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Deadline for the Summer edition is  
Friday 6th August 2021

# SIGNPOSTS FOR CARERS

The newsletter for Torbay Carers

## Hello and Welcome..

to our Summer edition. It was lovely to meet so many of you during Carers Week – I captured a number of happy smiling faces on camera and have shared a snapshot of Carers Week on (P8 & 9) with some of your quotes! It was wonderful to receive so much positive feedback about the week – I know that caring during Covid has brought a number of challenges, so giving you the opportunity to have some fun and much deserved time out seemed like even more of a priority. I would like to take this opportunity to thank all of the organisations and individuals who supported Carers Week and made much of what we did possible.



In this edition we have a number of important updates; Rowcroft have now published their Commitment to Carers (P2), the Trust has become a Carer Confident Employer and received a Level 2 Award (P3) and previously you provided us with feedback on how we could support Carers more - we listened, took action and as a result we have listed on (P3) the areas in which this has been achieved.

Following the events of the last year, we are starting to see some resemblance of returning to normal and various organisations have updated their services as a result; Torbay Library Services (P5), Talkworks (P6) and Healthy Lifestyles (P7). Do consider taking advantage of all they have to offer.

Lastly, there are various ways you can get involved, to find out more, please see: Help with New Carers Film (P3), Healthwatch Online Questionnaire (P12 – Noticeboard), Carer Friendly Torbay (P14), Mind The Gap (P15), Net Friends (P15) and Get Involved (P16). We would also value your suggestions, on topics to be covered for Carers Rights Day, November 26th. Please call or email Signposts, details below in pink box.

I also have pleasure in enclosing our Carers Education Brochure for July – December. I hope you enjoy the variety of courses on offer, together with the launch of 4 new courses!

**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)



### Devon-wide Commitment to Carers - Rowcroft Hospice

**We will consider Carers in everything that we do.**

#### Principles

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

Rowcroft has:

- 1: Signed up to the above Principles
- 2: Identified a Senior staff member with oversight of Carers (Jo Anthony/Head of Community, Therapies and Support Services)
- 3: Committed to carrying out a self-assessment of our support for carers
- 4: Committed to formal three-monthly review of the actions.

Signed on behalf of Rowcroft Hospice on 27<sup>th</sup> May 2021, by:

Sally Scott-Bryant  
Chair  
Rowcroft Board of Trustees

Mark Hawkins  
CEO

Jo Anthony  
Head of Community,  
Therapies and  
Support Services

We are so pleased to announce that Rowcroft is the latest organisation in Torbay that has published its Commitment to Carers.

We know that they have always had a good record of involving and supporting Carers of people with life-limiting conditions, but it is great that they have joined us to publish their Commitment to Carers. It is now published on the 'Together for Devon' website:

[www.icsdevon.co.uk](http://www.icsdevon.co.uk) under Priorities / Carers.

Mark Hawkins (CEO) and Sally Scott-Bryant (Chair) are photographed with Jo Anthony who as Head of Community, Therapies and Support Services now has oversight of Carers. Jo said, 'Rowcroft is delighted to be able to formally give this Commitment to Carers, who do such an amazing job supporting our patients.

We are in the process of working out our plans for Community Support over the next 5-10 years, and so this is the perfect time to publish our commitment to involve and support Carers'.

### Signing our Commitment to Carers



Sally Scott-Bryant



Mark Hawkins



Jo Anthony

# TRUST BECOMES CARER CONFIDENT EMPLOYER

Torbay and South Devon NHS Foundation Trust is proud to announce that it is one of only two NHS Trusts to achieve the Carer Confident Employer - Level 2 - 'Accomplished' Award. This demonstrates the level of support available to the many staff members who, as well as working, also care for a family member or friend.

Deborah Kelly, Chief Nurse for the Trust, said, "We have so many staff who juggle working with caring for someone, and we are always trying to improve our support to them. There was a detailed assessment by Employers for Carers, so it was a significant accomplishment to achieve Level 2.

The Trust's staff survey in 2021 showed that more than 1 in 3 of our staff are caring for a family member or friend (not including childcare). In recent years, we have enabled staff to have a Carers' Health and Wellbeing check in their workplace and during work time, if needed. During the pandemic, we also started an on-line staff Carers' forum, to make sure that staff could more easily talk to someone about their caring role and to access any support required. There is always more that we can do, but this award sends a strong message that the Trust is a Carer-Friendly employer."

Katy Heard, Carers Lead for the Trust said, "The Trust published its Commitment to Carers in November, with a commitment to becoming a Carer-friendly employer, so we are delighted to have achieved this before Carers' Week in June."

Link to Trust's Commitment to Carers and Link to Trust webpage about Carer Confident Employer status:

<https://www.icsdevon.co.uk/priorities/carers/>

<https://www.torbayandsouthdevon.nhs.uk/about-us/working-with-us/carers-confident-employer/>

Link to Employers for Carers Assessment Criteria:

[https://www.employersforcarers.org/images/CUK\\_Carer\\_Confident\\_CRITERIA\\_WEB.pdf](https://www.employersforcarers.org/images/CUK_Carer_Confident_CRITERIA_WEB.pdf)

## YOU SAID, WE DID

We've decided to bring back 'You Said, We Did' to update you on what we have done with feedback that you have given us.

### YOU SAID

- Promote opportunities for working Carers'
- Provide a booklet of Carers information
- Improve Carer support at Torbay Hospital

### WE DID

- Become a Carer-friendly employer (see article on Px)
- Hope to publish a basic version in the next few months
- Re-opened the Advice Point on Level 4 Reception

## HELP WITH OUR NEW CARERS FILM

**& Win a Copy of  
King of Rabbits**

Torbay Carers are going to develop a film to promote our services, with an aim to identify lots of Carers who don't yet access our support. We would really appreciate your help with this, so if you can provide us with a film made on your phone, or a written quote about your experience as a Carer that would help people to identify themselves as Carers, then we'd love to hear from you. We will pick out two winners at random from the submissions we receive, and you will win a copy of King of Rabbits, by Karla Neblett.

To submit a film please make your clip (up to 2MB) and submit to: <https://wettransfer.com> with rohan.davidson@nhs.net as the recipient. If you prefer to write a short summary which we can use as a quote, then please email it to: rohan.davidson@nhs.net. The deadline for submissions is Sunday 8th August and winners will be drawn on Monday 9th. We look forward to hearing from you, thank you and good luck!

You won't be able to predict the outcome of King Of Rabbits ... It's a powerful and tragic read, making a profound statement about how important access to opportunities can be... **Independent**

'Neblett has drawn a really interesting character in Kai ... there was never a point when I didn't want to keep reading'  
**Bookmunch**

Chosen as Book of the Month by Afrori Books | Featured on BBC Radio 4: **Open Book**



### ARE YOU APPROACHING STATE PENSION AGE AND CLAIMING CARER'S ALLOWANCE?

Carer's Allowance and the new state pension are classified by the government as 'overlapping benefits' consequently regulations prevent payment of both benefits at the same time. This means Carer's Allowance ceases to be paid once you claim your state pension, but you retain what is known as an 'underlying entitlement' to a Carer addition of £37.70 weekly, which is only payable with means-tested benefits such as Pension Credit, Housing Benefit, etc.



### HOW MUCH STATE PENSION CAN I EXPECT?

The new state pension was introduced in April 2016 and for the full amount of £179.60, you will require 35 years of national insurance contributions/credits, see: <https://bit.ly/3egduFb>. If you paid into the additional state pension scheme, you will get more. You can request a pension forecast at: <http://bit.ly/2nFTEIU>, or by calling the Future Pension Centre on: **0800 731 0175** (Mon - Fri). Your pension qualifying date can also be found online at: <https://bit.ly/2PgAXMX>.

Carer's Allowance automatically provides credits towards your pension, as do Carer's Credits and Child Benefit (but only with children up to age 12). You will get a proportionately lower pension if your national insurance record falls short, but you may be able to make backdated Class 3 voluntary contributions to top up your record, see: <https://bit.ly/3eIJbpU>. However, this will generally not be worthwhile if you are already receiving or intending to claim a means-tested benefit. No pension is payable if your national insurance record has fewer than 10 years contributions/credits, but there are exceptions see: <https://bit.ly/3aXnpNJ>. If your new pension is less than £67.60 (the Carer's Allowance rate), it will be made up to the same level as the allowance.

You may also be entitled to a means-tested benefit to supplement your pension (including the Carer addition). If you are single, or have a partner of the same age or older, this will mean Pension Credit: <http://bit.ly/2MPZZfY>. If your partner is under pension age it will be Universal Credit see: <https://bit.ly/3b5RHOB>. As your benefit position is changing, it is strongly recommended that you get a full benefits check from a local agency such as Age UK Torbay: **(01803) 446022** or: <http://bit.ly/2zh8jk8>, or Citizens Advice Torbay on: **0808 2787859** or see: <http://bit.ly/2YEKfFY>. You can also get information from the Money and Pensions Service on: **0800 138 7777** or see: <https://bit.ly/2PLLccc>, Carers UK on: **0800 055 6112** or at: <http://bit.ly/2pZrQDh>, and Independent Age on: **0333 256 7409** or at: <https://bit.ly/3h2rBzL>.

### FINDING OUT ABOUT CHARITABLE GRANTS

Do you need a short break or are you struggling to purchase a piece of equipment for the person you care for? Occupational charities help those who work, or previously worked in a particular trade/profession. There are also other charities who help people in specific circumstances. One such example is the Family Holiday Association at: <https://bit.ly/3haYWIG>. Two useful sources of information are the Association of Charitable Organisations, which provides an online list of members at: <https://bit.ly/3sILVrZ>, and Turn2us, whose website has tips on how to find and apply for grants at: <https://bit.ly/3tLfx9F>, and a charity search facility at: <https://bit.ly/3xiLL7P>.



# TORBAY LIBRARY SERVICES

During this last year, Torbay Libraries have been kept very busy with online Music, Rhythm and Rhyme, online craft events, phone calls to vulnerable borrowers and offering Choose & Collect services and essential PC use during lockdowns. As more of our services start up again, as we continue the roadmap out of lockdown, Torbay Library Services would like to share the resources and services we have on offer.

## SERVICES WE OFFER (FOR FREE!)

- **Books (including large print), Audiobooks, DVDs (some have hire charges)**
- **Access to computers**
- **Online books, audiobooks, magazines and newspapers:** For adults and children.
- **Books on Prescription** - A recommended selection of books giving advice for those caring for someone with Dementia, and picture and reading books for those with Dementia. The scheme also covers Mental Health, Children, Young People's Mental Health and Long-term conditions:  
<https://reading-well.org.uk/books/books-on-prescription>
- **Dementia Friend:** Based at each library: [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)
- **Good Neighbours:** A library based membership, to allow nominated friends or family to choose and return books for those unable to.
- **Books on Wheels** - Books are chosen by volunteers and delivered to those at home.
- **Talking Memories Reminiscence Collection** - A variety of resources including jigsaw puzzles, large print picture books, memory games, sensory items including audio/visual and replica memorabilia packs to stimulate and support reminiscence.

It is free to join the library and can be done online at:

<https://www.torbaylibraries.org.uk/web/arena/join-thelibrary> or in your local branch.

## We have 4 branches across the bay:

Torquay Library, Lymington Road, Torquay: **(01803) 714452**

Paignton Library, Great Western Road, Paignton: **(01803) 714460**

Churston Library, Broadsands Road, Paignton: **(01803) 843757**

Brixham Library, Market Street, Brixham: **(01803) 853870**

All Libraries are currently operating a little differently, with 2m social distancing, one-way systems in place, hand sanitiser stations, limiting customer numbers and regular cleaning by staff, carried out to make your visit to us as safe as possible. Library services are COVID secure and contactless, with all items returned being quarantined before going back on the shelves. Some changes will be coming into effect over the Summer, please contact us for more information. You can borrow up to 24 books and from 1st July, when reservation charges will also recommence and account limits will revert to £5.

We hope to have a busy Summer ahead, with more events being planned as social distancing guidelines lift, so keep an eye out on our website and social media pages for more information: [www.torbaylibraries.org.uk/](http://www.torbaylibraries.org.uk/)

Tel: **(01803) 714460**

Follow us on Twitter: [@LibrariesUnLtd](https://twitter.com/LibrariesUnLtd)

**Charlotte Sumner, Team Leader**

## TIPS TO HELP GUIDE YOU THROUGH THE EASING OF LOCKDOWN...

With the lockdown restrictions in the UK easing, you may be experiencing a range of emotions. As services re-open you might be looking forward to respite, or connecting with support groups. You might also feel under pressure to do more, leaving you feeling stressed and overwhelmed. Everyone will be at a different place on the emotional spectrum, and that's ok! So here are some tips to help guide you through the transition of returning to a 'new normal':

**Be kind to yourself** – the last year has been a difficult time for many, and we will have experienced the pandemic in different ways. Remember that whatever your feelings they are completely valid, and it is ok if this looks different to other people. Try to remember you are doing the best you can, no matter what that looks like. And celebrate every achievement, no matter how small it may seem.

**Pace yourself** – Try not to avoid things, but instead pace yourself. You may find yourself wanting to avoid certain situations because they make you feel anxious, but if you keep putting those situations off, then it's unlikely the anxiety will subside. It is important to challenge yourself, however it is ok to do so at your own pace. Do what feels manageable for now and work your way up. For instance, if meeting up with a group of friends feels like too much, just start by meeting 1 or 2 – small steps.

**Take one moment at a time** – Try to stay focussed on the present because, even with the easing of restrictions, the future is unknown. It is more important than ever that we focus on what we do know and try not to worry about things out of our control. Mindfulness and other re-focussing techniques can be helpful in bringing our attention and awareness back to the present moment and taking a few seconds to connect with your breath, can help you feel more relaxed and present.

**Taking time for self-care** – Taking time for self-care might feel impossible, but it is important for your own wellbeing, and the person you care for. When you fly on an aeroplane, the flight attendant instructs you to "put your oxygen mask on first," before helping others. This is an important metaphor because if you run out of oxygen yourself, you can't help anyone else with their oxygen mask. In the same way, if you don't take care of yourself you might experience burnout, stress, fatigue, or another challenge making it difficult to care for others.

**Talk to work** – Even with the return to work, many workplaces are allowing more flexible working. If you are feeling anxious and fearful about going back to work, or finding it hard due to caring commitments, it may be helpful to speak to your manager or a colleague you trust. If you have, or have had, longer-term mental health problems, even if you have not disclosed them before, you may be entitled to reasonable adjustments as a disabled person under the Equality Act 2010.

**Ask for help** – You might already feel that you are struggling and that it is affecting your daily life. If this is the case, it could be helpful to talk to a qualified professional about what is going on for you. There are various mental health organisations that can offer help during times of difficulty and it might be worth speaking to your GP about the different services available. You can also access TALKWORKS via a self-referral, that can be completed online or over the telephone.

**TALKWORKS** is a free, confidential, NHS service, dedicated to helping people (aged 18+) in Devon (excluding Plymouth) to feel better, by providing tools and techniques to improve mental and physical wellbeing. We offer over-the-telephone assessments, but can in some circumstances see people face-to-face. A range of approaches and talking therapies are available and can be delivered over the telephone, via video-calling, or online. We also run a variety of workshops, including how to manage sleeping difficulties and TALKWORKS for challenging times.

To access these workshops, contact our service by telephone or online via our website:

<https://www.talkworks.dpt.nhs.uk/>. If you would like an assessment to help determine what the best next steps would be, you can self-refer via our website, or by calling us on: **0300 555 3344**.

The past year has been a challenging one for many of us, with periods of lockdown or shielding we have had to change the way we live our lives. These enforced changes can have an impact on our health and wellbeing. Examples of this include a reduction in physical activity, changes to our eating habits, increased alcohol consumption and changes to our mood and mental health.

We have learned a great deal about Coronavirus over the past year and it is becoming ever more apparent, that adopting a healthy lifestyle, is one of the positive things you can do to reduce your chances of becoming ill with the virus. Being a healthy weight, being physically active and not smoking are all protective factors that will reduce risk. There has never been a more important time to think about the lifestyle choices you make and the Healthy Lifestyles Service is available to support you with those choices.

Now that the majority of restrictions are starting to ease, you might feel worried about returning to "normal" life, it is absolutely fine to feel this way; even positive changes can lead to anxiety and it can take time to readjust to things we haven't done for a long time. The NHS Better Health Campaign has some excellent resources to help with mental wellbeing and coming out of lockdown. Visit: [www.nhs.uk/every-mind-matters](http://www.nhs.uk/every-mind-matters) for more information. If you don't have access to the internet, please call the Lifestyles Service on: **0300 456 1006** and ask to speak to a Health Coach.

The service has been working hard to adapt how we can support as many people as possible, providing both telephone and video-calls for one-to-one support, helping people to quit smoking, be more active or lose weight. Accessing the service is easy, just call us on our local rate number: **0300 456 1006** or email: [torbaylifestyles@nhs.net](mailto:torbaylifestyles@nhs.net). Alternatively, you can visit our website: [TSDFT.uk/lifestyles](http://TSDFT.uk/lifestyles) where you can take our Healthy Lifestyles quiz, find out more information about a range of lifestyles issues and get support to help you make changes.

**Andy Simpson**, Deputy Service Manager, Healthy Lifestyles

## AskSARA AN ONLINE GUIDE TO EQUIPMENT



If you are confused about the enormous range of equipment to help people who are getting older or who have disabilities, Carers UK have now paired up with 'Ask Sara' to make it easier.

Torbay's membership of Carers UK means that all Torbay Carers can use all of their digital resources for free – including Ask Sara. You can find out more at: [carersuk.livingmadeeasy.org.uk](http://carersuk.livingmadeeasy.org.uk) where you are asked some straightforward questions, to then receive a report of advice from Occupational Therapists.

If you haven't already set up your free Carers UK account then go to: [www.carersdigital.org](http://www.carersdigital.org) and use code **DGTL8622**. If you want help to do this or to set up an e-mail address, just give Signposts a call on: **(01803) 666620** and they will link you up with someone who can help.

If you want to go and discuss/see equipment, try the Independent Living Centre in Newton Abbot. You need to make an appointment on: **(01392) 380181** or: [ilc-exeter@devon.gov.uk](mailto:ilc-exeter@devon.gov.uk).

## Breadmaking Workshop



"Excellent time, really enjoyed making bread and the people/venue. Thanks very much really looking forward to the tasting, as it smells superb!"

"Had a wonderful time of being able to focus on something else apart from caring and Carl made everything look easy! Also tasted amazing... thank you."

## Carers Aid Torbay | Carers Week Treats



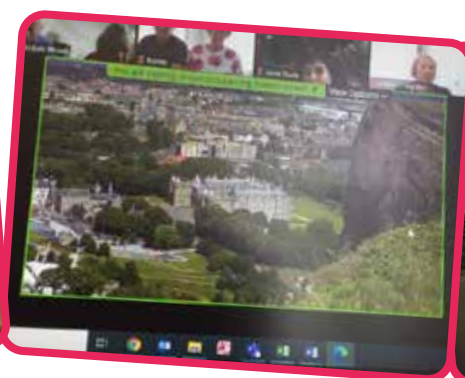
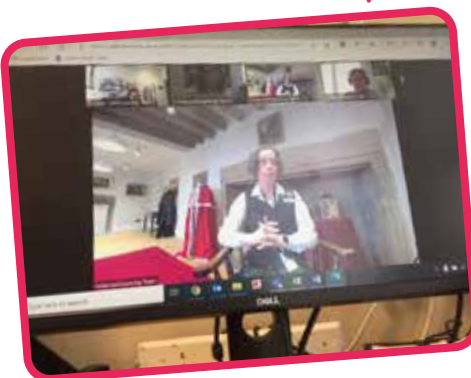
"At Lupton having a ploughman's lunch, very nice thanks."

## Dartmouth Steam Train & Ferry



"I had such a wonderful time to get away.... just for me, couldn't have come at a better time. Thanks for this opportunity."

## The Palace Of Holyroodhouse Live (Online)



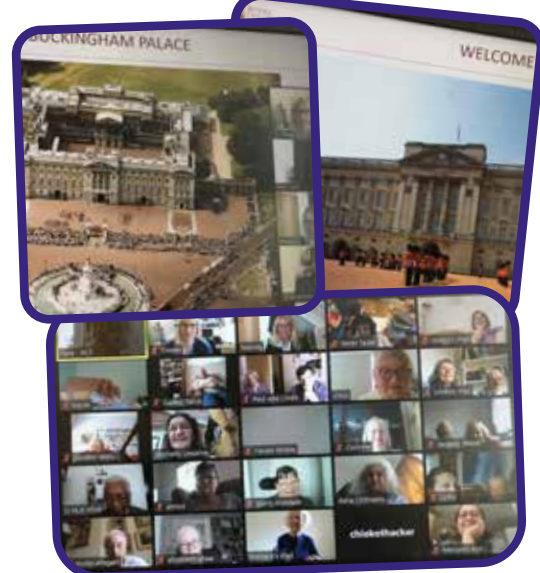


## Mosaics Workshop



"Lovely to create something so unique, thanks for inviting me."

## Buckingham Palace Live (Online)



"Very informative, all from the comfort of my own home, thanks."

## Mencap Home Delivery Cream Tea



"The cream teas were beautifully presented - feel loved and cared for this week. Thanks for helping with that!"

## Healthy Lifestyles Exercise (Online)



## Pitch & Putt



"It was a really nice thing to do, I think we were all well matched!"

## Windsor Live (Online)



I had no idea an online tour could be so in depth and exciting, thank you.

## Scented Wax Melts



"Had an amazing day learning how to make wax melts, met some lovely people and I had a great time - can't wait to use them, thank you!"

# TORBAY YOUNG CARERS UPDATE



## HELLO FROM TORBAY YOUNG CARERS

One thing that the team have really been enjoying and our Young Carers too, is the fact that we have been able to start getting back to some face to face work. While we have had fun online and will continue to provide some online sessions, it's been wonderful for our families to start getting out and about again safely. After trialling 'in person' activities at Easter, we were able to step things up at half term, with some Dolphin spotting trips, as well as sailing with Dart Sailability, willow workshops, pottery and a family activity at one of our favourite places, the wonderful Orchard Forest School.

Now we are coming into summer and the lovely Holly has been planning our biggest ever summer programme, we have been talking to the fantastic people at Bath Philharmonia, who will be coming to the Bay to provide our Young Carers with two weeks of music-based activity, leading up to a performance. We also have an amazing cooking course in the pipeline, where Young Carers will be able to design a menu and learn to cook it, with help from the Catering Department at South Devon College. There'll be more sailing, more dolphins, arts and craft based activities and many other opportunities. The programme should be out by early July, so if you haven't received it yet, please get in touch at: [youngcarers@torbayyouthtrust.org.uk](mailto:youngcarers@torbayyouthtrust.org.uk). Remember we are now sending our programmes out by email rather than post, so drop us a line to join our e-mailing list.

As well as summer fun, it's also the time of year that we start looking towards the changes that September often brings to young people. We will have some special activities for Young Carers who are moving from primary to secondary school this year. Our schools support service, Corridors, run by Angela and Lisa is regularly available in the Bays biggest secondary schools, and we have links with the other schools too, so if any Young Carers have concerns about their move to 'big school' we will be very happy to help support.

We will also have some targeted activities for some of our 'older' Young Carers – some of whom may be finishing year 11 this summer and awaiting GCSE results. While our schools' workers will be taking a well-deserved summer break, other team members are still around for support, so please do contact us whether it's to celebrate your achievements, or look at changing your September plans. For any Young Carers who are in Year 11 at the moment, and unsure about which direction to take, help is also available from Careers South West. They have a lead worker for Young Carers – just let us know and we will put you in touch with them.

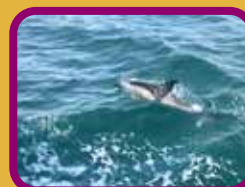
Often this is a time when our Young Carers start thinking about moving on to the support offered from the Young Adult Carers Service (YAC). We work closely with YAC to support any Young Carers who are making this transition, so please do get in touch if you feel this is the right thing for you / your Young Carer.

As a final note, we would like to say a huge thank you to our Young Leaders group – they really have been amazing, working on projects all through Covid, helping us to improve our services, spreading the word about Young Carers needs and also helping out on activities, both online and face-to-face. Our established young leaders are currently working on a training programme for other Young Carers, who want to develop their leadership skills – it's so exciting to see how much our Young Carers confidence can grow as a part of this group.

If you have any questions at all about our service, please don't hesitate to get in touch on: **(01803) 895299** or email us at:

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

**Teresa Mikalauskas**  
**Young Carers Manager**





Firstly, I would like to thank Bob Miller from Dart Sailability for the offer of some dingy sailing during the summer months. But even better, I would like to thank them and promote the fact that four of our very own YAC's, who have previously taken part in sailing with the Tallships Trust, have taken the option offered by Dart Sailability and have volunteered to be trained and become a part of the team. We hope this will help provide the extra support they need for years to come.

During Carers week, six YAC's took the opportunity to have a pleasurable evening boat trip down the river Dart from Galmpton Creek to the Tuckenhay, where they were able to have refreshments before returning later that evening; even though the weather was not at its best everyone had a good time.

I am also pleased to announce, we have once again been given the opportunity to sail with the Tallships Trust in September and we are currently looking for YAC's to fill the 10 places on offer. So if you are a registered Young Adult Carer and you think this could be for you, then please contact either Dave, Cheryl or Julie for more information.

## DROP INS, TRANSITION EVENT AND RAISING FUNDS

As things slowly start to resume to some sort of 'normal', Young Adult Carers have been able to restart their drop-ins. We are currently offering a fortnightly drop-in during term time, at South Devon College by appointment only, to keep in line with social distancing and excitingly we also had our first drop-in back at Jasmyn House at the start of June, which was enjoyed by all. One Young Adult Carer commented afterwards "It was lovely to see you all today". Fingers crossed the Jasmyn House drop-in will continue on a monthly basis, growing ever more popular and giving Young Adult Carers a safe space for a laugh and a catch up.

Torbay Young Carers and Young Adult Carers hosted a transition event at the end of June at Battlefields Live. This included 90 minutes on the battlefield, followed by an hour to enjoy some much-needed lunch. The event gave Young Carers an opportunity to meet Young Adult Carers and staff, who were available to find out how they can support Young Carers in their roles, as they move on from secondary school to college. The event was a great success.

June also gave us the first chance this year, to raise some funds and we all had a good time running a bricabrac, cake and Carers information stand at The Old Brixham Market next to the Golden Hind; it was a fun day for all involved. As things continue to improve with the current Covid situation, we continue to plan for the coming summer months and we hope to gather once again, to join our YAC's in some outdoor activities in and out of the Bay, for example - a hike on Dartmoor, coastal walks and Kayaking.

Enjoy the summer months and stay safe.

**Dave Baker, Young Adult Carers Development Worker**

If you are a Young Adult Carer, or you know someone aged between 16-25 years old, who is in a caring role, please contact us via our website: [www.torbayyac.co.uk](http://www.torbayyac.co.uk) or

Email: [torbayyac@nhs.net](mailto:torbayyac@nhs.net) or Phone: (01803) 208455/852421

Mobile: 07825 027 664

Please Note: days of work Wednesday - Friday



# CARERS NOTICEBOARD

Step One



## Torbay Peer Support Project

### Virtual Nattering Needlers!



Every Thursday, 10:30am – 12:30pm

Join us for a morning of natter whilst you work on your craft projects in the comfort of your own home!

Grab a cuppa and spend some time with like-minded people and enjoy making connections.

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: 895 3416 8097

## Chadwell Dementia Carers Support Group

The local Carer's support group is held on the first Friday of every month.

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

**ONLINE UNTIL FURTHER NOTICE**

Friday 6th August | Friday 3rd September  
Friday 1st October

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



*Deliciously Satisfying*

## New Meal Delivery Service

Devon Farm Kitchen is an innovative new social enterprise delivering frozen meals direct to your home in South Devon, with every penny of profit going to support Rowcroft Hospice. Offering a mouth-watering range of high quality, tasty nutritious meals and desserts, Devon Farm Kitchen chefs and dietitians lovingly prepare all meals by hand using the finest locally sourced ingredients.

To find out more, go to:  
[www.devonfarmkitchen.co.uk](http://www.devonfarmkitchen.co.uk)



## Dimensions For Autism Torbay

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 Covid 19 all meetings will be **ONLINE UNTIL FURTHER NOTICE**.  
Please email Trish Darke for the link to DISCORD

2:30pm - 4:30pm

26th July | 30th August  
27th September | 25th October

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)



## Healthwatch Online Questionnaire

Want to get on-line, stay on-line or improve on-line, or have your say about local on-line support?

Some of you will have received a questionnaire organised by Healthwatch about 'digital inclusion' - trying to make it easier for everyone who want to start, or improve their digital skills.

If you would like to help Healthwatch to find out what it is like for Carers, to link you in to digital support if you would like, or to have your say in how we can all improve our digital services, just ring Healthwatch on Freephone: **08000 520 029** for a questionnaire.

## The Silver Line

The Silver Line is a free, 24-hour confidential helpline for older people.

Need Help? Call ANYTIME on: **0800 470 8090** or go to: **www.thesilverline.org.uk** for more information.



## Replacement Care Pilot

Would you like to have a break from your caring role by staying in a hotel?

We have agreements with local hotels to offer discounted stays to you and/or the person you care for. You can both have a break together, on your own with additional support in place at home for your loved one, or your loved one can have a break on their own, with or without additional support – whatever works for you.

If you would like to find out which hotels are participating and would like me to organise this for you, my details are, Debi Porter on: **07880 136859** [debi.porter@nhs.net](mailto:debi.porter@nhs.net)



## LET'S GET CHATting

The Improving Access to Communication Services and Support (ICASS) programme is very excited to announce a new fantastic resource aimed at parents/carers and professionals of children from antenatal - 5 years.

As part of the 'LET'S GET CHATting' campaign a group of professionals and parents/carers have developed a central resource that contains national and local information about speech, language and communication development from bump to 5 years old as well as providing a number of top tips on how best to support. It is free and very accessible and can be found at:

<https://padlet.com/togetherfordevonantenatalto5>

## 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.

# BUDDYING & PEER SUPPORT

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 burden a little? Are you a Carer going through transition? Do you think you may be able to offer someone a little peer support yourself, or maybe a buddy?

We are developing a Peer Support system, to help put Carers in touch with each other for support, to share interests, 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.

Evidence-based evaluations throughout the UK show that peer support activities have resulted in a **15% reduction in feelings of isolation and loneliness** among a sample of Carers.

Engagement in a project carried out by the Carers Trust, also resulted in significant increases among Carers with:

- Carrying out their caring role (81%)
- Improved relationship with the person they were caring for (71%)
- Happiness (77%)
- Ability to form new friendships (81%)
- Knowing more about available services (86%)

We are currently looking at ways of putting Carers in touch with each other and whose caring circumstances may be similar, you may also share similar interests, or you may like to offer a little help, or would just like to build a friendship. This could be through groups, over the phone, online, or by any other means that may suit Carers such as yourselves.

If you have any ideas on how we can achieve this, or for more information, then please contact Debi Porter on: **07880 136859** or email: [debi.porter@nhs.net](mailto:debi.porter@nhs.net)

## CARER FRIENDLY TORBAY

### WHAT DO YOU THINK OF A LOGO? DO YOU WANT TO GET INVOLVED?

With all the work that the various Torbay Health and Care organisations have been doing with their Commitments to Carers, we wanted to encourage other organisations to get involved too. Devon have a sign-up scheme called Carer-friendly Devon where companies / businesses can sign up at:

<https://devoncarers.org.uk/community/carers-friendly-devon/>

We already link with so many businesses that offer discounts, or that want to promote support to Carers, but we need Carers to get involved to say what they would like us to focus on, and we need a logo. The national logo and Devon logo are above. Please feel free to give feedback on either, or to draft a new one.

Please feedback all comments / submissions / offers to Signposts on: **(01803) 66 66 20** or [signposts@nhs.net](mailto:signposts@nhs.net)



# MIND THE GAP

## CAN YOU HELP US CLOSE THE GAP?



No, not the London Underground message, it's the project we have been doing with Plymouth since October 2020. NHSE offered 'Mind the Gap' funding to identify and support Carers who weren't using Carers Services, so we joined Plymouth to plan how to support Carers from ethnic minority backgrounds. Torbay has a very different population from Plymouth, but most of the issues are similar, so we approached organisations who work with people from ethnic minority backgrounds in Devon, offered them Carer awareness training and worked with them to improve our support to these Carers.



Some of the issues are exactly the same as any other Carers, such as not seeing yourself as a Carer, but in some communities it is seen as a failure to ask for help, and if English isn't your first language, that makes it more difficult to read our leaflets / website or speak to our workers.

In Torbay, we have worked closely with Imagine Multi-Cultural group, who have helped us to recruit a number of 'Ambassadors' - Carers from ethnic minority backgrounds, who are willing to speak to other people in their communities about the support that is available. Georgie and Beatrice are two Ambassadors shown above, and we hope they will share their stories in future Signposts. Eiling above works with the Chinese community across Devon and Cornwall and has helped us with translating posters, and understanding the Chinese Community. We hope that they will encourage people from their communities to come forward and join us, and also recruit more Ambassadors.

If you are a Carer from any ethnic minority, who would be willing to be an ambassador for your community, please do join us. To find out more, please contact: Katy on: **07747 847 569** or: [katy.heard@nhs.net](mailto:katy.heard@nhs.net)

To find out more about Imagine, e-mail: [imaginetorbay@yahoo.co.uk](mailto:imaginetorbay@yahoo.co.uk) or find them on Facebook: **Imagine-Torbay Multicultural Group**

## LIMITED FREE OFFER TO CARERS



### WANT TO GET ON-LINE, STAY ON-LINE, OR IMPROVE ON-LINE, AND WILLING TO FEED BACK TO US? FREE OFFER TO FIVE CARERS

NetFriends is a not-for-profit charitable Community Benefit Society that offers people a helping hand with technology. John Gerard from NetFriends says, "We all know that technology plays an increasing part in people's lives, and NetFriends makes sure that people can get help when they have a problem with technology".

"A lot of it is about building confidence and going at the right pace – it's not about being a tech wiz!"

NetFriends is running a pilot with Torbay Carers to offer free support to five Carers for what is normally a £5 per month donation.

"We recognise that Carers have individual circumstances, so we want to provide a service specifically designed by Carers for Carers. This is an opportunity to get some individual help, but also to help develop a service to support fellow Carers".

If you are interested in being involved, please contact Signposts on: **(01803) 66 66 20** or: [signposts@nhs.net](mailto:signposts@nhs.net)  
John says "It will be painless, I promise!"

Have a look at the website on: [www.netfriends.uk.org](http://www.netfriends.uk.org)

## HELLO TO YOU, FROM CARERS AID TORBAY

We are delighted to welcome you back to The Olive Carers Centre, where we have put in much thought about how we can reopen for you safely. We are now working an appointment system only and you will need to wear a mask and observe social distancing rules. We may be unable to offer refreshments, so we would advise you to bring your own for groups, meetings, and workshops.

**Carers Aid Torbay CIC** is available to you by phone: **(01803) 323510** Monday to Thursday 9am-4pm and Friday 9am-1pm. Your call will be dealt with, or transferred to the appropriate worker. Please ring the office for an appointment to see a Carers Aid Torbay Carers Support Worker.

**Bay Benefits** appointments are available Tuesdays and Thursdays only. For an appointment ring: **07530 790354** for support with benefit and entitlement paperwork.

For free legal advice, to check on the ancestry group, or for any other updates or event information, please ring the main office number above.

For Book Club news, please ring Pennie on: **07972 410514**.

For Men Matters and Natter Club news, ring Julie on: **07748 884521**.

Do you have an interest in fishing? let Simon know on: **07398 188197**, maybe we could start a group.

Finally please keep submitting your favourite recipes to : [admin@carersaidtorbay.co.uk](mailto:admin@carersaidtorbay.co.uk) or [pennie@carersaidtorbay.co.uk](mailto:pennie@carersaidtorbay.co.uk) as we want to collate your recipes for a free giveaway to celebrate Carers Rights day in November.

## GET INVOLVED

### IN AS BIG OR SMALL WAY AS YOU WANT!

Your time is precious, but you are the expert in what works best for you as a Carer, so we'd love you to help us in whatever way you can! We have lots of ways that you can get involved, (you don't need to be digital) and if you have any other ideas, then great – please let us know. Contact Signposts on: **(01803) 666 620** or: [signposts@nhs.net](mailto:signposts@nhs.net)

We'll feature some topics in each edition of Signposts, and put all of them on the website.

**Involvement** We are setting up a group of Carers to tell us how we can improve involving Carers and developing support with Carers – so just tell us how

**Employment** If you are interested in improving support to Carers working for the Trust, or other employers/ opportunities to gain skills, or employment/etc

**Video/Photo** Share a selfie/photo, or send us a video/voice memo that we can use to promote real Carers' experiences

If any of these require attendance (real or virtual), we can reimburse you for your time/expenses, and may be able to cover replacement care if that helps.

### Coming in the next edition:

Who's Your Carer Support Worker • Carers Rights Day • Get Involved

### 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)**