

# Carers News

Informing carers in Croydon

October - December 2015

## Carers Rights Day Friday 20 November



Carers Rights Day raises awareness of the needs of carers and we will be marking the day with some special activities in the Carers Support Centre, including:

- 25-minute hand & arm or neck & shoulder massage (10.30am - 3pm)
- Dance session to learn the rumba (11am - 12 noon)
- Guided meditation (afternoon only)
- Knit and natter (11am - 12.30pm)
- Free goodies in the Carers Café

Booking is essential, call 020 8649 6280 or email [ruthlaws@carersinfo.org.uk](mailto:ruthlaws@carersinfo.org.uk) to book.

The Café will be open for an extended period from 10.30am - 3.30pm with cakes and speciality teas and coffee. In addition, our Advice Workers will be on hand in the Centre to answer your questions about caring.

## Carer's Assessments

The Care Act 2014 introduced stronger rights for carers. Any carer who appears to have a need for support should now be offered a Carer's Assessment regardless of the intensity of their caring role or their financial situation.

Carers are also entitled to an assessment even if the person they care for has not had an assessment of need, or if they have been assessed but the local authority has decided they are not eligible for support. The only eligibility criteria for a Carer's Assessment is that a carer should be able to answer yes to these three questions:



### Listed outcomes:

- Carrying out any caring responsibilities the carer has for a child.
- Providing care to other persons for whom the carer provides care.
- Maintaining a habitable home environment in the carer's home, whether or not this is also the home of the adult needing care.
- Managing and maintaining nutrition.
- Developing and maintaining family or other personal relationships.
- Engaging in work, training, education or volunteering.
- Making use of necessary facilities or services in the local community.
- Engaging in recreational activities.

A Carer's Assessment is not a judgement of someone's ability to care, it is an opportunity to explore the impact being a carer has on your life and wellbeing and what services are available to support you and the person you care for. Croydon Council has commissioned a number of voluntary sector organisations to deliver Carer's Assessments:

### Carers' Information Service

For any carer aged 18 and over who cares for an adult (18+) living in Croydon. Carer's Assessments will be offered at the Carers Support Centre via pre-booked appointments. 020 8649 9339, option 1 (ask for Ann Lee-Warren, Monday to Wednesday) [enquiries@carersinfo.org.uk](mailto:enquiries@carersinfo.org.uk)

### South Thames Crossroads

For any carer aged 18 and over who cares for an adult (18+) living in Croydon. Carer's Assessments will be offered at the Carers Support Centre, in the carer's home, or over the phone via pre-booked appointments. 020 8663 5664 (ask for Saschan Fearon Josephs or Gina Knox, Monday to Friday) [carerssupport@souththamescrossroads.org](mailto:carerssupport@souththamescrossroads.org)

### Croydon Mencap

For carers aged 50+ who are caring for an adult or child with a learning disability. Referrals via social services only.

Once a Carer's Assessment has been completed the form will be sent to Croydon Council's Social Services Centralised Duty Team where the assessment will be officially recorded.

## Croydon Care Solutions

Croydon Care Solutions (CCS) is a local authority trading company of which Croydon Council is the sole shareholder. Being a company means CCS can operate outside the constraints of a local authority, for example offering services to other boroughs, the NHS, and the public.

Croydon Council set up CCS five years ago to offer quality services in the community at a reasonable cost and to stimulate the local care services market.

Croydon Care Solutions offers a range of services for disabled children, young people and adults living in Croydon.

### Autism Service

Offers an assessment of support needs for adults aged 18+ with a diagnosis of autistic spectrum disorder. The assessment looks at desired outcomes for individuals and the family and how the service can help achieve this.

A tailored support service is then put in place which could consist of day services at Chatsworth Hall, support groups, transition support for older teenagers.

This service also offers a support group for parents of adults with autism that meets on the last Monday of the month at Chatsworth Hall.

Autism awareness training is also available for staff and carers.

**More information: Paul Wallingford (020 8255 5473, [autismteam@croydon.gov.uk](mailto:autismteam@croydon.gov.uk)).**

### Blast

Outreach service offering one to one support to disabled children and young people from secondary school age to approximately 25 to help build confidence and support participation in social activities.

**More information: Janet Wood (020 8726 6000 ext 13614, [cdoreferrals@croydon.gov.uk](mailto:cdoreferrals@croydon.gov.uk)).**

### Contingency Planning

An alternative care service that will step in if a carer is unexpectedly absent due to illness, family emergency etc.

Short term (up to a week) care and support will be provided by care workers from CCS who could move into the home and keep the disabled person's routine going if required. This should avoid the need for the individual to go into emergency or planned respite which can be stressful and disorientating.

The service is mainly for adults aged 18+ with a learning disability who are CCS service users. If the carer of a non-CCS service user wants to use the service they will need to be assessed and have regular reviews to ensure CCS staff are aware of the disabled person's needs.

**More information: Hannah Balzaretto (020 8688 9305, [cdoreferrals@croydon.gov.uk](mailto:cdoreferrals@croydon.gov.uk)).**

## Day Opportunities

Day services for disabled adults (predominantly those with a learning disability) aged 18 and over. Service users are supported to achieve their individual outcomes and to improve their quality of life by accessing community activities and services, and to participate in onsite activities such as music and drama therapy, health promotion and life skills.

**More information: Kaye Carter (020 8688 9305, [cdoreferrals@croydon.gov.uk](mailto:cdoreferrals@croydon.gov.uk)).**

## Employment Support

Support with all aspects of employment for disabled adults aged 16 and over. The service can support someone who is thinking of looking for a job for the first time, or someone who wants to change jobs or seek promotion. Job coaches work with applicants and employers before, during and after interview and appointment to help develop necessary skills and to offer support around any work anxieties or difficulties.

**More information: Emma Shepherd (020 8726 6000 ext 13608) or [cdoreferrals@croydon.gov.uk](mailto:cdoreferrals@croydon.gov.uk)).**

## Equipment Solutions

Shop and showroom featuring a full range of daily living and mobility equipment. Staff, including an Occupational Therapist, are on hand to offer advice and signpost to social services when appropriate. Based at the Aztec Centre, 28 Boulogne Road, Croydon CR0 2QT, open Monday to Friday, 9am - 5pm.

**More information: 020 8664 8860.**

## Hospital Discharge

This new service offers a package of equipment and technology for hire or purchase following discharge from hospital. This support can be provided as part of an individual's support package.

**More information: Carol Alexander (020 8664 8860, [carol.alexander@croydon-equipment-solutions.com](mailto:carol.alexander@croydon-equipment-solutions.com)).**

## Telecare

Telecare sensors can help manage risk in the home and enable people to live as independently as possible, while providing increased peace of mind for carers. Based at the Aztec Centre, the Telecare service offers a range of telecare solutions, with new gadgets coming in all the time.

**More information: Maggie Bailey (020 8688 9305, [margaret.bailey@croydon.gov.uk](mailto:margaret.bailey@croydon.gov.uk)).**

## Travel Training

Support to use public transport independently for disabled children and young people from secondary school age to approximately 25. The service will help with any journey the service user makes regularly, not just journeys to school or college.

**More information: Lauren Ashley-Boyd (020 8726 6000 ext 13625, [cdoreferrals@croydon.gov.uk](mailto:cdoreferrals@croydon.gov.uk)).**

Professional and self-referrals are accepted for all CCS services. There is also a charge for services, unless stated otherwise, which can be met by social services, health services, personal budgets or private means.

For more information, call 020 8688 9305 or go to [www.croydon-care-solutions.com](http://www.croydon-care-solutions.com).

## Carers Missing Out on NI Credits

Nearly 200,000 people with caring responsibilities could receive a boost to their pension - worth hundreds of pounds a year - by claiming Carer's Credit. But currently only an estimated 5% of those eligible are signed up to receive these additional National Insurance (NI) contributions.

Carer's Credit helps carers to continue to build the amount of State Pension they will receive, so they can protect their future State Pension, while carrying out their caring responsibilities.

To be eligible for the credit carers need to be aged 16 or over but under their state pension age, and caring for someone for at least 20 hours a week. The cared for person must be receiving a relevant disability benefit or have the 'Care Certificate' part of the application form completed by a health or social care professional

For more information or to make a claim call the Carer's Allowance Unit on 0345 608 4321 or go to [www.gov.uk/carers-credit](http://www.gov.uk/carers-credit).

## Man & Van to the Rescue



Croydon Commitment and Mulalley have joined together to offer a Man & Van Odd Job Service to Croydon residents who are frail, vulnerable or disabled.

The service cannot undertake major repairs but can help with tasks such as mending fence panels, fixing loose floorboards/tiles, fitting smoke alarms, putting up shelves and small plumbing problems.

To request the service call Emma King on 07827 884 355. Mulalley will then contact you to discuss your DIY problem and arrange a consultation at your home. If the Man & Van service can help with your problem an appointment will be made for the next DIY Friday for the Man & Van to come and fix it.

All work will be undertaken by Mulalley staff who will show their badge to you before entering your home.

## Volunteering unlocks doors!

**healthwatch**  
Croydon

Healthwatch Croydon, your local champion for health and social care in the borough is looking for volunteers for a range of roles. Whatever your skills or experience, if you are passionate about improving services in Croydon they want to hear from you.

To find out more about volunteering with Healthwatch Croydon, call 020 8663 5649 or

email [Annamika.Koomoshan@healthwatchcroydon.co.uk](mailto:Annamika.Koomoshan@healthwatchcroydon.co.uk)

Current volunteering opportunities are listed at [www.healthwatchcroydon.co.uk/volunteer](http://www.healthwatchcroydon.co.uk/volunteer).

## Need legal advice?

We are working in partnership with Duncan Lewis solicitors to offer carers a free 30-minute appointment with a legal representative.

In this 30-minute session the representative will:

- Advise the carer on whether their concern/problem requires legal intervention and if so what area of law it would fall under.
- Check the carer's eligibility for publicly funded legal support (legal help or legal aid).
- Offer a fixed fee option for carers who do not qualify for public help, provided the carer has supplied all relevant information.
- Offer legal advice - but only if the carer has provided full documentation of the issue, and the appointment is with a professional who specialises in that area of law.

To make the most of your appointment carers should bring the following documents with them:

- Photographic ID: passport or driving licence.
- Award letter if in receipt of a means-tested benefit.
- If employed: last three salary slips, last three bank statements for each bank account and proof of any other income.
- If on contribution-based Jobseeker's Allowance: last three bank statements for each bank account and proof of any other income.
- All documents relevant to the issue being discussed.

The Croydon branch of Duncan Lewis specialises in the following areas of law: Family, Child Protection, Crime, Prison Law, Housing and Immigration.

If the issue a carer wants to discuss comes under one of these areas of law, then Duncan Lewis will try to send a specialist to the appointment who may be able to offer advice on the day. However, when the appropriate specialist is not available, or the issue does not come under an area of law the branch deals in, the professional will not be able to offer advice at the appointment.

In this instance the professional will refer the case to the Croydon team, and if necessary the network of Duncan Lewis branches. This is why some carers are offered follow-up appointments outside Croydon, but meetings can always take place in Croydon at no extra cost to the carer if preferred (this needs to be requested at the time the follow-up appointment is offered).

Carers should hear from Duncan Lewis within 48 hours of their appointment. Any carer who has not heard back by then should contact Kathy Walker (020 7275 2813, [Kathyw@Duncanlewis.com](mailto:Kathyw@Duncanlewis.com)). Please note it is best to contact Kathy by email if possible, but if it is necessary to call, leave a voicemail and she will call back. Kathy will find out what is happening with the case and is usually able to offer an appointment within two weeks if all proof of eligibility for public funding and all documentation relevant to the case has been provided by the carer.

***Our next appointments with Duncan Lewis are:  
3 November, 1 December, 12 January, 9 February and 8 March.***

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

For carers who want an appointment sooner than we can offer at the Centre can contact Duncan Lewis directly on 0333 772 0409 or go to [www.duncanlewis.co.uk](http://www.duncanlewis.co.uk) for more information. Alternatively the Law Society ([www.lawsociety.org.uk](http://www.lawsociety.org.uk)) has a Find a Solicitor function on its website that allows people to search for a solicitor based on location and the nature of the legal issue.

## Mayday Travel

Mayday Travel Ltd ([www.maydaytravel.co.uk](http://www.maydaytravel.co.uk)) is a Croydon-based, family owned and operated coach hire company. It offers a range of services, including day trips to UK and European destinations. Mayday Travel Ltd are offering carers a discount on all day trips. Future day trips include:

Date	Destination	Cost for Carers	Usual Cost
Saturday 14 November	CitiEurope, large shopping centre in Calais	£30	£40
Saturdays 28 November	Bruges Christmas Market	£30	£45
Saturday 12 December	Bruges Christmas Market	£30	£45
Tuesday 15 December	Canterbury at Christmas	£20	£27.50
Friday 18 December	London Christmas Lights	£8	£10

All coaches are air-conditioned and have an on-board toilet. For more information or to book a place call Mayday Travel Ltd on 020 8680 5111 and quote CCMTDT to qualify for the carer discount.

## Trip to France

South Thames Crossroads is organising a coach trip to Calais and Boulogne on Thursday 19 November. The coach will leave from Croydon Central library, Katharine Street at 6.15am and return at approximately 9.45pm.

Carers will have two hours shopping time in Cite Europe before travelling on for free time in Boulogne.

The trip costs £45 per person. For more information or to book a place call Crossroads on 020 8663 5664 or email [carerssupport@souththamescrossroads.org](mailto:carerssupport@souththamescrossroads.org).

## Free Ballroom Dancing

We are offering carers the chance to attend free ballroom dancing lessons at the Carers Support Centre. There will be two sets of four sessions, each session is on a Friday, 11am – 12 noon:

- 13 and 20 November, 4 and 11 December (Rumba/Paso).
- 12 and 26 February, 4 and 11 March (Cha Cha Cha).

Carers need to be able to attend all four sessions to secure a place. For more information or to book contact Ruth Laws (020 8649 6280, [ruthlaws@carersinfo.org.uk](mailto:ruthlaws@carersinfo.org.uk)).

## Alzheimer's Society in the Café

On the first Thursday of the month (3 December, 7 January, 4 February, 3 March) a Dementia Adviser from the Alzheimer's Society will be in attendance in the Carers Café to offer information, advice and support to carers of someone with dementia.

The Carers Café will continue to be open to all carers on these dates, and a Café volunteer will be available to make drinks and provide a listening ear as usual.

Please note that carers are always welcome to bring their cared for with them to the Carers Café, we just ask that carers do not leave them unattended.

## Parent Carer Training

### Crime and Vulnerability

Wednesday 18 November 10am - 12.30pm

A session looking at what happens when young people with additional needs get caught up in petty crime.

### Look After Yourself - A Guide to Surviving Christmas

Tuesday 1 December 10am - 1pm

An informal session focusing on helping parent carers look after themselves as Christmas approaches and stress levels rise.

### Makaton 1

Wednesdays 14 and 21 January, 6 - 8.30pm, at the Carers Support Centre.

Communication training for parent carers.

### Wills and Trusts Seminar

Tuesday 1 March 2016 10am - 1pm

A session exploring how wills and trusts can be used to protect vulnerable children and young people and ensure entitlement to welfare benefits are not lost.

For more information or to book a place call Parents in Partnership on 020 8663 5626 or email [office@pipcroydon.com](mailto:office@pipcroydon.com).

## SEN Conference

The annual Special Educational Needs (SEN) conference is on 26 November, 10am - 3pm, at Croydon Conference Centre, 5-9 Surrey Street, Croydon CR0 1RG. The event is free for parents and carers. To book a place email [virginijasl@kids.org.uk](mailto:virginijasl@kids.org.uk).

## Drumming Workshop

South Thames Crossroads, with funding from the Big Lottery, is running Health and Wellbeing Circle events for carers. The next event will be a free drumming workshop and buffet on Tuesday 1 December, 7.30pm, at the Orchard Pub, Cherry Orchard Road, South Croydon. To book call 020 8663 5664 or email [carerssupport@souththamescrossroads.org](mailto:carerssupport@souththamescrossroads.org).



*Festive Activities in the Carers Café*

During the Carers Café (11-12.30pm) on Tuesday 15 December carers can enjoy a Christmas sugarcraft session.

Join us for mince pies and festive songs in the Carers Café on Wednesday 16 December, 11am, with the Carers Singing Group.

Look out for details of more festive fun in our e-bulletin and in the Centre.

### Carers' Information Service

Carers Support Centre, 24 George Street, Croydon CR0 1PB

020 8649 9339, option 1

[info@carersinfo.org.uk](mailto:info@carersinfo.org.uk) | [www.carersinfo.org.uk](http://www.carersinfo.org.uk)



Disclaimer: We cannot accept any responsibility for any goods or services mentioned in or enclosed with this newsletter.

Designed by Ink & Social, 07538 650898

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



# What's On at the Carers Support Centre

It hasn't been possible to confirm all dates up until the next newsletter, so for dates in January and February please call us on 020 8649 9339, option 1, email [enquiries@carersinfo.org.uk](mailto:enquiries@carersinfo.org.uk) or visit [www.carersinfo.org.uk](http://www.carersinfo.org.uk). Our monthly e-bulletin, *What's New for Carers?* will also keep you up to date.

Drop In Events & Activities		
Regular Events	Date	Time
NHS Health Checks (for people aged 40-74)	Every Wednesday	10-4
Carers Reading Group	Thursdays 12 Nov, 10 Dec, 4 Feb	11-12
Special Educational Needs Drop In	Fridays 13 & 20 Nov, 4 & 11 Dec 8, 15, 22 & 29 Jan, 5, 12 & 26 Feb	10-12
Carers Singing Group	Wednesdays 18 Nov, 2 & 16 Dec, 27 Jan, 10 & 24 Feb	11-12.15
Family Fund in the Carers Café	Thursdays 19 Nov, 17 Dec	10.30-12.30
Knit and Natter In the Carers Café	Fridays 20 Nov, 18 Dec, 29 Jan, 26 Feb	11-12.30
National Autistic Society Parents Support Group	25 Nov, 26 Jan, 3 Feb	10-12
Special Educational Needs Drop In	1 & 18 Dec, 5 & 15 Jan, 2 & 19 Feb	10-12
For support with Education, Health & Care plans	1 & 18 March	
Alzheimer's Society in the Carers Café	Thursdays 3 Dec, 7 Jan, 4 Feb, 3 Mar	10.30-12.30
Mince Pies & Singing in the Carers Cafe	Wed 16 Dec	11-12.30

Events & Activities that Need to be Booked			
Regular Events	Date	Time	Booking Details
Croydon Citizens Advice Bureau	Thursdays 12 Nov, 10 Dec, 7 Jan	1-4	
Mental Health Carers Advice Surgery	Thursdays 26 Nov, 10 Dec 17 & 21 Jan, 4 & 18 Feb 3, 17 & 31 March	10-1	Call 020 8663 5608 and leave a message or email <a href="mailto:appointments@carersinfo.org.uk">appointments@carersinfo.org.uk</a>
Legal Advice Surgery	Tuesdays 1 Dec, 2 Jan, 9 Feb, 8 Mar	12-4	
Free Ballroom Dancing Lessons	<b>Rumba/Paso</b> 13 & 20 Nov, 4 & 11 Dec <b>Cha cha cha</b> 12 & 26 Feb, 4 & 11 Mar	11-12	
Massage Free 25-minute hand & arm or neck & shoulder massage	Fridays 20 Nov, 11 Dec, 15 Jan, 2 Feb	10.30-3.00	
Employability Skills 45-minute appointments	Tuesdays 24 Nov, 19 Jan	10-4	Call 020 8649 6280 or email <a href="mailto:ruthlaws@carersinfo.org.uk">ruthlaws@carersinfo.org.uk</a>
IT Buddy	Wednesdays & Thursdays 25 Nov, 3, 9 & 17 Dec 6, 14, 20 & 28 Jan 3, 11, 17 & 25 Feb 2, 10, 16 & 31 Mar	10.30-12.30	
Christmas Sugar craft activity in the Carers Cafe	Tue 15 Dec	11-12.30	
Parkinson's Society Carers Support Group	Monthly Mondays 14 Dec	10-11.30	Call Monique Martial on 020 8653 2179
Yoga for Carers	Mondays	10.30-11.30	Call CNCA on 020 8662 1000
Carers Rights Day Activities	20 November	10.30 - 3.30pm	Call 020 8649 6280 or email <a href="mailto:ruthlaws@carersinfo.org.uk">ruthlaws@carersinfo.org.uk</a>

# What's On at the Carers Support Centre

Carers  
Support  
Centre

It hasn't been possible to confirm all dates up until the next newsletter, so for dates in January and February please call us on 020 8649 9339, option 1, email [enquiries@carersinfo.org.uk](mailto:enquiries@carersinfo.org.uk) or visit [www.carersinfo.org.uk](http://www.carersinfo.org.uk). Our monthly e-bulletin, *What's New for Carers?* will also keep you up to date.

## Training & Information Sessions

Session	Date	Time	Booking Details
If only I'd known: Caring for someone with dementia	16, 23 & 30 Nov 7 Dec	2-4	Call 020 8649 6280 or email <a href="mailto:ruthlaws@carersinfo.org.uk">ruthlaws@carersinfo.org.uk</a>
Crime & Vulnerability	18 Nov	10-12.30	
A Guide to Surviving Christmas	1 Dec	10-1	Call Parents in Partnership (PIP) on 020 8663 5626 or email <a href="mailto:office@pipcroydon.com">office@pipcroydon.com</a>
<b>Makaton 1</b>	5 & 12 Nov	6-8.30	
Wills & Trusts Seminar	1 Mar	10-1	
Concerned About Someone's Alcohol or Drug Use?	13 Nov	10-12	45 minute one-to-one appointments
How to Cope with Your Sleep Difficulties	26 Nov	10-1	
Managing Stress	8 Dec	10-3	Call 020 8649 6280 or email <a href="mailto:ruthlaws@carersinfo.org.uk">ruthlaws@carersinfo.org.uk</a>
The Impact of Caring on Relationships	22 March	10-3	

*The Carers Café is open Monday to Friday, 10.30am - 12.30pm for free refreshments, books, newspapers and magazines. Carers are welcome to just drop in.*

*All details correct at time of going to press, but events are subject to change - for the most up to date information visit [www.carersinfo.org.uk](http://www.carersinfo.org.uk) or call us on 020 8649 9339, option 1.*

*Merry Christmas  
and Happy New Year  
to all our readers!*

*Christmas Closures*

The Carers' Information Service and Carers Support Centre will be closed on Christmas Eve and will re-open on Monday 4 January.

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)

