



What's New for Carers?



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Vote for Us Please!!

The Galaxy Hot Chocolate Fund donates five £300 awards to small, local community groups and charities across the UK every week.



We have nominated our Carers Cafe for one of these awards, and now we need you to vote for us!

Please take a minute to go to www.galaxyhotchocolate.com/galaxyfund2014/profiles/carers-support-centre-croydon and cast your vote.

You need to supply your email address to vote, but you will not be added to the mailing list unless you *opt-in* - so no unwanted emails from Galaxy.

Please remember to validate your vote by clicking on the link in the one-off email from Galaxy.

Many thanks in advance for your support.

What's On at the Carers Support Centre

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

Health, Wellbeing & Social



- Christmas Ideas
- Don't Miss Out this Winter
- Free NHS Health Checks
- Carers Strategy 2014-16
- Christmas Opening Times

Merry Christmas and a Happy New Year to all our readers



Enter your text

Activities

Such as the Carers Café, free yoga classes, NHS Health Checks and free arm & hand or neck & shoulder massages.



Plus our fun festive events and activities - see below.

Advice Surgeries

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

Training & Information Sessions

Such as Pressure Ulcer Workshops and First Aid for Carers of a Disabled Child.

Festive Fun for Carers

The Carers Support Centre is hosting a series of free events in the run up to Christmas:

Sugarcraft Session

Tuesday 16 December,
10.30am - 12.30pm

Carers can make their own sugarcraft Christmas bear cake topper under the expert tuition of staff from
www.inspiredcreations.uk.com.



Carers Singing Group

Wednesday 3 and 10 December, 11am – 12.15pm

Rehearsals for our Christmas performance on Wednesday 17 December. Carers who attend these sessions will be accompanying the dance group as they demonstrate their Jive skills.

Song & Dance Show

Wednesday 17 December, 10.30am – 12.30pm

An opportunity for the carers who have attended our carers singing and dancing groups to showcase their talent.

Carols and mince pies in the Carers Café

Monday 22 December, 10.30am - 12.30pm

With singers from Croydon Minster.

There is no need to book for any of these events, carers are welcome to just drop in on the day.

Free refreshments will be available from the Carers Café as usual, plus some extra festive treats...

We look forward to seeing you there!

Falls - Free Online Course

FutureLearn (part of the Open University) offers a range of courses from leading universities and cultural institutions from around the world.



One of the courses currently on offer is *Ageing Well: Falls*, which explores why people fall, looks at practical methods to reduce the risk of falling and suggests when to seek expert help.

Whether you have been affected by falls yourself or care for someone who has, this course will help you understand what you can do to prevent falls and also what you can do if you have experienced a fall. All that's required is access to the internet and a computer.

The course started on Monday 24 November, but people can join the course at any time up to 21 December.

For more information visit www.futurelearn.com/courses/falls.

Disability Awareness Week

Croydon Council is holding a number of free activities and events to celebrate Disability Awareness Week (1 - 8 December).



Read full details of all the Disability Awareness Week events.

Highlights include:

- **Croydon Tech-City Event**
Wednesday 3 December, 2 - 5pm.
- **Cycle Discovery Session**
Thursday 4 December, 9.30 - 11.30am.
- **Croydon Disability Forum Meeting**
Friday 5 December, 2 - 4pm.
- **Meet the Tram Accessibility Day**
Sunday 7 December, 10am - 2pm.

You will need to book in advance for some events.

Freedom Pass Renewal

If your Older Persons Freedom Pass is due to expire on 31 March 2015 you may have already received a renewal letter (if not, don't worry, letters are being sent out up to mid-December).



The easiest way to renew your application is online - the process only takes a few minutes but if you do not have access to a computer or need some help, Advice Services Croydon (ASC) is running a number of support sessions at venues around the borough.

Age UK Croydon

2 Katharine Street, Croydon CR0 1NX
Mondays 1 and 15 December, 2 - 4pm

Central Library

2nd Floor, Katharine Street, Croydon CR9 1ET
Fridays 5, 12 and 19 December, 10am - 12 noon

Age UK Croydon

81 Brigstock Road, Thornton Heath CR7 7JH
Wednesday 10 December, 10 - 11am.

For more information call ASC on 020 8686 0066.

Housing Advice Sessions

Shelter, the leading housing and homelessness charity, is holding free advice sessions in Croydon for any resident who has a housing issue.



These sessions are held at Mind in Croydon and the Central Library.

Mind in Croydon

Orchard House, 15A Purley Road, South Croydon CR2 6EZ.
Advice sessions are on Thursday afternoons from 1.15pm.

Future dates include:

4 December
8 January
5 February
5 March

You will receive 20 minutes of advice and if necessary may be booked onto further appointments for follow up work.

To book an appointment contact Mind in Croydon on 020 8253 8211.

You may be able to be seen without an appointment on the day but

there are no guarantees of this and you would need to get to Orchard House by 1.15pm.

Central Library

Katharine Street, Croydon CR9 1ET.

Advice sessions are on Wednesday afternoons from 1.30pm.

Future dates include:

3 December

7 January

You will receive 20 minutes of advice and if necessary may be booked onto further appointments for follow up work.

These sessions are drop-in only. People are advised to turn up from 1pm on the day to secure one of the available appointments.

Join the Mapping Party

As part of Croydon's Disability Awareness Week, Croydon Council is looking for volunteers to head out



and collect accessibility information for **Wheelmap** on Wednesday 3 December, 2 - 4pm, at Croydon Town Hall, Room G4.

Wheelmap is an online map filled with useful information about wheelchair accessibility. It uses a simple traffic light system, where buildings can be colour-coded on the map to display their level of accessibility. These markers can be supplemented with comments and photos to give extra helpful details.

It's really easy to collect data, which can be uploaded via the Wheelmap app on a smart phone, or on a computer.

If you're not a wheelchair user, or you've never used Wheelmap before and aren't sure what to look for, don't worry - the Council will give you all the information you need before you set off.

For more information or to register call 020 8726 6000 ext 63265 or email yvonne.okiyo@croydon.gov.uk.

Free Food Tasting

Apetito provides meals for care homes, local authorities and hospitals. In Croydon, Apetito is contracted to deliver the Meals on Wheels



service. Through its sister company, Wiltshire Farm Foods, Apetito also delivers meals to the public.

Apetito/Wiltshire Farm Foods will be coming to the Carers Café on Thursday 4 December, 11am - 12.30pm, and offering carers the opportunity to try some of their food and find out more about their services.

No need to book, just drop in to the Carers Café.

Caring for Someone with a Visual Impairment?

Shirley Library, Wickham Road, Croydon CR0 8BH is hosting a talk on Monday 8 December, 2.15 - 3.30pm, by Croydon Vision (the working name of Croydon Voluntary Association of the Blind).

The talk will focus on how carers can support someone with sight loss.

For more information, or to book a place, call Shirley Library on 020 3700 1019 or email croydon.shirleylibrary@carillionservices.co.uk.

Please note there are limited places available so booking is essential.



Get the Best Energy Deal for You

Croydon Citizens Advice Bureau will be giving a presentation at the Asian Resource Centre of Croydon, 30 Union Road, Croydon CR0 2XU, 11am - 12 noon, on Thursday 11 December.

The presentation will cover:

- Reducing your energy costs by switching tariff, payment method or supplier.
- Where to go for help if paying your energy bill is a struggle.
- How to save money and use less energy in your home.
- Invitation to attendees to discuss energy issues/debt with a CAB advisor.

This is a free event and places will be offered on a first come first served basis.

For more information or to book a place go to www.eventbrite.co.uk/e/energy-best-deals-talk-tickets.



Landlord Licencing Proposal

The public are invited to have their say on a landlord licensing scheme that will protect tenants and crack down on rogue landlords

CROYDON
www.croydon.gov.uk

who provide poor quality housing.

'A Better Place to Rent' will improve conditions in private rented accommodation by requiring every private landlord to obtain a licence, whereby they will have to demonstrate they have met a series of health and safety checks.

The scheme will also require stringent 'fit and proper' checks of landlords for any criminal convictions.

Those renting out a property without a licence face fines of up to £20,000, while those who fail to comply with licence conditions can be prosecuted and fined up to £5,000.

Private renting has increased significantly in Croydon with one of the negative consequences being poor quality homes, noise, litter, fly-tipping and antisocial behaviour.

The scheme aims to tackle these problems by bringing in tougher controls of private landlords.

Croydon has approximately 30,000 privately rented properties, and this scheme aims to ensure they are decent and safe places for tenants to live.

For more information or to take part in the consultation go to <http://news.croydon.gov.uk/have-your-say-on-landlord-licensing-scheme>.

The consultation closes on Friday 12 December.

Accessing Local Services

Contact a Family (CaF) is helping to develop a website - SENDirect - that will help families find services and information. The website will launch in January, when parents will be able to search, review and buy activities online.



Contact a Family is asking parent carers to take part in a survey to help them learn more about the services and support families use. They can then use the responses to measure how good SENDirect is at helping parents find the information they need, and how the website can be improved.

The survey should take no more than ten minutes to complete, and closes on Friday 12 December.

For more information, or to complete the survey, go to www.cafamily.org.uk.

Training for Parent Carers

Parents in Partnership (PIP)
offers free training for parent
carers.

All training takes place at the
Carers Support Centre,
10am – 1pm.

*Training sessions for parents of a
child of any age:*

- **Self-Esteem, Empowerment & Assertiveness** (two-part workshop)
Tuesdays 20 January and 10 February.

PIP Plus training (for parents of young people aged 14 and over):

- **What do the new SEN reforms mean for young people leaving school?**
Thursday 18 December.
- **Mental Capacity and the Court of Protection**
Thursday 15th January.

Contact PIP on 020 8663 5626 or email office@pipcroydon.com to
reserve a place on any of these courses.



**PARENTS IN PARTNERSHIP
Croydon**

Autism Consultation

The Department of Health is
seeking views on revised
statutory guidance to
implement the strategy for
adults with autism in England.



Think Autism sets out a clear programme of action to support people
with autism, primarily through supporting local authorities, the NHS,
other public services and their local partners with local implementation
work.

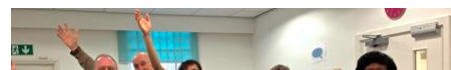
The draft statutory guidance updates the existing guidance in line with
progress made since 2010 and makes changes in line with recent
legislation such as the Care Act 2014 and the Children and Families
Act 2014.

For more information or to take part in the consultation go to
<http://consultations.dh.gov.uk/learning-disability-autism-policy/consultation-on-revised-statutory-guidance-to-impl>.

The consultation closes on 19 December.

Sing Your Heart Out

Our free singing sessions for



carers will be continuing in the New Year on Wednesdays 14 and 28 January, 11 and 25 February and 11 and 25 March. All sessions are 11am - 12.15pm.



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 wellbeing 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 Ruth Laws on 020 8649 6280 or email ruthlaws@carersinfo.org.uk.

New Carers Support Group

From January 2015 the Working Carers Support Group will become a general Carers Support Group. Any carer aged 18 and over who lives in Croydon, or cares for someone who does, is welcome to come along.



**Croydon
Neighbourhood
Care**

The group meets every fourth Wednesday at the Carers Support Centre, 6.30 - 8pm. Future dates include: 21 January and 25 February.

This is a great opportunity for carers who aren't able to access services during the day to get together to share their experiences and discuss any issues they may be having with a Carers Support Worker from Croydon Neighbourhood Care.

For more information, or if you would like to come to the group call Donna Richmond on 020 8663 5630 or email donna@cnca.org.uk.

Pressure Ulcer Workshops

Croydon Council is holding a series of workshops on pressure ulcers at the Carers Support Centre. The workshops will look at what pressure ulcers are, their causes and treatment and how to prevent them.

CROYDON
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These workshops are aimed at social care workers, domiciliary care workers and informal carers living in Croydon.

The next workshops will be on Wednesday 28 January, 9.30am - 1pm or 1.30 - 5pm.

For more information or to book a place email

stephanie.cattermole@croydon.gov.uk (or if you don't have access to email, call 020 8686 4433 ext 47214).

Diabetes - your questions answered

The Carers' Information Service offers free training sessions to any carer aged 16 or over who is a Croydon resident.

A new topic for 2015 is *Diabetes - your questions answered* on Thursday 29 January, 10am - 1pm.



This will be an interactive morning offering support and advice on any subject connected to diabetes (except medication), such as:

- Coping with feelings and moods.
- Handling a hypo.
- Cooking ideas.
- How to look after your health.
- Taking blood sugars.

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

Guide to Essential Services

Croydon Neighbourhood Care's *Essential Services Guide* contains information on preparing for the winter, emergency contact details, Christmas lunch venues plus advice from Croydon Clinical Commissioning Group (CCG) around general healthcare, self-care and treatment available in Croydon.

Read the *Essential Services Guide*.



Christmas Ideas

The National Autistic Society has a section on its website called

Coping with Christmas:

www.autism.org.uk/living-with-autism/at-home/coping-with-christmas.

Able Community Care has

produced a factsheet, *Christmas*

Gift Ideas for Older People 2014:

[www.uk-care.com/support-](http://www.uk-care.com/support-files/christmas_gift_ideas_for_older_people_2014.pdf)

[files/christmas_gift_ideas_for_older_people_2014.pdf](http://www.uk-care.com/support-files/christmas_gift_ideas_for_older_people_2014.pdf).

NHS Choices has a section on *Healthy Christmas:*

www.nhs.uk/LiveWell/Healthychristmas.

Saga lists its *Top Ten Seasonal Stress-Busters:*

www.saga.co.uk/health/mind/top-10-seasonal-stress-busters.



Don't Miss Out this Winter

Are you entitled to a:

- **Cold Weather Payment?**

Payment of £25 for each seven day period of very cold weather between 1 November and 31 March for people on income-related benefits who meet certain criteria.

- **Winter Fuel Payment?**

Payments of between £100 and £300 tax-free to help pay heating bills for people who were born on or before 5 July 1952.

Find out if you're eligible and make sure you aren't missing out this winter.



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.

No need to book - carers are welcome to just turn up on the day.

For more information on health checks visit

www.croydon.gov.uk/healthsocial/phealth/healthchecks.

Carers Strategy 2014-16

The *Carers strategy: the second national action plan 2014 to 2016* identifies the main actions for the next two years around supporting carers.

There is an overview of evidence gathered over the last few years. It also explains the main achievements in recognising and supporting carers during that time.



This builds on the national Carers Strategy of 2008 and the Next Steps update of 2010.

For more information and to read the strategy go to

www.gov.uk/government/publications/carers-strategy-actions-for-2014-to-2016.

Christmas Opening Times

The Carers' Information Service will be closed on Christmas Eve and will re-open on Monday 5 January.

The Carers Support Centre will be closed on Christmas Eve and will re-open on Friday 2 January.



The Centre will also be open on Monday 29 and Tuesday 30 December, 10am – 2pm. If you want to call the Centre during these opening times please call us on 020 8663 5608.