

SIGNPOSTS FOR CARERS

The newsletter for Torbay Carers

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Deadline for the Autumn edition is
9th August 2019

Hello and Welcome..

...to our Summer edition. Firstly, a big thank you for such wonderful feedback from Carers Week; as you will see we've tried to include some of your quotes (P8&9) and a letter which was kindly sent in (P10).



It was wonderful to meet so many of you across the course of the week and see you having a relaxing time and some much deserved fun! Also, I'd like to take this opportunity to thank the Dartmouth Steam Railway & River Boat Company, Torre Abbey, Torquay Museum, Windsor Castle and DSA for their generosity; having local organisations support Torbay Carers makes such a difference. During the week we also had a number of stands situated in different venues across Torbay and as a result we spoke to 150 people (P10) with many Carers joining the register.

We have so much going on in this edition; there's Free Digital Training for Carers to support you in your caring role (P3); Devon Digital Libraries (P6) which provides access to health information via online libraries and an Education Update (P7) which brings you 3 new courses in the July - December Education Brochure and online courses from South Devon College – there really is something for everyone.

Lastly, please don't forget to take a look at all the groups that are running over the next few months, from coffee mornings, afternoon teas, speakers and the Torbay Older Family Carers Celebration (P12-16).

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

A CARER AND CARED FOR'S EXPERIENCE OF TECHNOLOGY ENABLED CARE

Mr Proctor suffers from Alzheimer's and was referred to TECS (Technology Enabled Care) in Feb 2019. Following a visit from an Occupational Therapist to assess the situation, a sensor bed mat was identified as being the technology that would offer support.

Mrs Proctor says "My husband was having falls all the time. I was calling the paramedics out in the middle of the night. I have been struggling for a long time and both my husband and I were exhausted. My husband goes into a care home for respite 3 days a week, which gives me time for myself, but I was too tired to socialise and found myself trying to get things done around the house, as that was the only chance I had to do them." Mrs Proctor confirmed that her social life and confidence were being affected.

Since having the bed sensor fitted for Mr Proctor, Mrs Proctor confirms that things have improved greatly, with both her and her husband having much better days and nights and that she is no longer reacting to other noises. When Mrs Proctor hears a noise, she is reassured by having the bed sensor and both are now having a better night's sleep. Mr Proctor is much more rested in the day and Mrs Proctor told the team that the bed sensor has also had an impact on their dog's lives. Their two terriers are now calmer due to getting much longer and needed walks. The dogs are an important part of Mr Proctor's life.

Mrs Proctor confirms that having the bed sensor fitted from TECS has given "me my life back". "I am not up all night at every sound I hear, as I know I only need to listen for the alarm. You don't realise how much you lose yourself in looking after someone, until you get the help you need. I do not feel there is enough out there about this service. I didn't know these products were available or how to ask for them."

Mrs Proctor asked us to consider that information around TECS be available to everyone as she would not have been aware of it, until her healthcare professional discussed it with her.

TECHNOLOGY ENABLED CARE SERVICES - TECS

NRS Healthcare are working with Torbay and South Devon NHS Foundation Trust to provide TECS giving individuals, their families and Carers, security and peace of mind, through a service that enables people to stay independent in their own home for as long as possible. All the products are designed with you in mind and are easy to use. We'll make sure that you're happy with how your equipment works, when we come to install it in your home.

All the equipment is connected to a call centre with experienced staff. If you have a problem you can activate the equipment to contact our monitoring staff, or raise an alarm and they will be able to talk to you. The staff can also call a family member, or neighbour to come and help you, or an ambulance if you need more help.

Areas covered in the 2 hours course:

- What is TECS and how can it help me/my family?
- What support will I receive in choosing the right equipment?
- What will it cost or will I be able to get financial support?
- Who installs the equipment and how is it maintained?
- Where can I find more information?

To book a space please call: **0300 100 0255 / Option 2**

Venue: **Paignton Library**

Date	Time
Saturday 20th July	10.00am to 12.00pm
Saturday 31st August	10.00am to 12.00pm
Wednesday 23rd October	2.00pm to 4.00pm

Carers across the Bay are being offered free digital training to help give them the support they need to care for a loved one.

Independent consumer champion Healthwatch Torbay are offering Carers in Torbay free award-winning digital training; showing them how to use the internet to access health and social care services such as online appointment booking, prescription-ordering and self-referral systems – via their new training website:

www.digitalhealthdevon.co.uk.

Carers can use their own devices, smart phones, or laptops, to access different training modules relevant to them, from online GP and self-referral services to financial benefit and self-care advice, all using the internet.

The Healthwatch Torbay Digital Inclusion Project, is an Ageing Well Torbay funded project, that helps reduce social isolation in older people, by showing them exactly how they can use the internet to access health and social care services. Ageing Well Torbay is a 6 year programme funded by the Big Lottery Fund, using National Lottery Funding.

The project website has been redeveloped this year, into a tool which offers people the chance to complete a free online training course in their own time, from the comfort of their own device and become a community 'Digital Health Champion'. This is available for free via: www.digitalhealthdevon.co.uk. Healthwatch are also looking to deliver the training via various community drop-in sessions, home visits and even digital 'parties'.

If you're interested in getting involved, or helping support the Digital Inclusion Project, please call free on: **08000 520 029** or email: digital@healthwatchtorbay.org.uk.

WELCOME TO THE TEAM

I am really pleased to be joining the Carers Service and Older Peoples Mental Health (OPMH) Team at Chadwell.

I have over 10 years experience working in the NHS and I have worked in Adult Social Services and as a Health Coach for the Healthy Lifestyles Team and more recently worked specifically in mental health as a support worker and also employment support.

I really enjoy working with Carers and look forward to supporting you in my role as carer support worker.

Laura Walsh, Older Peoples Mental Health Team (OPMH)

Based at the Chadwell Centre, contact details: (01803) 546470, Monday to Friday.



RELAX & UNWIND WITH A GOOD BOOK...

1965: THE YEAR MODERN BRITAIN WAS BORN

Christopher Bray (ISBN: 1-849833-875 (Simon & Schuster, 2018))

Leaving post-war austerity and the family-orientated 1950s firmly behind, this is a fascinating view of people expressing themselves through music, fashion, feminism, liberalism and demonstrations, ultimately creating a new society. If you remember the Sixties, you weren't there...



Samantha Little



THINKING ABOUT PENSIONS...

A lot of people find themselves taking on an informal caring role in their fifties and although still some years away from finishing work, this can also be a time when thoughts turn to financial security in retirement. Apart from the state retirement pension, some individuals will be fortunate enough to be in an occupational or personal pension scheme. In the past it has not always been easy to gain an overall view of one's pensions pot, but this is expected to change this year when the pensions industry, supported by the government, plan to launch the online 'Pensions Dashboard'.

This development encompasses most pension schemes (including the state pension) and will present an individual's projected retirement income on a single secure web page. The advance should make it easier to plan for the time when retirement finally rolls around. More information from the Association of British Insurers at: <http://bit.ly/2ULBlu4>

The state pension changes have attracted a lot of controversy; nevertheless, the government is implementing further changes which will see the qualifying pension age increase from 66 to 67 between 2026 and 2028. Despite these changes, statistics reveal that the workplace is seeing an increasing number of over-65s who are willingly opting to stay in work. Furthermore, for those older people who also choose to defer their state pension (working or not), there can be an added financial incentive, because the government adds almost 5.8% extra pension for every complete 52 weeks of deferral. This 'interest' can significantly increase a final monthly pension when it's eventually claimed.

Clearly, pension deferral is not for everyone, as it involves some important considerations, but it is an option for some. There is no maximum deferral period, but, it's not available to recipients or partners receiving certain benefits, including Carers Allowance. See Age UK's state pension guide at: <http://bit.ly/2Wcl1EF> and the Department for Work and Pensions' pages at: <http://bit.ly/2ITiUr5>.

Pensions advice is freely available through the government's Pension Wise service, a source of impartial information exclusively for the over-fifties, offering online or telephone-based advice appointments.

Find out more at: <http://bit.ly/2WfDWTS> or book an advice appointment by calling: 0800 138 3944.

ONLINE HELP WITH EMPLOYMENT AND SUPPORT ALLOWANCE (ESA) AND PERSONAL INDEPENDENCE PAYMENT (PIP) CLAIMS

Many Carers assist those they care for with welfare benefits, and new Carers can find the world of welfare benefits especially confusing. However, the advocacy service SeAp has developed an online 'walk-through' app for both ESA and PIP which will make things a bit simpler for all. The app can be accessed at: <http://bit.ly/2ZMFSp6>

UNIVERSAL CREDIT (UC) SNIPPETS

Ongoing legal test cases and staffing issues continue to challenge the operation of UC, but the Department for Work and Pensions has produced a handy guide to how earnings affect what you get in UC - you can find this at: <http://bit.ly/2J7orcX>. Lastly, the turn2us website has a useful benefit changes timetable at: <http://bit.ly/2ZSpBPu>, which you will find helpful for keeping up with current and future developments.

CARER AWARENESS TRAINING

AT DEVON PARTNERSHIP TRUST



Torbay Carers Service has delivered a series of Carer Awareness sessions to mental health workers during 2018-19, on the request of Devon Partnership Trust (DPT). This forms part of working Together at DPT, the Triangle of Care, and implementation of the Carers and Families Strategy, which seeks to improve the involvement and experience of all partners, in support of people receiving mental health services in Devon. Better quality decisions and outcomes can be made, when people with lived experience and Carers are involved Together as equal partners with staff.

Training focused on improving DPT staff understanding of what is available to Carers of people with mental health and substance misuse issues and on their responsibilities to identify, record, involve and support Carers in their work. The teams were very positive with regards to their commitment to supporting and involving Carers and individual action plans were drawn up for each team, to further improve the experience of Carers and supporters of people who they work with.

During 2018 and until April 2019, 54% of all DPT staff in Torbay (including 67% of community-based staff) received this training. DPT is going to expand this training across the whole of Devon, to ensure each team in the county has a sound awareness of the experience of Carers and the responsibility staff have to support them.

Torbay Carers Service is grateful for the opportunity to work within DPT to meet so many enthusiastic and inspirational workers, and to spread the message about the need for Carer support to so many front-line staff."

Rohan Davidson
Development Manager

TORBAY MENTAL HEALTH TEAM TRIALS NEW THERAPY

An exciting and groundbreaking project is under way in Torbay. The Torbay Community Mental health team are one of just five NHS trusts across the UK who have signed up to take part in a five year trial. This innovative new approach for mental health treatment is called "Open Dialogue".

It was developed in Finland in the 1980's and at the very heart of its therapy are Carers, friends and family. The model of this mental health care is unique, in that it involves a consistent family and social network approach, where all healthcare staff receive training in family therapy and related psychological skills. All treatment is carried out via whole system/network meetings, which always include the patient.

Initially the trial will be delivered to those in a mental health crisis, however in the future it is hoped that this Open Dialogue model will transform mental health care and be used extensively to treat other situations and mental health problems.

Those in the Open Dialogue Team have expressed their high regard for this type of approach to mental health care. One such with over thirty years experience working as a mental health nurse said "It is without doubt the most amazing thing I have been involved with, in my NHS career".

Carers, family and friends have also expressed their support for this "Open Dialogue" approach. Many have said that they at last feel part of the solution, as well as being the support and that they really do feel "listened to".

Signposts will keep you up to date with any developments, as we look in hope that the "Open Dialogue Trial" will bring welcome relief to those all involved in mental health care.

John Davidson
Mental Health Carer Support Worker

DEVON DIGITAL LIBRARIES

60 HEALTH INFORMATION VIDEO LIBRARIES FOR CARERS GO LIVE ACROSS DEVON

More Carers than ever before, now have access to accurate and assured health information; thanks to the Devon Digital Carers Project.

Run by Health and Care Videos, a partnership with Torbay and South Devon NHS Foundation Trust and Devon County Council, the project is providing much-needed support, and effective signposting for over 84,000 Carers in Devon.

Thanks to funding made available from the European Regional Development Fund and building on the success of last year's Torbay Community Carers Project, 60 VCSEs (Voluntary Community & Social Enterprise) now have access to a customised Carer-specific video library.

This video library addresses over 70 key areas that might affect Carers. It also contains signposting to local resources and national bodies, where Carers can go for support.

The libraries have been personalised and added to each organisation's website and are also available as an App, to help Carers access information on the go.

The next stage of the Devon Digital Carers project is to raise awareness and share the libraries with local Carers across Devon.

"We are thrilled that people across Devon now have free access to our Carers video library and the resources within it. We can't wait to help these 60 organisations share the library with their Carers, in order to help them feel more confident in their role and have easy access to simple, assured health information."

Emilie Wiggins, Health & Care Videos.

To find out who is involved in the project and how to access the organisation's specific video libraries, visit: www.devondigitalcarers.co.uk or email: emilie@healthandcarevideos.com for more information. You can also find Devon Digital Carers on Facebook to stay up to date with project news.

Katherine Dyer | Marketing Communications Manager



HEALTHWATCH NEEDS YOUR VIEWS!

healthwatch
Torbay

Local charity Healthwatch Torbay are working with the Bay's Health Trust to find out how their self-help video library (please see article above) benefits Carers and the people they care for.

All responses to the short online survey – available via: www.surveymonkey.co.uk/r/HCVideos1 - will be anonymous and the information provided will be used to inform the final report at the end of the consultation.

The report and all feedback gathered will be shared with commissioners and the Health and Care Videos team, in order to find out which resources are most useful to you and where potential improvements or additions could be made.

If you would like to speak to Healthwatch Torbay, or need help completing the questionnaire, call free on: **08000 520 029**.

EDUCATION UPDATE

NEW COURSES!

In the Carers Team we always welcome suggestions from Carers around the type of courses that we offer every 6 months and for those of you who have tried the courses

over the years, you will be aware that we provide a mix of recreational and core courses to help with your caring role.

I'd like to thank so many of you for your very welcome feedback at the end of each course, as this certainly helps with the decision making process and as a result of this, we have listened to what you've said and will be offering two new courses in the enclosed Education Brochure, namely Self Esteem & Assertiveness and Loss & Grief; please see the brochure for more information.

We are also aware that many of you can't make the courses due to the demands of your caring role, but would somehow like the option of still completing a course. We have therefore worked collaboratively with South Devon College, to offer you a number of certified courses that you can complete online.

We really hope you will be able to take part in some of these new courses and as always, I would love to hear from you, if there is a course you would particularly like to see happen, in the near future.

My contact details are: ntownsend@nhs.net and (01803) 208456.

ONLINE AND DISTANCE LEARNING FOR CARERS

South Devon College are committed to providing people the opportunity to access education and utilising technology to help people learn and develop new and existing skills. We realise that it isn't always easy for Carers to attend courses at College, so our range of online distance learning courses will provide you with the flexibility of studying in your own time from home. Each course has a range of teaching materials that you work your way through and at the end of each section there will be a small assessment to complete. Courses are grouped into small sections to make completing parts of the course more manageable and flexible around your existing commitments.

South Devon College

Level 1 online courses awarded by NCFE CACHE

Currently available:

- Mental Health Awareness – *total recommended study time 24 hours*
- Nutrition and Health – *total recommended study time 43 hours*
- Stress Awareness – *total recommended study time 24 hours*

All Level 2 online courses awarded by NCFE CACHE

Currently available:

- Certificate in Dementia Awareness – *total recommended study time 150 hours*
- Certificate in Mental Health Awareness – *total recommended study time 160 hours*
- Certificate in Understanding Behaviour that Challenges – *total recommended study time 130 hours*
- Certificate in Understanding Specific Learning Difficulties – *total recommended study time 153 hours*
- Certificate in Understanding Children and Young People's Mental Health – *total recommended study time 156 hrs*

Level 2 distance learning currently available:

- Certificate in Understanding Safeguarding and Prevention - *total recommended study time 115 hours*
- Certificate in Understanding Autism - *total recommended study time 152 hours*

To be eligible for these courses you must be aged 19+ and have lived in the UK for the last 3 years.

Courses are Free of Charge, but may incur a cancellation fee if the course is not completed.

To find out more information and to enrol on one of these courses please visit our website at: southdevon.ac.uk.

If you have any questions please email enquiries@southdevon.ac.uk or call us on: 08000 380 123.

CARERS WEEK IN PHOTOS

Cream Tea at The Morningside Hotel

'Thank you for the lovely cream tea afternoon, this was my 1st time attending an event It was great. See you next time.'

'Enjoyed meeting people and taking part, very enjoyable afternoon. Hotel was great.'

'Lovely afternoon - it was great making new friends.'



Friends Centre Foot and Shoulder Treats

"Thank you for the pampering and wonderful massage."

"Lovely to have some time just for me!"



Relax & Unwind

"Thank you so much! It's wonderful to be so spoilt."

"So nice to be on the receiving end of care for a change, relaxing treatments and delicious cakes."



Local Literary Links & Light Lunch

"Excellent speakers, fascinating talk and enjoyable lunch – thank you!"

"I had a lovely time, very interesting – I recommend this to everyone, thank you."

"Wonderful afternoon."



Aromatherapy Workshop

"Really enjoyed this session, Romina is very knowledgeable and positive."

"A very pleasant morning away from caring."

"Enjoyed the workshop so much that I'd like to learn more – please can we have a course!"



Young Adult Carer Event : Dynamic Adventures

"What a great day!"

"Loads of fun and wet"

"Very very wet, but really enjoyed the laugh!"



CARERS WEEK IN PHOTOS



Sailing Around The Bay with DSA

"We all had a good time with good company."
"Really good time, enjoyed taking the helm, and the crew were great and really friendly."

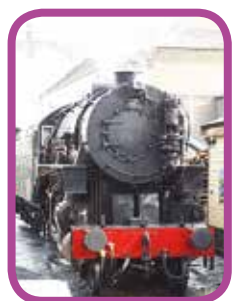


A Day Trip To Windsor Castle

"Thanks to Mandy our Tour Guide who was amazing"



I learnt a lot in a short space of time – great fun



A Return Journey on the Dartmouth Steam Train

'Really excellent time, well planned'

"Thoroughly enjoyed our day to Dartmouth on the steam train, excellent trip – thank you."

"After a very busy week, this gave me chance to refuel – thank you so much!"

Tour & Talk by the Local Fire Service

"Very interesting"

"I learnt a lot, thank you" excellent trip – thank you."



An Introduction to Mindfulness

"Very calming."

"It was very helpful and nice to be part of a group and share experiences."

"Very enjoyable session."



Themed Afternoon Tea

"What a delightfully entertaining afternoon and a delicious cream tea – thank you so much!"

"The singer was out of this world and took us back into a world we once knew; thank you."



LETTER FROM A CARER



LETTER FROM A CARER : THANK YOU FOR CARERS WEEK

Dear Carers Team,

I must put pen to paper to thank you for your magnificent work achieving Carers Week.

The visit to Windsor Castle was fabulous, no problems, no queues, just a fabulous time in the castle with Mandy our guide and the super drivers, Dave and Steve. We enjoyed a lovely day with the other Carers, achieving one of our bucket list venues, which we'd have otherwise been unable to access.

Also due to a late cancellation, Mike my husband was able to go sailing from Torquay harbour and he had a really fab time – so thank you for going to all the trouble of arranging it – it brought a lot of “sunshine” for us and we will be talking about it and reminiscing for a long time.

Best wishes, Sue & Mike

STANDS PROVE TO BE A SUCCESS DURING CARERS WEEK

During Carers Week, Torbay Carers Service, manned several stands with the intention of identifying new Carers and informing those interested in the range of support available to Carers in Torbay. Stands were situated at Sainsbury's in Torquay (The Willows), Victoria Street in Paignton, Paignton Library and in Main Reception and Outpatients at Torbay Hospital. Sainsbury's was a very popular spot, with the stand situated just inside the store entrance, where we spoke to over 150 people during the week.

We manned a gazebo outside New Look in Victoria Street in Paignton and despite the weather we spoke to a large number of people and identified 16 Carers who were previously unsupported by Torbay Carers Service.

The stands at Paignton Library and within Torbay Hospital, brought a steady flow of interested passers-by and enabled us to raise awareness of our support service further. Two members of our team, Debi and Kerry also used the stand in Outpatients to inform people of the Replacement Care project, that they are currently running.

A theme that continues to emerge, is how impressed people are, with the range of support on offer to support Carers and the fact that many people haven't heard of Carer support before. We continue to do what we can to advertise what is available in support to Carers, but please do speak to others who are supporting a relative, neighbour or friend and let them know about what we offer. We have identified around one in four people who are caring for someone in Torbay so still have a long way to go!

Rohan Davidson, Development Manager



TORBAY YOUNG CARERS UPDATE



A huge thank you to Essential Chiropractic, 147 Lymington Road, Torquay for the very generous donation of 700 plus Easter Eggs. The eggs were distributed throughout schools during our Easter holiday activities and everyone was delighted to receive one. Please see some of the thank you messages and pictures from the children.

Many thanks also, to the Rotary Club of Preston, for organising a letter box trail and bush craft activity at Cockington, linking up with The Green Heart Project who provided an excellent day of activities. Everyone had a great time whittling and toasting their marshmallows.

The Rotary Club of Preston also funded transport and access for 33 Young Carers to the Rotary's fantastic "Kids Out Day at Crealy". Everyone had a great time challenging their fears around heights and speed, to achieve exhilarating excitement. As young people grew in confidence they kept on running back to join the queue for another go. Young people described the day as "The best Day" "I am so happy I came to Crealy" and we were "flying high" as can be seen in the photo. Many thanks again to the Rotary Club for this day out; we are very grateful.

Also Young Carers and Young Adult Carers teamed up on another very successful transition activity, at the popular Chinese restaurant Oriental Touch. This was a great opportunity for Young Carers to meet Young Adult Carers and members of the Young Adult Carers team.



Andrew Wright | Young Carers Support Worker

YOUNG ADULT CARERS



A GREAT DAY OUT AT TOWN PARKS FISHERY

In late April a few Young Adult Carers took part in our first fishing activity at Town Parks Fishery. Our host Jeremy was very helpful and supplied us with tackle, bait etc and he was always on hand to give advice and training if required during the day.

The weather was good and while the sun shone, we all tucked into the tea and cake provided. It was a great opportunity to meet new friends, whilst experiencing the art of freshwater fishing and taking time out to chat and relax. The day ended on a high with around 30+ fish caught and a smile on everyone's face.

Everyone had a great day out!

Dave Baker

Young Adult Carers Development Worker Integrated Carers Services



CARERS NOTICEBOARD

Torbay Mid-Age Carers Group

We meet on every second Thursday of the month in various locations around the Bay
2:00pm - 3:30pm

All Carers 35/60 welcome (with some flexibility)

8th August 2019

A trip to Fermoys Garden Centre, Totnes Road, Ipplepen, Newton Abbot

12th September 2019

Trip to Bygones, Fore Street, St. Marychurch, Torquay TQ1 4PR

Registered Carers £7.00

10th October 2019

Skittles and lunch at the Manor Pub in Preston, Paignton £4.00 per head

For further information about the group, or if you are in need of a lift to an event

please contact Val Shute on: 07596 103291

Torquay Carers Group

Meet at the Olive Carers Centre,
Victoria Park Road, Torquay
Second Monday of every month

2:30pm - 4:00pm | £2.00 per head

12th August 2019

Stella Grace: Introduction to Therapeutic Grade Essential Oils and how they can support Carers and those they care for, on a physical and emotional level (with testers)

9th September 2019

Bowling at AMF

14th October 2019

The role of the HSCC (Health and Social Care Co-ordinator) Lucy Corps

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

"TIME OUT"

For Chilcote and Brunel Carers

We meet on the third Thursday of every month
1:45pm - 4:15pm

at The Anchorage Hotel, Aveland Road, Babbacombe, TQ1 3PT.
(Unless otherwise stated)

Thursday 18th July 2019

Before Wallis: Edward VIII's other women. Rachel Trethewey tells us about the women he adored before Wallis dominated his life. There will also be an opportunity to buy one of her books.

Thursday 15th August 2019

A representative from Devon Air Ambulance will be presenting an interesting and informative talk touching on the history of Devon Air Ambulance; the types of incidents that the helicopters attend, as well as an update on night flying, how the service is funded and ways in which you can help.

Thursday 19th September 2019

Tales of a Marriage Registrar – David Prout.

Thursday 17th October 2019

The Blue Peter producer's dilemma - To shoot or not to shoot. The Ethiopian famine of 1984, a brush with cocaine paste, smugglers in the high Andes, reuniting families in war-torn Angola and the tragedy of the Romanian orphanages - all testing times for the production team that led to successful film-making and rewarding outcomes.

For More Information, Contact Michele

Chilcote Surgery
(01803) 316333 (Tues/Weds)
Brunel Medical Practice
(01803) 312233 (Mon/Thurs)

Do you care for someone with a learning disability?



Monthly evening meetings for unpaid adult carers in Torbay who are under 60 (or slightly over, but young at heart!) and care for an adult with a learning disability who isn't supported by children's services and doesn't have a EHCP.

Informal get-togethers with information, peer support and refreshments

7 August

Wednesday 7th August
Roz Erskine-Gray, learning disability liaison nurse, Torbay hospital

4 September

Wednesday 4th September

October

provisional date
Wednesday 2nd October

7.00 - 8.30pm

at Aspects, Hyde Road, PAIGNTON TQ4 5BP



For further information, or to make contact, please phone Emma on 07852 546530 or email emma.jane.young@mencap.org.uk

Paignton Carers Group

Meet at the **Paignton Carers Centre, Paignton Library** on the last Thursday of every month
2:30pm-4:00pm | £2.00 per head

29th August

Stella Grace: Introduction to Therapeutic Grade Essential Oils; exploring how various oils can support Carers and those they care for, on both physical and emotional levels (with testers).

29th September

Non-political look at Colonel Charles Burn, Torbay's MP 1910-1923 with Samantha Little.

31st October

Tea at the Palace Hotel, Paignton

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

Torbay Older Family Carers

Support for people aged 60 or over caring for a family member with a learning disability

'Tea and Cakes' Social and Information Get-togethers

held on 2nd Wednesday of the month 10:30am-12noon
Jasmyn House, Midvale Road, Paignton

An opportunity to meet other Carers for a friendly chat over a drink and a cake. We usually have speakers providing information relevant to learning disability and caring.

14th August – Speaker to be confirmed

9th October – Speaker to be confirmed

Friday morning Drop-ins – Carers Centre, Paignton Library

If you would like to call in for a chat and a coffee or have a particular concern you would like to discuss, please call in any Friday anytime between 9.30am and 12.30pm.

We will be pleased to see you.

The drop in will be closed on Friday 26th July for our summer outing.

For further information, please contact:

Caroline Saunders: **(01803) 321145**

Mobile: **07939 880092**

Email: caroline.saunders@mencap.org.uk



Message In A Bottle Scheme

An easy and free way to store vital essential information in your home where the Emergency Services can immediately find it.



How does it work?

The participant's personal information is kept in a plastic bottle, big enough to hold all the necessary information for use in an emergency. The bottle is kept in the fridge, where the emergency services will expect to look for it in the event of being called to your home. They will know you have a bottle by two 'green cross' labels. One label is fixed to the inside of your front door (so that it is not visible from the outside) and the second is attached to the outside of the fridge door.

How much will the scheme cost me?

There is no cost to the user. The basic costs for running the Scheme are being funded by the Lions Club of Paignton, as one of its charity/community services, in partnership with Torbay and South Devon NHS Foundation Trust.



Where can I get a bottle from?

The Emergency Information pack containing everything you need can be obtained from:

- GP surgeries • Torbay Libraries
- 'Connection' Offices
- Paignton Lions Club

Signposts for Carers
Tel: **(01803) 666620**

Carers @ The Library

Coffee Mornings

2nd Thursday of every month at:
**Paignton Carers Centre, Drummond Suite,
Paignton Library**

8th August, 12th September, 10th October
10:30am - 12:00 noon
£1.50 per head

Meetings are attended by Sally Corbishley, CSW

Afternoon Tea & Biscuits

Third Friday of every month at:
**Paignton Carers Centre, Drummond Suite,
Paignton Library**

19th July, 16th August, 20th September, 18th October
2:30pm - 4:00pm
£1.50 per head

Meetings are attended by volunteers Mike & Denise Eccleston

NEW STAYING PUT SCHEME



Over 50-year-olds will very soon make up more than 50% of the population here in Torbay, making them the biggest and most valuable resource we have - and yet, so often the over 50's are viewed as 'needy', dependent or in need of social care, but that simply is not true.

At Ageing Well Torbay we have found that over 50's in the main want to be a part of the solution, not the problem and they want their wealth of knowledge and life-long gained skills to be put to good use. That goes hand in hand with the desire to stay in their own homes as they age, remaining as independent as possible, for as long as possible and Ageing Well along with its delivery partners have found a solution to help with these challenges. Allowing someone to stay in their own home for longer will, for many, mean additional support, but it may be something as simple as help to change a light bulb, hang up new curtains, turning a mattress or just putting out the bins. Additionally, someone may need a bit of help around the garden, or indoors moving furniture, or clearing out lofts and attics – all relatively simple tasks whilst you are fit and healthy, but less so as your mobility declines.

It's often the simplicity and size of job which is part of the problem – they are either too small or not appropriate for a skilled tradesman, or which when charged at a normal call out rate combined with an hourly rate, make minor jobs expensive.

The good news is you don't need insurance or a CRB check to call on your neighbour, (think back to how we helped each other last year in the unexpected snow). It is much more likely that your visit will be greeted with gratitude rather than accusations of being nosey. We want to get back to communities looking out for their own, and with the help being provided by someone on the doorstep, or at least nearby.

With that in mind, Ageing Well has been working with local organisations to create a 'Staying Put' service that will listen to people's needs and seek to find solutions among their own community.

There will be a myriad of ways people over 50 can be involved and give their time and skills to others – not just as a traditional volunteer, but also more flexible ways, including one-off or ad hoc volunteering, 'give and take' through established community timebanks, or even helping informally through neighbourly giving.

Now we have the support of local organisations and a structure, we will soon be promoting "Staying Put" and encouraging as many people as possible to come forward and share their skills to support others. They will provide the expertise, knowledge and skills and we will provide the training, supervision, support and travel expenses.

The final details are still being ironed out, but for more details or to register your interest in this fantastic, potentially life-changing "Staying Put" scheme please contact Jess Slade: **(01803) 212638**, or email her: jessslade@torbaycdt.org.uk

AFTERNOON TEA & BISCUITS AT BEECH WARD

CARERS, FRIENDS & FAMILY OF PATIENTS & DISCHARGED PATIENTS OF BEECH WARD, TORBAY HOSPITAL

Afternoon Tea & Biscuits Last Thursday of Every Month 2-4pm

Come along and receive peer support from the team, share thoughts and concerns.

For information, please contact: Ines Marques, Mental Health Nurse **(01803) 396580 / 396585**

On Saturday 23rd March 2019 we celebrated the 15th anniversary of the service with 10 pin bowling and a buffet lunch at Aztec Games and Aztec Bistro. Thirty five family members enjoyed the day. TLH were very helpful in providing a minibus and driver to ferry people between the 2 stages of the celebration, for those who were unable to tackle the stairs. Project Co-ordinator, Caroline Saunders, was presented with a bunch of flowers to thank her for her work over the years.

Torbay Older Family Carers was originally launched on 17th March 2004 to support Carers aged 60 and over, who care for an adult family member with a learning disability. One of the concerns raised by many Carers was (and still is) 'What will happen to my son/daughter when I'm no longer around?' Supporting Carers to make plans for the future was our main aim.

Fifteen years later and we are still supporting family Carers. We take the time to listen and recognise that every situation is different. Support offered can include:

- Health and Wellbeing Check (looking after you as a Carer).
- Act as a link to the Social Care Team, to ensure the person with a learning disability receives appropriate services.
- Provide information to help plan for the future.
- Support at meetings and reviews.
- Help with paperwork and forms.
- Sometimes just being a listening ear is enough.



On Friday mornings Caroline is based at the Carers Centre in Paignton Library, when you are welcome to call in any time between: 9.30am and 12.30pm for a chat and a cuppa. Please see the noticeboard (P12 & P13) for more information.

For more information, please contact Caroline Saunders, St Edmunds, Victoria Park Road, Torquay TQ1 3QH - Telephone: **(01803) 321145** or **07939 880092**

Email: caroline.saunders@mencap.org.uk

Support is now also available to Carers aged under 60 – for more information contact:

Emma Young on: **07852 546530**, or email: emmajane.young@mencap.org.uk

CARERS CORNER

FLOURISHING

I've just had help getting my geraniums out from under the decking, to my front door.

They were in a sheltered place all winter - but now they need the sun. Outside our front door it gets very hot in the summer as the sun begins to set.

The plants looked worn and lacklustre, but now they are standing tall and buds are beginning to appear.

A bit like us, after winters in our lives, I thought; we need the sun to perk us up! May it be a sunny time for you this season. Be blessed!

Helen Elliott - Carer

ADVICE

Bay Benefits - On Tuesdays and Thursdays (by appointment only) | From 9.15am - 2.00pm

A service that offers advice and assistance with benefits and entitlements for unpaid Carers and their families. Please call: **07530 790354** from 9.30am - 2.00pm, on Tuesdays or Thursdays to arrange an appointment.

Legal Advice - Monday 25th July & 16th September By Appointment only

These 30 minute sessions are offered by a professional from Wollens Solicitors - Edward Lee offers advice on Wills & Lasting Power of Attorney. To book an appointment please call: Carers Aid Torbay. These sessions are **free of charge** to Carers and held at the Olive Carers Centre.

Knit and Natter - Wednesday 10th July, No meet up in August, 4th September from 1.30-3.00pm

If you like a natter and knitting and are a Carer in Torbay, this is the group for you. Just come along with your knitting and you will be welcomed with a hot drink and a biscuit at the Olive Carers Centre.

Men Matter - Thursday 1st August, 5th September and 3rd October | 11.00am - 12.30pm

This is for Gentleman Carers living in Torbay. The group chat informally and put the world to rights; whilst gently supporting one another. Carers Aid provides the drinks and nibbles at The Redcliffe Hotel in Paignton.

DAYS OUT

Craft Show at Exeter Westpoint - Thursday 26th September 2019

A real treat for all you crafty Carers out there, with fantastic exhibitions and stalls to give you plenty of ideas for whatever your favourite craft maybe. The largest craft show in the Westcountry.

Exeter City Centre - Wednesday 20th November 2019 (subject to date change, if the Christmas market is later)

Enjoy a day wandering around the streets of Exeter; the Christmas Market will be in full flow. If you don't fancy shopping; there is the Royal Albert Memorial Museum just a stone's throw away; or the historic underground passages that run underneath the heart of Exeter city centre.

Places are limited on all the days out, so please book as soon as possible.

We are offering Carers participation in two trips per year.

To book a Legal appointment, or to book onto any of the groups, or days out, please call:

Carers Aid Torbay - (01803) 323510

For advice on Benefits and Entitlements please call: **Bay Benefits - 07530 790354**

Coming in the next edition:

- Improving Carer experience of Urgent and Emergency Care at Torbay Hospital

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