

February  
- April  
2016



# Carers News

Informing carers in Croydon

Carers  
Information  
Service

## Save Money and Keep Warm This Winter

Carers UK research in 2015 found that a third of carers had cut back on essentials like food and heating during the winter in order to manage the extra costs of caring for someone at home. As the mercury plummets, here are ten tips to help you through.

### 1. Get hold of some really useful free guides:

- **Carers: Help with Household Finances**, by calling Carers UK on 0808 808 7777, or downloading from: [www.carersuk.org/help-and-advice/financial-support/help-with-household-finances/fuel-costs](http://www.carersuk.org/help-and-advice/financial-support/help-with-household-finances/fuel-costs).
- **Parent Carers: Help with Fuel Bills and Keeping Warm**, by calling Contact a Family on 0808 808 3555, or downloading from: [www.cafamily.org.uk/advice-and-support/resource-library](http://www.cafamily.org.uk/advice-and-support/resource-library).
- **Older people: Winter Wrapped Up**, by calling Age UK on 0800 169 2081, or downloading from: [www.ageuk.org.uk/health-wellbeing/keeping-your-body-healthy/winter-wrapped-up/preparing-for-winter](http://www.ageuk.org.uk/health-wellbeing/keeping-your-body-healthy/winter-wrapped-up/preparing-for-winter).
- **Disabled People: Fuel Overview**, by calling Scope on 0808 800 3333, or downloading from: [www.scope.org.uk/Support/Disabled-people/Fuel/Overview](http://www.scope.org.uk/Support/Disabled-people/Fuel/Overview).

### 2. Get advice if you are worried about your energy bills and keeping warm:

- Call the **Home Heat Helpline**, 0800 33 66 99, or go to: [www.homeheathelpline.org.uk](http://www.homeheathelpline.org.uk).

### 3. Make your home more energy efficient:

- Contact the **Energy Saving Advice Service** on 0300 123 1234, or go to: [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk) to see if you can get help with insulation and energy efficiency costs.



### 4. Upgrade your boiler:

- The **Energy Company Obligation (ECO)**, is a government scheme funded by utility companies to replace old and inefficient gas boilers. A grant can be given to low income households (homeowners or private tenants) who receive qualifying benefits. The amount the grant covers varies but is usually a substantial part of the cost.  
Call the Energy Saving Advice Service on 0300 123 1234 or go to: [www.gov.uk/energy-company-obligation](http://www.gov.uk/energy-company-obligation).

### 5. Find out if you are eligible for any of the following payments:

- The **Winter Fuel Payment** helps older people born on or before 5 January 1953 (this date changes every year) with the cost of fuel bills during the colder months. Payment is automatic if you received a payment last year. New claims must be made by 31st March. Call the Winter Fuel Payment helpline on 0845 915 1515, or go to: [www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment).
- You may get a **Cold Weather Payment** if you're getting certain benefits. Payments are made when the temperature in your area is recorded as, or forecast to be, zero degrees Celsius or below for seven consecutive days. If you are eligible, you'll be paid it automatically. Tell your pension centre or Jobcentre Plus office if you think you should have received a Cold Weather Payment but you haven't, or go to: [www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment).
- The **Warm Home Discount Scheme** is administered by energy suppliers and gives £140 to help pay your electricity bill. Pay As You Go customers receive the £140 credit on their electricity key or meter and the payment may be used to offset any outstanding balance. You qualify for the discount if on 12 July 2015 you were on a low income or in receipt of certain means-tested benefits. Check with your supplier to see if you're eligible or go to: [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme).





## 6. Contact your energy supplier to join the Priority Services Register:

- The **Priority Services Register** is for disabled people, pensioners and those with long-term ill health and is run by energy suppliers. Carers can register on behalf of an eligible person, there is no charge and you can register for all or some of the services. Services which might be available include: moving your meter free of charge to make it easier for you to access; having controls or adaptors provided to make your meter or appliances easier to use; free quarterly meter readings if you tell your supplier you can't read it yourself; priority reconnection if your supply is interrupted and advance notice if they have to stop your supply; alternative facilities for cooking and heating if your energy supply is interrupted; additional protection from bogus callers with a password protection scheme; arranging for your bills to be sent or copied to someone else, such as a carer, who can help you read and check them; free advice and information about the services available because of your age, disability or chronic illness.

## 7. Find out if you are eligible for these grants:

- The **Health Through Warmth Scheme** offers help to homeowners, who have long-term illnesses and low income, who may need help repairing a broken heating system, installing a new one or fitting insulation. Call 0800 022 220 (select the energy efficiency option) or go to: [www.healththroughwarmth.com](http://www.healththroughwarmth.com).
- Charis Grants** administers six utility trust funds on behalf of Affinity Water, Anglian Water Assistance Fund, British Gas Energy Trust, EDF Energy Trust, npower Energy Fund and South East Water. Customers of any of these companies can apply for help clearing or reducing arrears and some will help with other household bills or costs. Call 01733 421 021 or go to: [www.charisgrants.com](http://www.charisgrants.com).
- The **National Benevolent Charity** gives regular payments and one-off grants to cover emergencies, such as replacing a broken refrigerator or central heating boiler, or repairing a leaking roof. To be eligible for assistance, an applicant must have been resident in the UK for the last 2 years and should be of pension age to qualify, or be unable to work because of exceptional circumstances, such as chronic sickness, disability or some other reason and must be able to show substantial financial need. Financial criteria applies. Call 01666 505500 or go to: [www.thenbc.org.uk](http://www.thenbc.org.uk).

## 8. Ask your supplier for a discounted rate:

- Some suppliers offer discounted tariffs for vulnerable customers, referred to as 'social tariffs'. Each supplier will have its own eligibility criteria, for example they may help people over 60 or those with disabilities or in receipt of certain benefits. If you are unable to benefit from a special discounted tariff it is still worth asking if you could be paying less. They may be able to offer you a cheaper deal, or you might be able to save money by paying in a different way, such as by direct debit. If you don't have any luck, use a price comparison website to see if you can find a better deal from another energy supplier.

## 9. Reduce your water costs too:

- Contact **Save Water Save Money** on 0800 822 3922 or go to: [www.savewatersavemoney.co.uk](http://www.savewatersavemoney.co.uk) to see if you can get free water saving gadgets via your water company.

## 10. Get debt advice:

- If you are having trouble paying your bills, don't let utility bill debts mount up - come to our new specialist debt advice clinic, run by South West London Law Services. See the Carers Support Centre advice surgeries information on the back pages for details.

## Benefits News

The government has been consulting on proposals to abolish Attendance Allowance for future claimants and transfer the budget and responsibility for Attendance Allowance to local government. Attendance Allowance is for people aged 65 or over who need help because of disability or illness. It is tax-free and not affected by income, savings or employment status. Carers of people in receipt of AA could then be eligible for Carer's Allowance. It is recommended that anyone who may be eligible but who hasn't yet made a claim, should do so as soon as possible. Claim packs are available from the Attendance Allowance helpline: 0345 605 6055.

More encouraging news is that the High Court has ruled that carers in receipt of Carer's Allowance should be exempt from the benefit cap, following a judicial review challenge by two families. The benefit cap is a limit on the total amount of certain benefits you can get if you are of working-age. For more information see [www.gov.uk/benefit-cap](http://www.gov.uk/benefit-cap).

The rate of Carers Allowance will remain unchanged at £62.10 per week in April. We have claim packs in the Carers Support Centre, or you can call the Carers Allowance helpline on 0345 608 4321.

## Free Respite

Croydon carers who are over 18 and caring for an adult who is also resident in Croydon may be entitled to 60 hours of free respite from South Thames Crossroads. To be eligible, the cared-for person must not have received this service before, or be in receipt of any other care service from Council. To find out more, please call 020 8648 9677 or email [referrals@souththamescrossroads.org](mailto:referrals@souththamescrossroads.org).

## Online information about care and support



# CarePlace

As a response to the Care Act 2014 information and advice requirements Croydon Council is launching Careplace, a new online directory of services, providing information about care and community services and resources and details of registered care and support. The aim of the directory is to allow increased choice for individuals, their families and carers when choosing health, care and support services. To view the website go to [www.careplace.org.uk](http://www.careplace.org.uk).

# Do you care for...?

## A disabled child?

- In the UK, there are 800,000 disabled children under the age of 16 - that equates to one child in 20. For information and advice on any aspect of caring for a disabled child, parents can contact the national Contact a Family helpline by freephone on 0808 808 3555, or go to: [www.cafamily.org.uk](http://www.cafamily.org.uk).
- The QEF Equipment fair for disabled children will be held on Friday 4 March, 10am-3pm at QEF Mobility Services Centre, 1 Metcalfe Way, Carshalton SM5 4AN. The event includes demonstrations, free assessments, training and a wide range of exhibitors. For further details, call 020 8770 1151 or go to: [www.gef.org.uk](http://www.gef.org.uk).
- Parents in Partnership (PIP) supports Croydon parents and carers of children and young people with a special need or disability. PIP has some interesting workshops coming up:

### Wills and Trusts

**Tuesday 1 March, 10am-1pm  
at the Carers Support Centre.**

A seminar to consider how best to provide for your child in the future using wills and trusts.

**Benefits - Changes that affect me  
16 March, 10am-1pm  
at the Carers Support Centre.**

A session to look at recent changes in the benefits system and how they might impact on families.

For more information and to book a place on these workshops, call 020 8663 5626 or email [office@pipcroydon.com](mailto:office@pipcroydon.com).

## Someone with a mental health problem?

- The Croydon NSF Carers Support Group is a group of carers that meets every third Wednesday of the month, 7-9pm, at the Croydon Voluntary Action (CVA) Resource Centre, 82 London Road, West Croydon CR0 2TB (opposite Lidl and not far from West Croydon station and tram stop). The group offers empathy, advice and a safe place to talk over a cup of tea. Phone 07518 043 222 for further details, or just turn up.
- A 24-hour mental health telephone support line to help people who are experiencing mental distress has been launched by South London & Maudsley NHS Trust. The line is for service users, carers and anyone who needs help while in crisis: 0800 731 2864.
- Free half-day workshops, on the topic of mental health awareness of people with long-term conditions, are being offered twice a month at Bernard Weatherill House, 8 Mint Walk, Croydon CR0 1EA. These are for anyone working in health, social and community settings as well as carers or others providing informal support for people with long-term conditions. For more information call 020 3668 1758 or email [slamlearningsolutions@slam.nhs.uk](mailto:slamlearningsolutions@slam.nhs.uk).

## Someone with a learning disability?

A new survey by Mencap of 18-35 year olds with a learning disability has shown that almost 1 in 3 are not taking part in leisure activities. Mencap wants to highlight how many people with a learning disability can become cut off from the opportunities to have an active social life, and to encourage the public to engage with people with a learning disability. Mencap's Sidekicks programme aims to support people with a learning disability to have an active social life. Find out more: [www.mencap.org.uk/sidekicks](http://www.mencap.org.uk/sidekicks).

Croydon Mencap runs the Leslie Park Project, which supports younger adults aged 18-40 with learning disabilities to access leisure activities in the community (social services referral required) and also offers a social club and regular discos for people with learning disabilities and their families. Carers can also access information, advice, assessments and welfare benefits advice. Call 020 8684 5890 or go to: [www.croydonmencap.org.uk](http://www.croydonmencap.org.uk).

## Someone with dementia?

*Making your home dementia friendly* is a new booklet written by the Alzheimer's Society, which describes ways to create or adapt the home environment so that it remains a safe and familiar place for people with dementia. It also covers topics such as adaptations, lighting, furniture and keeping things in order. For a free copy, go to: [www.alzheimers.org.uk](http://www.alzheimers.org.uk) or call the Alzheimer's Society Dementia Helpline on 0300 222 1122, which can also provide information, support and guidance.

## Someone with a hearing impairment?

Croydon Hearing offers support to Croydon residents with a hearing impairment, including free batteries for NHS hearing aids, free advice and assessments for equipment at home and screening tests for people without hearing aids. They offer home visits for housebound residents and drop in surgeries around the borough. Call 020 8686 0049 or go to: [www.croydonhearing.org.uk](http://www.croydonhearing.org.uk).

## Movie Night

Fancy a night out at the cinema? South Thames Crossroads is running a carers cinema club on the first Wednesday evening of the month. To find out more, call 020 8663 5664 or email [carerssupport@souththamescrossroads.org](mailto:carerssupport@souththamescrossroads.org). Please note that South Thames Crossroads will be changing its name on 31 March 2016 to Help for Carers.



# Valuing Carers

Cares UK has produced a new report, *Valuing Carers 2015* which has found that the value of carers' contribution to the UK economy has risen to £132 billion per year. The calculation was made by multiplying the number of hours carers spend caring for someone by the cost of replacing this with paid for home care services. The report also shows local figures and estimates that there are just over 36,000 carers in Croydon- the highest number of all the London Boroughs.

You can access the report at [www.carersuk.org/valuingcarers](http://www.carersuk.org/valuingcarers), or call Carers UK on 0808 808 7777.

£132 billion  
per year!!



## The impact of caring

The issues of sleep problems and the impact of stress are often raised by carers, so we regularly offer one day workshops, led by an experienced facilitator to explore these areas in greater depth. For those unable to get to these sessions, our facilitator has offered some helpful suggestions.

Do you find it hard to drop off to sleep? Do you find yourself lying awake in the early hours worrying about the person you care for or perhaps other things going on in your life? Perhaps your sleep is interrupted to provide care for the person you look after. Whatever the reason, you are not alone. Many carers tell us that getting a good night's sleep is often very difficult and something that they worry about. There are lots of techniques that you can learn to improve your sleep. One tip that can really help is thinking about your diet. There are things you can eat which will help your body relax more easily into sleep. Here are a few things you can try.

- **Try herbal teas** - camomile and valerian have a calming effect and may help you sleep
- **Carbohydrates can help** - try eating a bowl of cereal, an oatcake or banana an hour before going to bed. This helps release insulin supporting our bodies to use tryptophan (an amino acid) to produce the sleep inducing melatonin
- **Tryptophan can be found in milk, oats, bananas, poultry, eggs, peanuts and tuna** - eating these foods as part of our diet, can help us to sleep better.
- **Drink a glass of warm milk** - it isn't just an old wives tale! Dairy products also contain tryptophan which help produce both serotonin and melatonin, brain chemicals which help us sleep. Calcium also helps our brains to use these chemicals better, so dairy products which also contain calcium are a double win!
- **Eating late at night** - means our bodies are working hard to digest as well as get us to sleep, so try eating your evening meal earlier.
- **Try to cut down on caffeine if you can** - try the herbal teas listed above.
- **Don't drink too much alcohol** - it often helps you fall asleep but then often means you are more likely to wake in the middle of the night.

Stress is something we all experience at one time or another. Carers who are juggling many different challenges can often experience increased stress levels over long periods. Feeling stressed is often when we have too much on our minds, too much to do and feeling out of control, especially when other people are demanding a lot of us. When we feel really stressed, it means we have a breakdown

in problem solving - stress and thinking often don't go together! A little bit of stress can be good for us, it can help us in difficult meetings, during driving tests or in exams. But long term stress can have an impact on our physical and mental health. Some of the key things that help manage stress are:

- **Relaxation time** - techniques like yoga and meditation help the body to relax and move away from the stress response. But even simple things like doing something you enjoy such as gardening, reading a book or taking a bath can reduce tension and help the mind refocus.
- **Exercising** - getting some physical activity into your day helps to reduce stress levels and helps release frustration and stress. Walking, swimming and even housework are all good ways of getting your body moving.
- **Eating healthily** - eating a poor diet places additional stress on your body and makes it more likely that we will reach for a sugary snack if new stresses arise. Try to eat a protein rich breakfast which will help balance your blood sugar throughout the day. Fresh fruit and vegetables will all help our bodies to work better.
- **Sleep** - if we don't sleep well we cope less well with stress that crops up during the day. Getting a good night's sleep will help replenish our bodies.

Our next managing stress workshop will be held in May - see the back pages for details.





# What's On at the Carers Support Centre

Carers  
Support  
Centre

All of the following free activities take place at the Carers Support Centre, 24 George Street, Croydon CR0 1PB. They are open to carers in Croydon and some must be booked in advance so please check the details carefully to avoid disappointment. The Carers Support Centre is a partnership between Croydon Council and the Whitgift Foundation and run by the Carers' Information Service. The Centre is open Monday to Friday, 10am - 4pm, and carers are welcome to drop in for information and advice on their caring role. To keep up to date with events, and be informed of new services, join our mailing list (our contact details are on the back page).

## Training & Workshops

*All of the following must be booked by calling 020 8649 6280, or emailing [ruthlaws@carersinfo.org.uk](mailto:ruthlaws@carersinfo.org.uk).*

### IT Buddy

Weekly on a Wednesday and Thursday, 10.30am - 12.30pm  
*Carers can bring in their own laptop or tablet, or use ours and discuss any IT issues they are experiencing with one of our volunteer IT Buddies.*

### Assertiveness Skills for Carers

Tuesday 8 March, 10am - 3pm  
*A one-day workshop for carers to learn about assertiveness, confidence and standing up for yourself and the person you care for.*

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

Mondays, 2 - 4pm on: 7 March, 14 March, 21 March, 4 April, 11 April, 18 April  
*A series of workshops for carers 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.*

### The Impact of Caring on Relationships

Tuesday 22 March, 10am - 3pm  
*A one day workshop to look at identifying how caring affects family and partner relationships and some ways of addressing the issues.*

### Path to Employment

Tuesdays every other month, 10am - 3pm on: 15 March, 17 May  
*45 minute appointment with an advisor on any issue relating to finding work, such as training, job-hunting, CV creation and interview preparation.*

### Managing Stress: a Workshop for Carers

Tuesday 10 May, 10am - 3pm  
*Caring can impact on your health and wellbeing - this workshop will identify the signs and symptoms of stress and give you some practical techniques you can use at home to combat it.*

### Alzheimer's Society in the Carers Café

Monthly on a Thursday, 10.30am - 12.30pm on: 4 Feb, 3 March, 7 April, 5 May  
*A Dementia Adviser is available to talk to any carer of someone who has or may have dementia.*

### Family Fund in the Carers Café

Monthly on a Thursday, 10.30am - 12.30pm on: 25 February, 28 April, 26 May  
*For parents and carers of a disabled or seriously ill child or young person, up to the age of 17. Find out how a Family Fund grant could help and receive support making an application.*

### NHS Health Checks

Weekly on a Wednesday, 10am - 4pm  
*Free health checks for carers and those they are caring for, aged 40-74.*

*All of the following must be booked by calling 020 8649 6280, or emailing [ruthlaws@carersinfo.org.uk](mailto:ruthlaws@carersinfo.org.uk).*

### Massage

Monthly on a Friday, 10.30am - 3pm on: 12 February, 11 March, 8 April, 13 May  
*A relaxing 25 minute hand & arm or neck & shoulder massage.*

### Keep Dancing! Ballroom Dancing for Carers

Six sessions on a Friday, 11am - 12noon on: 12 & 26 February, 4, 11 & 18 March.  
*Come and learn the Cha Cha Cha with a professional dancer and friend of the Strictly stars! Informal and fun dancing for all ages and abilities, followed by gossip in the Carers Café.*

### Gentlemen's Lunch Club

Held on the following Tuesdays, 12.30 - 2.30pm on: 23 February & 26 April  
*An opportunity for male carers to get together, enjoy a nice lunch and some banter.*

### Ladies Who Lunch

Held on the following Fridays, 12.30-2.30pm: 18 March & 27 May  
*An opportunity for female carers to get together, enjoy a nice lunch and a gossip.*

### Reading Group in the Carers Cafe

Monthly on a Thursday, 11am - 12noon: 16 March, 13 April, 11 May  
*Croydon Library will supply the books, participants just need to collect the month's chosen book from us, then come along to discuss it the following month with like-minded book worms.*

### Craft and Chatter in the Carers Cafe

Monthly on a Friday, 11am - 12.30pm on: 26 February, 18 March, 1 & 29 April, 27 May  
*Bring any craft activity along with you or spend time de-stressing by doing some drawing or colouring-in. Pictures and pens will be provided.*

## Health, Wellbeing & Social Activities

*No need to book, just come along.*

### Carers Café

Monday to Friday, 10.30am - 12.30pm  
*Drop in, relax, have a break and enjoy free refreshments, wi-fi, games, magazines and books. Supported by our team of volunteers.*

### Carers Singing Group

Fortnightly on a Wednesday, 11am - 12noon on: 10 & 24 February, 9 & 23 March, 6 & 20 April, 4 May  
*Sing your heart out at the Carers Support Centre! This is a guided singing group, covering a wide range of musical styles from around the world. No experience necessary, just come along and join the fun.*

## Support Groups for Carers

*No need to book, just come along.*

### Diabetes Parent Support Group

Monthly on a Monday, 9.30am - 11.30am on: 8 Feb, 14 March, 11 April, 16 May

*A new group for parents caring for a child with diabetes, with guest speakers.*

### Parkinson's Society Carers Support Group

Monthly on a Monday, 10 - 11.30am on: 8 Feb, 14 March, 11 April, 9 May

*Meets in the Carers Café for informal support. Contact Monique Martial (020 8653 2179) for further information and advice.*

### NAS Croydon Branch Parent Group

Monthly on a Tuesday, 10am - 12 noon on: 23 February, 22 March, 26 April, 24 May

*Coffee morning providing an opportunity to meet other parents and carers who have received a diagnosis, or are waiting to receive a diagnosis of autism spectrum disorder for a family member. For more information email [croydon8@nas.org.uk](mailto:croydon8@nas.org.uk).*

## Advice Surgeries for Carers

*No need to book, just turn up.*

### Disabled Parents and Carers Together (DPACT)

Weekly on a Tuesday, 1-3pm

Advice, support, casework and advocacy for parents and carers who have a chronic illness or disability. A member of staff is available at the Carers Support Centre every week. Drop-ins welcome, but advisable to call 0800 689 7474 (leave a message and calls will be returned as soon as possible) to check availability.

### Education, Health and Care (EHC) plans

Fortnightly on a Tuesday: 2 & 16 February, 1 & 15 March, 5 April, 3 May

10am - 12 noon

Advice on issues around Education, Health and Care (EHC) plans for disabled children and young people, provided by Family Lives Croydon Independent Support Service.

### Special Educational Needs (SEN)

Weekly on a Friday during term-time, 10am - 12 noon.

Advice on any SEN issues, provided by Kids Croydon SENDIAS (Special Educational Needs and Disability Information Advice and Support) and Mediation Service.

*All of the following must be booking by calling 020 8663 5608 or emailing [appointments@carersinfo.org.uk](mailto:appointments@carersinfo.org.uk)*

### South West London Law Centres (SWLLC) Debt Clinic

Monthly on a Monday, 11am - 1pm on: 1 Feb, 7 March, 4 April, 9 May  
*Hour long appointment with an SWLLC Thames Water Advisor who can look at current debt issues, income maximization and assess potential eligibility for a grant towards white goods and utility bill debts.*

### Drug & Alcohol Advice

Bi-monthly on a Tuesday, 10am - 1pm: 29 March & 31 May  
*Hour long appointment with a Turning Point advisor, for family members and concerned others who are affected by alcohol or drug use of a relative or friend.*

### Citizens' Advice Bureau

Monthly on a Thursday, 1pm - 4pm on: 11 Feb, 17 March, 21 April, 19 May  
*Hour long appointment with a CAB advisor who can do a benefits check and help with issues such as consumer rights and employment.*

### Legal Advice Surgery

Monthly on a Tuesday, 12 - 4pm on: 9 Feb, 8 March, 5 April, 3 May  
*30 minute appointment with a solicitor on any subject except conveyancing, probate, power of attorney and wills.*

### Legal Clinic

Monthly on a Thursday, 12 - 3.30pm on: 25 Feb, 31 March (1-4pm), 28 April, 26 May  
*30 minute appointment with a solicitor on any the following areas of law: mental health, court of protection, power of attorney, mental capacity, clinical negligence, family law and immigration (but not asylum).*

### Mental Health Carers Advice Surgery

Fortnightly on a Thursday, 10am - 1pm on: 4 & 18 Feb, 3, 17 & 31 March  
*Hour long appointment with Mind in Croydon Mental Health Carers Support Service. Any issue or concern relating to caring for someone with a mental health problem.*

### Shelter Housing Advice Surgery

Every fourth Wednesday, appointments 1pm - 2.30pm, drop-in 3pm - 3.45pm on: 24 Feb, 23 March, 27 April, 25 May  
*30 minute appointment with an advisor from Shelter for advice and assistance on any aspect of housing.*

For a large print copy of Carers News  
call us on 020 8649 9339, option 1

Carers Support Centre, 24 George Street, Croydon CR0 1PB  
Open Monday to Friday, 10am - 4pm

☎ 020 8649 9339, option 1

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

🏠 [www.carersinfo.org.uk](http://www.carersinfo.org.uk)



We hope you like the fresh new look of *Carers News*, the first outing for our new logo and branding which has been designed to represent the communication between the Carers Information Service and the carers we support.

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