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Carers' Information Service  
What's New For Carers?  
August 2014

# What's New for Carers?



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## Help Claiming Carer's Allowance

It has been estimated by Carers UK that there are nearly 2000 carers in Croydon who are not claiming Carer's Allowance, even though they are eligible.



Do you think you might be eligible for Carer's Allowance, or do you know a carer who might be?

For Carer's Allowance eligibility criteria, visit [www.gov.uk/carers-allowance](http://www.gov.uk/carers-allowance).

The Carers' Information Service is offering hour-long slots on Mondays 4, 11 and 18 August, 10am - 4pm, at the Carers Support Centre where an Advice Worker will help carers to make an online application for Carer's Allowance.

To book an appointment to claim Carer's Allowance:

- Call our Advice Surgeries Booking Line on 020 8663 5608. *Leave a message giving your full contact details and someone will call you back.*
- Email [appointments@carersinfo.org.uk](mailto:appointments@carersinfo.org.uk).
- Visit the Carers Support Centre (Monday to Friday, 10am - 4pm).

*Don't let previous experience of claiming disability benefits put you off - the claim form for Carer's Allowance is much shorter and simpler than those for Disability Living Allowance, Attendance Allowance and*

- What does the Care Act mean for carers?
- Guides for Parent Carers
- Scope - End the Awkward
- Talking Point
- Free Legal Help for Parent Carers
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- Accessible Health Guides
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- Doorstep Crime Prevention
- Guide to Elderly Care
- Website for Young Adult Carers
- Live Online Dementia Advice
- Family Support
- Take Control of Your Health
- Headway - Supporting Carers
- Young Carers and Education
- Email Us
- Closed for the Bank Holiday

#### Add a title

Enter your text

*Personal Independence Payment.*

**Make sure you're not missing out on money that should be yours!**

## Training for Young Carers

### Assertiveness & Building Confidence

*Learn techniques to help you stand up for yourself*

Tuesday 5 August  
10am – 3pm

### Moving & Handling People

*Learn how to physically assist the person you care for without endangering your health*

Tuesday 19 August  
10am – 3pm

These sessions are free of charge to young carers aged 16-18 living in Croydon. Lunch and refreshments will be provided.

For more information or to book a place call Mubin Choudhury, at Off the Record's Young Carers Project on 020 8649 9339, option 2 or email [youngcarers@offtherecordcroydon.org](mailto:youngcarers@offtherecordcroydon.org).



## Healthy Living Hub Summer Tour

Croydon Council's Healthy Living Hub is going on the road this summer. Usually based in Croydon's Central Library, in Katharine Street, the hub offers friendly advice and support on becoming more active.



For anybody looking to lose weight, stop smoking, become more active or just get some information on what can be done to keep themselves and their family healthy, the hub is the place to visit.

To take advantage of all this in your community, pay a visit to one of the following venues.

- Lloyd Park pavilion, Coombe Road - Tuesday 5 August,

11am to 3pm.

- Thornton Heath Recreation Ground - Wednesday 13 August, 11am to 2pm.
- Milne Park, New Addington - Friday 22 August, 11am to 2pm.
- Wandle Park - Thursday 28 August, 11am to 2pm.

For more information call the Healthy Living Hub on 020 8253 1009 or email [healthyliving@croydon.gov.uk](mailto:healthyliving@croydon.gov.uk).

## Free Massage for Carers

Carers can enjoy a free, 25-minute arm, hand, neck or shoulder massage at the Carers Support Centre on Thursday 14 August and Thursday 18 September, 10.30am - 12 noon.



Appointments need to be booked in advance by contacting Ruth Laws (020 8649 6280, [ruthlaws@carersinfo.org.uk](mailto:ruthlaws@carersinfo.org.uk)).

## Thinking of Returning to Work?

The National Careers Service (NCS) is offering one to one advice sessions at the Carers Support Centre for carers who are interested in improving their employability skills.

The NCS will be at the Carers Support Centre on a monthly basis. Future dates are Tuesdays 26 August and 23 September.

For more information, or to book a 45 minute appointment with the service, contact Ruth Laws (020 8649 6280, [ruthlaws@carersinfo.org.uk](mailto:ruthlaws@carersinfo.org.uk)).



## Croydon CAB Comes to the Carers Support Centre

Croydon Citizen's Advice Bureau and the Carers Support Centre are working together to support carers with housing, employment, debt and welfare benefits issues.

Carers can make a brief appointment to meet with a member of CAB staff (an assessor, not an advice worker) who will carry out an assessment to see if the CAB can offer further support or advice in the



form of a phone call from, or appointment with, a CAB adviser.

The CAB will be at the Centre on Thursday 28 August, 1 - 4pm.

To book an appointment with the CAB call our Advice Surgeries Booking Line on 020 8663 5608 and leave a message, or email [appointments@carersinfo.org.uk](mailto:appointments@carersinfo.org.uk).

## Career Development

Are you looking for work or training?

Would you like help improving your job-seeking skills?

If so, attend a Croydon Adult Learning and Training (CALAT) Learning Curves workshop for carers at the Carers Support Centre on Tuesday 2 September, 10am - 1pm.

- Improve your job search skills.
- Write an effective CV.
- Find out about further training and learning.

To book a place contact Ruth Laws (020 8649 6280, [ruthlaws@carersinfo.org.uk](mailto:ruthlaws@carersinfo.org.uk)).



## Moving & Handling People

Learn how to physically assist the person you care for without endangering your own health.

Come to a day of Moving and Handling People training on Tuesday 16 September, 10am - 4pm.



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 on 020 8649 6280 or email [ruthlaws@carersinfo.org.uk](mailto:ruthlaws@carersinfo.org.uk).

## Managing Stress

Understand and learn how to manage stress more effectively.

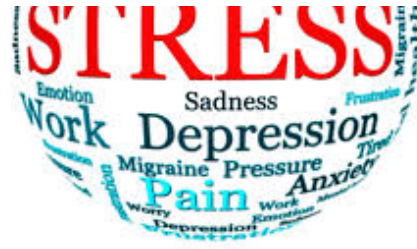
Come to a training session at



the Carers Support Centre on Thursday 18 September, 10am - 1pm.

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

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



## Falls Prevention

Learn how to help the person you care for avoid tripping and falling in their home and the outside world.

Come to an information session at the Carers Support Centre on Thursday 25 September, 10am - 12 noon.

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



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

## Free Ballroom Dancing Lessons

Would you like to try ballroom dancing?

Always wanted to know how to Rumba or Samba?



Now you can!

Thanks to the Carers' Information Service and Drolet Dance Club, Croydon carers are being offered the chance to attend free dance classes at the Carers Support Centre.

The first group of sessions taught carers the Cha cha cha and was hugely enjoyed by all involved, the next group of sessions will teach the Rumba and Samba.

Lessons will be held on Fridays: 26 September, 3, 10 and 17 October,



10.30 - 11.30am.

To book your place contact Ruth Laws (020 8649 6280, [ruthlaws@carersinfo.org.uk](mailto:ruthlaws@carersinfo.org.uk)).

You need to be able to commit to all four sessions.

Each dance session will be followed by refreshments in the Carers Café, with the opportunity to talk to Lorraine Drolet about her dancing experiences as a Strictly and Disney choreographer.

## What's On at the Carers Support Centre

**All the events and activities at the Carers Support Centre in July. Including:**

### **Health, Wellbeing and Social Activities**

Such as the Carers Cafe, NHS Health Checks, support groups, and free arm/hand /neck/shoulder massage.



### **Advice Surgeries**

Such as Carer's Allowance, Benefits, Debt, Mental Health, Education and Employability Skills.

### **Training and Information Sessions**

Such as First Aid, Assertiveness (young carers) and Moving and Handling People (young carers).

## Café for Carers

The Carers Café at the Carers Support Centre is open Monday to Friday, 10.30am - 12.30pm.

If you're a carer and find yourself in Croydon town centre over the summer then drop in for a warm welcome and free refreshments.

We look forward to seeing you there!



## NHS Health Checks

Carers, and the person they care for, can access a 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 you are welcome to 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).

## Have We Helped You?

Next month, the Carers Support Centre will celebrate its first birthday!

Since opening last September, we have welcomed thousands of carers through our doors to get advice, attend a training session, have a friendly chat over a cuppa and even learn a few ballroom dancing steps!



To help us raise awareness of this important service, we would love to hear stories of how the Centre has impacted on your life, no matter how big or small.

We would like to share your stories with the public and our supporters, The Whitgift Foundation and Croydon Council, so that we can make contact with even more carers and encourage them to access our fantastic services.

If you are interested in supporting us by sharing your story, please contact Catherine Shirley, Marketing and Communications Manager for the Whitgift Foundation, on 020 8256 1579 or email [CatherineShirley@whitgiftfoundation.co.uk](mailto:CatherineShirley@whitgiftfoundation.co.uk). Stories can be anonymous.

## Have Your Say

### End of Life Care

A review of end of life care has been launched to make sure adults at the end of life, their carers and family have more choice. The public is invited to share their views with the review panel.

For more information visit [www.gov.uk/government/news/expanding-choice-and-improving-the-quality-of-end-of-life-care](http://www.gov.uk/government/news/expanding-choice-and-improving-the-quality-of-end-of-life-care).



### Mental Health Act Code of Practice

The Department of Health is seeking views on proposed changes to the Code of Practice: Mental Health Act (1983).

For more information visit [www.gov.uk/government/news/mental-health-act-code-of-practice-consultation-launched](http://www.gov.uk/government/news/mental-health-act-code-of-practice-consultation-launched).

### Depression

Your opportunity to influence research into depression.

For more information visit [www.depressionhq.org](http://www.depressionhq.org).

### Understanding the Experiences of Mental Health Carers

Beth Paterson is a researcher from Birmingham. She is interested in the experiences of people who have cared for a family member with mental health problems. Participants will be asked to take part in an interview lasting no longer than one hour.

For more information email Beth Paterson on [PATE300@newman.ac.uk](mailto:PATE300@newman.ac.uk) or call on 07828 144 336.

## Summer Holiday Tips

The National Autistic Society has produced *Your guide to a stress-free summer*.

You can read the guide at [www.autism.org.uk](http://www.autism.org.uk).



## What does the Care Act mean for carers?

Carers UK has produced a briefing on the Care Act 2014,

**CARERS** UK



and the key provisions for carers.

the voice of carers

To read the briefing go to

[www.carersuk.org/for-professionals/policy/policy-library/care-act-2014](http://www.carersuk.org/for-professionals/policy/policy-library/care-act-2014).

## Guides for Parent Carers

Organisations supporting disabled children and young people and their families often publish a range of guides for parent carers.

Some guides recently released or updated include:



### Contact a Family

- [A guide to dealing with bullying](#)
- [Money Matters](#)
- [Grandparents](#)
- [Holidays, Play and Leisure](#)
- [Understanding your child's behaviour](#)

*All Contact a Family guides are free for parents who call the helpline on 0808 808 3555, or can be downloaded from [www.cafamily.org.uk](http://www.cafamily.org.uk).*

### Cerebra

- [Transition to Adulthood](#)
- [Money Matters](#)

*All Cerebra guides are free for parents who call the helpline on 0800 328 1159, or can be downloaded from [www.cerebra.org.uk](http://www.cerebra.org.uk).*

### National Autistic Society

- [A really simple guide to wills and trusts for people living with autism](#)

*To request a free copy or download the guide visit [www.autism.org.uk](http://www.autism.org.uk).*

- [My hospital passport: for people on the autism spectrum](#)

*To request a free copy or download the guide visit [www.autism.org.uk](http://www.autism.org.uk).*

### Disability Rights UK

- [Into Apprenticeships: a guide for disabled people](#)

Order a hard copy for £3.99, or download free at  
[www.disabilityrightsuk.org](http://www.disabilityrightsuk.org).

## Scope - End the Awkward

Scope has launched a new campaign - End the Awkward - which aims to help British people overcome the awkwardness most admit to feeling when talking to disabled people.



Find out more at [www.scope.org.uk/awkward](http://www.scope.org.uk/awkward):

- Tips to end the awkward in areas such as work, relationships, travel, friends and sport.
- An Awkward Stories blog.
- A quiz to see if you are Ambassador of Cool or Captain Awkward when talking to disabled people.
- Assumptions to avoid.

The Scope helpline (0808 800 3333, [helpline@scope.org.uk](mailto:helpline@scope.org.uk)) provides free and impartial support and information on the issues that matter to disabled people and their families.

## Talking Point

The Talking Point website gives parents and carers the information they need to help children develop their communication skills.



The website was re-launched in June 2014 with new features such as:

- A database of resources.
- A progress checker.
- A searchable map of local services.

Find out more at [www.talkingpoint.org.uk](http://www.talkingpoint.org.uk).

## Free Legal Help for Parent Carers

Cerebra is a charity set up to help improve the lives of children with brain-related conditions through research, education and directly supporting the children and their carers.



## Cerebra's Legal Entitlements

Positively Different

Research Project may be able to help families who have experienced a problem with their local health, social care or education services.

Public bodies in the UK have certain duties to provide health, social care and education support for disabled children. Sometimes, however, families experience difficulties accessing these rights.

The Project, which is free for families, enables Cardiff University law students (supervised by qualified staff, firms of solicitors and other disability organisations) to assist families with their legal queries.

For more information visit [www.cerebra.org.uk](http://www.cerebra.org.uk).

## Hiring a Personal Assistant

The Low Income Tax Reform Group (LITRG) has produced



Low Incomes Tax Reform Group  
A voice for the unrepresented

nine factsheets that will help you understand your tax and national insurance responsibilities if you are taking on a personal assistant. These are:

- Taking on a personal assistant.
- Tax employment status.
- Registering as an employer.
- Choosing a filing method.
- Real Time Information (RTI).
- Paper filer employers.
- 'Pay' for tax and NIC purposes.
- Making payments.
- Getting more help.

LITRG have also produced an introductory guide *Taking on a personal assistant*, which gives an overview of the things you need to think about if you are taking on a personal assistant.

All these factsheets can be downloaded at [www.disabilitytaxguide.org.uk/about/resources](http://www.disabilitytaxguide.org.uk/about/resources).

## Accessible Health Guides

Easyhealth is a website where people can go to find 'accessible' health information.

easyhealth.org.uk

'Accessible' information is information that uses easy words with pictures.

There are over 500 leaflets on Easyhealth, written by many different organisations. You can print off nearly all the leaflets straight away.

For more information go to [www.easyhealth.org.uk](http://www.easyhealth.org.uk).

## The Little Book of Big Scams

The Metropolitan Police Service publishes *The Little Book of Big Scams* which is a comprehensive guide to fraud prevention, explaining some of the most common scams and providing essential advice to reduce the chances of you being parted from your money.



To read the guide go to [www.met.police.uk/docs/little\\_book\\_scam.pdf](http://www.met.police.uk/docs/little_book_scam.pdf).

## Doorstep Crime Prevention

Croydon's Trading Standards team has been working with the Centre of Excellence for Sensory Impairment (COESI) to make an existing information pack accessible to people with a sensory impairment.



The popular doorstep crime information pack is one of the most requested and distributed information packs offered by Trading Standards.

It contains information on knowing your rights when an unwanted cold caller comes knocking; the popular doorstep sticker informing cold-callers that business is not conducted at the front door; and how to find a trusted tradesman.

The adapted pack is now available in the following formats:

- Braille
- Audio
- Large print
- British sign language
- Video with voice-over and sign language.

For more information or to download the pack visit [www.coesi.org.uk/Home-Doorstep-Crime-Prevention.aspx](http://www.coesi.org.uk/Home-Doorstep-Crime-Prevention.aspx) or call 0800 612 9508 to request a pack to be sent to you in the format of your choice.

## Guide to Elderly Care

Elderly Care is a free-to-use website created by Which? to provide independent information on all aspects of care for older people.

Go to [www.which.co.uk/elderly-care](http://www.which.co.uk/elderly-care) to find out more.



## Website for Young Adult Carers

The Carers Trust has launched a new website, [www.youngcarersmatter.org](http://www.youngcarersmatter.org), dedicated to young adult carers aged 16-24.



## Live Online Dementia Advice

The Alzheimer's Society offers a live online advice service for people looking for information and support on coping with dementia.



Live, online advice is available Monday to Friday, 9am - 12 noon, and can provide a useful alternative for people who do not want to call the telephone helpline

The online advisers can provide information on all forms of dementia and can advise on:

- Understanding dementia.
- Treatments.
- How to get help locally.
- Maintaining independence.
- Financial and legal matters.
- Caring for people with dementia.
- Changes in relationships and behaviour.
- Community care.
- Long-stay care.

For more information visit [www.alzheimers.org.uk](http://www.alzheimers.org.uk).

## Family Support

Support available from Family Lives over the summer





holidays:



- Family Lives helpline - 0808 800 222, available 24/7 and via Skype.
- Online one to one chat with a Family Lives worker - [www.familylives.org.uk/how-we-can-help/online-chat](http://www.familylives.org.uk/how-we-can-help/online-chat).
- Email - [parentsupport@familylives.org.uk](mailto:parentsupport@familylives.org.uk).
- Online community support - [www.familylives.org.uk](http://www.familylives.org.uk).
- Online parenting groups - email your phone number to [ParentsSupportHerts@familylives.org.uk](mailto:ParentsSupportHerts@familylives.org.uk).
- Family Lives Parent Partnership Service - call 020 3131 3150 for support with special educational needs.

**Parentchannel.tv** is a free video service from Family Lives featuring over 200 videos addressing day-to-day questions and concerns spanning wellbeing, behaviour and learning.

## Take Control of Your Health

The Health Apps Library makes it easy for you to find safe and trusted apps to help you manage your health.

All the apps on the site have been reviewed by the NHS to ensure they are clinically safe and relevant to people living in England.



Examples of some of the health apps available include:

- NHS Health and Symptom Checker.
- Panic Attack Aid.
- Find NHS Services near you.
- Self-help for Anxiety Management.
- Diabetes UK Tracker.
- First Aid.

For more information on the range of apps available go to [www.apps.nhs.uk](http://www.apps.nhs.uk).

## Headway - Supporting Carers

Headway South West London has launched a new group to support family, friends and carers of a person affected by an acquired brain injury.

The Family Support Group meets on the first Wednesday of each month alternating between Wimbledon and Croydon. The group is

open to any carer, family member or friend of a person affected by an acquired brain injury.

The Family Support Group aims to provide family, friends and carers with:

- The chance to meet others in similar situations
- Opportunities to share experiences and socialise
- Information and education about acquired brain injury and services

The meetings will take place in pubs and meeting rooms in Wimbledon and Croydon. For full details of times and locations please visit

[www.headwayswLondon.org](http://www.headwayswLondon.org) or

[www.facebook.com/headwayswLondon](https://www.facebook.com/headwayswLondon).

For further information please email Hannah McCorry, Family Support Coordinator, at [carers@headwayswLondon.org](mailto:carers@headwayswLondon.org).

## Young Carers and Education

Research by Carers Trust and The University of Nottingham reveals that young adult carers often struggle at college and university because of their caring role.



Issues with lateness or absence arise as a result of having to balance their caring responsibilities with studying, which means that over half of them experience difficulties and as many as 16% feel they might have to drop out – more than twice the national dropout rate.

Many young adult carers remain unnoticed. Although more than three quarters of those surveyed had explained their caring role to their college or university, nearly half (45%) of them said that despite this there was still no one there that helped them.

For the full press release and to read the research go to [www.carers.org/news/research-shows-young-adult-carers-struggling-cope-higher-education](http://www.carers.org/news/research-shows-young-adult-carers-struggling-cope-higher-education).

## Email Us

If you have an enquiry about anything to do with your caring role you can contact the Carers' Information Service in a number of ways:

**Call** 020 8649 9339, option 1  
*If there is no answer please leave a message and we will*



get back to you

Email

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



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

## Closed for the Bank Holiday

Please note that the Carers Support Centre and the Carers' Information Service will be closed on bank holiday Monday (25 August).

We will re-open as usual on Tuesday 26 August: 9am for the Carers' Information Service, and 10am for the Carers Support Centre.



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