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Deadline for the Spring edition is:
Monday 20th February 2023

SIGNPOSTS FOR CARERS

The newsletter for Torbay Carers

Hello & Welcome!

To another jam-packed edition of the **Signposts Newsletter**. Best wishes from everyone at Carers Services.



EVERYONE KNOWS A CARER

Read about our celebration event to raise awareness about unpaid Carers (pages 2 & 3)

VACCINATIONS

Make sure your COVID and Flu vaccinations are up to date. See the article on page 8.

Contact us if you have any difficulty getting them booked in!

CARERS' EDUCATION

Please see the range of courses in our course brochure enclosed.



CARERS CELEBRATION AND INFORMATION DAY 2022



CARERS' CELEBRATION & INFORMATION DAY



1



2



3



4



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6



7

On Saturday 19th November 2022 we held a Carers' Celebration and Information Day event, celebrating Carers Rights Day and launching our Torbay Young Carers Under 25 Strategy and Action Plan (see page 11). Paignton Library were holding their Christmas Market too, so the whole building was really buzzing with activity, with around 1,500 people coming through the doors!

Torbay Carers Services, some Carers, Young Adult Carers and Torbay Youth Trust's Young Carers Services worked alongside various partners, to plan a 'mini-festival' with lots of information and advice for Carers. The amazing Julie Bose from Imagine Torbay Multi-cultural Group also helped to ensure that there were lots of activities and entertainment available. We are very grateful to Mayor Mandy Darling for attending and for her speech in support of the Young Carers under 25 Strategy.

For entertainment and activities, a big thank you goes to Lea (the elf) for singing and Bollywood dancing, and to TJ the DJ for another superb disco. We had Tai Chi with Lisa (1)**; drumming with Lyndon (2); Strength and Balance with Julia from the Lifestyles team; Young Adult Carers with pig racing (3); Young Carers, Andrea and Lorraine with crafts (4), and Karen with balloon modelling. Thank you to Mubashera and Beatrice who produced a wonderful selection of delicious Afghan and Caribbean food for people to sample, and Café Così did a deal for Carers on hot drinks and snacks.

For parent Carers, thank you to Mary Nairn from the Children with Disability Team, Tissues and Issues support group and the newly-formed SEND Family Voice Torbay who were based upstairs. They provide social support and access to information and guidance for parents and carers of young people who have a recognised disability, additional need or are awaiting diagnosis.

A GREAT SUCCESS!

With information about free support to both Carers and the people they care for, we had Torbay Mencap, Purple Angel Dementia Support (5)**, the MS Society (6), the Stroke Association (7), Substance (Drug / alcohol) Misuse Team (8), NRS** (Equipment Service) (9), Age UK, Community Dentist (10), Lifestyles** (getting fitter and healthier), and Neffriends (11)** helping people to get on-line or improve on-line.

With people's mental health being of real concern at the moment, we were really pleased to have Kooth/Qwell with their on-line under 18's and over 18's mental health support, Andy's Man Club (man-to-man mental health peer support), and Tom from the Lions Barber Collective (12), offering 'Haircuts and Headspace'. Thanks also to Children and Families in Grief (13) who provide practical, emotional and creative support for children and their families following bereavement.

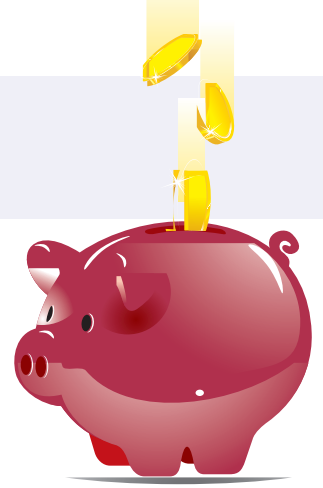
Downstairs the Community Hub provided cost-of-living support including finance, warm places and food support from Citizens Advice, Torbay Council, Torbay Community Phoneline, and WBW Solicitors. Knowing that Carers neglect their own health, we were also pleased to host Wellswood's Day Lewis Pharmacy (14) and the One Devon Outreach team offering Covid Vaccinations, Flu Vaccinations and basic Health-checks.

Last, but not least, thank you to all the Carers who were able to come and be part of this special event!

**All of these provide additional discounts or freebies for Carers, see page 5.



MONEY MATTERS



WHEN DISABILITY BENEFITS BECOME SAVINGS...

Whether you're new to caring or have been undertaking the role for years, you've probably found yourself at some point overseeing someone's benefits. If you're in that position it is important to be clear about what happens to disability benefits when they're being saved for a specific purpose - perhaps the purchase of a piece of equipment or a break, because savings have the potential to affect means-tested benefits (the ones claimed by people with little or no income or savings). Most key means-tested benefits are administered by the Department for Work and Pensions (DWP), and consist of Universal Credit, Pension Credit and the legacy benefits of *Income-Based Jobseeker's Allowance; *Income-Related Employment and Support Allowance, and *Income Support. *Housing Benefit (including Local Housing Allowance), and Council Tax Support are administered separately by Torbay Council.

*For people under state pension age, these are being replaced by Universal Credit ([see https://tinyurl.com/mtyh5bxa](https://tinyurl.com/mtyh5bxa))

Disability benefits such as Personal Independence Payment, Disability Living Allowance and Attendance Allowance are paid by the DWP to assist with the extra costs of disability. They are not means-tested and are disregarded (ignored) as income for means-tested benefits, but this 'disregard' can lead people to mistakenly believe that savings from these benefits are also ignored, but this is not the case. Nearly **all savings fall under the means-testing rules. So, it's important to report a 'change of circumstances' if savings exceed the lower savings threshold or upper savings limit if any means-tested benefits in payment.

**Payment of arrears of most benefits, and certain special payments may be ignored for up to 12 months

Failing to report a relevant change of circumstances can lead to overpayment recovery action - a potentially stressful and bureaucratic process that's best avoided. It's also important to be aware that reducing savings with the sole intention of retaining a means-tested benefit falls under the deprivation of capital rules. Of course, reasonable expenditure on necessary items and services is perfectly acceptable and unlikely to be challenged.

THE LOWER THRESHOLDS AND SAVINGS LIMITS (2022)

Under state pension age

Legacy benefits: savings under the lower threshold of £6,000 are ignored. Notify the DWP or Housing Benefit office if savings exceed the threshold. Benefits will be reduced £1 for every £250 of savings (or part thereof), until the upper savings limit of £16,000 is reached, at which point benefits cease.

Universal Credit

Savings under £6,000 are ignored. Thereafter, for each £250 of savings (or part thereof), a monthly reduction of £4.35 is applied. Benefit ceases altogether once savings reach £16,000.

Over state pension age

Pension Credit and Housing Benefit ([see https://tinyurl.com/4zsnacen](https://tinyurl.com/4zsnacen)). Savings under the lower threshold of £10,000 are ignored. Thereafter, reductions apply at the rate of £1 for every £500 of savings (or part thereof). There is no upper savings limit: payments taper away until benefit ceases altogether.

Council Tax Support – all age groups

Separate rules apply to help with Council Tax ([see https://tinyurl.com/2cfwpajt](https://tinyurl.com/2cfwpajt)).

FREEBIES AND DISCOUNTS FOR CARERS

You hopefully already know about the many discounts across the Bay and free hospital parking (Ts&Cs apply) with your Carers Card. If not, visit www.tsdft.uk/Carers 'Finance, benefits and discounts' tab or call us on **01803 66 66 20** for a print-out.

But do you know about:

- Support with getting on-line or improving on line – free support, including equipment, from Netfriends with discounted rate for on-going support
- Caring for someone with dementia? – free MP3 player loaded with tunes to calm / entertain them
- Want to get fitter? Lifestyles Team's support can include free fitness tracker for Carers.
- Free Tai-Chi for Carers at Great Parks Community Centre, QED, Paignton on Wednesdays 10-11.30 (no problem if late arrival due to caring role!)
- Free loan of up to 3 months for technology to support your caring role



Please contact signposts for more information about any of the above – **01803 666620** or email: signposts@nhs.net www.tsdft.uk/carers

get online > stay online > improve online

YOURTIME SUPPORT GROUP

YOURTIME is a new peer support group which is open to anyone who cares for and helps family members, friends and partners with mental health and addiction issues.

The caring roles we undertake are difficult, stressful and can sometimes be isolating. The group offers a confidential space for carers to share their experiences, struggles and challenges.

We understand that it's not easy taking that first step of joining a support group, but you will be warmly welcomed. Come along and check us out, you don't even have to participate, just feel free to listen to others until you feel comfortable. At the very least there is the opportunity to make new friends who are in a similar position.

The group runs every **Tuesday evening 6-8pm** at **Endeavour House, Union Street, Torquay**. There is a good bus service and free on road parking after 6pm. **For more information call Tracy on 07813 081934. Please be assured of confidentiality.**

SURVEY RESULTS FOR CARERS OF ADULTS WITH A LEARNING DISABILITY

Many thanks to those of you who took part in this survey in 2022. We received 114 responses and this has given us a clear picture of what these Carers of adults with learning disabilities need in support of their caring role:

- To be given access to information and effective signposting.
- Support and someone to talk to who understands and listens to them.
- The option of a break from their caring role.
- help to plan future support for the person they care for and
- knowledge of their rights as a Carer.

We found that Carers who have used Mencap's Family Carers Service have had their needs met to a greater extent than those using non-specialised services. This service was particularly valued for its ability to provide information, advice and knowledge, being there, responsiveness and approachability as well as listening and empathy. It provides support to all adults who care for an adult with a learning disability in Torbay, so, if you want to know more, please contact Helen on **07973 838789** or Helen.Burns@mencap.org.uk.

Some of the issues for Carers were not knowing what support is available or finding some services unhelpful, however there were no clear themes that could be addressed. As Mencap Family Carers Service is able to support Carers to find / use the services that they need, they will raise any ongoing issues or themes with Carers Services to enable them to be addressed with the appropriate service.

To view the full report please visit www.tsdfc.uk/carers and go to the 'Strategy, policy and quality' tab Alternatively, for a paper copy of the report, please contact Signposts on **(01803) 66 66 20** or email signposts@nhs.net

CARERS REPS WANTED ON PARTNERSHIP BOARDS

Can you help? We need Carer Representatives for both the Learning Disability Partnership Board (LDPB) and the Autism Partnership Board (APB).

These Boards discuss and make decisions about services, policies and new developments for the people with learning disabilities (with or without autism) in the LDPB and autistic people (without a learning disability) in the APB. There are Ambassadors representing the voices of people with a learning disability or autism, and representatives from various other organisations such as health, social care, transitions, Healthwatch and commissioning.

Carers' voices and views are really valued in these conversations, hence this article advertising these roles.

We are looking for:

- One representative with experience of caring for someone aged 35 or over with a learning disability
- Two representatives with experience of caring for an autistic adult

These roles are not paid roles at the moment, but being a Carer Representative would:

- Help the Boards to make decisions and important changes
- Give you the opportunity to use your skills and knowledge as a Carer
- Increase your awareness of Torbay's services, and influence future plans and developments.

NB You should not be a Carer for somebody who is an Ambassador at the Board you are applying for. You or the person that you care for need to live in Torbay.

For further discussion please contact:

For LDPB: Lindsey Jeffrey, Carers' Services Delivery Manager on: **07824 519471** lindsey.jeffrey@nhs.net

For APB: Katy Heard, Carers Lead on: **07747 847 569** katy.heard@nhs.net

For application information, please contact Carers Admin on **01803 208 455**
tsdfc.adminteamtcs@nhs.net Closing date will be 31st January 2023.

STROKE SUPPORT

My name is Cathryn and I am the Stroke Support Coordinator with the Stroke Association for Torbay and South Devon.



If you or someone you care about has had a stroke, our service can provide advice and support to help your stroke recovery. We'll work with you and people you care about to identify your support needs and plan how these will be met, enabling you to make the best possible recovery.

We can offer:

- Hospital and home visits
- Information about stroke and what to expect
- Someone to talk things over with
- Support in meeting your needs
- Access to local stroke support services and groups
- Help with returning to work
- Assistance with accessing local exercise, leisure and social activities
- Support for carers
- Information leaflets and factsheets in a range of languages
- Referral and signposting to other organisations as required

This service is for:

Adult stroke survivors, carers & family members.

Cathryn Keeler

Stroke Association

07717 275 848 cathryn.keeler@stroke.org.uk

LONG COVID SUPPORT

Although much of the disruption of Covid-19 is now behind us, there are a number of people who are still suffering. They may have extreme tiredness, breathlessness, 'brain fog', palpitations and more. In Torbay, if someone has symptoms after 12 weeks, they will have a blood test and an ECG (electrocardiogram) and then be referred to the Long Covid Service.

The service runs virtual clinics using 'Attend Anywhere' and links people to support services that can help them, such as Chronic Fatigue Service, psychology and respiratory services. They also run virtual HOPE (Help Overcoming Problems Effectively) courses.

Until now, they have not really addressed the impact of someone having Long Covid on their family members. Therefore, Torbay Carers Service are starting to work with the Long Covid Service to actively identify Carers, and offer them support.

If you know someone with Long Covid, please encourage anyone who supports them to contact us on signposts@nhs.net, **01803 66 66 20** or via the Carer Support Worker at their GP practice. If you care for someone with Long Covid, and think there should be targeted support for their Carers, please contact Katy Heard on **07747 847 569** or Katy.Heard@nhs.net with 'Long Covid' as the subject.

CARER'S VACCINATION

PROTECT THE PEOPLE YOU CARE ABOUT

Torbay has one of the worst Carers' vaccination rates in the country. This puts you, the people you care for and the NHS at greater risk of being negatively affected by COVID and flu, especially this winter.

We know that some Carers do not want to get vaccinated, but for those who do, and those who aren't sure, we can help. As our rates are so poor, we have been given extra funding, so that we can organise the support you need to get you vaccinated.

This can include : -

- Someone to talk to about your concerns
- Support with transport
- Sitting or domiciliary care so that you can leave the person you care for
- Other things we may not have thought of.

For the links for how to get vaccinated go to

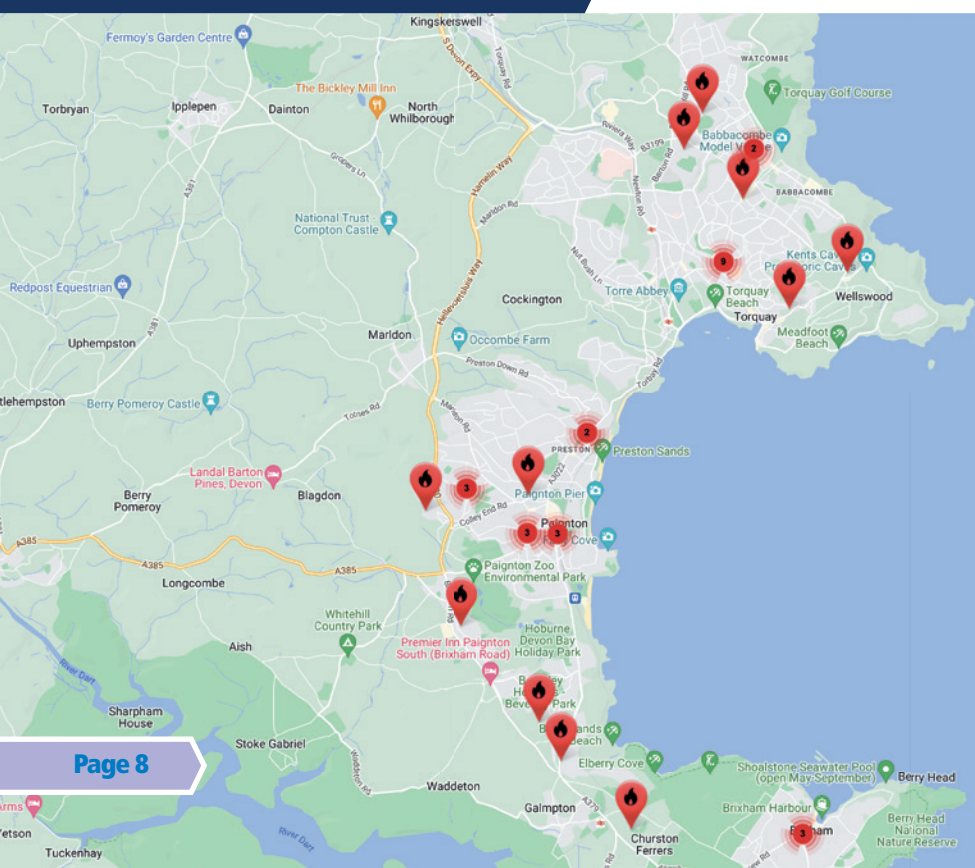
www.torbayandsouthdevon.nhs.uk/services/carers-service/looking-after-yourself/vaccinations-for-carers/

For any support or queries, contact signpost:

signposts@nhs.net

01803 66 66 20

WARM SPACES



Warm Spaces are places across Torbay which are warm, welcoming, and safe. They are free to use, and visitors can have a hot drink. There may be food on offer or activities to enjoy. They may also be able to signpost people to other support if needed.

People may visit a Warm Space for a wide variety of reasons. They might be struggling to keep their homes warm, or they might just need a bit of company. Whatever the reason for visiting, people are welcome to stay for as long as they wish.

Visiting a Warm Space should be a positive experience. Community partners can decide how they would like their Warm Space to operate. We are asking them all to sign up to a Warm Spaces Charter though. This outlines what you can expect when visiting a Warm Space:

- **You will be welcome and warm**

Warm Spaces will offer you a place to feel warm and welcome, whatever the reason for your visit. Staff and volunteers treat everyone as equals, with dignity and respect.

- **Warm Spaces are safe places**

You should feel safe in a Warm Space. Venues will follow safeguarding processes and have policies for your protection. If they are serving food and drinks, they will follow food hygiene rules as well.

- **It doesn't matter why you visit a Warm Space**

No one will ask why you need a Warm Space. Whatever the reason for your visit, you will be treated equally, and no one will judge you.

- **We won't tell anyone you visited a Warm Space**

If you want to share the reasons for your visit, that's ok. Someone will listen. They won't tell anyone anything without your permission. The only time they will is if there are safeguarding concerns.

Any organisations receiving funding from us must sign up to the charter. We are hoping though that all Warm Spaces will follow the principles of the charter.

There are a variety of Warm Spaces across the Bay – for more information please call the **Torbay Community Helpline** on **01803 446022** or www.torbay.gov.uk/benefits/cost-of-living/warm-spaces/find-a-warm-space

COST OF LIVING SUPPORT

“We understand the rise in the cost of living is making things hard for households. We want to support our residents to the best of our abilities. If you need advice or urgent help, it's out there and the sooner you seek it, the better.”

For more information please look on the Torbay Council website:

www.torbay.gov.uk/benefits/cost-of-living or phone the Torbay Community Helpline on **01803 446022**.

YOUNG ADULT CARERS

Young Adult Carers have been busy working together with South Devon College to ensure student young adult carers have a smooth transition. In September, South Devon college organised a Welcome Session for Carers under 25, it was a great day and enabled carers to meet and receive the information about services to support them in their caring roles.

In addition they had fun cooking in the college's training kitchen and made delicious pancakes for their lunch, they enjoyed a tour of the college, Helpzone and Common Room areas + the Reptile Centre. Later in the month, Young Adult Carers were back at South Devon College for Freshers Week – lots of young adult carers visiting our stand, another vibrant day at the college!

December was a very busy time for Young Adult Carers with an array of planned activities, Dartmoor Taster Day, Christmas shopping in Bristol, a Christmas themed Drop-In which included food and merriment, and a Christmas meal. Something for everyone to get into the spirit of Christmas and enjoy some down-time with peers. And of course Christmas wouldn't have been Christmas without Santa's Elves (aka Dave & Cheryl) delivering Santa stockings to our YACs!

Wishing everyone good health and happiness for 2023 from the YAC Team.

PS: For our activities in 2023 please check the Events tab on our website www.torbayyac.co.uk

Cheryl Mackinnon,
Young Adult Carer Development Worker

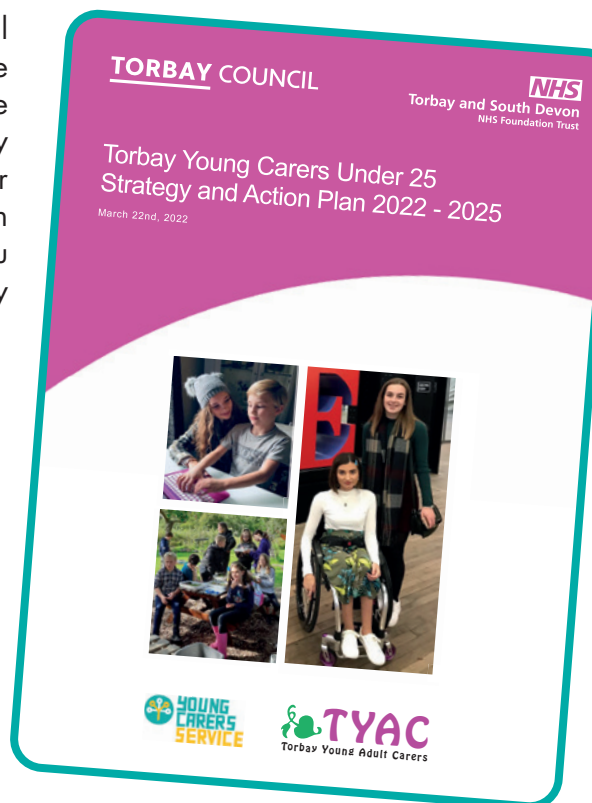


LAUNCH OF TORBAY YOUNG CARERS UNDER 25 STRATEGY



We were delighted that some of our Young Adult Carers Operational Board, Young Adult Carers and Young Carers could be with us for the Carers Rights Day Celebration Event (19th November 22), to launch the Young Carers Under 25 Strategy 22 – 25 (and the young person friendly version). Thank you to Katie from Young Carers Services and Councillor Mandy Darling for helping us to launch the Strategy and its Action Plan (the part which makes sure all the right work gets done!), and thank you to everyone who joined us for the Launch. For a copy of the Strategy please contact us at Torbay Carers Services:

01803 666620 Email: signposts@nhs.net



YOUNG CARERS SERVICES

We hope everyone had a good time over the festive period. The young carers service were lucky to be able to offer some Christmas activities, with thanks to our friends and supporters, Imagine This, Lupton, and Orchard Forest School. Thanks to their support we were able to make use of 40 tickets to Kents Cavern's amazing Christmas Grotto. Some of our older young carers enjoyed a festive cream tea and some quality time with a parent in the wonderful surroundings of Lupton House, and our family event at Orchard Forest School was as popular as ever.

December also proved to be a wonderful time for a residential, with 12 young carers having the opportunity to join Playback Theatre for a weekend. More good news is that we received funding of £500 from the Galmpton Gooseberry Pie Fayre so that we can take groups of young carers to the lovely Lucky Clucks to experience a bit of life down on the smallholding, so look out for these events through 2023.

A big thankyou goes out to Katie, for writing a little about her time with the Young Carers Service:

"The young carers service has always been there for me on my darkest of days, but have also been there to lift me up on my happiest. They are an incredible group of people with the kindest of hearts and always happy to offer a helping hand. The activities that they offer are absolutely amazing opportunities to learn new skills and form new friendships. It gives you a chance to meet people who understand what you go through on a day-to-day basis and make real lifelong connections. I will forever be grateful for what the service has done for me and my family".

Although Katie is now 18 you will still see her at Young Carers events as she has joined us as a staff member in a Participation Worker role.

The Young Carers Team would like to send good wishes to everyone for the coming year.

CARERS' NOTICEBOARD

Compass House Medical Centres

MAYFIELD MEDICAL CENTRES

Carers Coffee Morning

Last Tuesday of the month
1 - 3pm

Brixham Christian Community Centre



Would you like to meet and chat with other unpaid carers? If so, please join us at Brixham Christian Community Centre on the last Tuesday of the month!

Sarah & Carole
Carer Support Workers

Torbay Family Carers **mencap**

Do you care for an adult with a learning disability?

We help to support unpaid carers of adults with a learning disability in Torbay.

We offer:

- Information
- Support
- Health and wellbeing checks
- Carer groups
- Informal get-togethers
- Social opportunities



The person you care for does not have to be known to social care for you to access our support.

Contact us for more information or to be added to our mailing list:

Helen Burns 07973 830789 (Mon - Weds)
helen.burns@mencap.org.uk

Emma Young 07852 546530 (Tu - Thurs)
emmajane.young@mencap.org.uk

Torbay Community Helpline

One call - that's all



Contact us:

Phone: **01803 446022**

Online form: bit.ly/torbayhelpline

Open: **Monday-Friday, 10am-1pm, 3-6pm & Saturday, 11:30am-12:30pm**

Visit:

Paignton Library & Information Centre
(Great Western Road, TQ4 5AG)
Open Tuesday-Thursday, 9:30am-1:30pm

Torbay Community Café & Help Hub
(4-8 Temperance Street, Torquay TQ2 5PU)
Open Monday-Friday, 10am-3pm

COMMUNITY PARTNERSHIP
Bringing people together

TORBAY COUNCIL

WORKING WITH TORBAY COUNCIL

COMMUNITIES TOGETHER

HM Government

COMMUNITY FUND

STUFFERS WANTED!!!

We are looking for volunteers to help with putting our Signposts magazine into envelopes, each January, April, July and October.

If you want to know more then please ring Signposts for Carers on **01803 666620** or email signposts@nhs.net.

Preston & Paignton Carer's Coffee Catch Up Group

Starting 4th January 2023

(then every first Wednesday of the month)



Frances Norrish Room
St Paul's Church
42 Orient Road
Paignton, TQ3 2PB

1.00pm – 3.00pm

Free parking and disabled access

Would you like to meet and chat with other unpaid carers? If so, please join us at St Paul's Church every first Wednesday of the month from 4th January 2023.



1 OR 2 DAYS HOTEL BREAK FOR UNPAID CARERS

Carefree - A New Kind of Charity
(carefreespace.org)

Once registered with Carefree, unpaid carers can browse available options and submit a request for a specific hotel on specific dates.

Our hotels donate 1-2 night breaks for Carers and a companion (but not the person you care for).

To qualify for a break you must be:

- Aged 18 or over
- Full-time unpaid carer (30+ hours per week)
- Able to arrange interim care
- Able to pay for extras (admin fee, transport, food, travel insurance etc.)

Torbay Carers Service will cover the £25 admin fee for the first 40 Carers to use the service

To take advantage of this offer please contact Debi Porter on **07880 136859** or email debi.porter@nhs.net who will register you with Carefree.

WORKING & CARING

Are you considering full time or part time employment? Maybe working in the voluntary sector? Torbay Carers Service can refer you to organisations who are able to walk you step-by-step through the process. The support on offer includes - but is not limited to - the following:

- Support for people with additional needs and or Mental Health issues.
- Mentoring, advice & help with confidence & motivation
- Help with choosing a career direction
- Retraining or refresher training

For more information please contact Debi Porter on **07880 136859** for a chat or email debi.porter@nhs.net

TIME OUT

FOR BRUNEL AND CHILCOTE CARERS

We meet on the **third Thursday of the month 1.45pm to 4.15 pm**, The Anchorage Hotel, Aveland Road, Babbacombe, TQ1 3PT
(Unless otherwise stated)

Please join Lesley and Michele for a cup of tea or coffee and a chat. We will have a raffle at each meeting, sell books and honey, with the proceeds going to our group.

Our speakers for future meetings:

THURSDAY 19TH JANUARY 2023

Jayne Morris and Bevin Taylor from The Sensory Team

THURSDAY 16TH FEBRUARY 2023

David Hinchcliffe – "Searching for Moorover", exploring the connection between curious objects on Dartmoor and a St. Marychurch GP

THURSDAY 16TH MARCH 2023

Craft session with Jackie Bufton, make a wooden boat hanging decoration. There will be a small cost per person £4, this will be subsidised by 50% by Time Out. Booking essential for the craft session

THURSDAY 20TH APRIL 2023

John Risdon – Dartington, Estate of Art, Education and Historic Beauty

If you can't make Time Out and wish to book for the events please contact Michele on: **07555 354795**

SUPPORTING TORBAY PEOPLE WITH HOSPITAL DISCHARGE

Torbay Hospital is working hard to try and get patients discharged 'Home for Lunch'! To achieve this staff will have open discussions with the patient about leaving hospital throughout their stay, and these conversations should also include family/friends/Carers that the patient wishes to be involved. Involvement from Carers is essential in discharge planning, and a referral to Carers Services should be offered.

Torbay's Hospital Discharge Support Team consists of Torbay Carers Services and the Community & Voluntary Support Services (CVS). We are based at Torbay Hospital and are there to support you, when required through the discharge process.

We can help with various options around practical support, loneliness/isolation and specialist support and Carer support.

Family/friends and neighbours providing essential care and support who are registered with Torbay Carers Services are encouraged to wear their 'Carers Card' attached to an orange lanyard. This will immediately help hospital staff identify that you are a Carer, and that you can assist them by providing valuable information about the patient and contribute to discharge planning. You can collect a lanyard from the Advice Point, Main Entrance, Level 4.

Torbay Carers Hospital Liaison Workers also offer support to Carers while the person they care for is either in hospital or recently discharged. The service will identify needs that you have as a Carer and ensure you have the support you need to provide care while the person you care for continues their recovery at home.

Family / friend affected by the discharge?

Contact :

The Advice Point on **07795 121916**

tsdft.torbayhospsfamilysupport@nhs.net

No family / friend affected by the discharge?

Contact the Hospital Discharge Support Team

Claire Dannatt **01803 654108**

Hayley Tranter **01803 654750**

tsdft.dischargesupportteam@nhs.net

!STOP!PRESS!

A big THANK YOU goes out to Poundland and its customers in Paignton for support with a magnificent donation of goodies in time for the December delivery of Santa's stockings. This will help give a little extra to both Young Adult carers and Young Carers in Torbay. In the run up to Christmas 2022, Santa's Elves delivered over 40 Christmas stockings to Young Adult Carers all over the Bay.

Dave Baker

**Torbay Young Adult Carers
Development Worker**

**TALK
TO US**
If things are getting to you

116 123 FREE
This number is FREE to call round the clock

 jo@samaritans.org

 samaritans.org



A registered charity

Torbay carers is working with samaritans locally, to improve the awareness of each other's roles. People often think that the samaritans are only there for people who are suicidal, but actually they are really a listening ear for anyone in any situation. we know that at the minute, so many people, but especially carers, have many more concerns than usual. samaritans is an independent and non-judgemental service. It's often easier to talk about your concerns with someone who doesn't know you, so you can ring them or e-mail them at any time. carers services are also now able to make referrals to them, so if you would prefer us to request that they call you back, please just ask!

HOSPITAL LIAISON SUPPORTING DISCHARGE



Practical Support

- Transport to Appointments
- Help with Shopping
- Prescription Collection
- Home Help Services



Loneliness & Isolation

- Befriending (telephone service during Covid-19)
- Lunch Clubs
- Social Groups
- Trips with Friends

SUPPORTING PATIENTS AND FAMILIES WITH, AND AFTER, DISCHARGE AT THE EARLIEST OPPORTUNITY



Specialist Support

- Family/Friend/Carer Support
- Benefits & Income Advice
- Dementia Support
- End of Life Support

Family / friend affected by the discharge?

Contact :

The Advice Point on 07795 121916

tsdft.torbayhospsfamilysupport@nhs.net

No family / friend affected by the discharge?

Contact the Hospital Discharge Support Team

Claire Dannatt 01803 654 108

Hayley Tranter 01803 654 750

tsdft.dischargesupportteam@nhs.net

HAPPY NEW YEAR FROM ALL AT CARERS AID TORBAY

The days are going to get longer and lighter bit by bit, really they are, and I write this thinking of you, holding your favourite beverage cupped in your hands, as you think of spring and the crocuses pushing their way through the soil.

As ever we have been pushing for your rights and entitlements, your care and your support. Last year we dashed about on Carers Rights day showering Chelston, St Mary Church and Welleswood with our leaflets and smiles. Our Christmas coffee morning and raffle at the "Anchorage" was a stupendous success and we were all envious of our lucky hamper winner.

Please check out our website www.carersaidtorbay.co.uk to check out our upcoming events and all the workshops/groups we offer.

We provide a one to one enabling service for Carers Monday to Thursday 9-4 and Fridays 9-1, as well as manning the Olive Carers centre in Plainmoor. We are able to provide free legal advice around your Caring role and we support groups and individuals across the Bay. Our Men Matter group still meets up regularly and is very welcoming of new members. Simon shares his fishing expertise with Carers and Pennie is always available to suggest a good read. Please give us a ring whether you need information, advocacy, a carers assessment or a listening ear – we are here to support you on **01803 323510**

We work out of the Olive Carers Centre, St Edmunds, Victoria Park Rd, Plainmoor TQ1 3QH **01803 323510** and we are here to help for you

We also run a benefit and entitlement service-Bay Benefits – 07530 790354

Bay Benefits runs on Tuesdays and Thursdays 9-4 out of the Olive Carers centre Kyla is always delighted to hear from you. Last year Bay Benefits was able to get monies of over £240,560 into Carers pockets by way of Benefits and Entitlements. " I just thought things were bad for us, and well everyone, and we were unlucky but my wife made contact with Bay Benefits and she now has Carers allowance, I have PIP and we are managing so much better. "

Happy nearly springtime from us all.

We are Pennie, Steph, Julie, Simon and Kyla.



Julie Gibbs



Steph Doolan



Simon Day



Pennie Evans



Kyla Hayfield

Coming in the next edition:

- Update on Young Carers Action Day
- Plans for Carers Week 2023
- Update on our Carers' Strategy 21-24