:

<https://us02web.zoom.us/j/4407732986>

Meeting ID: 440 773 2986 | Passcode: 996921

### SATURDAY 12TH JUNE

#### MOSAICS - SESSION 3

**At The Crafty Fox, 105 Foxhole Road, Paignton | 10am - 12pm**

*Please see session 1 for details. (Carers only)*

#### TORRE ABBEY & GARDENS

**9th June – 13th (Wednesday to Sunday)**

**10am - 4pm**

Enjoy a visit to Torre Abbey gardens, or join in a interactive tour and learn about this intriguing landmark and its colourful history. Please book in advance to secure your slot and avoid disappointment, as numbers are limited and only one bubble/family can be accepted at a time (subject to government legislation).

(Free to Carers and the person you care for with your Carers card)

#### HEALTHY LIFESTYLES EXERCISE SESSION

**Live on the Torbay Healthy Lifestyles Facebook Page: ([facebook.com/TorbayHealthyLifestyles](https://facebook.com/TorbayHealthyLifestyles))**

**at 11:30am on Saturday, or start a 6 week programme here <https://bit.ly/3f5ejSi>**

Join Dee a fully qualified Pilates Teacher with ample experience in this strength-based field. All sessions are fully adapted to take into consideration complete novices and viewers who are more experienced. Her sessions change on a weekly basis so that you do not overuse the body in a particular plane of movement or become bored.



### MONDAY 7TH - SUNDAY 13TH JUNE

#### CARERS WEEK RECORDINGS BY DR KEVIN DIXON Live (Online)

Take some time out, to sit down with a cup of coffee and reminisce over; Torbay Movies (Torbay on film – a brief history) and The Great Torquay Saturday Night Out (Going back in time, for a night out in Torbay). To watch the recordings, put the following details into your web browser:

**The Great Torquay Saturday Night Out:**

<https://vimeo.com/519469921/734cfa904>

**Torbay Movies:**

<https://vimeo.com/519466801/8d0190c664>

# CARERS WEEK CONTINUED

7TH - 13TH JUNE 2021

## CARING FOR YOURSELF WITH AROMATHERAPY

### Live (Online)

Are you interested in learning more about aromatherapy oils, their application and benefits?



Take some much deserved time out during Carers week and learn a wind down routine, to help you de-stress at the end of a busy day.

To take part, we will deliver sample oils to use for the week free of charge. There will be a live Facebook check-in every day and this can be viewed at your leisure on: [facebook.com/groups/caringforyourself/carersweek](https://facebook.com/groups/caringforyourself/carersweek)

If you would like to take part, or would like to know more, then get in touch on: **07490 992837**

## YOUNG ADULT CARERS



### ONLINE DROP-IN

As our Young Adult Carers drop-in continues to thrive with new referrals beginning to join the service, we try to lighten the mood with the odd game of Bingo, or even a quiz. But the first of this years drop-ins took place with Carers able to enjoy a cake and chat with myself and Cheryl. We pre-ordered and delivered a variety of cakes and drinks on the day, prior to us enjoying our online chat later that evening. Everyone who took part had a good time, and discussions ranged from coping without attending college, getting to grips with lockdown, missing friends, looking to positives for the future and thoughts around what we can do next time to surprise and motivate our young adults.

The first of the new interactive activities started in March and one of our very own Young Adult Carers, Lizzie who is also a part of our Operational Team, is leading an art lesson, where hopefully we won't make too much of a mess!

### Feedback from YACs:

"The cake and chat event gave me a chance to see other individuals in the same situation and gave me an hour away from my gran".

"It was my first event with YAC and first time talking to people from the group. It's a great way to socialise safely and have some kind of normal in these crazy times (also the cake was delicious)".

"It was fun, the cake was nice and I got to meet people that were Carers too, which is rare for me, it was also nice to just talk to people".

"The cake and chat event is a little treat and relaxation time with others over a call. The cakes are lovely and get delivered to your door. During the chat we had a good old laugh when some forgot to unmute their mics and try speaking... not naming any names but they know who they are!

### Dave Baker

Young Adult Carers Development Worker, Carers Services,

Phone: (01803) 208455/852421 Mobile: 07825 027 664 Please Note: days of work Wednesday-Friday

We can't wait to get our activities back on track in 2021. While it's been lovely to see so many people online, we really miss being able to have fun with the Young Carers and their families in person. Our half term activities were a great success despite having to hold them all online – we really had something for everyone, with birdhouse decorating, cooking, martial arts, pottery session and an amazing karaoke / kitchen disco!!

Our youngest Carers drank hot chocolate together online, whilst listening to a bedtime story (after decorating their own mugs), and our teenagers had popcorn and a movie.

Coming up soon we have a really exciting art project called the Wheel of Love – it's going to bring together some fantastic artwork from 24 Young Carers to make a 1.5m mandala wheel – we really can't wait to be able to show this off in the next Signposts magazine.

Torbay Youth Trust is now over a year old, and we have been revamping all of our logo's and rebranding our services. This has all been done with the great help of our fabulous Young Leaders.

While our services themselves remain similar, with our new branding it is clearer for people to find out about the different support we offer, and it's all going to be making our new website bright and friendly very soon.



**RELAY** – is where we keep in touch with our families through our email lists and social media. We also have our bi-monthly newsletter.



**CORRIDORS** – our well-known school support service, now known as Corridors, is where we can support any Young Carers with their education, whether they are in primary or secondary school.



**FULL SWING** – Our exciting activity and group programmes, where Young Carers can get respite from their responsibilities and meet others in similar situations.



**FLASH LIGHT** – is where the Young Carers share their views and get involved in raising awareness about Young Carers, telling us what is important to them and what they want from their Young Carers Service.



**SIDE BY SIDE** – is the new name for the support work that we do with individual Young Carers and their families

We will look forward to updating you about all these different service areas as they develop. As we are no longer able to send out updates by post, we are trying to gather as many email addresses for our families as we can, so please, if you want to hear from us but aren't on our lists, please message us at:

[youngcarers@torbayyouthtrust.org.uk](mailto:youngcarers@torbayyouthtrust.org.uk).

All Young Carers, parents of Young Carers and professionals are welcome to join our mailing list.

As always, we will try to support our Young Carers and their families in whatever way we can, so please do get in touch if we can help.

Teresa, and all the team at the Young Carers Service

**Teresa Mikalauskas, Young Carers Manager, Torbay Youth Trust**

# CARERS NOTICEBOARD



## Dimensions For Autism Torbay 2021

All the DFA meetings (below) are now being held online until further notice

The meetings are held using a platform called DISCORD. Those interested in attending need to contact Trish via her email:

[trishdarke.dimensionsforautism@gmail.com](mailto:trishdarke.dimensionsforautism@gmail.com) and request the DFA DISCORD link.

All members are welcome to come along to any group whilst these are online.

**Every Thursday** DFA has its main group online (2.30 - 4.30 pm)

We also have an **online evening group once a month** (Second Thursday 6 - 8 pm)

On the **first Monday** of the month (3 pm - 5 pm) DFA has its **DFA ladies' group**.

On the **second Friday** of the month (1.30 pm - 3.30 pm) DFA has its DFA Barnstaple Group

On the **third Wednesday** evening of the month (6 - 8 pm) DFA has its **DFA ASC/LGBTQ+ group**.

On the **fourth or last Monday** afternoon of the month (2.30 - 4.30) DFA has its newest **DFA group for Torbay**

[www.dimensionsforautism.life](http://www.dimensionsforautism.life)

## Peer Support System

Do you feel that chatting with someone in a similar caring role would be beneficial to you and your wellbeing?  
Do you think that sharing your experiences with likeminded people, in the same situation, might lighten the load a little?

We are developing a Peer Support system, to help put Carers in touch with each other for support or just to have a few laughs. This will be co-ordinated initially and if you hit it off, you can go it alone – with or without support.

For more information contact Debi Porter on:  
**07880 136859** or email: [debi.porter@nhs.net](mailto:debi.porter@nhs.net)

## Chadwell Dementia Carers Support Group

The local Carer's support group is held on the first Friday of every month at the Chadwell Centre. You do not have to book please just come along.

We would love to include everyone in the group, however this group is only suitable for carers to attend and not the person they care for.

**Chadwell Health & Wellbeing Clinic**  
**Torquay Road**  
**Paignton, TQ3 2DW**

**1:30pm – 3pm**

**Friday 7th May | Friday 4th June**  
**Friday 2nd July**

**ONLINE UNTIL FURTHER NOTICE**

For Login Details or any questions please call:  
Laura Walsh or Debbie Burnell – **01803 546470**

## Do you care for an adult with a learning disability in Torbay?



We help to support unpaid carers of adults with a learning disability. If you have a question about being a carer, would like some information or would like to be added to our mailing list, please contact us. The person you care for does not have to be known to social care for you to access our support.

**If you are a carer aged 60 or over:**

Contact the Torbay Older Family Carers Service  
Caroline Saunders 07939 880092  
[caroline.saunders@mencap.org.uk](mailto:caroline.saunders@mencap.org.uk)

**If you are a carer aged 18 – 60:**

Contact Torbay Learning Disability Carers  
Emma Young 07852 546530  
[emmajane.young@mencap.org.uk](mailto:emmajane.young@mencap.org.uk)



**Zoom group** We hold a virtual monthly evening group with a theme and / or guest speaker. Contact Emma Young (see above) for more details.



# Dimensions For Autism Torbay 2021

Support Group for Autistic Adults  
Who Do Not Have a Learning Disability

We usually meet on the last Monday afternoon of each month in Paignton, at the KINDAKAFE – 10am till 12pm  
Marine Parade, Preston Sands Hotel, TQ3 2NU.

However, due to the Covid 19 virus all meetings  
will be online until further notice.  
Please email Trish Darke for the link to DISCORD

2:30pm - 4:30pm

26th April | 24th May  
28th June | 26th July

**Want to find out more?**

Email: Trish Darke (DFA Director/Co-facilitator)  
[trishdarke.dimensionsforautism@gmail.com](mailto:trishdarke.dimensionsforautism@gmail.com)  
[www.dimensionsforautism.life](http://www.dimensionsforautism.life)

## Carers Aid Torbay Favourite Recipe Competition

We invite Carers to submit their favourite recipe (1 entry per household) and on **Friday 11th June**, Pennie, Carers Aid Torbay Manager, will draw from the entries.

The winner will receive £35 and there will be 4 runner up prizes of £10. A volunteer will then collate all the recipes and a recipe booklet will be available for all Carers on request, on Carers Rights day in November.

Please send your entries to:  
[admin@carersaidtorbay.co.uk](mailto:admin@carersaidtorbay.co.uk)  
Or: [pennie@carersaid.co.uk](mailto:pennie@carersaid.co.uk)

Alternatively, by mail to Steph and Pennie at:  
Carers Aid Torbay, The Olive Carers Centre,  
St Edmunds, Victoria Park Rd,  
Torquay, TQ1 3QH.

Mark envelope Recipe.  
All entries must be received by **Thursday 10th June**.

Step One



## Torbay Peer Support Project

Mental Health Online Group



Every Tuesday, 10:30am – 12:30pm

Join us for a morning of supportive chats, games, quizzes and more! Grab a cuppa and log on to have a giggle and natter.

For weekly links and details, please check our Facebook Page – 'Torbay Peer Support Project'  
Or email - [TPSP@steponecharity.co.uk](mailto:TPSP@steponecharity.co.uk)

We look forward to seeing you virtually!  
Zoom Link - Meeting ID: 886 5775 0700

## Lipreading & Managing Hearing Loss

Manage your hearing loss and learn to improve communication with lipreading and coping strategies.  
Learn the various lip shapes and how to use clues from the context of a conversation.

Increase your confidence and lessen feelings of isolation.



For more information please call:  
Bevis Taylor – 07770 684008

## THE DIGITAL HEALTH DEVON PROJECT

The Digital Health Devon project, supported by the NHS in Devon is offering free guidance showing people how they can use online healthcare resources, such as online consultation services they are also looking for local 'Champions' to help support the community. If you'd like to become a local Digital Health Devon Champion, we can help you discover new online tools and gain useful knowledge about local health and care services that you can share with other people such as the loved ones you care for.

During the COVID pandemic all our e-learning resource pages are open and free to use without the need to register, with a unique search feature which allows people to filter by location or by category. **You can view our selection of e-learning resources via:** <https://digitalhealthdevon.co.uk/my-courses/>

There are some really useful resources on there, including showing you how to use Zoom or video consultations, how to do your shopping online, and how to use GP services available on the internet like ordering prescriptions.

You can keep up to date with all our latest events and online webinars via our website:  
[www.digitalhealthdevon.co.uk](http://www.digitalhealthdevon.co.uk).

We even have fantastic volunteer Digital 'trainers' who donate their time to helping local people with their digital queries. This could be via regular weekly online 'virtual drop in sessions' using Zoom, social media or even 1-to-1 advice and guidance - either over the phone, via email, or webchat.

If you have any queries, want to get involved, become a Digital Health Devon Champion, or are interested in being matched up with a volunteer for 1 to 1 Digital support, please email: [info@digitalhealthdevon.co.uk](mailto:info@digitalhealthdevon.co.uk) or call freephone: **08000 520 029**

## THE ACCESSIBLE INFORMATION SERVICE

### DO YOU OR THE PERSON YOU CARE FOR HAVE AN ACCESSIBLE INFORMATION OR COMMUNICATION NEED?

The NHS Accessible Information Standard came into force in 2016 and applies to all organisations that provide NHS care and /or publicly funded adult social care. The Accessible Information Service aims to implement the Accessible Information Standard by helping patients, service users and their Carers to receive information in formats that they can understand, and to receive appropriate support to help them to communicate.

To request information in a different format, for you or the person you care for, or to ask for communication support, please contact the Accessible Information Service.

They will:

- Ask you about your communication or information needs
- Record these needs in your hospital and social care records
- Send you a Communication Support Card that you will be able to show to staff at appointments

The Accessible Information Service can be contacted on:  
**0300 456 8373** and [tsdft.accessibleinfo@nhs.net](mailto:tsdft.accessibleinfo@nhs.net)

If you or the person you care for need easy read Coronavirus information; have a look at the Mencap website on:

[www.mencap.org.uk/advice-and-support/coronavirus-covid-19](http://www.mencap.org.uk/advice-and-support/coronavirus-covid-19)



# ATTEND ANYWHERE

## WOULD YOU LIKE TO HAVE A VIDEO CHAT WITH YOUR LOVED ONE WHILST THEY ARE IN HOSPITAL?

We know how important it is to be able to keep in touch with someone whilst they are in hospital. So 'Attend Anywhere' is here to help you do that.

This is available using the iPads that are on all wards, using the 'Attend Anywhere' secure website. You will need to have access to a smartphone, tablet or computer with a webcam, microphone and have a good internet connection (this can be wired, Wi-Fi or mobile data). If you can watch a video on line, you should be able to make a video call.

You will need to be using the latest browser version of Chrome, Safari, or Edge for best video calling performance, for example: Google Chrome (Windows, Android, MacOS), Apple Safari (MacOS, iOS, iPadOS) or Microsoft Edge – Windows. Also, ensure that your browser updates regularly, when prompted.

## HOW DOES THE 'ATTEND ANYWHERE' SERVICE WORK?

- You can opt to receive a text message or email message that will contain a link to Torbay Carers Service virtual waiting room
- Click on the Start Video Call Button, you will then be asked to enter your name, date of birth, and a contact phone number. You will not be asked for any other information. This will be asked every time you use this facility.
- You will then enter the virtual private video room to wait until you are connected to the person receiving the call.
- To end the call, simply click End in the top right-hand corner

**TIP** – Many call issues can be fixed by clicking **REFRESH Button on the top right-hand side of the screen.**

Do you need help with the above instructions? The Healthwatch Torbay Team can help.

Healthwatch Torbay offer free Digital Support to show people how they can use the internet to access local healthcare resources, which includes 'Attend Anywhere.'

[www.digitalhealthdevon.co.uk](http://www.digitalhealthdevon.co.uk) If the person you want to Video call needs help, this is available from hospital based staff – ask on the ward and they will arrange this.

## USEFUL SOURCES OF INFORMATION

Attend Anywhere® | [www.attendanywhere.com](http://www.attendanywhere.com)

Torbay and South Devon NHS Foundation Trust | [www.torbayandsouthdevon.nhs.uk/services/video-consultations](http://www.torbayandsouthdevon.nhs.uk/services/video-consultations)

## OTHER NEWS

### LOAN SHARKS & LOCKDOWN – AN INTRO WITH EVENTBRITE LINK | TALKS START @ 09:30 – CARERS WEEK TUESDAY 8 TH JUNE

Please note that talks are "private" as opposed to "public" on Eventbrite, therefore they can only be accessed and booked via copying & pasting the link below into Eventbrite and not via a general search. If you have any difficulties in booking your place, then please email me direct at:

[dave.monk@birmingham.gov.uk](mailto:dave.monk@birmingham.gov.uk)

<https://www.eventbrite.co.uk/e/loan-sharks-lockdown-an-intro-tickets-142846175757>

### MS AWARENESS WEEK APRIL 19th - 25th 2021

MS Awareness Week is a chance to raise awareness of multiple sclerosis, and spread the word: #LetsTalkMS. Most people have a vague idea what MS is, but many of them are a bit confused. Some people know it causes problems with how we move.

But what about how we feel? And the symptoms you can't see? Let's speak up for MS together in MS Week. Because together we are stronger.

To find out more go to: <https://www.mssociety.org.uk/get-involved/ms-awareness-week>

Or ring: 0300 5008084

# CARERS EDUCATION

## DURING COVID-19

As I'm sure most of you are aware, delivering courses for Carers during Covid-19 has been a little challenging. Up until March 2020, all of our courses were delivered live at local venues across Torbay, now we are trying to offer most of our courses online, but keeping some in person.

For most of us, the transition to online meetings, group events and courses has required upgrading our skills, knowledge and confidence around using technology. In many ways these online options have been a bonus and enabled those who feel cut off and without support to communicate with the outside world, still seeing a friendly face, albeit not in person!

It's been great to see a number of you accessing our online events and courses, but for those of you who still need some help, we are offering IT support, so do take advantage and ask for Jack on: **0800 0520029**, or alternatively email with your IT related query on: [admin@healthwatchtorbay.org.uk](mailto:admin@healthwatchtorbay.org.uk). We also have Carers Week coming up in June, (P8 & 9), with some super online events, so again we don't want you to miss out.

Below is some positive feedback from Carers who took part in my online 5 week Coaching Course during 2020, I hope this inspires you to take the plunge and have a go at online education.

"I enjoyed the recent coaching course greatly; it confirmed a number of things for me about the values I hold dear and also opened my understanding to different ways of looking at decision making in the future". **Carer E**

"Online courses have been a lifeline to me during lockdown. The technology can be a worry for some but honestly, it's surprisingly easy to use! I've even got my mum using Zoom and she is a self-confessed technophobe! She's been able to stay in touch with friends and I'm convinced her mental health is better for it. It's been really lovely to realise that I'm not alone!

The Coaching for Carer's course provided me with some welcome time out to think about my own needs, how my life was and understand how my thoughts and values affect my choices and my interaction with others. It's helped me to feel more confident in the decisions that I make. I've also been able to set some realistic goals to work towards. Give it a try, I don't think you'll regret it!" **Carer J**

I attended the online coaching course and at the time was unsure if it would be right for me. But I was immediately put at ease. I felt at all times that I had the option to open up in front of others, or just listen. However, the more you give the more you may get. I was also worried about having enough time to do the course, but being online helped, as I only had to log on a few minutes before hand and it made me take that short time to myself without feeling guilty.

I learnt a huge amount from the course and it was definitely the right decision. It helped me to realise who exactly I am, for the first time ever and what I truly want in my life. It has stopped me feeling guilty about saying no to others and to make sure I have time for myself. Thankyou Natalie, this has helped me to be me. **Carer M**

### Coming in the next edition:

- You Said, We Did • Mind the Gap – Carers from Ethnic Minorities • More Commitments to Care

### 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](mailto:signposts@nhs.net)**