

CAREERS NEWS

Informing carers in Croydon

Sept/Oct 2011

Civil Unrest in Croydon

After the shocking events in August, organisations in Croydon are working closely together to help those affected by the civil disruption. Croydon Council's Contact Centre can be reached on 020 8726 6000 for advice about housing and social care support. Croydon Voluntary Action (CVA) can be contacted on 020 8253 7060 for support and free meeting space if the unrest has had an impact on your organisation or business. CVA is also coordinating volunteering opportunities and involving young people. If you are a carer who is concerned about the events in any way, please contact the Carers' Information Service on 020 8649 9339 and we will ensure that you are put in touch with the most relevant support services, in addition to assisting you directly.

New Police Number

A new national police non-emergency number -101 - will be adopted by every police force in England and Wales by early next year. While 999 is a well-recognised number used to report emergencies, the 2010 British Crime Survey found that only 54% of the public know how to contact their local police if they want to talk to them about policing, crime or anti-social behaviour. The introduction of the 101 number aims to provide one easy way to contact your local police force to report non-emergency crime and disorder or to speak to your local officers. People living in London, Hertfordshire and Essex now have access to 101 and further information and details can be found at www.police.uk/101.

At the Carers' Information Service, we often receive enquiries from carers about what to do when they cannot get the person they care for up after a fall, particularly when they do not appear to be injured. The emergency services have advised that in this situation you should always call 999 rather than the new number and the ambulance service will assist you.



Watch Out For Scams

The Office of Fair Trading has published a new booklet entitled *Can you stop the person you care for from being scammed?* Scams are schemes to con individuals out of money and every year three million people fall victim to them in the UK, with the elderly and vulnerable being particularly targeted. Common scams include fake prize draws and lotteries, miracle health cures, investment scams, work-from-home schemes... and many more. If you do not live at the same residence as the person you care for, look out for the warning signs below. Does the person you care for:

- Receive a lot of junk mail?
- Receive frequent calls from strangers?
- Become secretive when discussing finances with family or close friends?

The Office of Fair Trading gives the following tips:

- Be sceptical - beware of extravagant promises
- Take your time - scammers don't like to give you time to think
- Know who you are dealing with - don't be taken in by professional looking websites and marketing materials
- Protect your financial information - never give bank details and passwords to someone you do not know. Trustworthy companies will never ask you for this information.
- If you are in any doubt about whether something is legitimate, don't reply.

Instead just bin it, delete it or hang up and tell a trusted family member or friend.

If you think the person you care for has been caught by a scam call Consumer Direct on 08454 04 05 06 for advice. To request a copy of the booklet, call the Office of Fair Trading on 0800 389 3158.

Coming Soon...

Information Day for Carers

The Carers' Information Service, in partnership with Croydon Council, is holding an information event in the Arnhem Gallery at Fairfield Halls on Wednesday 16 November from 10 am - 4 pm. Local organisations will be on hand to talk about what their service offers and how they may be able to help carers and those they care for. You do not need to book a place at this event - you are welcome to just drop in; refreshments will be available throughout the day. For more information call us on 020 8649 9339 or email the CIS Manager helenthompson@carersinfo.org.uk.

Diary Dates



The MS Society Croydon Branch holds fortnightly information meetings for those affected by MS, including carers, on Thursdays between 10 am and 12 noon at Christ Church Lounge, Christ Church, between 861 & 863 Brighton Road, Purley CR8 2BN. The meetings give you the opportunity to discuss issues such as caring for the first time or simply pop in for a coffee and a chat. Forthcoming meetings take place on 22 September, 6 October and 20 October. The branch also supports young carers with a dedicated page in their newsletter and resources such as *MS in Your Life - a Guide for Young Carers*. For information, contact Debbie Henn on 020 8660 0389 or see www.croydonms.org.

Croydon University Hospital (formerly Mayday) will be holding a free public open day on Saturday 24 September from 10 am – 3 pm. There will be information available on Croydon Health Services, specific health issues, a wellbeing zone giving a free diet and lifestyle check, live entertainment in the main entrance, community organisation information stalls and activities for the whole family. Contact CUH main reception on 020 8401 3000 or see www.croydonhealthservices.nhs.uk.

The Alzheimer's Society Croydon Service will be holding its annual memory walk on Sunday 25 September at 2 pm in Park Hill Playing Fields, Croydon CR0 5PA. This is the tenth anniversary of the walk, which aims to raise awareness of dementia and the work done by the local branches. The Memory Walk is a simple Sunday afternoon stroll around the circumference of the park in the company of others. There are many reasons why people might participate in a Memory Walk. It may be in memory of someone in particular or to celebrate the gift of memory, which people with dementia lose. It may also be to help raise much-needed funds for the Croydon Service by pledging a one-off donation or asking family and friends to make collective donations. You can just turn up on the day; visit the registration tent and one of the stewards will take your details. If you do need more information, contact Mashhood Ahmed on 020 8916 3587.

An Empowering Family and Carers event will take place on Monday 26 September from 4.30 pm - 7.45 pm at Bishopsgate Centre, Bethlem Royal Hospital, Monks Orchard Road, Beckenham, Kent BR3 3BX. This is a regular event and is an opportunity to find out about mental health services for family members and carers of new and existing service users. There are 'surgeries' at each event so you can meet professionals, get information about benefits, support services, medication, care and treatment. If you are feeling isolated or alone as a carer, there is a planned programme of eight 'Peer Support' workshops available. You can attend a taster session and enrol for these at this event. If you would like to attend please email suiteadmin@slam.nhs.uk or call 020 3228 3235.

Carers Education Meetings for mental health carers, professionals and service users are run every other month at Courtyard House, 1d Church Road, Croydon CR0 1SG from 7 pm. The topic of medication, with speaker Dr Tony Davies will be discussed on Wednesday 28 September and the meeting on Wednesday 23 November will include a speaker from Croydon Community Opportunities Service (CCOS). For more information call Yvonne Webster on 07930 617 691 or email yvonnewebster_68@hotmail.com.

The Carers' Information Service will be at Croydon University Hospital on Wednesday 28 September and 26 October in the main reception. Pop in for a free information pack and to talk to our advice workers about any caring issues affecting you.

The Working Carers Support Group, run by Croydon Crossroads Carers Support Service will be meeting on Wednesday 28 September and Wednesday 26 October from 6.30 - 8.00 pm at Holiday Inn Express, 1 Priddy's Yard, Croydon CR0 1TS. For more information call Donna Richmond on 07760 990 205.

Croydon Carers Centre is running a series of minibus trips this autumn and a Christmas shopping coach trip to Calais (France) on 18 November, 9 am - 9 pm. Please note that all trips must be paid for in advance and are non-refundable. Details are subject to change, so please call Croydon Carers Centre on 020 8688 7219 for more information.

Rethink BME mental health carers support group will be meeting on Tuesday 4 October from 6.30 to 8.30 pm and the afternoon carers support group meets on Tuesday 25 October from 2.30 - 4.30 pm. Both groups welcome new members and meet at Courtyard House, 1d Church Road, Croydon CR0 1SG. For more details please ring Pauline Fisher on 020 8649 6294.

Age UK Croydon is taking enquiries in September and October for their mid-November computer course for people of all ages and abilities. Each course lasts for an hour a week, for six weeks and costs £50 including VAT, but if you are 60 or over, or registered disabled, it is £42. Training is offered at beginner, intermediate and advanced levels. Carers are warmly welcomed to contact Age UK Croydon on 020 8680 5450 for more details.

International Day of Older Persons is on Saturday 1 October and Croydon OPeN (Older People's Network) is having a 10th birthday party celebration event at Croydon Town Hall to mark the occasion. The event runs from 10 am - 2 pm and will include entertainment, refreshments and a question and answer session with one of the GP commissioners, Hannah Miller (Deputy Chief Executive of Croydon Council), Mark Justice from Croydon Neighbourhood Care and Helen Thompson from the Carers' Information Service. For details ring CNCA on 020 8662 1000.

Find out about volunteering by coming to a two day event to recruit and celebrate volunteers in the Whitgift Centre at the main entrance near WH Smiths on Friday 7 and Saturday 8 October, during shopping hours. Various charities are coming together including Croydon Neighbourhood Care, Age UK Croydon, Croydon Hearing and the Carers' Information Service. This follows on from a week of events thanking volunteers right across the borough.

Value Of Carers' Service Put At £814m Per Year

The Princess Royal Trust for Carers (PRT) has found that an investment of less than £5 million in services provided by five Carers' Centres resulted in at least £73 million worth of social gains in a year. The Trust has published its findings in a new report titled *Carers' Centres: What impact do they have?*

Director of Operations, Jane Burt, said: 'These services result in a real return to society, helping carers to continue to care confidently and safely. Carers provide support that is valued at £11.9bn a year. And services that help carers to continue caring are vital to society's ability to look after its increasing elderly and disabled population.' This gain in value arises from carers maintaining better physical and mental health by reducing stress and depression. In addition to this the person who is cared for is able to continue living at home while some carers' may be able to continue working. The services targeting young carers play a crucial role in assisting young carers to continue education, find employment or receive training.

Digital Switchover Help Scheme

The digital TV switchover is when analogue TV signals will be turned off enabling virtually all homes to receive digital TV free via an aerial, including those served by local relay transmitters. The Switchover Help Scheme can help to convert your TV to digital if you are aged 75 or over; or receive Disability Living Allowance, Attendance Allowance, Constant Attendance Allowance or mobility supplement; or have lived in a care home for six months or more; or are registered blind or partially sighted. There is a checklist you can go through via their website to see whether you have to pay: www.helpscheme.co.uk/en/eligibility. To find out when you switchover and what your digital options are, visit www.digitaluk.co.uk or call Digital UK on 08456 50 50 50.

Asthma Resources

Asthma UK has produced a new set of resources for people with learning disabilities who have asthma. They use easy to read language and illustrations to help people with learning disabilities manage their asthma more effectively.

An *All about Asthma* pack contains the following:

- A booklet that explains what asthma is, the triggers and treatments and how to look after your asthma
- An Asthma Attack card - what to do in the event of an asthma attack
- Inhalers Card - a handy tool to remind people when to take their inhalers

The pack is available to order free at www.asthma.org.uk/easytoread or by contacting the Supporter Care Team on 0800 121 6255.

Carers Week 2012

As part of the early planning ideas for Carers Week 2012 (June 18-24), Carers Week organisers at Carers UK are researching all things Olympics. They are keen to find out about carers and/or their families in the UK who had/have an Olympic link of any kind. Were you an Olympic contender? Did you travel with the GB team? Did you see Olga Korbut close up? Do the Olympics mean something special for you as a carer? Whatever your role or link, Carers UK would like to hear from you. Please send your details to the new Carers Week Media Officer, Rebecca Couper, at Rebecca.Couper@carersuk.org or call the Carers Week hotline on 0845 241 2582.

Just Can't Wait?

If you struggle to find a toilet to use when you are out and about the Just Can't Wait toilet card may help. The Bladder and Bowel Foundation can provide a credit-sized card, which states that the cardholder has a medical condition that requires the urgent need of a toilet. The card does not guarantee you access to a toilet but many places will be willing to help. The Bladder and Bowel Foundation do ask for a donation of £5 towards the cost of sending out a card. To request a card please contact them on 01536 533 255 or visit their website www.bladderandbowelfoundation.org



Cinema Subtitle Glasses for Deaf Film Fans

BBC News has recently reported that people who are deaf or hard of hearing have long complained that subtitled films are often shown at unsociable times and can suffer from technical problems. But a solution could soon be available in the form of special glasses, which allow the wearer to see subtitles directly in front of their eyes. Sony's subtitle specs are expected to become available in UK cinemas next year. Support in Croydon for people affected by hearing loss is available from Croydon Hearing, tel: 020 8686 0049.

New Bereavement Service

The Department of Work and Pensions has launched a new service to provide practical help and information to bereaved customers. Not only can customers contact them to report a death, the service can also check eligibility for a number of benefits and make claims for Funeral Payment or bereavement benefits, all in a single phone call. Contact the DWP Bereavement Service on 0845 606 0265.

CIS Training Courses

Carers' Information Service training courses for carers

continue on Tuesday 18 October at Cornerstone House, 14 Willis Road, Croydon CR0 2XX from 9.30 am - 3 pm. This month we are offering "The Happy Course" which looks at how to clear the path to happiness, how to access that state of mind that will arouse this wonderful feeling and look at ways to access happiness to sustain us through life's ups and downs. The course will cover:

- What is happiness? When are we at our most joyful?
- What gets in the way of happiness, what to avoid - 'the more we chase it, the more it flees'
- How to find happiness in the here and now, inside you
- Knowing what we enjoy and find what helps us to be happy
- Strategies to use for a happier life

It will be a light hearted and meaningful day, with not just theory but plenty of discussion with others, and a chance to talk about what you can do to be increasingly happy in the everyday of things! All of our courses are free and lunch is provided.

For details and to book a place contact Ruth Laws, Volunteer & Training Coordinator, on 020 8649 6280 or email ruthlaws@carersinfo.org.uk. Please note that all courses are for unpaid carers, we are unable to give a place to paid care workers.

Services In Croydon



Kids Croydon Parent Partnership Service

We are delighted to have new neighbours! Kids Croydon Parent Partnership Service has moved to Courtyard House, 1d Church Road, Croydon CR0 1SG. Telephone number 020 8649 9339, option 4. The Parent Partnership Service gives information and support to parents and carers on all aspects of Special Educational Needs.

I-Count Register

The I-Count Register of disabled children and young people is now up and running again and will be run by a specific team within the London Borough of Sutton. Existing I-Count Cards continue to be valid until December and new cards will be sent out to registered users before the end of the year. Applications for replacement, lost or damaged cards should be made direct to I-Count Registers on 020 8410 3466.

Treetops Afterschool Club

There are a few vacancies at the Treetops afterschool club for children aged 6 – 12 who have special needs. Please contact Treetops on 020 8689 8170 for further details.

Croydon Whizz-Kidz Ambassador's Club

Whizz-Kidz provides disabled children with the essential wheelchairs and other mobility equipment they need to lead fun and active childhoods. The organisation also runs the Ambassador's Club, which is a way of meeting and making friends who are also wheelchair users. There is a lot to do and get involved with, including music and drama workshops, wheelchair sports and other games. Young ambassadors also create their own campaigns so that they get the chance to be heard and make a difference to their communities. Whizz-Kidz helps disabled children gain confidence and practical skills at training events, and they also work with employers in lots of different sectors to enable the club members to gain work experience and Saturday jobs. Contact Fiona McNaught of the Croydon Branch on 020 7798 6129 or email f.mcnaught@whizz-kidz.org.uk

Are you a carer aged 60 or over?

Would you be interested in joining a new club to meet people and enjoy a film or a lunch at a suitable venue? Croydon Mencap Carers Assessment and Support Service (CASS) is thinking of setting up a Cinema Club, where you can enjoy the cinematic experience of new films or golden oldies, and a lunch club - a chance for a social get together and a break from caring, with a tasty lunch into the bargain. If you are interested please call Tanya Fitzgerald on 0208 684 5890.

Faith-Based Support for Disabled People

Following an enquiry from a carer, we have discovered that some local churches offer services specifically for people with disabilities and their carers. The Carers' Information Service welcomes information on all faiths, so if you are aware of any services attributed to your faith that would be of interest to carers and those they look after, please let us know on 020 8649 9339.

Purley Baptist Church, Banstead Road, Purley CR8 3EA holds a bi-monthly service for people with a learning disability. This service is called Jigsaws and includes worship, teaching, craft, puppets and a light tea. The next services will be held on October 2 and December 4. Please contact Wendy Nodding on 020 8668 4189 before attending, to enable enough craft material and refreshments to be made available.

St. Peter's Church, Rectory Lane, Woodmansterne, Banstead, Surrey SM7 3NR runs 'The 3 O'clock Special' service which lasts for 45 mins and is aimed at people with a learning disability. It is a very interactive service, which follows a theme each time. Services are held four times a year (February, May, September and November) followed by tea, sandwiches and cakes. The next 3 O'clock Special will be held on November 20. For more information contact Reverend Mick Hough on 01737 352 849 or at the Church Office on 01737 359 919.

Seeking a Personal Assistant

A Croydon carer is seeking to employ a Personal Assistant (PA) for her 78 year old mother, every evening from 6.30 to 9.30 pm, to give her a break from caring. The ideal candidate would be mature, calm and able to offer quiet companionship as well as physical tasks such as using a hoist. If you are interested, please contact Angela Webb, Carers Advice Worker at the Carers' Information Service on 020 8649 9339 for further details.

Bangladesh Welfare Association of Croydon

The Bangladesh Welfare Association of Croydon has started an Enabling & Innovation Project, which gives welfare benefits advice and information to people over 50. Meetings are held 3 days a week on Monday, Tuesday and Thursday. For more information please contact Mir.A Gofur on 020 8684 0272 or email bwac786@gmail.com

Carers' Information Service

Courtyard House, 1d Church Road, Croydon CR0 1SG
020 8649 9339 (option 1)
020 8686 3472 (Fax)
info@carersinfo.org.uk
www.carersinfo.org.uk

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