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Deadline for the Spring edition is  
Monday 8th February 2021

# SIGNPOSTS FOR CARERS

The newsletter for Torbay Carers

## Hello and Welcome..

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

I think it's fair to say that 2020 brought its fair share of challenges, but as we go into the New Year we are hopeful that a sense of normality will start to return over the coming months. During this time Carers Services will continue to deliver all of our services either online, or via pre-booked socially distanced appointments and our Carers Education (enclosed with this edition of Signposts) will also operate on this basis until further notice.

Last November we held our first online Carers Rights Day and it proved to be a great success (P 2). It was great to meet some of you online and the feedback from the day was very positive. Don't forget, recordings of our speakers can be provided, see article for details. We would also welcome your suggestions, for what topics you would like covered for our next Carers Rights Day.

On (P 3) we are pleased to bring you an update on the Devon-wide Commitment to Carers which has been agreed by Health & Care organisations across Devon. It is hoped that a public launch will take place during Carers Week in June.

In this issue we also have the latest on 'Social Prescribing Link Workers' who will be available within your GP practice (P 5). The idea behind Social Prescribing is to help patients to have more control over their own health and the personalised support can be delivered over many appointments if appropriate.

Once again, we are pleased to bring you the latest double page pull out of our Torbay Carer Support Workers (CSW's), so many of you have fed back that it's great to be able to put a face to the friendly voice on the end of the phone and don't forget they are there to support you when you need it most! (P8 & 9).

Finally, there are a range of support services and groups highlighted in this edition, including the Covid-19 Counselling Service (Ubunto) for BAME communities (P 6), Step One Courses (P 14), Carers Aid Torbay (P15) and The Moorings Mental Health Support (P 14) among others on (P12 & 13).

Wishing you well for 2021!

**Natalie Townsend - On behalf of Carers Services and the editorial team**



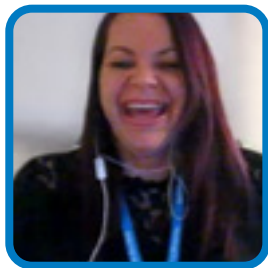
# CARERS RIGHTS DAY 2020



Torbay Carers ran an online event to mark Carers Rights Day on the 26th November 2020, which offered talks from a range of providers who support Carers in Torbay. The event gave Carers the opportunity to engage with the speakers, or to listen in without switching on their video or microphone function; which made the sessions accessible.

We had sessions from Torbay Learning Disability Carers, Carers Aid Torbay, TALKWORKS, NRS Healthcare (technology-enabled care), Torbay Community Helpline, a GP-based Carer Support Worker, the Replacement Care Project, Healthy Lifestyles service, Torbay Young Carers along with Torbay Carers Service. The feedback from the

day was positive, and we hope it provided listeners with a greater understanding of what's available to support them locally.



Sarah (NRS)



Tom (TALKWORKS)



Davinia (Lifestyles)

If you would like to view recordings provided by our speakers, these will be available on our website at: [www.tsdfit.uk/Carers](http://www.tsdfit.uk/Carers). We hope you will be able to attend when we run something like this again in the future.

One Carer sent in the following feedback:

*"I thought the Carers Rights Day event was good. Normally I can't attend it easily, but this year with it being online it was easy to access, and I liked the fact that I could listen in and complete jobs at the same time. I used it like a radio and listened in longer than I had originally planned to, because it was interesting and informative and because I could still complete jobs simultaneously. I was impressed that the questions I raised were followed up the next day. It showed you were listening and wanting to help."*

If you have any questions about the day, want to suggest topics for our next event, or want contact details for any of the providers mentioned above, please contact Signposts for Carers on: **(01803) 666620** or: [signposts@nhs.net](mailto:signposts@nhs.net)

## CARERS PHONE LINE

The phone line has grown over recent months, with new volunteers coming onboard during the Covid lockdown, to cover the increasing number of Carers wanting a telephone call either weekly, fortnightly or monthly.

So a warm welcome and a big thank you to all of our new volunteers and a continuing thank you to all of the regular volunteers, who were in place before Covid – you are all doing a splendid job!

These are unprecedented times, so a regular call made by a volunteer can make a big difference.

If you would like a regular call, please contact Val Shute on: **07695 103291** or speak to your Carer Support Worker.



# DEVON-WIDE COMMITMENT TO CARERS

You may remember us talking about the Devon-wide Commitment to Carers which had been agreed by Health and Care organisations across Devon. We're really pleased to say, that Carers Rights Day in November saw the start of a number of Torbay organisations formally publishing their individual Commitments to Carers, (the actions to support Carers), that they have decided to prioritise during the coming months, and the name of a senior staff member responsible for supporting this.



**Jo Morrell**  
(Director, Torbay Youth Trust)

Torbay and South Devon NHS Foundation Trust (TSDFT), Torbay Youth Trust and Compass House Medical Practices all launched their Commitments on Carers Rights Day. Deborah Kelly (Executive Lead), the recently-appointed Chief Nurse at TSDFT said 'Unpaid Carers have been the unsung heroes of this pandemic, supporting people at home when some support services have been restricted'.

By being named in our Commitment, Lead for Carers (Katy Heard) said, 'I intend to ensure that our Trust continues to work to support Carers, both those who work with us in supporting people at home, and also the 1 in 4 of our staff who combine both roles'.

Torbay Council launched their Commitment most recently, signed by their Acting Chief Executive and their Cabinet Members for Adults and Children's Services, both of whom attend the Carers Strategy Steering Group. Cordelia Law, Cabinet Member for Children's Services said;

*'We want to improve our support to Carers, especially during transition to Adult Services, so have committed to undertaking an assessment against the Devon-wide Commitment to Carers Criteria to help us develop an action plan to do this. That plan will then become part of Torbay's Carers Strategy 2021-2024. It is great to see that Torbay Youth Trust, which provides our services to Young Carers aged under 18 has also published their own Commitment to Carers'.*



**Cordelia Law**  
(Cabinet Member  
for Children's Services)



**Dr Robert Bromige**  
(Senior GP Partner, Compass  
House Medical Centres)



**Stephanie Tedstone**  
(Practice Manager, Compass  
House Medical Centres)

Rohan Davidson, Carers Services Development Manager for the Trust, also praised Compass House Medical Practices for being the first GP practice in Devon to sign a Commitment saying;

*'Compass House are always very proactive in their work with Carers, and have been brilliant in sharing their work and templates with other practices.*

*They should be congratulated'.*

There are a number of other organisations which are working on their individual Commitments to Carers and, pandemic permitting, it is hoped to have a public launch for Carers Week in June 2021.



## CAN YOU LEAVE A LARGE SUM OF MONEY TO SOMEONE ON MEANS-TESTED BENEFITS WITHOUT PROBLEMS?

Jane's son David has a learning disability and lives independently, though Jane oversees his finances. He receives Universal Credit (UC), Council Tax Support (CTS) and Personal Independence Payment (PIP). Jane has discovered that an elderly uncle intends to leave £25,000 to her son in his will, but she is worried that her son's benefits will be adversely affected.

Although David would retain his PIP, he would lose all entitlement to both UC and CTS. This is because entitlement to these benefits is subject to an upper capital/savings limit of £16,000 – see: <https://bit.ly/377on9o>. Nonetheless, David's benefits can be legitimately protected if his uncle creates what is known as a 'discretionary trust' and names David as a 'beneficiary'.

A discretionary trust is a legal arrangement whereby 'the settlor' (David's uncle), transfers some of his assets (using a will in this example) to one or more individuals called 'trustees'. The trustees become legally responsible for the assets that are intended to benefit one or more persons – 'the beneficiaries'.

The uncle's bequest would go straight into the trust, allowing David to legally retain his means-tested benefits. The trustees, who can be relatives, have the discretion to purchase things on David's behalf, such as holidays, hobby equipment etc. However, they would need to avoid transferring regular amounts of cash to David, because such transfers could be treated as 'unearned income' and deducted from his UC.

Creating a trust will not only help safeguard David from the risk of financial abuse, but it also meets legal requirements around mental capacity. If the funds were left to the extended family to look after (on David's behalf), there is the possibility that the bequest could become entangled in family divorce or bankruptcy proceedings, or benefit investigations.

Carers should consider drawing up their own wills, as in the absence of a will, the government will impose the 'intestacy rules' – see: <https://bit.ly/30OffiY>. Assets will be distributed according to a fixed hierarchy, causing potential loss of means-tested benefits to the unprotected claimant.

The affordability of a trust will depend on the complexity of the proposed arrangements. Unfortunately, many families will not be in a financial position to afford the legal set-up costs, whilst for others, a trust may not be a viable option at all, if modest assets are involved, but for lots of Carers, a trust may be the best route to peace of mind.

## FURTHER ADVICE & INFORMATION

- The Money Advice Trust's summary of trusts - <https://bit.ly/34SHwsP>
- Mencap Trust Company (learning disabilities) offer free seminars and regional lists of approved solicitors. Call: **020 7696 6932** or see: <https://bit.ly/2GRUJtv>
- Rethink Trust Corporation (mental health). Call: **(01458) 258841** Or go to: <https://bit.ly/3IDRMvL>
- Solicitors should be members of the Society of Trust and Estate Practitioners (STEP) and be able to provide an estimate of costs and explain any tax implications. You can search for local members on the STEP website at: <https://bit.ly/33VbQUo>



### ARE YOU AWARE OF A SOCIAL PRESCRIBING LINK WORKER WITHIN YOUR GP PRACTICE?

The idea behind Social Prescribing, is to help patients to have more control over their own health and find ways to improve how they feel in a way that suits them.

Many things affect our health and wellbeing; the Social Prescriber will work with patients to explore individual needs by developing a plan to help create positive life changes.

### SOCIAL PRESCRIBING WORKS FOR A WIDE RANGE OF PEOPLE FROM 18 YEARS + INCLUDING:

- Housing, debt and benefit issues
- Bereaved and struggling to cope, social needs and interaction - Lonely/isolated/lacking direction in life/low confidence/low self-esteem and social anxiety
- Mental Health – depression, anxiety, stress and low mood (to give direction and purpose in life)
- 1 or more long term health conditions, for example (chronic pain, diabetes, dementia)
- Low level addiction and recovery (getting focused)
- Learning, voluntary and employment opportunities (lost job, redundancy)
- Mental/physical and learning disability opportunities (ADHD, Autism, Asperger's)
- Lifestyle support (losing weight, exercise/move more, live well)
- Finding a club, activity or support group



Personalised support can be delivered over many appointments, giving patients the time and confidence to work on their underlying issues, which are affecting their overall health and wellbeing.

The Social Prescriber will actively signpost to the appropriate services, groups and organisations that would benefit the individual, for practical and emotional support.

#### **Torquay Primary Care Network**

Croft Hall, Brunel Medical Practice, Chelston Hall & Southover Medical Practice

#### **Paignton & Brixham Primary Care Network**

Mayfield Medical Group, Corner Place & Old Farm Surgery

#### **Baywide Primary Care Network**

Compass House, Pembroke Group & Chilcote Surgery

### **Referral Process (PLEASE NOTE, the Social Prescribers can only see their registered patients)**

**Torquay PCN:** (Are not currently open to external referrals). Please contact the Social Prescribing team through the practices to find out more.

**Paignton & Brixham PCN:** External and self-referrals can be made by emailing:

[pbpcn.socialprescribing@nhs.net](mailto:pbpcn.socialprescribing@nhs.net) to include the patient's full name, DOB, registered practice and a description of support required.

**Baywide PCN:** External referrals and self-referrals can be made by emailing:

[socialprescribing.torbay@nhs.net](mailto:socialprescribing.torbay@nhs.net) to include the patient's full name, DOB, registered practice and a description of support required.

# COVID-19 COUNSELLING SERVICE



Ubuntu Counselling Services shares the country-wide concern about the disproportionate impact that the Corona virus is having both physically and mentally on the Black, Asian and Minority Ethnic (BAME) communities. As a response to this, Ubuntu Counselling Services has obtained funding from Devon County Council and the National Lottery, to provide a specially targeted service for BAME communities in Devon.

We recognise that people's needs vary, from those who just want an opportunity to offload about the situation in which COVID places them, to those who are experiencing additional distress because of the circumstances imposed, as a result of the virus. Therefore, the service will remain flexible according to need, length, frequency and number of sessions, which will be negotiated with each service user. Under current restrictions, we are working remotely using phone, email, WhatsApp, Zoom and Skype. Sessions range in length from 10 minutes to an hour. Because we are working remotely at present, we are able to extend the service Devon wide.

The service will operate under our normal confidentiality rules. Broadly speaking, confidentiality may be broken where there is risk of serious harm to anyone. All counsellors are from BAME backgrounds and are on the counsellor register. In addition, all have, or are working towards BACP accreditation. The service is an organisational member of the British Association for Counselling and Psychotherapy (BACP) and abides by the BACP code of Ethics and Good Practice. Ubuntu holds professional and public indemnity insurance. All work is supervised according to BACP standards and requirements.

To find out more, here are links to Exeter Communities Together and Ubuntu Counselling Services:

<https://www.exetercommunitiestogether.org.uk/covid19counselling>

<http://ubuntucounsellingservices.org.uk/index.php/covid-19-counselling>

Ubuntu is delighted to be able to extend this service, free of charge, to our BAME communities across Devon.

**Dr Faith Stafford, Director of Services**

## DO YOU OR THE PERSON YOU CARE FOR WEAR A HEARING AID?

Hearing aids can change life for the better and add so much enjoyment. When my father first wore his hearing aids, he told me that he could hear the rain falling, something he had forgotten made a noise at all.

If you or the person you care for has hearing aids, then regular maintenance is important, to keep the them fully functional. Not being able to hear what is going on around you, can make you feel isolated and misunderstood, so a working hearing aid is essential.

### CLEANING

Both ears and aids need to be kept clean. It is advised that before any visit to an Audiology clinic, that the ears are syringed to clear away any wax. Your GP can arrange this or signpost you to an appropriate service.

It is probably best to leave the cleaning of the hearing aids to the professionals (though there is plenty of self-help tutorials on line). This can be done at an audiology clinic at a routine appointment.

The audiologist can also set the hearing aid to bypass unnecessary features that may be too intricate or complicated. Please mention anything that is problematic, as most things can be resolved.

You can self-refer at: <https://www.torbayandsouthdevon.nhs.uk/services/audiology/>  
or Contact: **(01803) 656325**

# DO YOU CARE FOR...

## SOMEONE WHO USES DRUGS OR ALCOHOL?

Are you worried about someone who uses drugs or alcohol? When someone you care about develops a drug or alcohol problem, it can cause many difficulties, not just for the person who uses substances but also for their family and friends. There is a close link between mental health and substance misuse and people who develop an addiction, can be physically as well as mentally unwell. This puts considerable strain on families who are struggling to cope.

The stigma and shame often associated with substance use means people are reluctant to talk about the problems that can arise. This can create isolation, which can then cause depression and other associated health problems. The stress can be exhausting and it can seem like it is one crisis after another.

To find out that someone you care about is using substances can leave you with a range of emotions, such as anger, fear or confusion. Unless that person is actively engaged in a treatment programme, you may feel there is little support for yourself. And coming to terms with the fact that you may be their unpaid Carer can be extremely difficult. But without you, would they cope?

You may be supporting them in all sorts of ways. Because they are loved and valued, you may find it hard to consider doing anything else. Registering as a Carer could be a first step to accessing some support for yourself.

If you would like to know more, please contact Signposts for Carers on: **(01803) 666620** and ask to join our register.

Facebook also has many online closed groups and a good place to start is: <https://www.facebook.com/AdfamUK/> In addition there are a number of national organisations that offer telephone or online support, such as:



<https://www.drugfam.co.uk/active-addiction/>

Helpline: **0300 888 3853**

The helpline is available between 9am and 9pm seven days a week offering a trained support team.



**Famanon.org.uk**

Helpline: **0207 498 4680**. Offers support to families based on the 12 steps.

For a full list go to:

<https://devoncarers.org.uk/information-and-advice/quick-help/i-care-for-someone-with/drugs-alcohol>

## BATTERIES

Can be supplied by the Audiology Department and during the current Covid situation can be sent out by post. Please contact: **(01803) 656325**

You can also purchase batteries from most large chemists or on line.

For help or advice, or to make a referral, you can also contact the Sensory team at:

**Sensory Team**

4th Floor Union House

Union Street

Torquay TQ1 3YA

Tel: **(01803) 219800** | SMS: **07833 194328**

Fax: **(01803) 219899**

Textphone: **1800201803219800**

Email: [tctsensory.admin@nhs.net](mailto:tctsensory.admin@nhs.net)

Sensory Resource Centre on: **(01803) 551846** | Mobile: **07876 398194**

Written by Chris Evans, Torbay Carers Register

**(01803) 881331** | Working with you, for you | Torbay Carers Service



# WHO'S YOUR CARER SUPPORT WORKER?

There are currently 11 Carer Support Workers (CSW's) in surgeries across Torbay. All of our CSW's offer Carers Health & Wellbeing Checks and enable Carers to get the support which they need.

If you haven't already registered as a Carer with your GP practice, or you haven't had the opportunity to meet your CSW, then you can ring for an initial discussion, or make an appointment to see how they can be of assistance. We are all here to help you, please contact us to see how we can support you in your caring role.



**Sally Corbishley**

“I've been a CSW since 2000 and I run the Torquay & Paignton Carers Groups. I feel privileged to meet so many wonderful Carers.”

**Chelston Hall:**

**(01803) 605359** (Mon 8:00am - 5:30pm)

**Barton:**

**(01803) 323761** (Tues 8:00am - 1pm)

**Mobile: 07887 861256**



**Elizabeth Woods**

“I have been a CSW since 2017; I am learning a lot and enjoying the challenge!”

**Compass House:**

**(01803) 855897** (Mon & Tues 8am - 3:00pm)  
(Weds 9:30am - 1:45pm)



**Rosalyn Vian**

“I have been a CSW since 2014 and I have also been a Carer.”

**Pembroke Surgery: (01803) 553558**

(Tues, Thurs 9am - 5pm  
& 1st & 3rd Friday of each month 9am - 4:30pm)

**Old Farm:**

**(01803) 556403** (Wed 9 - 5pm)



**Lynne Healey**

“I have been in this role since 2000, prior to this I was working with Social Services for 15 years.”

**Pembroke/Parkhill Medical Centre: (01803) 212489**

(Tues & Thurs 8am - 5:00pm)

**Croft Hall Medical Practice: (01803) 298441**

(Mon 8am - 5:00pm)

**Southover Medical Practice: (01803) 327100**

(Wed 8am - 5:00pm)

**Mobile: 07900 173052**

(Mon - Thurs)



**Val Shute**

“I've been a CSW since 2005 and enjoy my role immensely.”

**Mayfield Medical Centre:**

**(01803) 495400** (Fri 9:30am - 4:30pm)

**Mobile: 07596 103291**



**Carole Brierly**

“I have been a Carer for many years and I am looking forward to supporting other Carers in my new role.”

**Mayfield Medical Centre:**

**(01803) 495400** (Tues 9am - 2:00pm)  
(Thurs 9am - 2:30pm)

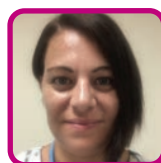


**Caroline Saunders**

“Every Carer's situation is unique. I have been in my role since 2000 but learn something every day.”

**Mayfield Medical Centre:**

**07732 034800** (Mon & Wed 9am - 12:45pm)



**Claire Horton**

“I have been working as a CSW since April 2018. I am enjoying my role and working with the team very much.”

**Brunel: (Monday 8.30am - 4.30pm)**

**Pembroke: (Tuesday 8.30am - 4.30pm)**

**Chilcote: (Wednesday 8.30am - 4.30pm)**

**Chelston: (Thursday 8.30am - 3.30pm)**

**Mobile: 07809 903889**



# WHO'S YOUR CARER SUPPORT WORKER?

We also have 3 Mental Health CSW's, which include Dave Baker, Sera Blewitt-Gilbert and Laura Walsh, as well as Steve Andrews our Family & Friends Worker (Drug & Alcohol), and Sally Smith at Torbay Hospital. Our Young Adult Carer Support Workers are Dave Baker, Cheryl McKinnon and Julie Moseley.



**Lesley Bill**

“I joined Michele in 2014, but have been a Carer for many years. I help run the Time Out Group.”

**Brunel Medical Practice:**

**(01803) 312233**

(Thurs 9am-1pm) except 3rd Thurs of the month



**Laura Walsh**

“I joined the team in March 2019 and I have over 10 years experience working in the NHS.”

**Older People's Mental Health Chadwell Centre, Paignton:**

**(01803) 546470**

(Mon to Fri 9am-5pm)



**Dave Baker**

“I've been a mental health CSW since 2015 supporting Haytor Unit & Chadwell Carers. I have also been a YAC Worker since 2012.”

**Mental Health, Chadwell Centre, Paignton:**

**(01803) 546470** (Mon & Tues 9am-5pm)

**Young Adult Carers/Paignton Carers Centre:**

**(01803) 208455** (Wed to Friday 9am – 5pm)



**Cheryl Mackinnon**

“I have been a part of the service since 2009 & it's a privilege to work with so many young people.”

**Young Adult Carers/Paignton Carers Centre:**

**(01803) 208455/852421** (Mon, Tues, Weds & Thurs 9am-3pm)



**Sally Smith**

“I've worked in NHS Social Care since 2007 and I'm your hospital CSW.”

**Torbay Hospital Carer Support Worker:**

**(01803) 654747 or Mobile: 07887 861256**

(Mon, Tues, Thurs & Friday 8am-5:30pm)



**Michele Glanfield**

“I joined Brunel Medical Practice in 2010, and Chilcote in April 2018. I also help run the Time Out group.”

**Brunel Medical Practice: (01803) 312233**

(Mon & Thurs 8:30am-4:30pm)

**Chilcote Surgery: (01803) 316333**

(Tues & Weds 8:30am-4:30pm)



**Lindsey Redhead**

“I have been working in the NHS since 2008, previously as a Health and Social Care Co-ordinator.”

**Corner Place Surgery:**

**(01803) 557458**

(Tues, Wed & Thurs 9am-2pm)



**Sera Blewitt-Gilbert**

“I've been a CSW supporting Carers within Mental Health Services since 2005.”

**Mental Health, Chadwell Centre, Paignton:**

**(01803) 546470**

(Wed, Thurs & Fri 9am-5pm)



**Julie Moseley**

“Hi I've been in post since 2016. I love my role working with YACs.”

**Young Adult Carers/Paignton Carers Centre:**

**(01803) 208455**

(Tues 9am-5pm, Wed 9am-5pm, Thur 9am-4pm)

**Steve Andrews**

“Hi, I'm your Friends and Family worker in Torbay, I'll be supporting Carers who provide care for those with drugs and alcohol issues.”

**Substance Misuse Shrublands:**

**(01803) 291129 / 07827 354112**

(Mon - Fri 9am-5.00pm)

Email: [sandrews1@nhs.net](mailto:sandrews1@nhs.net)



As 2020 drew to a close it was hard to look back and think of positives, but on reflection there were a few.

Since March 2020 we have managed to continue to support Young Adult Carers through what has been a difficult time for all. With the loss of meeting in person, we engaged with telephone calls and moved on to video calling with the use of Microsoft Teams, Attend Anywhere and Discord. This has given us other tools with which to work and surprisingly it has become a favourite means of communication. For others we met in open spaces, choosing to walk the beach or local parks, which during the summer months gave us all some fresh air and kept our spirits up.

During the summer we continued to support students and South Devon College received a Carers Federation Quality Standard for Carer Support Award, giving them the opportunity to enhance their already existing support of YAC's, during their time on the college site. We also continue to run our fortnightly drop-in and meet Carers in a Covid friendly manner, giving support and guidance.

As we came to the end of the second lockdown, we began to look forward and gather thoughts on what we could do for Christmas and 2021. Due to the uncertainty of the pandemic we cancelled our annual Christmas meal, but made up for it by offering a Christmas Stocking to those who texted Santa (my colleague). I believe we delivered nearly 40 in total full of goodies, giving one and all a little bit of Christmas cheer :)

In 2021 our drop-ins will start again with a new vigour, introducing YAC's to our new venue at Jasmyn House in Paignton. We aim to create an opportunity for monthly T-Time cook-ins, where we will be able to cook with YAC's an easy 20 minute meal.

We have also been working with Active Devon, whom we hope will be able to support and educate our YAC's in activities, health and wellbeing. We have opportunities for YAC's to partake in the Sir Francis Chichester Trust (Outward Bounds) and of course we hope to continue our relationship with the Tallships Trust – so that another group of Young Adult Carers will be able to sail sometime soon.

So a Happy New Year from me and my Colleagues – we are optimistic and looking forward to inspiring our Young Adult Carers to try something different in 2021.

## **Dave Baker, Young Adult Carer 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**

## **NEWS FLASH!**

In March we are hoping that the Tallships Trust will offer a week sailing aboard a BT Challenger Yacht - to be berthed at either Torbay, or Brixham Harbour. This offer is for a 4-5 day sailing opportunity for Young Adult Carers 16-25yrs, with a maximum of 10 people. If anyone is interested please contact: **(01803) 208455** leave your name and number, and someone will contact you to provide further information.



# TORBAY YOUNG CARERS UPDATE



Hello everyone,

The end of 2020 was busy, despite the second lockdown. We managed a busy half term activity programme and also some wonderful outdoor music sessions with Moor to Sea, in one of our favourite places – Orchard Forest School.

We would like to thank all of our supporters who were there with us during 2020 including: Playback Theatre, Babbacombe and St Marychurch Lions Club, Preston Rotary Club, South West Family Values, Orchard Forest School, Sound Communities, the drama students at Exeter University, Participate, Funkhead, Moor to Sea, Brixham Soroptimists, Brixham United Reformed Church and many others.



To round off 2020 we managed to distribute some 'pamper hampers' and gifts to lots of our families for Christmas, although logistics meant we couldn't do this for everyone. Once again we had some amazing community support which made our pamper hampers possible. Thanks goes to Babbacombe and St Marychurch Lions Club; BodyShop at Home; Dolphin Watch UK; Shambrook Butchers, Torquay; Strandz Hair & Nail Salon; Carpe Diem Unisex Hair Salon; Lash & Beauty; Shiphay Post Office; Staff from Spires college; staff from Torquay Academy; United Reform Church Brixham and multiple individual donors.

While the amazing BMAD have now closed, we are so grateful for them sending us a final contribution of £5000 towards activities for Young Carers. These guys have been so incredible over the years and have really helped to keep our activity programme running and they will be greatly missed. We are already looking at alternative ways to raise funds and our Young Carers have been coming up with some amazing ideas, so do watch this space for announcements on our 2021 fundraising efforts.

Plans are being put in place for exciting activities again next year. We have received funding through the Imagine This partnership, to run an art project for all our age groups, in conjunction with Artisan Gallery. This will take place in early 2021. We also have some exciting workshops in the pipeline with Bath Philharmonia and Sharpham Trust.

As we don't know what 2021 has in store, we are also looking to expand our use of online platforms – we have a fortnightly zoom catch-up on a Tuesday with a rota of different staff members, so this is a good way for Young Carers to catch up with their worker. Other online sessions will also be built in and we can now offer virtual support sessions both in-school and out of school.

Torbay Youth Trust is now becoming more established and it has been wonderful for the Young Carers Service to become part of this modern and professional organisation. As part of our modernisation of services, we are trying to move over to a more digital service rather than posting out letters as we used to. We would love to get all of our families, other organisations and professionals to join our email list, to receive our updates, regular newsletters and activities information. If you are not able to use email then please let us know and we will work out a different arrangement for you.

The address to sign up to our email list, or for any information or queries is:  
[youngcarers@torbayyouthtrust.org.uk](mailto:youngcarers@torbayyouthtrust.org.uk)

We would like to wish you all a happy and healthy 2021.

**The Young Carers Team**





# CARERS NOTICEBOARD



## Dimensions For Autism Torbay 2021

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

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

However, due to the Covid 19 virus all meetings  
will be online until further notice.

Please email Trish Darke for the link to DISCORD

2:30pm - 4:30pm

25th January | 22nd February  
29th March | 26th April

**Want to find out more?**

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

or

Heidi Slatter (Torbay group facilitator)  
[advocate4autism@outlook.com](mailto:advocate4autism@outlook.com)

or see:

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

## Peer Support System

Do you feel that chatting with someone in a similar caring role  
would be beneficial to you and your wellbeing?

Do you think that sharing your experiences with likeminded  
people, in the same situation, might lighten the load a little?

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

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



**Mindline**  
South Devon  
& Torbay  
0300 330 5464

Open 8pm-11pm

Tue, Wed, Fri, Sat & Sun



If you are parent carer, or  
grandparent looking after children  
with additional needs / disabilities,  
you are welcome to join us for  
support.

We run a virtual coffee morning  
every Tuesday, 10am – 2pm

Please email Jackie King  
for the link on:

[tissuesandissues@outlook.com](mailto:tissuesandissues@outlook.com)

To provide social support and access to  
information and guidance for parents  
and carers of young people who have a  
recognised disability or additional need  
or awaiting diagnosis.

## A DAYS SAILING FOR CARERS OVER 25

We are also hoping to offer a days sail to Carers over 25yrs to  
include lunch. This would probably take place on a weekend and  
there may be a cost involved.

For further information, or to show an interest, please call Carers  
Services on: (01803) 208455 leave your name and number, and  
someone will return your call.

## 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.



## Carers Support Group

For Carers of older people with a mental health condition (65+)

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

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

2021 Dates

Friday 7th February | Friday 6th March

Friday 3rd April | Friday 1st May

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

**Time: 1.30 – 3pm**

If you have any questions please call:  
Laura Walsh or Debbie Burnell – **(01803) 546470**

## Lipreading & Managing Hearing Loss

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

Increase your confidence and lessen feelings of isolation.

**Zoom meeting every Friday 10am - 12pm**



For more information please call:  
Bevis Taylor – **07770 684008**

## The Moorings @ Devon Out of Hours Mental Health Support

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

The Moorings @ Devon, offers out-of-hours (6pm - Midnight) mental health support to anyone aged 16+ in the Devon area; below are details of their Torquay Centre.

Calls will be answered by staff during Mooring opening hours. You may call and leave a message at any other time of day, and these will be picked up and responded to as soon as possible during opening hours.

The Mooring @ Croft Hall Medical Practice, Torquay.

Address:  
**Croft Hall Medical Practice**  
19 Croft Rd  
Torquay TQ2 5UA

Open 6pm-midnight every day  
(including weekends and bank holidays).

Call The Mooring : **07483 991 848**  
Email: [devontorquay.mhm@nhs.net](mailto:devontorquay.mhm@nhs.net)



# CARING FOR EACH OTHER

Many adults with a learning disability live with their parents. As everyone ages, the person with a learning disability may be helping their parent with more household tasks and a mutual dependence may develop.

Covid-19 has highlighted some of these situations and it has become evident that there are adults with a learning disability who are providing care for their parent/s. In some cases, this has arisen where the parent is vulnerable and had to shield. Consequently, the daughter/son with a learning disability has had to go out to do the shopping. They may be keeping an eye on a parent who has a medical condition or be prone to falls and needs help with mobilising.

This subtle change in the family relationship may go unnoticed. The person with a learning disability may be a 'hidden Carer'.

We want to ensure that all Carers have the opportunity to join the Carers Register, have a Carers Emergency Response card and gain recognition of their important role. We appreciate that completing an application form can be difficult, but please don't let this be a barrier to joining.



If you have a learning disability and need help to register as a Carer, please contact Caroline Saunders on:

**(01803) 321145** Mobile: **07939 880092**

Email: [caroline.saunders@mencap.org.uk](mailto:caroline.saunders@mencap.org.uk)

Or Emma Young on: **07852 546530**

Email: [emmajane.young@mencap.org.uk](mailto:emmajane.young@mencap.org.uk)

Or Signposts for Carers on: **(01803) 666620**

## STEP ONE



Step One

**Step one is a devon based charity with over 80 years' experience of supporting people with their mental health and employment goals.**

Since the outbreak of COVID-19, we have seen the impact on our communities and in response we have implemented a pioneering project called BeWell@StepOne; providing online support to those whose mental health is suffering because of the Coronavirus.

BeWell@StepOne aims to help people who may not have the support to manage their mental health. We offer 4-6 weekly courses covering Anxiety, Coping with Change, Developing Resilience and the popular NHS run course H.O.P.E (Help Overcoming Problems Effectively). Our friendly, experienced trainers will provide self-management activities and peer support opportunities to help you with your mental health.

All of our courses are free and open to anyone in the Devon Community. If you, or anyone you know needs support, please do visit our website: [www.steponecharity.co.uk](http://www.steponecharity.co.uk) and register for one of our courses.

## HAPPY NEW YEAR

2020 was probably one of our busiest years at Carers Aid and although the team have been home working during Covid-19, we have been able to contact an average of 160 Carers per month via phone and by using the wonders of IT! We've also had where possible, socially distanced outside meet ups. Meeting in fields and along the shore with take away coffees, became the new norm.

During lockdown and when we knew families were struggling, we have gone out and supported them with food parcels, hand delivering urgent documents and providing on the day support when it was required.

Sadly, we haven't been able to run our many groups and workshops at the centre, but we remained in contact with those of you who would have attended. This year we hope things will start to normalise over time and that we will be able to offer our free trips and days out for Carers again, when it is safe to do so. With that in mind, we have plans for a midsummer history tour on the Moors, Sidmouth Music Festival and Widdecombe fair.

Finally, we are delighted to be champions for Parent Carers and are able to help families at meetings and with schools as required, providing advocacy and long-term support. We aim to be very active in 2021.

### Some comments from Carers:

*"Thank you Carers Aid and Bay Benefits-you have been a real life line-when my PIP stopped, you saved the day by getting my paperwork fast tracked"*

*"Thank you Carers Aid Torbay, you get my prescriptions ordered for me each month"*

*"Thank you for the postcards and letters when we couldn't get out, it was fun waiting for the post"*

Carers Aid Torbay are available for advocacy, Carers assessments, support and advice:  
Monday - Thursday 9am - 4pm and Fridays 9am - 1pm: **(01803) 323510**.

Bay Benefits are available for all unpaid Carers and their families:  
Tuesdays & Thursdays 9am - 3.30pm on: **07530 790354**.

Please don't hesitate to contact us, should you need further information, help or support.  
Wishing you a healthy and Happy New Year, from Pennie and the Team, at Carers Aid.

Pennie Evans, Manager, Carers Aid Torbay CIC. Contact: **(01803) 323510** or Mobile: **07972 410514**

## THOUGHT FOR THE DAY by Helen Elliott, Carer

I recently visited Widemouth Bay, just outside of Bude. It's one of my favourite places; the beach is really long and it is north-west facing, so the waves belong to the Celtic Sea, which is part of the Atlantic Ocean. They are often wild and white crested, which I love seeing.

As I walked along the beach, I found myself thinking about the relationship between the the rocks and the sand – they are so completely different - and yet they dwell side by side to create a sensory feast for the eyes.

We, too, have rocks in our lives; those solid aspects of our days – and also those features that are less rigid, like the sand, which parallel each other. And they too, can dwell in harmony to create enjoyment.

The waves that hit the shore line of the beach leave their mark on both the sand and the rocks. Some of these waves pound the shore with unforgiving force. Others gently lap the fringes and tease with gentleness. But both contribute to a honing and refining process, which can result in beauty.

How similar this is to our lives; may this help us to see that when we experience what feels like harsh and unrelentless 'waves' of one kind or another, there will undoubtedly be other times when kindness caresses our 'shorelines'. These experiences can mould our lives and over the years have the power to create a thing of beauty.

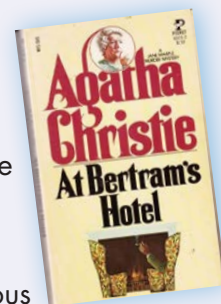


'Time for some cosy reads...'

### AGATHA CHRISTIE

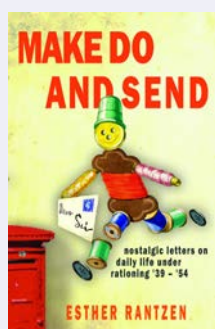
**At Bertram's Hotel (ISBN: 1473-0022 Collins, 1965, Reprinted 2013)**

What better than to return to an original Miss Marple novel, a case of classic storytelling, after the many film and small screen adaptations, to appreciate this thrilling mystery?



Enter the sumptuous Bertram's Hotel in London, where Miss Marple is enjoying a quiet and innocuous stay, only to find herself among a dramatic cast of characters, where overheard whisperings and suspicious actions lend themselves to the snooping sleuth's investigations. Confronted with the truth after a daring train robbery, Miss Marple must piece together this jagged jigsaw to restore relationships and ensure justice prevails.

The perfect novel for reading in front of a roaring fire with hot tea and freshly buttered crumpets.



### ESTHER RANTZEN

**Make Do and Send (ISBN: 1783340866 Gibson Square)**

This enjoyable collection of letters, first published in national newspapers and compiled by consumer champion, Esther Rantzen, provides a fascinating insight into the lives and struggles of the nation during the wartime years of rationing and beyond. Comments on food restrictions, queues, making food go further, thrifty lifestyles, working at home, controversy, and the efforts of Government, have much in common with matters today - in the time of Coronavirus, which renders them all the more pertinent.

Reproduced in related batches, this poignant, irate and often amusing correspondence is ideal for busy Carers to read in snatched moments, or for a longer perusal, time permitting.

## OTHER NEWS

## MIND THE GAP

Torbay and Plymouth have been successful in a bid for funding to improve our support to Carers from Black, Asian, minority ethnic and Asylum seeker backgrounds. If you would like to know more, or have ideas around how we can improve, please ring **Katy Heard** on: **07747 847 569** or e-mail: [katy.heard@nhs.net](mailto:katy.heard@nhs.net)

### Coming in the next edition:

- Mind the Gap
- Carers Strategy
- 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, or email: [signposts@nhs.net](mailto:signposts@nhs.net) | [www.tsdfit.uk/carers](http://www.tsdfit.uk/carers)**