

# SIGNPOSTS FOR CARERS

The newsletter for Torbay Carers

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Deadline for the April edition is  
Friday 9th February 2018

## Hello and Welcome..

to the Winter edition. I hope you all had an enjoyable Christmas and a good start to the New Year.

In this issue we highlight the achievement of a local Carer who recently won the Healthwatch Champion Award (P2); we realise that there are many of you who volunteer to help both Carers Services (P10 Stuffer's Club) and other local organisations and we would like to say 'thank you' for all you do.



For those of you who would like to gain access to useful health and social care resources online, take a look at our Surge in Silver Surfers article (P3).

We are pleased to announce the launch of the Carer Recognition Tool, across Devon and Torbay; the tool prompts public facing staff to identify Carers and to link them to support (P5). Hopefully many more Carers will be reached over the coming months.

With the New Year already under way, now is a great opportunity to assess the areas of your life where you might appreciate more support, or help with goal setting – What's The Difference Between Coaching & Counselling (P6 & 7) will explain ways in which we may be able to help. Please give me a ring for more information. The Lifestyles Team have also put together some useful links (P14) to help you to Stay Healthy This Winter.

There are many useful updates in this edition so please take some time to read 'Planning Ahead' preparing your Hospital Grab Bag (P8). Not forgetting the Carers Noticeboard (P12 & 13) and Carers Aid Torbay (P16) which provides information on groups, activities and outings over the coming months.

Wishing you well for 2018!

**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)
- Discounts in local shops

**Contact us c/o Signposts for Carers**

Telephone: (01803) 666620 Email: [signposts@nhs.net](mailto:signposts@nhs.net)

## CARER RECEIVES HEALTHWATCH TORBAY CHAMPION AWARD

Healthwatch Torbay is a local independent consumer champion for health and social care in the Torbay area. We work to help people get the best out of their local health and social care services, by ensuring service users, patients and Carers have the opportunity to be involved in shaping improvements to local services they use.

This would not be possible without the support from the local community of patients, Carers, family members and Healthwatch Torbay volunteers. Each year Healthwatch Torbay recognises key individuals that have made a real difference to the organisation at an award ceremony at our Annual General Meeting. This year there were 4 categories awarded:

- *Special Recognition via Rate & Review*
- *Healthwatch Torbay Champion*
- *Contributing "to making a difference"*
- *Healthwatch Torbay Partnership working*

This year **David Young, Carer and Healthwatch Torbay volunteer for the past 7 years, won the Healthwatch Torbay Champion award for:**



Never failing to support us by raising the awareness of Healthwatch Torbay in every way he can. Working hard to gather the views of the public at various events, visits, on-line surveys and consultations – in all weathers! And for tirelessly recruiting new Healthwatch Champions to support all areas of our work.

The Healthwatch Torbay Trustees and staff team would like to say a massive thank you to David for all his support and hard work.

If you would like to know more about the work of Healthwatch Torbay and become a champion or volunteer, or just share your experience of health and social care services, please contact us on Freephone: **0800 0520029** or email: [info@healthwatctorbay.org.uk](mailto:info@healthwatctorbay.org.uk) or visit our website: [www.healthwatchtorbay.org.uk](http://www.healthwatchtorbay.org.uk).

Alternatively you can pop in to our office at Paignton Library, 1st Floor room 17.

## THOUGHT FOR THE DAY

### WHAT'S HAPPENING BEHIND THE SCENES?

I'm so glad I planted spring bulbs last autumn. It's the first time I've done it and I'm really looking forward to seeing all that I planted break through the soil. According to my friend, who has done this for years, I was somewhat over enthusiastic with the number of bulbs I bought. Oh well, I should have a full rainbow of colour soon!

I'm new to gardening and I am beginning to see the value of it in so many ways. The thing I always get reminded of at this time of year, though, is that just because you can't see what is happening under the surface of the soil it doesn't mean that nothing IS happening.

I think that is so true of life. Sometimes we lean so much on what we see, that we forget to consider those things that we cannot yet see. Nature can be a kind reminder to trust in that which has not yet revealed itself. I hope you get some good surprises during 2018.



## LOCAL CHARITY AIMING FOR SURGE IN SILVER SURFERS

Independent health and social care consumer champion Healthwatch Torbay have been awarded a grant from Ageing Well Torbay to deliver a free local programme of online health & social care training and support - aimed primarily at older people and voluntary community groups in Torbay.

"One area of concern we have heard from the public is that they are either unaware of or unable to access useful health and social care resources on the internet that could have a positive impact on their wellbeing – such as the ability to book an appointment, order a prescription, self-refer or rate and review their experience all at the click of a button," said Healthwatch Torbay Chair Dr Kevin Dixon. "We want to help these people who are - for whatever reason – 'digitally excluded' from using online services by providing them with a route, with support, to join the online world and access all the local digital health and social care resources available to them."

The Healthwatch Torbay 'Digital Inclusion' project is designed to reach a large number of front line volunteers, so that they have the skills to assist those lacking access to the internet to get and use online health and social care resources.



The project will also offer one-to-one support to those aged over 50 so that they can receive advice and support in their own home and be shown how to register with local online resources such as self-referral systems, appointment-booking systems, and how to rate and review local services online.

"We're very excited to start this important project that we know could have a significantly positive impact on both the wellbeing of Torbay residents and the demand on local health and social care services," continued Dr Dixon. "If anyone is interested in taking part in our free training or even becoming a trainer please get in touch with us. Your help and support could really make a difference locally."

Healthwatch Torbay are actively seeking community volunteers to both receive and deliver this free bespoke training package throughout the Torbay area. If you are interested you can call free on: **08000 520 029** or email [admin@healthwatchtorbay.org.uk](mailto:admin@healthwatchtorbay.org.uk).

## BOOK REVIEW

### *Carers' Quiet Corner*

by Samantha Little

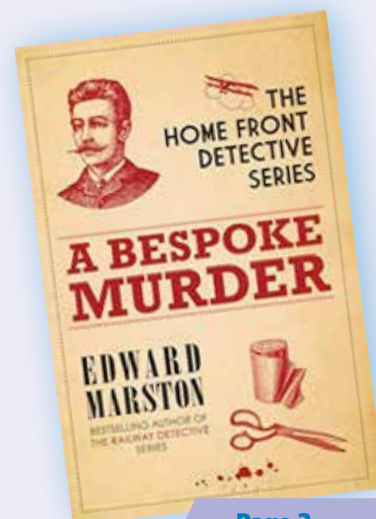
## A BESPOKE MURDER

**Edward Marston (ISBN: 978-0-7490-1144-4 Allison & Busby, 2011)**

Prolific Edward Marston, author of the atmospheric 'Railway Detective' series and numerous novels encompassing Elizabethan and Restoration backgrounds, turns his attention to the First World War as he introduces permanently dishevelled Detective Inspector Harvey Marmion, an individual with a liking for his own company, and Sergeant Joe Keedy, a dapper and diligent contrast to his superior.

Sleuthing on the Home Front in London their task is to uncover the murderer of Joseph Stein, a German tailor killed in frenzied retribution during the aftermath of the sinking of the passenger liner Lusitania in 1915. The subsequent investigation is full of intrigue and takes them from New Scotland Yard, to the heart of wartime conflict near the trenches of Ypres.

An unusual story with an engaging and straightforward narrative, this novel is guaranteed to whet the appetite for more of Marmion's cases.





### CLAIMING DISABILITY LIVING ALLOWANCE (DLA) FOR A CHILD

DLA for adults has been replaced by PIP, however you can still claim DLA for a child. DLA helps to pay for some of the extra costs associated with caring for a child (under 16) with a disability or serious health condition. The effort of completing a DLA application form can often be a daunting task, but Cerebra - the children's brain injury charity, publish a comprehensive and regularly updated guide that makes the task a lot easier. Although focused on children with neurological disorders, those looking after children with other conditions will find the advice valuable too. The guide can be freely downloaded from Cerebra's website at <http://bit.ly/2gZxsFC> where there is also a short video with tips on the DLA process.

### PENSION GUARANTEE CREDIT REMINDER

Last year, national research highlighted that an estimated 750,000 people over the age of 75 were failing to claim Pension Guarantee Credit (PGT), the means-tested top-up benefit which they were entitled to. More worryingly, many older people stated that they would resort to cutting back on gas, electricity and other essentials if money was short. However, Torbay Carers looking after older people, can play an important role in getting the message out. Potential entitlement can be checked online at <http://bit.ly/2h9WbLI> or by asking for advice from a local charity such as Age UK. Note that receipt of PGT can also entitle an older person to help with Council Tax Support of up to 100%.

### END OF REPEAT ASSESSMENTS FOR CERTAIN EMPLOYMENT AND SUPPORT ALLOWANCE (ESA) CLAIMANTS

Assessments for benefits such as ESA have long been the Achilles heel of the current benefits system and a source of nagging frustration for many Carers, who can be indirectly affected. However, on 29 September last year, the DWP introduced a new policy which goes some way to addressing the issue of futile repeat assessments. This applies to certain claimants only in the Support Group, and its equivalent in Universal Credit, who:

- Have a severe, lifelong disability, illness or health condition, and -
- Are unlikely to ever be able to move into work

It is important to study the guidance carefully and this can be found on the website of Disability Rights UK at: <http://bit.ly/2yvJC9u>. Those affected should be notified by the DWP. The change does not apply to anyone in the Work Related Activity Group.

### CHANGES TO THE FUNERAL EXPENSES PAYMENTS SCHEME

Last year the DWP modernised its bereavement payments scheme. This year the funeral expenses scheme is changing. Although there will be no overall increase in payments (currently up to £700), the rules have been eased to:

- Allow recipients of a Funeral Payment to receive contributions from relatives, friends or charities without these being deducted from the payment
- Extend the claim period from 3 to 6 months from the date of the funeral
- Allow applicants to submit evidence electronically to speed up the processing of claims and get decisions to claimants sooner
- Introduce a shorter application form for child's funeral

The starting date is yet to be confirmed, but there is detailed information at <http://bit.ly/2h4RrTo>



# WHAT IS THE CARER RECOGNITION TOOL?

Torbay Carers are working in collaboration with our local CCG's (Clinical Commissioning Groups) and Devon County Council, to produce a Carer Recognition Tool to prompt staff from a range of public-facing job roles to identify Carers and support them. These tools are credit card-sized and attach to staff lanyards.

As part of Carers Rights Day 2017, Carer Recognition Tools were distributed within a wide range of health and social care services across Devon and Torbay, as well as within the Fire Service and voluntary sector providers. In total 50,000 of the cards were produced and are in the process of being distributed to ensure that as many public-facing workers as possible will have easy access to the tool, which displays one telephone number to refer Carers for support.

On Carers Rights Day Torbay Carers had a stand at Torbay Hospital and Brixham Hospital, to promote the Carer Recognition Tool and as part of the joined-up work throughout Devon there were promotional stands at Royal Devon and Exeter Hospital in Exeter, North Devon District Hospital in Barnstaple, as well as a stand at Newton Abbot Hospital.

We hope that the new initiative will encourage staff from a variety of roles to help us to identify more Carers than the approximate one in four that have currently been identified in Devon and Torbay.



## INTERIM UPDATE ON THE LOCAL CARERS STRATEGY

Hopefully you will have received your questionnaire about our Carers Strategy for Torbay. This is your opportunity to provide feedback which helps us to decide what is important to Torbay Carers and focus our attention on certain pieces of work. If you have not received your questionnaire it is not too late. Please contact Signposts for Carers on: **(01803) 666620** for a copy of the questionnaire.

The final proposed strategy will be sent out to consultation soon, but if you would like to be involved in shaping the future strategy, or to discuss this further, please contact: [katy.heard@nhs.net](mailto:katy.heard@nhs.net) or ring: **(01803) 219790**.

Thank you | Katy Heard, Carers Lead

## CARERS4CARERS – GOING FROM STRENGTH TO STRENGTH

The Carer's Telephone Line 'Carers4Carers' which was formed in 2010, is going from strength to strength. In 2010, there were just two phones and a few volunteers, but now the service has increased to 5 phones and 7 volunteers, making calls to 60 Carers on a Tuesday evening, with the assistance of two admin support.

### Comments received from service users:

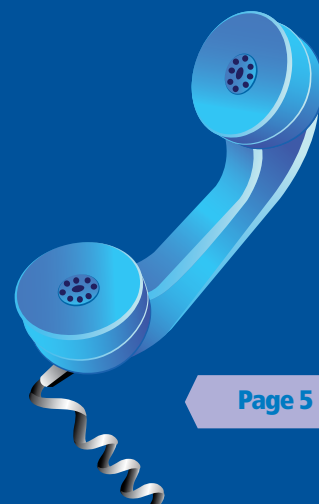
*'I so look forward to my Tuesday evening call'*

*'I don't know what I would do without my Tuesday evening call'*

*'my volunteer is lovely – she always asks me how I am'*

Carers are referred to the scheme if they are feeling isolated, are new to caring, or would just like to touch base with one of our volunteers.

If you would like to receive a call, please speak to your Carer support Worker, or contact Val Shute direct on: **07596 103291**.



# WHAT'S THE DIFFERENCE BETWEEN COACHING & COUNSELLING?

## COACHING...

...is a conversation which creates a safe space for exploration, helping individuals to connect with their untapped potential and find a fresh perspective and clarity of mind. Coaching draws upon a person's own resources to find solutions; guiding them towards resilience and wellbeing

### CONNECTION

In a coaching relationship you will not be judged or controlled and your coaching will be built on trust and hence the 'connection' you make with your coach, this will enable you to move forward with confidence.

### CURIOSITY

When you are curious and have a sense of wonder about the world it opens up new possibilities. Coaching encourages this to help those who are often 'stuck' and cannot see a way forward.

### CREATIVITY

When we use our creativity and expression, spontaneity flows out of us, giving us the ability to see things differently and often new ways of looking at solutions to our problems.

### CLARITY

When you have clarity you have the ability to perceive situations more accurately, without distortion, free from self-limiting beliefs and negative emotions.

**Outlined below are some of the characteristics of coaching that are generally agreed on by most coaching professionals.**

## COACHING...

- consists of one-to-one confidential development discussions
- provides people with feedback on both their strengths and their weaknesses
- is relatively a short-term, future focused activity
- is essentially a non-directive form of development
- focuses on improving and developing/enhancing individual skills
- is used to address a wide range of issues
- activities have both organisational and individual goals
- works on the premise of raising awareness and responsibility, believing the coachee has the resource needed
- is time bound
- encompasses the whole person



**FOR MORE INFORMATION ABOUT COACHING FOR CARERS**

Please contact **Natalie Townsend** on: **(01803) 208456**

# WHAT'S THE DIFFERENCE BETWEEN COACHING & COUNSELLING?

## COUNSELLING...

... Counselling is the generic name given to a supportive service that provides individuals with guidance and help to understand, accept and overcome emotional issues, problems and concerns, some of which may be long-standing.

This supportive service can help identify many important personal issues and is provided in specific issue-based programmes that focus in detail on areas of concern.

Although counselling provides a tool to explore difficult personal issues, it is not a supportive emotional crutch that enables you to carry on with life without a care in the world. Counselling should be used as a supplementary support, and this means that anyone attending counselling sessions must be prepared to put in the required time and effort to work towards creating emotional improvements.

Counselling is not an advice-giving service. It is a supportive service that allows a client to gain understanding of self, by self-exploration of their emotional issues.

## WHAT COUNSELLING CAN PROVIDE

Counselling provides a supportive service that creates a safe emotional environment in which an individual can explore difficult personal issues. Fears, anger, abandonment, rejections, trauma, stress and confusion can all be examined and clarified by using counselling as a mirror that reflects back the truth of the issues and/or problems, in order to find resolution.

The rapport and relationship that is built between the counsellor and client is the supportive mirror that allows the client to take action towards creating positive changes in their life. Reflective mirroring, in the form of the trust between client and counsellor, can provide a fresh perspective and a huge difference to an individual's emotional life.



**FOR MORE INFORMATION ABOUT OUR EMOTIONAL SUPPORT SCHEME FOR CARERS**

Please contact **Natalie Townsend** on: **(01803) 208456** or your local Carer Support Worker (CSW)

# PLANNING AHEAD

Over the coming editions, we are planning to do a series of top tips from Carers about planning ahead, which we will then put on the website:

[www.torbayandsouthdevon.nhs.uk/services/carers-service](http://www.torbayandsouthdevon.nhs.uk/services/carers-service)



Some things we have already covered, or are national schemes:

- Join the Carers Register
- Message in a Bottle Pot/Message in a Wallet
- ICE – In case of Emergency. If you have a mobile phone, list the people you would want contacted in an emergency as ICE1 their name, ICE2 etc. Smartphones often have ICE or health apps where you can save important information.

## HOSPITAL GRAB BAG

Today's topic is about planning ahead for an unplanned hospital admission by having a 'hospital grab bag' or just a list to hand of what you need to pack. We find that many people end up as an emergency admission, without essentials such as their hearing aid/medication etc, so their Carer ends up having to sort this out. If you have suggestions for topics to cover, or contents for the 'hospital grab bag', please just ring signposts on: **(01803) 666620** or e-mail [signposts@nhs.net](mailto:signposts@nhs.net)

- A holdall/large bag with your name on it, kept somewhere obvious, labelled 'grab bag' and **with a list of anything you may need to add at the last minute (\*)**
  - \*Bring all your normal medication/repeat prescription with allergies
- List of main health conditions/episodes, especially if you are away from home
- Relevant paperwork e.g.: enduring or lasting power of attorney, living will (advance directive), original DNACPR (Do Not Attempt Resuscitation) order
  - \*Glasses/reading glasses, Hearing aid (and batteries), false teeth
- Pen and paper – so you can write down what they have said and who staff are
- Comfortable loose nightclothes (front fastening to enable medical examination, named if possible)
- Clothing to include: spare underwear, change of clothes (comfy) if you are able to get up – makes you feel better! Cardigan/shoulder wrap if you feel the cold
  - \*Basic toiletries, shaving, deodorant, scent, hair care, tooth/denture care
- Lypsol as your lips may get dry in hospital atmosphere
- Wet wipes/hand gel to clean your hands if you are immobile
  - \*Mobile phone and charger, so people can contact you or you can contact them to arrange supplies/feeding the cat etc.
  - \*Music/earphones/audiobook plus charger to help distract from all the noises
- Something to read or do – crossword, ipad/kindle charger (most hospitals have Wi Fi). If you know you are likely to go in at some time, maybe pre-download some films or your favourite episodes)
- Earplug/eye-mask to help night-time sleep. It is noisy in hospitals.
- For people with learning disability/anxiety/dementia etc. 'This is me' or 'Me and My life' plus some photographs/personal items, comfort objects (i.e. like a blanket if used, a specific item of clothing)
- Drinks or sweets eg mints or gum to keep mouth moist and fresh
- Small amount of cash for newspaper, snacks, TV token, payphone
- Plastic bags for dirty laundry

Any other suggestions to add to the list, contact: [signposts@nhs.net](mailto:signposts@nhs.net) or: **(01803) 666620**



# CURRENT UPDATES

## CARERS ENABLING & ADVOCACY CONTRACT

You may not have known that this contract has recently gone out to tender, but we are really pleased to let you know that Carers Aid Torbay have been successful in winning this contract. This means that for at least the next three years, they will continue to provide a high level of support to Carers, and their families in Torbay will also benefit from the additional money that they have been able to bring in for projects, such as Bay Benefits. Well done to Pennie and all the team at Carers Aid Torbay.

## LEARNING DISABILITIES PEER REVIEW

Recently Torbay underwent a 'peer review' of its Learning Disability Services. The review involves another authority who visits over a period of days to assess the service. Despite the short timeframe, a number of Carers kindly participated and their feedback was collated by Katy Heard. A number of themes came out of the review, such as lack of 'replacement care/respite' and a need for greater expertise in zone staff. The feedback from service users, providers, Carers and staff was presented in November and a draft action plan was drawn up by Social Services and the Learning Disability Partnership Board; this should hopefully be consulted on and published by the time this goes to press. Contact Signposts on: **(01803) 666620**, or [signposts@nhs.net](mailto:signposts@nhs.net) for a copy.

## WHO ARE THE ZONE TEAMS & WHAT IS THEIR ROLE?

At a recent Learning Disability meeting of Carers, it became clear that many people don't know what is meant by a 'zone team' and how it works, so hopefully this will help!

For all general adult community health and social care queries (not GPs, and not working age mental health) we have one Customer Service Centre on: **(01803) 219700**. If you ring this number, the person will listen to you and then ask you some questions. If you are ringing on behalf of someone else, permission will need to be given unless you have Power of Attorney, or the person does not have capacity, or is vulnerable and at risk. For straightforward queries, the Customer Service Worker may be able to signpost you to what you need.

If you need something more complicated, they will take details to pass on to the right team. So if you are not already on the computer, they may have to ask for all of your basic details and log it on to the PARIS database (local patient management system). There are two 'zone' teams - one for Paignton/Brixham (PBx), and one for Torquay – and this is determined by doctor; so if you live in Brixham but care for someone whose GP is in Torquay, you will be put through to the Torquay team. You will then be transferred to a Health and Social Care Coordinator (HSCC) who will undertake a telephone assessment to help work out the priority, and who is the most appropriate type of worker, or waiting list to which you will be allocated.

There are many different professionals within the zone teams, such as occupational therapists (OTs), physiotherapists, nurses, social workers, community care workers (CCWs), and some specialists such as intermediate care (IC - who do intensive support to prevent hospital admission or support hospital discharge), and PBx has a Carers worker – Sally Corbishley.

The teams have a very high volume of work, so it is usually not possible to allocate subsequent assessments to the same worker, but they should all be able to access PARIS to see what has happened previously. If you have a Carers Health and Wellbeing Check at your GP practice, then these are also uploaded onto PARIS so that relevant staff can access this information.

If you have other questions that you would like answered, send them in to Signposts on: **(01803) 666620**, or: [signposts@nhs.net](mailto:signposts@nhs.net) and we will publish them in future Signposts, on Facebook and on our website.

# TORBAY YOUNG CARERS UPDATE



During October half term Torbay Young Carers service ran a fun family ideas day. The event had a space theme with Torbay Young Carers transforming Parkfield Youth Centre into a space station, with different areas exploring themes such as transport fundraising and building for the future. The event was a great success with lots of families joining in and support from the Rotary club of Preston, Brixham Soroptomists and Lorrie Layne, who ran an arts and craft station.

Members of our Making a Better Future Group, led on the communications station with support from Ocean Youth Radio. They did a brilliant job of being roving reporters, interviewing families and even broadcasting a live radio show. Paige, one of the roving reporters, also took on the role of photographer, taking some fantastic photos for this article. Our roving reporters said:

*"The Fun Day this year with Young Carers was really fun and I like that I got to interview others"* **Paige**

*"Brianna, Paige and I were interviewing families about their views on Young Carers and the events that take place. We received loads of different responses, all good! We also did live interviews on Ocean Youth Radio station"* **Lexi**



Making a Better Future Group meets regularly at Parkfield Youth Centre and Emily, Stephen and John say that the group:

- Raise awareness of Young Carers issues
- Help with fund raising ideas
- Teaches the teacher how to react to Young Carers
- Raise awareness among councillors and workers

**Andrew Wright, on behalf of Young Carers**

**Torbay Young Carers Service**

**Tel: (01803) 208657**

## CHRISTMAS UPDATE FROM CARERS SERVICES

### STUFFERS CLUB PRE-CHRISTMAS AFTERNOON TEA

It was wonderful to meet up with the Stuffers Club volunteers in November, for their pre-Christmas afternoon tea.

Our volunteers are greatly valued for their tireless support throughout the year; many of our volunteers have been with us for over 6 years. The club runs every 3 months and the next one will be on: **Wednesday April 11th from 1:30pm** until approximately **3:30pm**, at **Paignton Library – The Drummond Suite, 1st Floor**.

There will be tea, coffee and cakes, so it's not all hard work and it's a great opportunity to meet other Carers, why not join us!

### FREE MINCE PIES AND MORE!

On Saturday the 25th of November we had our free Mince Pies and More event, which coincides with Brixham's Christmas Lanterns, Lights and 'Luminations'.

It was lovely to see so many Carers, the place was buzzing with festive cheer, together with some much deserved 'time out' for Carers with hand massages, nail painting and the all important mince pies and punch. Thanks goes to the Carers, staff and volunteers who made this event such a success, together with the kind donations made to our raffle and tombola.



## WINTER UPDATE

This term, Young Adult Carers have been particularly busy promoting and raising awareness of our work in order to help others in our communities identify what a Young Adult Carer is. This work began in September, when the Young Adult Carer team set up camp with an information stand during Fresher's Week. We invited both students and staff at South Devon College to come and chat with our representatives about what they thought a Young Adult Carer is and provided information about what support is available. It was a busy couple of days, which prompted a lot of conversation and resulted in new referrals to the service.

Cheryl and Annabelle visited Brixham College on October 16th to speak at the 6th Form assembly about the YAC service, identifying YACS and the support available. The talk was well received and there are plans to do transition work with Brixham College in the New Year.

Further to this, Cheryl and Gabby kicked off an exciting new project with Hiblio TV; a channel powered by Torbay Hospital with a large YouTube audience. An awareness video has been created, and this will be streamed live on November 22nd at 2pm.

Gabby will be sharing her experiences of what it is like being a Young Adult Carer, how it has impacted on her life and how the services she has received have helped to support her in her caring role. We're very excited about the launch and have plans to create more videos with Hiblio. You can find the video on YouTube, by searching for "Young Adult Carer, Hiblio TV".

It's not all work and no play with Young Adult Carers, so after a busy month, we took a trip to the cinema to see the new Kingsman film. Ten Carers attended, amongst them were a lot of new faces. We all ate our body weight in popcorn and thoroughly enjoyed the film! A very pleasant evening.

Written by Annabelle Gillard on behalf of Young Adult Carers. 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.

## TRINITY SAILING WITH YOUNG ADULT CARERS

During the month of September, five Young Adult Carers were given the opportunity to sail with Brixham based Trinity Sailing. Once aboard 'Leader', the largest of Trinity's boats, they were joined by five other youngsters from the city of Plymouth. After a few hours training, they were on their way to enjoy five days sailing around the Devon coastline, taking in the sights of Dartmouth, Salcombe and Thatcher's Cove, whilst learning what it takes to sail a Brixham trawler and developing team working skills.

The five all gained a Competent Crew Certificate for their hard work and determination and some have offered to help support Trinity throughout the winter, when the boats will be moved to Dartmouth to have maintenance work done in preparation for the following year. We would like to thank Trinity sailing for this great opportunity and experience.

You too can become part of the story and make a real difference to the work that Trinity carry out each year, ensuring they can continue to help young people improve their life chances and maintain our historic sailing vessels for future generations.

For information see: [www.trinitysailing.org](http://www.trinitysailing.org)

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

Phone: (01803) 208455/852421 Mobile: 07825 027 664 e-mail: [d.baker1@nhs.net](mailto:d.baker1@nhs.net)





# CARERS NOTICEBOARD

## Torbay Mid-Age Carers Group

We meet once a month on every **second Thursday** of the month in various locations around the Bay between **2:00pm - 3:30pm**  
All Carers 40/60 welcome (with some flexibility)

### 8th February

Visit to Torquay Museum. Entry **FREE** for Carers if attending with cared-for. Cared-for and other adults entrance fee at concessionary rate of **£4.20** per person

### 8th March

Trip to Orchid Paradise (Burnham Nurseries), Forches Cross, Newton Abbot **£2.50** entry (**£5.00** per tour for a minimum of 10 people to be booked.)

### 12th April

Trip to Berry Head to the Guardhouse Café to enjoy time out in beautiful surroundings

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 February

Verity and Alan Range: **Life in South Africa**  
and the children we have taken under our wings

**12th March** – Keith Hodgins: **The Youth of Today**

**9th April** – Ian Cooper: **More Amusing Anecdotes**

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, unless otherwise stated.

### Thursday 18th January 2018

The BMAD Bikers will be coming to talk to us about the amazing fundraising and support that they give to children, families and local charities.

### Thursday 15th February 2018

A talk about feet! Warning signs to look out for and keeping your feet healthy!  
With **Julia Smith, Podiatrist**

### Thursday 15th March 2018

Pennie Evans from Carers Aid Torbay will be updating us on what their service can offer Carers.

### Feeling Stressed!

Stress is a natural part of life. It helps you cope with the challenges of daily life. A small amount of stress can help you deal with things going on around you. Come and find out how to identify your stress triggers – what is making you stressed? Learn about practical tips for coping with stress and how to manage time more effectively with **Debbie Maynard**.

### Thursday 19th April 2018

Time for some Springtime crafts with **Jackie Bufton**

### For More Information, Contact

**Amanda** at Chilcote Surgery : (01803) 316333  
**Michele** at Brunel Medical Practice : (01803) 312233

## TORBAY YOUNG V.I. CONNECT

Meet every **3<sup>rd</sup>** Monday evening of the month

**7pm to 9pm**

Informal Group, come & meet likeminded, visually impaired people, make friends, talk about music, films, or anything that interests you. Find out about activities.

Held at Jasmyn House

Midvale Road

Paignton

## Carers @ The Library

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

8th February, 8th March, 12th April  
**10:30am - 12:00pm**  
£1.50 per head

Meetings are attended by Sally Corbishley, CSW

**Afternoon Tea & Biscuits**  
3rd Friday of every month at:  
**Paignton Carers Centre, Drummond Suite,**  
**Paignton Library**

16th February, 16th March, 20th April  
**2:30pm - 4:00pm**  
£1.50 per head

Meetings are attended by Ros Vian, CSW

## 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**

**22nd February**  
Verity and Alan Range: Life in South Africa  
and the children we have taken under our wings

**29th March** - Keith Hodgins: The Youth of Today

**26th April** - Ian Cooper: More Amusing Anecdotes

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

## Carers Support Group

Meet on the **1st** and **3rd** Wednesday  
of each month Between **2pm-4pm**

**The Lodge**  
Cancer Support Information Centre  
Torbay Hospital Annexe, Newton Road, Torquay  
Tel: **(01803) 617521**

Informal sessions, with a chance to meet other  
carers, gain mutual support and learn self-help skills

## TORBAY OLDER FAMILY CARERS' INITIATIVE

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

**14th February**  
**14th March**  
**11th April**

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.

### Friday Morning Drop-in

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 anytime between 9:30am and 12:30pm.

We will be pleased to see you.  
The person you care for is always welcome to come along  
too.

For further information, please contact:

**Caroline Saunders: (01803) 321145**

**Mobile: 07939 880092**

**Email: caroline.saunders@mencap.org.uk**



**VISUALEYES  
TORBAY**

**A Charity Supporting Torbay & South  
Devon Sight Impaired People**

### CONTACT US:

@ [info@visualeyestorbay.org.uk](mailto:info@visualeyestorbay.org.uk)

🌐 [www.visualeyestorbay.org.uk](http://www.visualeyestorbay.org.uk)

☎ 07951 659 514

### We operate the following 3 Main Clubs:

Brixham	Paignton	'Spoken Book' Club
URC Hall on New Road	Room 12 Paignton Library	Paignton Library
every 1st Monday of the month	every 1st Wednesday of the month	every 2nd Tuesday of the month
2pm - 4pm	10.30am - 12.30pm	10.30am - 12.30pm

We also offer Transport within Torbay, at a cost of  
£5 return trip from your front door to our Meetings



Affiliated to the: Inclusive Society  
Charity No: 1173854 (formerly Brixham Blind Club)





# DON'T STOP GETTING OUT OVER WINTER!



## THINGS TO DO

Local walks will add to a reduction in fatigue. There are a number of flat walks locally, why not try a Bay Walk? for more information go to:

[www.walkingforhealth.org.uk/walkfinder/torbay-bay-walks](http://www.walkingforhealth.org.uk/walkfinder/torbay-bay-walks) or for longer walks try:

[www.torbayramblingclub.org.uk](http://www.torbayramblingclub.org.uk)

If you prefer to walk alone then why not try Cockington or Berry Head?

At a loss for what to do late afternoon? Pop on a pedometer (loaned by Lifestyles) and reduce any feelings of malaise.

Physical activity government guidelines are 30 minutes 5 times a week. Why not take yourself off to the local dry ski slope at Barton, Torquay for an activity that is completely different?

We also have our Exercise Referral Schemes, whereby you can have access to a gym following a referral from the doctor if you have a medical condition - this accustoms you to a gym environment.

Alternatively our Health Coaches can signpost you to interests and activities you may enjoy. Naturally occurring endorphins rise from the effect of exercise and this alleviates low mood.



## KEEP WARM DURING WINTER

Make your walks pleasant by layering; this keeps the cold out. Cotton, wool or fleecy kinds of materials are especially good at trapping warm air in between the layers. Gore-Tex coats are effective; the material is used in heart defibrillators' and plumbers piping and will last multiple years. Our extremities are easily affected in cold weather, so be prepared and wear gloves, scarves and multiple socks to help.

## A HEALTHY DIET

You have had fruit and vegetables in abundance during the summer months, now is not the time to change habits. In fact the vitamins and nutrients you receive from them will still help you fend off colds and infections and boost your immune system. They are still readily available in supermarkets and should you partake in a walk, it's quick and easy to make up a warming soup to carry in a flask. The internal warming effect will put you in good stead.



## SOCIAL ISOLATION

Connectivity can reduce feelings of isolation and loneliness and alleviate low mood. Think in terms of a support network, getting to know others and making new friends.

## WARM UP

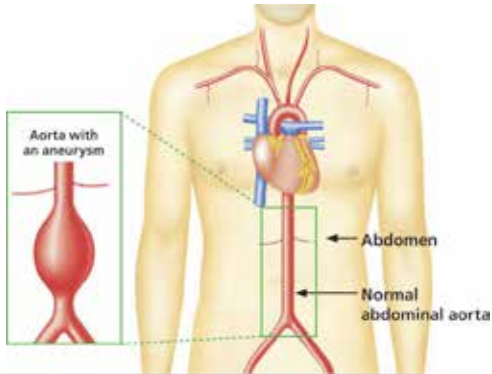
Remember to warm up properly, by mobilising areas of the body in readiness for activity, then blood flow goes to the areas that need it most. A good warm up will consist of 10 minutes pulse raising activities, including upper body and lower body movements, starting at a low intensity and rising steadily. Make them as fun as you like and call them groovy names!! Post exercise stretches are good to restore muscles by taking away lactic acid build up and lowering the pulse.

Davinia Allbrook, Health Coach  
Healthy Lifestyles Team  
Tel: **0300 456 1006**  
Mobile: **07584 480400**



# FREE NHS SCREENING FOR MEN

The National AAA Screening Programme aims to reduce deaths from abdominal aortic aneurysms (also called 'AAAs' or 'Triple As') through early detection.



## WHAT IS AN ABDOMINAL AORTIC ANEURYSM?

In some people, as they get older, the wall of the aorta in the abdomen can become weak. It can then start to expand and form what is called an abdominal aortic aneurysm.

The condition is most common in men aged 65 and above.

**It is estimated that around 1 in 70 men aged between 65 and 74 in England have an abdominal aortic aneurysm.**

Large aneurysms are rare but can be very serious. As the wall of the aorta stretches it becomes weaker and can rupture. If this happens, the person usually dies.

## WHY IS SCREENING IMPORTANT?

People who have an aneurysm do not generally notice any symptoms. We offer screening so we can find aneurysms early and monitor or treat them. This greatly reduces the chances of the aneurysm causing serious problems.

## WHO IS INVITED FOR SCREENING?

Men in the South Devon area are routinely invited for screening during the year that they turn 65. If you were born before 1st January 1944 you may not have been offered screening, or you might not have been able to attend when first invited.

Any men over 65 years who have not already been screened can request it. The service is free. To request an appointment please telephone: **(01803) 655 441**.

The screening process involves a simple, pain-free ultrasound scan of the abdomen. The test is very quick and usually lasts less than 10 minutes. Men are told their result straight away.

## RISK FACTORS FOR DEVELOPING AAA ARE:

- **Males • Age 65+ • Smokers • High blood pressure**
- **Close relative with a AAA**

Screening clinics are held throughout Devon.

We aim to see people close to where they live.

The office is manned Mon-Fri:

9am – 4pm and will offer advice on arranging a free screening.

Tel: **(01803) 655441**

Email: [aaa.sdht@nhs.net](mailto:aaa.sdht@nhs.net)

## URINARY CATHETER PASSPORTS

### What are they?

A key contribution to the on-going drive to reduce indwelling urinary catheters, is involving patients and their Carers more meaningfully, especially for those wearing an indwelling urinary catheter for more than 4 weeks (long-term).

The catheter passport is a patient-focussed, hand-held document with the aims of:

- Enhancing patient information, comfort and compliance
- Prompting earlier removal of the IUC (therefore reducing risk of CAUTI – Catheter acquired urinary tract infection)
- Recording catheter review and re-catheterisation

As part of our continuing efforts to improve the management of indwelling urinary catheters and reduce the use of these devices across the community, we hope you will find a catheter passport follows each patient and if you're not given one, please ask the nurse caring for your loved one!



## NEW GROUPS FOR 2018

Over the last six months Carers Aid Torbay has listened to what you, the Carer, want in the way of groups and workshops. We are very pleased to announce five new groups for 2018.

### RELAX AND READ

We would like to start a reading group for Carers. This will give you a chance to speak to other Carers who have a passion for reading and also a chance to socialise. At this session the group will decide their first book and discuss future reads. The group will then meet every 6 weeks, allowing everyone time to read the book at their own pace.

**The first session will be on Wednesday 24th January 2018 at the Olive Carers Centre from 10am until 12noon.**

### CARING, COPING AND CAKE...

Twice a year we will be running a three week Carers Course on why it's important to find time for you. The course will cover - developing ways of managing the effects the illness has on you and your family, making sure you know what support is available and you will meet other people in similar situations, who understand what being a Carer really involves. The course is run by a Carer with first-hand experience.

**The first course will be held on Wednesday 28th February, 7th March, and 14th March 10.30am - 1pm.**

### KNIT AND NATTER

Another new group for 2018 is our knit and natter. If you like a natter and knitting, and are a Carer in Torbay this is the group for you. The craft isn't just limited to knitting, so if crocheting or embroidery is your pleasure, please come along. Even if you can't do any of the above, but would like to learn, our crafters will start you on your way.

**The first session is on Wednesday 24th January 1.30pm - 3.00pm, at the Olive Carers Centre.**

### MEN MATTER

We would also like to start a social group for male Carers; this will be a chance to unwind with other men in a similar situation. This group will initially meet at The York Pub on St Marychurch Road, where you will be able to chat, throw an arrow, or play pool, but as the group becomes established, it will be led by what the group wants to do. Drinks and nibbles will be provided by Carers Aid Torbay.

**The first gathering will be on Thursday 8th February 11.00am - 12.30pm.**

### DEVON FOLKLORE - MYTHS & LEGENDS

Due to requests throughout 2017, we will be hosting a quarterly talk on the myths, legends and history connected with Torbay and South Devon. If you have an interest in Devon Folklore, the paranormal, or Devon Pixies, or have an interest about the bygone years of South Devon and Torbay, this is the group for you.

**The first talk will be on Thursday 22nd March from 2.00pm - 4.00pm at the Olive Carers Centre.**

## TO RESERVE YOUR PLACE

To reserve your place on any of the groups and sessions above or for more details please call Carers Aid Torbay on: **(01803) 323510**.

Please consider that due to the size of the meeting room at the Olive Carers Centre, any groups held are limited in number, so please book ASAP to avoid disappointment.

Other groups and events held by Carers Aid Torbay are Legal sessions, Ancestry, days out and much more. For the full years events, please call the number above, like us on Facebook, or go to our website:

**[www.carersaidtorbay.co.uk](http://www.carersaidtorbay.co.uk)**

## Coming in April 2018's edition:

- Carer Identification in the Emergency Department Project • Carer Training to Devon Partnership Trust • Carers Week

## 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**