



Carers' Information Service  
What's New For Carers?  
**October 2014**

# What's New for Carers?



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## What's On at the Carers Support Centre

**All the events and activities at the Carers Support Centre in October, including:**

### Health, Wellbeing & Social Activities

Such as the Carers Cafe, free yoga classes, NHS Health Checks, flu jabs and free arm/hand/neck/shoulder massages.

### Advice Surgeries

On topics such as Benefits, Debt, Mental Health, Special Educational Needs and Employability Skills.

### Training & Information Sessions

Such as A Solution Focused Approach to Caring and Assertiveness & Building Confidence.



## Events for Older People

From Wednesday 1 to Wednesday 8 October, Croydon Council will be taking part in three national campaigns aimed at celebrating older people in the borough: Celebrating Age, Full of Life and Silver Sunday.

Alongside a wide range of partners, the

### SEN Conference

- **Craft Course for Carers**
- **Life After Caring**
- **The Impact of Caring on Relationships**
- **Our Birthday!**
- **Get Your Flu Jabs Here!**
- **Free NHS Health Checks**
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- **Dementia Communication**
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Council is holding a number of activities and events for older people, their families and friends. The programme consists of around 120 events and activities that include:

- Social and fun events for older people such as tea and luncheon parties, knitting and reading groups.
- Physical activities such as walking groups, aqua aerobics, 50+ Zumba and swimming.
- Intergenerational activities such as the big draw, IT workshops, wiggle and jiggle, crafts, rhyme and story time.
- Information technology such as ITea sessions, family history online sessions and computer classes.
- Information and advice around health, hobbies and activities.

All of the events/activities are free, but some require people to book their places in advance.

For details of all the events taking place in Croydon visit

**[www.croydon.gov.uk/community/equality/silversunday](http://www.croydon.gov.uk/community/equality/silversunday)**

## Sing Your Heart Out

We are very excited to announce that we will be offering free group singing sessions to carers on Wednesdays 1, 15, 29 October and 12 November, 1.15 - 2.30pm.



These sessions are open to any carer in Croydon, regardless of singing ability. There will be a range of musical styles on offer, including gospel, blues, and world music.

Singing brings a host of health and well-being benefits, including a calming effect equivalent to a yoga session, and promotes the release of endorphins – which is why it has a reputation for putting smiles on people's faces.

To book, call 020 8663 5609 or email

**[appointments@carersinfo.org.uk](mailto:appointments@carersinfo.org.uk)**

## Health Strategy Review

Croydon's Health and Wellbeing Board is asking residents for their views on improving health

services in the borough.

A drop-in session will be held on Wednesday 1 October, 2 - 6pm, at Croydon Conference Centre, 5-9 Surrey Street, Croydon CR0 1RG.

Issues up for discussion will include children's health, preventing illness and injury, helping people to recover, experience of care services, preventing premature death and long-term health conditions, and how best to support people to be independent and resilient.

When collated, residents' views will feed into a review of the council's Health and Wellbeing Strategy 2012-2018, which recommends where health improvements are most needed in Croydon.

The current Health and Wellbeing Strategy is available at  
**[www.croydonobservatory.org/Strategy\\_Health\\_and\\_Social\\_Care](http://www.croydonobservatory.org/Strategy_Health_and_Social_Care)**.

For further information visit  
**[www.croydon.gov.uk/democracy/dande/hwbb](http://www.croydon.gov.uk/democracy/dande/hwbb)** or call Public Health Croydon on 020 8726 6000 ext 60786.

## Transport Accessibility Show

Access All Areas is a free public exhibition and conference about disabled and older people's access to transport. The conference is being held on Thursday 2 October, 9.30am - 4.30pm, at the ExCeL Exhibition Centre, Royal Victoria Dock, London E16 1XL.



The event will highlight current and future innovations aimed at making it easier for everyone to get out and about in London. It will also provide an opportunity for disabled and older people and their organisations to discuss priorities for accessibility with leaders in the transport field.

The day will feature a range of interactive exhibits and activities, including:

- Life-size mock-ups of Tube and rail stations and street environments.
- Real buses, taxis, coaches and Dial-a-Ride vehicles.
- An innovation zone, including a bus which tells passengers when there are empty seats upstairs, freeing room for people who need it downstairs.
- A workshop where young people can swap tips on using public transport and discuss their experiences and priorities for the future.
- Seminars, discussion sessions and workshops on topics including: integration between rail services; conflict between cyclists and pedestrians; question and answer sessions with managing directors of London's bus companies; information for people with learning disabilities; and training of rail and bus staff.

The show will also provide a safe environment for disabled people to learn about transport and try out London's increasingly accessible network.

For more information, or to register for a place, visit [www.tfl.gov.uk/access-all-areas](http://www.tfl.gov.uk/access-all-areas).

## Debt Advice

The London Disability Debt Project holds advice surgeries at the Carers Support Centre on the first Friday of the month, 10am - 12 noon.

The next advice surgery will be on Friday 3 October.

The project can:

- Give advice on any debt problem, large or small.
- Make sure the correct benefits are being received.
- Help with budgeting and prioritising debts.
- Negotiate with creditors and set up affordable payment arrangements.

To book an appointment call 020 8663 5608 and leave a message, or email [appointments@carersinfo.org.uk](mailto:appointments@carersinfo.org.uk).



## Raising Awareness

**Lupus Awareness Month**  
[www.lupusuk.org.uk/latest-news/lupus-awareness-month](http://www.lupusuk.org.uk/latest-news/lupus-awareness-month).

**Bipolar Awareness Day,  
Tuesday 7 October**

[www.bipolaruk.org.uk/bipolar-awareness-day](http://www.bipolaruk.org.uk/bipolar-awareness-day).

**World Mental Health Day, Friday 10 October**  
[www.mentalhealth.org.uk/our-work/world-mental-health-day/world-mental-health-day-2014](http://www.mentalhealth.org.uk/our-work/world-mental-health-day/world-mental-health-day-2014).

**Hemiplegia Awareness Week, Monday 13 - Friday 17 October**  
[www.hemihelp.org.uk/awareness](http://www.hemihelp.org.uk/awareness).



## A Solution Focused Approach

Come to a two-day training course at the Carers Support Centre on Tuesday 7 October and Tuesday 4 November, 10am - 4pm\*, and find out how



a Solution Focused approach could transform the way you think about life and your caring role.

This training is free of charge to carers living in Croydon, and refreshments and lunch will be provided.

For more information or to book a place contact Ruth Laws (020 8649 6280, [ruthlaws@carersinfo.org.uk](mailto:ruthlaws@carersinfo.org.uk)).

\*Carers need to be able to attend both sessions.

### More Information

The Solution Focused (SF) approach started out as a way of helping people to solve problems within the context of counselling sessions.

It was soon realised that it could also be a philosophy: a powerful new approach to life and its challenges, helping people shift from the negative to the positive and from the problem to the solution.

The SF approach acknowledges present problems and past causes, but focuses on the present and what resources someone has within themselves to help them look to the future and achieve their goals.

In partnership with Brief, the world's leading centre for solution focused practice, we have developed a two-day Solution Focused Approach to Caring course, tailored to address the needs and concerns of carers.

Carers who have gone on this course in the past have described it as "life changing", "a revelation" and "the best course I've ever done."

## Your Housing, Your Questions

If you are a Croydon Council tenant or leaseholder and have a question or suggestion about your housing service (such as repairs, caretaking, tenancy, neighbourhood services, anti-social behaviour), come and have a face-to-face chat with officers, managers and contractors.



The Your Housing, Your Questions event will take place on Tuesday 7 October, 6 - 9pm, at Addington Community Centre, Central Parade, New Addington CR0 0JB.

Croydon Council wants to hear what you have to say and will do everything it can to answer your questions or deal with your concerns on the night or as soon as possible after the event.

Booking is not necessary – residents are welcome to just turn up.

Council services and partners will be providing advice and information at the event:

- Open Doors, a company that specialises in computer and internet training for tenants, will be running free digital training sessions where you can

learn basic internet skills, watch online demonstrations of job searches and how to create a CV, and find out how to manage your money online (including banking and shopping).

- Axis Europe (the Council's responsive repairs contractor) will be on hand to talk about its services.
- The Big London Energy Switch team could help you to get a better deal on your gas and electricity bills.

Refreshments will be provided.

## Make Sure You're Safe

Croydon Trading Standards will be testing electric blankets and small electrical appliances, free of charge, on Thursday 9 and Friday 10 October, 9.30am – 4.30pm, at:

- Selsdon Centre for the Retired (located within Sainsbury's), 132 Addington Road, South Croydon CR2 8LA (9 October), and
- Parchmore Community Centre, 55 Parchmore Road, Thornton Heath CR7 8LY (10 October).



A collection service will be available for residents who are housebound and unable to attend either venue.

To book an appointment or arrange a collection contact Croydon Trading Standards (020 8407 1311, [trading.standards@croydon.gov.uk](mailto:trading.standards@croydon.gov.uk)).

***Last year, 57% of the electric blankets and 54% of the appliances failed safety tests!***

## Mind Support Groups

Mind in Croydon has launched two new support groups for carers of someone with a mental health problem:



The **Sibling Carers Group** will meet every four weeks on a Saturday, 3 - 4.30pm, at Fairfield House, 10 Altyre Road, East Croydon CR0 5LA.

The next meetings will be 11 October and 8 November.

This group is for siblings of someone with a mental health problem.

The **Carers Support Group** will meet on the last Wednesday of the month, 10.30am – 12 noon, at the community room in Sainsbury's West Croydon, 9-11 London Road, Croydon CR0 2RE.

The next meeting will be on 29 October.

These groups are for carers who are over 16 and caring for someone who lives in Croydon.



If you would like to attend one of these groups call Angela Christinis on 020 8688 1210 or email [angela@mindincroydon.org.uk](mailto:angela@mindincroydon.org.uk).

## Pay Less for Energy

Croydon residents have an opportunity to get a better deal on their gas and electricity bills as part of The Big London Energy Switch - a collective switching energy auction.



76% of people who registered for the last Big London Energy Switch auction could have saved over £50 a year if they had switched to the winning supplier, average savings were over £100.

To take part you must register on the Big London Energy Switch website, [www.biglondonenergyswitch.org.uk](http://www.biglondonenergyswitch.org.uk), by Monday 13 October 2014.

For more information and to register with no fee or obligation visit [www.biglondonenergyswitch.org.uk](http://www.biglondonenergyswitch.org.uk) or call 0800 048 8112.

## What Can the Web Do for You?

This year, the eighth national Get Online Week takes place Monday 13 - Sunday 19 October, and aims to inspire people to see what the internet could do for them.



Whether you want to get a job, get healthy, get connected or get a bargain, getting online could help you.

It doesn't matter if you already know a little bit or have never touched a computer before, you can go along to one of hundreds of Get Online Week events this October and get a helping hand.

Find an event near you by calling 0800 77 1234 or visiting [www.getonlineweek.com](http://www.getonlineweek.com).

## Macmillan Support Group

The Croydon Macmillan Care and Cope Support group meets every other month, and gives people caring for someone who has cancer a chance to support, listen to and motivate each other.



The next group will be on Monday 20 October, 5.30 - 8.30pm, in the Oasis Restaurant at Croydon University Hospital. The speaker will be Dr Rishi

Chelvan, GP Champion for Carers in Kent.

For more information contact Benny Millier (020 8401 3441, [benny.millier@nhs.net](mailto:benny.millier@nhs.net)).

## Assertiveness for Carers

Do you wish you were more assertive?

Do people tell you that you should stand up for yourself more?

Do you accept a 'no' even when you know you're being 'fobbed off'?



Carers need to be able to stand up for themselves, and the rights of the person they care for ... so come to a day of Assertiveness and Building Confidence training on Tuesday 21 October, 10am - 3pm.

This training is free of charge to carers living in Croydon, and refreshments and lunch will be provided.

For more information or to book a place contact Ruth Laws (020 8649 6280, [ruthlaws@carersinfo.org.uk](mailto:ruthlaws@carersinfo.org.uk)).

## If Only I'd Known: Caring for Someone with Dementia

Six free workshops for carers (aged 16 and over) of people who have received a recent diagnosis of dementia, or people who think the person they care for may have dementia.

Each session covers a different topic and carers can enrol on one, some, or all of them.



### **Workshop 1: Signs to look for if you think someone may have dementia**

Tuesday 21 October, 11am – 1pm

### **Workshop 2: How to get a diagnosis if you are worried someone may have dementia**

Tuesday 28 October, 11am – 1pm

### **Workshop 3: Dealing with social care**

Tuesday 4 November, 11am – 1pm



#### **Workshop 4: Health of the person with dementia – physical and emotional**

Tuesday 11 November, 10.30am - 1pm

#### **Workshop 5: Care for the carer**

Tuesday 18 November, 10.30am – 1pm

#### **Workshop 6: The money side of things**

Tuesday 25 November, 11am – 1pm

All workshops are held at the CVA Resource Centre, 82 London Road, Croydon CR0 2TB, except workshops four and five which will take place at the Carers Support Centre.

For more information, or to book onto a workshop, contact SLaM Recovery College on 020 3228 3643 or visit [www.slamrecoverycollege.co.uk](http://www.slamrecoverycollege.co.uk).

On the enrolment form, under the section that says 'If you are a service user or supporter, please let us know the details of your main contact at SLaM' carers can put 'CSC Croydon' (a connection with SLaM is not needed for these workshops).

### **SEN Conference**

Croydon Family Lives SEND Support Service is organising a conference, Children's Futures in Croydon, for parents and carers of children and young people aged 0-25 with special educational needs and disabilities who live in Croydon.



The conference will be an opportunity to find out what is happening in Croydon regarding the Children and Families Act, and to hear from representatives from the Council's SEN Team and social care and health services.

The conference will be on Thursday 23 October, 9.30am – 3.30pm, at Croydon Clocktower, Katharine Street, Croydon CR9 1ET.

Places are limited and need to be booked by emailing [virginijas@familylives.org.uk](mailto:virginijas@familylives.org.uk).

### **Craft Course for Carers**

Croydon Adult Learning and Training (CALAT) is running a one-day course called Creative Resources for Carers.

This course helps carers to create a unique tactile, visual and sensory resource (such as a fiddle mat or cushion) for the person they care for.



The course takes place on Saturday 25 October, 10am - 3pm, at CALAT Coulsdon Centre, 41 Malcolm Road, Coulsdon CR5 2DB, and costs £30.

For more information contact Stephanie Newell-Price (020 8604 7075, [stephanie.newell-price@croydon.gov.uk](mailto:stephanie.newell-price@croydon.gov.uk)).

To book a place call 020 8726 7777 or visit [www.calat.ac.uk](http://www.calat.ac.uk).

*There aren't any discounts available for this course, but any carers who would struggle to pay the course fee can apply to CALAT's Access Fund (this fund is limited, and is run on a first come first served basis).*

## Life After Caring

Former carers who live in Croydon and no longer have a caring role following a bereavement, are invited to an information session at the Carers Support Centre on Thursday 13 November, 10am - 12 noon.

For more information or to book a place contact Ruth Laws (020 8649 6280, [ruthlaws@carersinfo.org.uk](mailto:ruthlaws@carersinfo.org.uk)).



## The Impact of Caring on Relationships

Being a carer can have a major impact on relationships, not just with the person you care for, but with other family members and friends as well.



If you would like to explore how your caring role is affecting the relationships in your life come to our free training day on Tuesday 25 November, 10am - 3pm, at the Carers Support Centre.

This training is free of charge to carers living in Croydon, and refreshments and lunch will be provided.

For more information or to book a place contact Ruth Laws (020 8649 6280, [ruthlaws@carersinfo.org.uk](mailto:ruthlaws@carersinfo.org.uk)).

## Our Birthday!

We celebrated the Carers Support Centre's first birthday on

Tuesday 23 September by hosting a delicious afternoon tea for over 40 carers.

For more information about our first year, and photos of the celebrations, visit



[www.carersinfo.org.uk/carers-support-centre/first-birthday-celebrations.html](http://www.carersinfo.org.uk/carers-support-centre/first-birthday-celebrations.html)

## Get Your Flu Jabs Here!

Getting the flu is no fun, but if you're a carer it can be a particular concern as you worry about who would look after the person you care for if you are unwell. We're working with the NHS to try to alleviate some of that worry by offering carers free flu jabs at the Centre.



Flu jabs are now available on Tuesdays (1 – 4pm) and Thursdays (10am – 1pm) until the end of October. Any carer aged 18 and over is eligible. Carers do not have to be Croydon residents, and do not need to bring ID or medical information with them.

There is no need to book, you can just turn up on the day.

## Free NHS Health Checks

Eligible carers can access their free NHS Health Check at the Carers Support Centre on Wednesdays, 10am - 4pm.

You are eligible for a free NHS Health Check if:

- You are aged 40-74.
- You live in Croydon, or you live outside Croydon but are registered with a Croydon GP.
- You have not had an NHS health check in the last five years.
- You have not been diagnosed with and are not taking medication for cardiovascular diseases.



To book a Health Check at the Carers Support Centre call 020 3282 7886 and quote 'carers' or visit [www.nhshealthcheck.com/croydon](http://www.nhshealthcheck.com/croydon). Alternatively, carers are welcome to just turn up on the day and wait for a free appointment.

For more information on health checks visit

**[www.croydon.gov.uk/healthsocial/phealth/healthchecks](http://www.croydon.gov.uk/healthsocial/phealth/healthchecks)**

## One Office Still Remaining!

We have one remaining office available to let in the Carers Support Centre, which is suitable for up to eight members of staff.

This is a brilliant opportunity to be part of the Centre and work alongside ten other voluntary organisations, including Parents in Partnership, Family Lives Croydon SEND Support Service, Crossroads Carers Support and Advocacy Service and Off the Record's Young Carers Project.



For more information contact Helen Thompson (020 8649 6284, **[helenthompson@carersinfo.org.uk](mailto:helenthompson@carersinfo.org.uk)**).

## Family Lives Needs Volunteers

Family Lives Croydon SEND Support Service is looking for volunteers.



If you are interested in working with young people with special educational needs (SEN) and their parents, this is an exciting opportunity.

Would you like to:

- Learn more about how education and health care services are supporting young people with SEN?
- Be part of a welcoming team and develop your skills with our support?
- Receive full training?
- Give at least four hours per week and more if you like?
- Receive out of pocket expenses?

No qualifications needed, just a commitment to supporting families and a positive attitude.

For further information contact Rebecca Cooper (07511 140 650, **[rebeccacb@familylives.org.uk](mailto:rebeccacb@familylives.org.uk)**) or visit

**[www.familylives.org.uk/content/volunteer-family-lives](http://www.familylives.org.uk/content/volunteer-family-lives)** for a full role description and an application form.

## Electronic Prescription Service

The Electronic Prescription Service (EPS) enables prescribers - such as GPs and practice nurses - to send prescriptions electronically to a dispenser (such as a pharmacy) of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient for patients and staff.



For more information visit [www.hscic.gov.uk/epspatients](http://www.hscic.gov.uk/epspatients), your pharmacy or GP practice.

## Cuts to DSA Postponed

Changes to Disabled Students Allowance (DSA), intended to encourage universities to take greater responsibility for the additional non-medical costs incurred by disabled students, will be postponed until 2016/17, the Universities and Science Minister has announced.



For the Minister's full statement go to [www.gov.uk/government/speeches/higher-education-student-support-changes-to-disabled-students-allowances-dsa--2](http://www.gov.uk/government/speeches/higher-education-student-support-changes-to-disabled-students-allowances-dsa--2).

## The PANTS Campaign

Mencap and the NSPCC have teamed up to launch two new resource packs to raise awareness about the risk of sexual abuse of children with a learning disability.



The resources are a new part of NSPCC's Underwear Rule campaign. The guides, which have been co-produced by Mencap and NSPCC, are called PANTS. One guide is for parents or carers with a learning disability, and the other is an accessible guide for children with a learning disability.

PANTS stands for:

- **P**rivates are private.
- **A**lways remember your body belongs to you.
- **N**o means no.
- **T**alks about secrets that upset you.
- **S**peak up, someone can help.

Studies have shown that children with a disability are three times more vulnerable to sexual abuse. Mencap and the NSPCC want to encourage parents to talk to their children to help keep them safe.

You can download the two guides below:

- [\*\*PANTS guide for children with a learning disability\*\*](#).
- [\*\*PANTS guide for parents or carers with a learning disability\*\*](#).

For more information visit [\*\*www.mencap.org.uk\*\*](http://www.mencap.org.uk).

## Family Support Survey

Contact a Family is conducting a survey on behalf of the Department for Education (DfE) to gain people's views on family support services in England.



The DfE will use the information people provide in response to this survey to evaluate the effectiveness of these services.

To take part in the survey go to [\*\*www.surveymonkey.com/s/DfE\\_DM\*\*](http://www.surveymonkey.com/s/DfE_DM).

## Dementia Communication

DemTalk is an online toolkit to help facilitate effective communication with and for people living with dementia.



The DemTalk project was facilitated by the Alzheimer's Society and involved tapping into the expertise and real-life experiences of experts, family members and people living with dementia.

It offers free advice and shares ideas about how everyone can make communication easier and better.

Different versions of the toolkit are tailored for different people:

- Family carers.
- Social carers (such as care home or day centre staff).
- Health and care professionals.

To find out more visit [\*\*www.demtalk.org.uk\*\*](http://www.demtalk.org.uk).

## EmergencySMS

The emergencySMS service lets deaf, hard of hearing and speech-impaired people in the UK send an SMS text message



to the UK 999 service where it will be passed to the police, ambulance, fire rescue, or coastguard.

This service is an add on to the existing 999 and 18000 services that are available in the UK.

The SMS text message will be connected to 999 through the Text Relay 18000 service.

A relay assistant will speak the SMS message to the 999 advisor, their reply will be sent back as an SMS message.

If people then send another SMS text message the relay assistant will read it to the 999 advisor and send their reply back.

People will need to register their mobile phone before using the emergencySMS service. To register, and for more information, go to [www.emergencysms.org.uk](http://www.emergencysms.org.uk).



## Young & Disabled?

*"Are you 18 to 25, with the thwarted ambition of knowing what would help you and others to create or obtain work but no one is listening?" (Disability Rights UK website).*



**Disability Rights UK** (DRUK) is establishing a forum to test its campaign work and is inviting potential members to get in touch.

Members of the forum will help DRUK develop their campaign plans and activities to increase the participation of disabled people in work, apprenticeships and the gaining of skills.

Expressions of interest are invited via email ([philip.connolly@disabilityrightsuk.org](mailto:philip.connolly@disabilityrightsuk.org)) or telephone (020 77250 8193).

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