

Summer 2026 (July – September 2026)



Torbay and South Devon
NHS Foundation Trust

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Deadline for the Summer edition is: 1st August 2026

SIGNPOSTS FOR CARERS

The newsletter for unpaid Carers in Torbay



In this edition of Signposts

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Torbay Carers

Telephone: 01803 66 66 20

Email: signposts@nhs.net | www.tsdftr.uk/carers
www.facebook.com/TorbayCarers



Welcome

To the Summer edition of Signposts

I hope you all managed to either join one of the Carers' Week activities, or to at least take a bit of space to yourself during the week.

The photo is of me talking about Carers to John Acres of BBC Radio Devon's 'The Wake-up Call' (luckily not his 6.30am slot!). I talked about the Devon-wide publicity campaign that we launched in Carers' Week to encourage people to identify themselves as Carers. You can listen back using this link: <https://www.bbc.co.uk/sounds/play/m002wvvd> (3:13ish).



I'm also really pleased to let you know that both Torbay Council and Torbay and South Devon NHS Foundation Trust launched new Carers' Awareness training during Carers' Week, which we hope will improve staff awareness.

Thanks to all of you who joined in any activities and to the wonderful Carers staff, volunteers and companies who helped make it possible, including: Kents Cavern, Torre Abbey and Dartmouth Steam Railway.

I also want to say thank you to all the companies who give discounts to Carers. There have been some updates since the last edition's Discount centre pull-out, so please put that one in recycling, and use the one re-printed here.

Katy Heard, Carers Lead

Carers' Strategy Update

Torbay Carers three yearly Strategy reflects the views and priorities of Carers in Torbay. A quarterly Strategy Steering Group monitors the strategy's progress, and is chaired and guided by current and former Carers as well as representatives from Social Care, the NHS, commissioned providers of Carer support and various organisations that provide support to Carers. In this way Carers influence decisions that affect them at all levels in Torbay.

As we approach the middle of the third year of the 2024-27 strategy we can reflect upon its success.

- This year both Torbay's NHS and Council refreshed their Commitment to Carers and launched staff Carer Awareness training
- Adult Social Care launched a new sitting service and emergency home care to give Carers a break
- For the first time more than 10,000 Carers are recorded in our GP surgeries
- Over 1,000 of Torbay's Carers have now used the new AI platform for Carers (Bridgit)
- The National Carers Survey evidenced improvement in Carer reported quality of life, satisfaction with Social Services, access to information about services and Adult Social Care involvement of Carers in discussion about the cared for person.

We would like more Carers to contribute to our Strategy Steering Group. If you would be interested, please contact Rohan on 07909 873241 or rohan.davidson@nhs.net.

2,460

Contacts made to Signposts Information service (25/26)

1,092

Carers registered on Bridgit (AI platform for carers in Torbay) since January 2026

1,810

Carer Assessments undertaken in 2025/26

10,919

Carers recorded at GP practices in Torbay (+1,042 since April 2025)

Screening Saves Lives – Your health matters too!

Calling Women Aged 25–64

Cervical Screening – saves 5,000 lives every year in the UK!

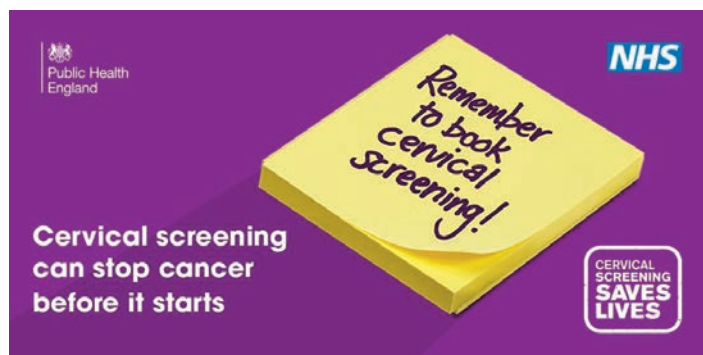
Nearly 1 in 3 women do not attend their cervical screening. The five-year survival rate is 91% when cervical cancer is diagnosed early, but drops the longer it goes unnoticed.

Cervical screening looks for Human Papillomavirus (HPV) and early changes that could develop into cancer.

- You can still book, even if your invite was months or years ago
- You should attend even if you've had the HPV vaccine

Feeling nervous? You can: – Bring a friend, ask for a female clinician, request the procedure be explained first and talk to your nurse about what would help you.

Book your screening with your GP – it could save your life.



Calling Men aged 65+

Abdominal Aortic Aneurysm (AAA) Screening – What is an AAA?

This is a swelling in the main blood vessel (aorta) that carries blood from the heart to the abdomen. Men are six times more likely to develop AAA than women. Large AAAs can be serious, but early detection can prevent complications. You will receive an invitation by post, or you can self-refer if you are male, over 65 and have not been screened.

This screening test involves

- A one-off ultrasound scan
- Takes less than 10 minutes
- You receive your result on the same day.

If no problems are found, no further appointments are needed.

For further information Tel: 01803 65544. Email: tsdft.aaadevon@nhs.net

<https://tinyurl.com/NHSAAScreening>

If you would like any further information or have any questions, either for yourself or on behalf of the person you care for, our *Education Brochure* has details of a Carer Cancer Screening Information Session.



Take a Breath

As a Carer, your days may often be full of constant demands, ringing phones, endless tasks and worry.

Try this simple habit: **Breathe in for 4 counts... and breathe out slowly for 8 counts.** That's it. Just one minute, whenever you need it.

When you do this, you shift from "fight or flight" into "rest and repair." It lowers your heart rate, eases tight shoulders, clears foggy thinking, and helps steady your emotions.

No special place and no extra time. Just one small habit that tells your nervous system it doesn't have to work quite so hard.

Why not keep a copy of this somewhere in your home to remind you to take that minute for yourself.



Carers Week 2026 has come to a close and what a week it was! A huge thank you to all of the Carers that joined us. We would like to thank the local businesses and attractions that offered free or reduced entry for Torbay's unpaid Carers. It has been a real success. If you were not able to join us on any events this year, we hope to see you next year. Perhaps the pictures and quotes might tempt you to join us in future.

Cockington

Photography Event

"We had a fantastic time during Carers Week at our Cockington photography event. It was wonderful to connect, share experiences, and enjoy some time outdoors together. We are really looking forward to meeting more of you over the summer months" – Carers Aid Torbay.

'This was one of the most enjoyable Carers Week activities I've attended. I only use my mobile phone for photos and always thought good photography needed expensive equipment, but the tips on light, shadow, and composition made a huge difference. I particularly enjoyed trying to photograph the birds around the lake and learning why getting lower can create a much better image. It was nice to spend time outdoors, learn something new, and forget about my worries for a little while.'

'I wasn't sure what to expect, but I had a fantastic morning. The photography advice was easy to understand and practical, and it was great to be shown techniques that worked with the phone I already carry every day. Walking around the lakes with other carers felt very supportive and informal. I came away with some photographs I'm genuinely proud of and felt much more confident about taking pictures. Most importantly, it gave me some valuable time for myself, which doesn't happen very often.'



Dartmouth Steam Railway

A huge thank you to the Steam Railway who very kindly offered us an additional 10 tickets this year after another event was cancelled.

'This was my first time attending an event for Carers' Week.

I met some fabulous people and had a fantastic day. Taking the day to myself to unwind and enjoy the views was just what I needed. I haven't felt this relaxed for a long time.'



'A super trip out. Good to chat with other carers. Thank you so much for this treat! A great trip out. A lot to see and experience!'

'Excellent trip and very well organised. Great day out – or should that be "A grand day out?!"'

Creative Box Making

"The tutor is very good and gives everyone individual attention. Very relaxing - crafts take you out of your every day problems."

"Excellent tutor. Will enroll for next year if you run the workshop again."



Kents Cavern

"Very enjoyable visit. Go to the Caves and be amazed!"

"Absolutely brilliant guide!"



Torquay Carers Cream Tea

"A big thank you to Ocean Healthcare, Carers Aid Torbay and Sir George Cary Charity for sponsoring the Torquay Carers Cream Tea event and thank you to the Livermead House Hotel for their kind hospitality."



Bath Road Trip

"Relaxing day out sightseeing in Bath. Lovely treat! Great for sightseeing and retail therapy. Go for it!"

"Lovely way to get to Bath. No stress of driving yourself. Lots to see and food to experience."

"Try it, meet lovely Carers on the minibuss and lots of time to experience Bath."

Our Carers' Register database will be moving

Just to let you know that within the next year, we will be changing the system which holds Torbay Carers' Register. We hope that the new system will enable Carers to apply and manage their account on-line, **if they want to**. To make sure that the transferred information is accurate, over the next few months we will be checking that the information which we hold about you is up-to-date. We will also be updating all our data-sharing and 'privacy notices', so will inform you when this happens. If you have any queries or concerns about the transfer, please just contact Katy Heard on 07747 847 569



Photo: Freepikk

You Said

You Said: You wanted more Carers' courses that included ways to take a break from your caring responsibilities and engage in something relaxing.



Photos: Freepikk

We Did

We Did: We extended our range of creative and wellbeing courses! This includes watercolour painting, mosaic arts, and more Pilates sessions – since they were such a big hit last time.



You Said

You Said: You mentioned that searching for a break away from your caring role on the Carefree website wasn't as easy as it could be, as you could not search by date.



We Did

We Did: Our team member, Debi, fed this back to Carefree who updated their website. You can now search by date, making it much simpler to plan your breaks around your caring responsibilities. To find out more about Carefree breaks, please see page 7.

Cheltenham Chase Hotel & Spa
(available through Carefree Breaks)

Offers & Discounts for Carers in Torbay

This handout explains what offers and discounts are available to Carers of people who live in Torbay. There are discounted breaks, goods and services as well as free parking in hospitals and access to the My Bay scheme. You will need your Carers' Passport Card. T&Cs apply.



June 2026

Carer-Friendly Breaks

Discounted Hotel Stays for Unpaid Carers

Would you like a break from your caring role? We have agreements with some local hotels to offer discounted stays to you and/or the person you care for.

- You can both have a break together
- You can have a break on your own (with additional support in place at home for the person you care for)
- They can have a break on their own with or without additional support – whatever works for you.

To see the various offers, you can browse <https://devoncarers.org.uk/takeabreak> or contact Debi Porter on 07880 136 859 or debi.porter@nhs.net

Quote from a Carer who stayed in one of the participating hotels: *"Before my break I was run down, tired, teary, exhausted and all of the other many things that Carers feel. Before my break I felt guilty at times, as the person I care for was at home but the break 100% did me good as I did feel more relaxed as I wasn't running around and worrying, I was able to concentrate on me and what I wanted and needed for a change. If you have the opportunity to take a break, I strongly recommend taking it."*

Right (in order):

**Boringdon Hall Hotel (Plymouth),
Greenbank Hotel (Falmouth),
Berry Head Hotel (Brixham),
Leonardo Hotel (Exeter)**



<https://devoncarers.org.uk/takeabreak/carer-friendly-breaks/>



Care-Free Breaks



Change Happens Overnight

Caring for someone can be challenging. A couple of days away with a partner or a friend can work wonders. It may seem like a small thing, but it can make a huge difference.

Read a book, go for a walk, or simply catch up on some sleep. Whatever you choose to do, you'll return home with a whole new outlook on things, refreshed and rejuvenated.

Please note, Carefree Breaks are for the Carer only, allowing a full break from their caring role.

"Going away has really boosted my energy and mental health. I returned to another crisis, but I was able to hit the ground running and pick up my responsibilities with cheerfulness."

For help with registering for Carefree Breaks, please contact Debi Porter on 07880 136 859 or debi.porter@nhs.net

www.carefreespace.org



Torbay Carers Discount Scheme

Please note, discounts were accurate at time of printing but may change. The latest discounts list can be found:

<https://www.torbayandsouthdevon.nhs.uk/uploads/torbay-carers-discount-scheme.pdf>



Therapists

Tina Hooks The Foot Clinic – 25% off Reflexology, Indian Head Massage, Hopi Ear Candles, Bowen Technique. 300b Torquay Road, Paignton. Tel: 01803 525 533 www.tinahooks.com



Equipment

New Ability Limited – 10% discount on disability equipment. 371 Torquay Road, Preston, Paignton. Tel: 01803 555 961 www.newability.co.uk

Cavendish Health Care Ltd – 10% off sales and servicing. Unit 1, Babbacombe Business Park (Mobility Shop) Torquay. Tel: 01803 220 378



Hair and Beauty

MLP Hair Design – 10% discount (excludes offers). 57 Torquay Road, Paignton. Tel: 01803 554545

Style Nation – 10% discount.

167 Winner Street, Paignton. Tel: 01803 527 773

Inspirations Salon – 10% off treatments.

Not available May-September.

South Devon College, Long Road, Paignton. Tel: 01803 540 419 www.southdevon.ac.uk



Health and Fitness

MotorActive Exercise Centre – Discount on membership (£20pm for 10 weeks).

55 Briseham Road, Brixham. Tel: 01803 614 067

Oasis Leisure Club – 10% off 3/6/9-month memberships.

Beverley Holiday Park Goodrington Road, Paignton, TQ4 7JE.

Tel: 01803 844 033 www.beverley-holidays.co.uk

Admiral Swimming Centre – £5.00 per session.

Higher Ranscombe Road, Brixham, TQ5 9HF. Tel: 01803 857 151

www.admiralswimmingcentre.co.uk

Waves Leisure Pool £39.50 for full access flexible membership (reduced rate). Riviera International Centre, Chestnut Avenue, Torquay. Tel: 01803 299 992 www.rivieracentre.co.uk

AR Baker Opticians – 10% off.

55 Hyde Road, Paignton. Tel: 01803 556485 www.arbaker.co.uk

Spex Opticians – 15% off (excludes offers).

2 The Willows, Village Centre, Condor Drive, Torquay, TQ2 7TG.

Tel: 01803 614 067 www.spexopticians.com



You will be asked to show your Carer's Passport Card.



Pharmacies

Babbacombe Pharmacy – 10% off Toiletries. 100 Reddenhill Road, Torquay.
Tel: 01803 312 347 www.babbacombe-pharmacy.co.uk

Shiphay Pharmacy – 10% off Toiletries. 11 Collaton Road Shiphay, Torquay.
Tel: 01803 613 152 www.shiphay-pharmacy.co.uk

Valley Pharmacy – 10% discount. 37 Sherwell Valley Road, Chelston.
Tel: 01803 607 425 www.sherwellvalley-pharmacy.co.uk

Watcombe Pharmacy – 10% off Toiletries. 69 Fore Street, Watcombe, Torquay.
Tel: 01803 310196 www.watcombe-pharmacy.co.uk

Day Lewis Pharmacy (Torbay Wide) – 30% discount (excludes NHS charges / items at retailer's discretion e.g. nappies, milk powder).

52 Fore Street, Brixham. Tel: 01803 852 860 99

Foxhole Road, Paignton. Tel: 01803 556 958

19 Ilsham Road, Wellswood, Torquay. Tel: 01803 293 732

28 Walnut Road, Chelston, Torquay. Tel: 01803 605 456

237 Torquay Road, Paignton. Tel: 01803 550 268

266-276 Torquay Road, Paignton. Tel: 01803 522 308



Practical Services

Brown's Shoe & Key Services – 10% off Shoe Repairs/Key Cutting/Engraving.
Unit 31 Market Buildings, Market Street, Torquay. Tel: 01803 213 385

Tor Laundry & Dry Cleaning – 10% off Dry Cleaning.
256 Union Street, Torquay. Tel: 01803 298 823 www.torlaundry.co.uk

Imperial Valet Dry Cleaners Laundry & Dry Cleaning Services –
10% discount. 149 Reddenhill Road, Babbacombe, Torquay. Tel: 01803 313 466

Wheelpower – Up to 10% off selected tyres.
Units 1-4 Magdalene Road, Torquay. Tel: 01803 293 139

N&K Exterior Cleaning – 10% discount.
31 Rea Barn Road, Brixham. Tel: 07402 992 029

Pete's Perfect Polish – 25% discount on car valeting.
Tel: 07927 134 319



Restaurant Services

The Berry Head Hotel – 10% off Restaurant/Bistro meals -
Excludes group orders/special offers. Berry Head Road, Brixham.
Tel: 01803 853 225. www.berryheadhotel.com

Bayview Restaurant – 10% discount.
Torbay Hospital, Level 4, Torbay Hospital.

53.3 Degrees Coffee Company – 10% discount.
Torbay Hospital, Level 4, Torbay Hospital.



Shopping

Fredmans Limited (Furnishers) – 5% off sale items only.
16-20 Torquay Road Paignton. Tel: 01803 557 720. www.fredmans.co.uk

The Edinburgh Woollen Mill – 10% off full price clothing (Torquay store only). 46/48 Fleet Street, Torquay. Tel: 01803 209 071. www.ewm.co.uk

Another Chapter Toy & Bookshop – 10% discount.
13 The Quay, Brixham. Tel: 01803 882 811. www.anotherchapterbrixham.co.uk

Free NHS Parking for Carers

You can have free parking at these sites when visiting or attending with the person you care for:

Torbay Hospital

Barriered car parks only. Show your Carers' Passport Card at Level 4 reception.

Out of hours, press 'Help' at the exit barrier and tell them your card number.

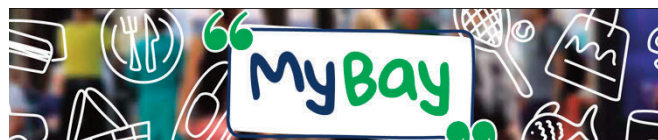
Totnes and Newton Abbot Hospitals*

Display your Carers' Passport Card on the dashboard. *These hospitals will soon become number plate recognition. When this happens follow Brixham Hospital process below.*

Brixham Hospital, Castle Circus Centre and Paignton Wellbeing Centre

After parking, tell your car registration number and show your Carers' Passport card at reception.

If you ever have any problems, please ring Signposts (01803 66 66 20) as soon as possible.



Thanks to Torbay Council, you can have a My Bay card **free of charge** (usually £10). You will need your Carer's Passport Card number when applying.

You can enjoy the following benefits:

- Pay for an hour or more and get an extra hour for free in Torbay Council's off-street pay-and-display car parks with your My Bay permit.
- Use My Bay resident card to get into Torbay public toilets for free, up to 33 times, worth £10 per year.
- Exclusive discounts from participating local businesses and venues.

For more information please visit:

<https://www.torbay.gov.uk/my-bay/join-my-bay/> or contact Signposts on 01803 66 66 20.



Do you support a friend, family member or neighbour?



Access Online Carers Self-Help



Personalised Advice & Toolkits

Local Services & Events

Smart Forms

Financial Support & Discounts



To create your own self-help plan, scan the QR code or go to...
<https://carers.bridgit.care/app/torbay/live>

TORBAY COUNCIL

NHS

bridgit

'Have you tried using Bridgit? How was your experience? Please let us know on 01803 66 66 20 or tsdft.signposts@nhs.net We would welcome any feedback you may have.



Discounts for Carers

When attending somewhere with the person you care for.

A number of local venues that offer discounts for Carers when attending with the person you care for, including (but not limited to):

- Vue Cinemas
- Paignton Zoo
- Torquay Museum
- Babbacombe Theatre
- Paignton and Dartmouth Steam Railway

We recommend checking their website or phoning ahead to confirm requirements.

If you know of somewhere offering, or willing to offer, unpaid Carer discounts locally, please let us know on 01803 66 66 20 / signposts@nhs.net

Making the Most of VAT reliefs for Carers



As a Carer, you may have purchased disability equipment on behalf of the person you're caring for. If you visited a long-established specialist supplier, there's a good chance that you were informed that many disability products are zero-rated for VAT purposes. Alternatively, you might have purchased equipment from a 'generalist' retailer – perhaps online – and simply paid the 20% VAT standard rate. So, can you get the money back?

The person who will use the goods must be eligible

The user must either be *'chronically sick or disabled, (someone with a physical or mental impairment which has a long term and substantial adverse effect upon his or her ability to carry out every day activities)* **or** have a *'condition which the medical profession treats as a chronic sickness, such as diabetes or have a terminal illness'*. Goods must also be for personal domestic use, even if the person is in a care home if it is just for their use they are eligible.

What items and products are zero-rated?

Although not every assistive product is zero-rated, a wide range of disability products are, including walking aids, wheelchairs, adjustable beds, stair-lifts, and sensory equipment. Qualifying products must be specifically designed for use by people with disabilities. The online VAT manual is a good source of information and should clarify a product's status (see: <https://shorturl.at/7JXPj>).

Building and adaptation work

Disability-related adaptation and building work* may also be zero-rated, including the installation of ramps, grab rails and widened doorways, bathroom adaptations, and the installation and maintenance of

lifts (see: <https://shorturl.at/EkhuM>).

*Important: before considering any disability related building work, do check the eligibility criteria for a Disabled Facilities Grant (see: <https://shorturl.at/8nU33>).

How relief works in practice

If shopping in person, the price paid should reflect the zero-rating relief. A self-declaration form must be completed for the retailer (see: <https://shorturl.at/DLyys>). When ordering online, you'll probably have to pay the standard 20% rate upfront, and then request a VAT overpayment refund from the retailer. Make sure add your self-declaration form to the request.

The 5% VAT rate for people over 60, (but not disabled)

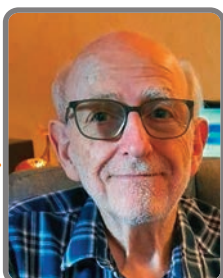
Not to be confused with the zero-rating scheme, this under-publicised 5% relief rate was introduced to incentivise older people to plan ahead in anticipation of future mobility difficulties and age-related infirmity. The policy aims to reduce the number of falls and potential loss of independence experienced by people in later life, together with a reduction in injury-related hospital admissions. Relief is restricted to a fixed list of items, specifically: grab rails, ramps, stairlifts, bath-lifts, built-in shower seats, and walk-in baths. To be eligible for the reduced 5% rate, the equipment must be installed by the same retailer who sold it. A declaration (age, name, address, etc.) will be required by the supplier for VAT record purposes.



Further information from HM Revenue and Customs:

Get VAT relief on certain goods if you have a disability (see: <https://shorturl.at/u1fs1>). Reliefs from VAT for disabled and older people (see: <https://shorturl.at/aawk7>).

Written by Steve Gale



Carers 4 Carers phonline

Volunteers wanted! Would you like to:

- Meet new people.
- Be part of an amazing team.
- Gain new skills or use existing ones.
- Use your experience as a Carer to help other people.



We are looking for volunteers to help join our listening service to unpaid Carers who are referred to the Carers 4 Carers phonline scheme. Only 4 hrs per week. Full training and support given. Your expertise in being an Unpaid Carer would be a great advantage to those you would support. For more details, contact Debi Porter on: 07880 136 859 or debi.porter@nhs.net

**"I love H. She's lovely.
I find her so easy to talk to.
We have lovely chats, she and I. Just
knowing that someone is going to be
calling is so comforting."**

Movement is Medicine (useful website)

Movement has the power to improve quality of life, reduce symptoms, prevent long-term conditions, and even ease depression and anxiety.



But too often, people aren't sure what's safe, or don't get the right support. If you want to move more, but don't know where to start, why not visit this website for inspiration:

<https://movingmedicine.ac.uk/>



Carers Aid Torbay offers a wide range of support tailored to your caring needs. They provide information, advocacy, and Carers' assessments, along with practical and emotional support when you need it most. Help can also be offered with paperwork around entitlements and benefits through Bay Benefits service. This service is available on Tuesdays and Thursdays. You can contact Kyla directly on 07530 790354 for guidance and support.

You can find Carers Aid Torbay at the Olive Carers Centre, St Edmunds, Victoria Park Road, Torquay. Open Monday to Thursday from 9am to 4pm, and Friday from 9am to 1pm. For information about upcoming events or to book a one-to-one session, please call 01803 323510.

Carers' Coffee Groups



Brixham

Last Tuesday
of the month

1.00 - 3.00pm

Christian
Community
Centre TQ5 8DS

Contact
Carole on
07385 407683

Preston & Paignton

1st Friday
of the month

1.00-3.00pm

St Paul's
Church
TQ3 2PB

Contact
Laura on
07919 063025

Torquay

3rd Thursday
of the month

1.45 -4.15pm

The Anchorage
Hotel
TQ1 3PT

Contact
Romina on
07785 515979



Torbay Family Carers

Support for Carers of Adults with Learning Disabilities

Daytime and evening opportunities for Carers to get together and share their experiences over a cuppa. Guest speakers are often invited to provide information, and experienced staff are available to answer any questions you may have about your caring role.

Meeting dates & times:

Activities & Crafts - First Friday of the Month – 10:00 – 12:30, Jasmyn House (TQ4 5BD)

Advice, Information & Support - Third Wednesday of the Month – 19:00 – 20:30 – Whitley Court (TQ4 5XW)

Tea & Cake – Second Wednesday of the Month 10:30 – 12:30 – Jasmyn House (TQ4 5BD)

For more information, please contact:

Email: carers@devonlink-up.org

Tel: Helen Burns 07973 838789 (Mon – Weds)

Emma Young 07852 546530 (Weds, Thurs)

Facebook: Torbay Family Carers

<https://www.torbayfamilycarers.co.uk>



The Devon and Torbay Companion Pass

From 1 April 2026, the new Combined County Authority Companion Pass will provide free travel for one person traveling with a disabled person who is using their National Bus Pass in the Devon County Council and Torbay Council areas.

To find out more visit

<https://www.traveldevon.info/>

and search for 'companion pass'.



Do you care for a Loved One?

CARERS AND CARED FOR PEER SUPPORT GROUP



Would you like to talk with people in a similar situation? You are invited to join us for a cuppa. There is space to chat and entertainment and activities for all

2ND TUESDAY OF THE MONTH

2:30 - 3:45PM

Harbour Rise Rest Home and Day Care Centre
2 Alta Vista Rd, Paignton TQ4 6BZ

Please contact your local Community Builder for more info:

Gill (South Paignton) 07884 887063

Jo (Paignton Town Centre & Clifton & Maidenway) 07716 074903

Nina (Preston & Collaton St Mary) 07927 335915

Sarah (Kings Ash and Foxhole) 07977 635984

MY CARE - App for Hospital Patient Records

MY CARE



MY CARE was launched across Torbay & South Devon NHS Foundation Trust on 3rd April. The system pulls health records into one place, improving communications and experience for patients and their Carers. For any MY CARE queries, please contact the dedicated MY CARE Helpdesk on: rduh.mycarehelp@nhs.net or call 01392 404664, 8:30am to 4:30pm, Monday to Friday.

Hello from Young Carers

Do you know a Young Carer?

Torbay Young Family Carers are here to support children and young people under 18 year old, who are caring for someone. A Young Carer may be the sole Carer or be supporting another family member in care tasks.

Being a Young Carer can have a lot of impact, whether in home life, education, work and social life – but Young Carers Service is here to help.

For more information you can call us on (01803) 208657, email youngcarers@torbay.gov.uk

Visit our website – <https://www.torbay.gov.uk/young-carers-service/>

Hello from Young Adult Carers

Do you know a Young Adult Carer?

"Words do not express how much this service means to me". Torbay Young Adult Carer

Torbay Young Adult Carers Service supports Young Adults (aged 16 – 25) who are caring for or helping to care for someone who has a long-term illness, disability, frailty, mental ill-health, or drug/alcohol problem. We offer one to one support, signposting, activities, and drop ins. We are here for you.

Cheryl, Dave and Julie (YAC Team)

For more information, or to make a referral please contact:

Torbay Young Adult Carers, Torbay and South Devon NHS Foundation Trust,
Room 17 Paignton Library Great Western Road Paignton, TQ4 5AG

Phone: - 01803 208 455 / 66 66 20

e-mail:- torbayyac@nhs.net, Website:- www.torbayyac.co.uk



Images of some Young Adult Carers enjoying a well-deserved break

Looking after someone who has been diagnosed with cancer

Caring for someone with cancer can be demanding, emotional and overwhelming at times. Macmillan's guidance highlights the support available to make day-to-day caring easier and to help you look after your own wellbeing.



Working With Health Professionals

You're an essential part of the care team. Let the GP, Nurses and hospital staff know you're a Carer so you can be involved in planning and decisions. Community Nurses can visit at home to help with medication, dressings or personal care. Occupational Therapists and Physiotherapists can advise on mobility, equipment and ways to make daily tasks safer and easier.

Planning Care and Getting Support

The person you care for may have a care and support plan, outlining what help is needed like home-care visits, or access to equipment and adaptations. You're also entitled to a **Carer's assessment (further information on page 16)**. This looks at how caring affects your life and can lead to practical help such as breaks, support groups or emotional support.

Practical Help at Home

There are services that can reduce your workload, including help with washing, dressing, housework, meal services and laundry (especially if incontinence is an issue). Pharmacies and Specialist Nurses can support you with managing medications and side effects.



Emotional Support and Communication

Caring can be emotionally draining. Talking to counsellors, support groups or trusted friends can make a big difference. Preparing for appointments, keeping notes, and asking questions helps you feel more confident when speaking to professionals.



Planning Ahead

Macmillan encourages discussing topics such as future treatment wishes, power of attorney and end-of-life preferences. These conversations can feel difficult, but they help ensure the person you care for stays in control of their choices. For more information on this, please see our 'Planning Ahead' guide in our Winter 26 edition of Signposts (available online or by contacting Signposts on: 01803 66 66 20).

Looking After Yourself

Taking breaks, accepting help and building a support network are essential – not optional. Replacement care (respite), support groups and local charities can give you time to rest and focus on your health, work or relationships.

The Lodge Cancer Support

Available for anyone affected by cancer. The Lodge can offer phone or face-to-face support.
Phone: 01803 656490
<https://tinyurl.com/thelodgetorbay>

Rowcroft

If your loved one has a life-limiting illness, it's easy to neglect your own needs. Rowcroft are there to offer support. Phone: 01803 210800
<https://tinyurl.com/Rowcrofthorbay>

My Sunrise

MySunrise app is designed for NHS cancer patients. It supports patients, and their Carers, every step of the way through treatment at their local NHS cancer centre
<https://www.mysunrise.co.uk/patients>



Baroness Casey Review

In 2025 the Government asked Baroness Casey of Blackstock to chair an Independent Commission on Adult Social Care. The independent commission includes the lived experiences of unpaid Carers, condemning the current system as “fragmented” and “anxiety-laden”. The review highlights the heavy emotional, physical, and financial toll that families face while navigating a patchwork of underfunded services.

The Commission on Adult Social Care wants to hear from unpaid Carers. You may want to tell the review about your personal experiences of how the system works today – good and bad – and also ideas about how it could be improved.

<https://caseycommission.co.uk/contact/>

Have you had your Carer's Health and Wellbeing Check?

'Thanks so much for doing my Health & Wellbeing Check ... The whole assessment has been SO helpful and informative. I no longer feel alone.'

from a Torbay Carer

Your Carer's Health and Wellbeing Check is about supporting you in your caring role. It helps you think about your own health and wellbeing and is a chance to ask about any concerns you may have and hopes for the future.

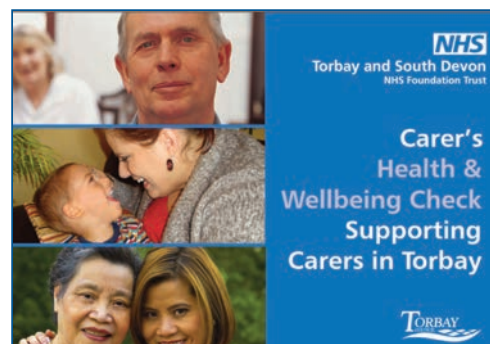
You can complete the form on your own, but it can be helpful to have a conversation with a Carer Support Worker to help put your plan into action. This can be a Carer Support Worker at your Doctor's Practice or a Specialist Carer Support Worker for Carers of people with Learning Disabilities, Dementia, Mental Health, in hospital and for Veterans and Young Adult Carers (16-25).

For more information, you can visit <https://www.torbay.gov.uk/adult-social-care/carers/carers-assessment/>, contact 01803 66 66 20, email signposts@nhs.net, or speak to a Carer Support Worker.

The person you care for might be entitled to their own Assessment by Social Care. Please contact Social Care or speak to a Carer Support Worker.

Adult Social Care – <https://www.torbay.gov.uk/adult-social-care/assessments/>

Children's Social Care - <https://www.torbay.gov.uk/children-and-families/services-and-support/>



If you are no longer a Carer please let us know on 01803 66 66 20, or by using the QR code. If you have already informed us, but have still received this magazine, please accept our apologies. It may be that our database has not been updated at the time of printing.

