



On Tuesday 23 September the Carers Support Centre will be one year old... so happy birthday to us!

It has been an amazing year. We are proud of the services we offer, and thrilled that we have been able to make a difference to so many carers in Croydon.

To give you an idea, in the last year:

- Almost 4,000 carers have visited the Centre.
- We have supported over 1,100 carers we weren't in contact with before.
- Over 500 carers have come to a free training session.
- Over 4,240 carers and professionals have contacted us via phone.

Throughout our birthday week we plan to have the Centre decorated with banners and balloons (tastefully, of course), and will be making Carers Café sessions extra special by supplying an abundance of delicious cakes and sweets.

Don't forget the Café is open Monday to Friday, 10.30am - 12.30pm.

On the afternoon of our birthday itself we are hosting a special birthday tea with sandwiches, scones and even more cake.

To book your place at the tea call us on 020 8649 9339, option 1, or email appointments@carersinfo.org.uk.

What Do You Think?

As well as a time for celebrating, a birthday is also a time to reflect, so we're asking you what you think of the Carers Support Centre and the services we offer.

- Have you used any of our services? If so, were they helpful?
- Do you have an experience of the Centre you would like to share?
- Is there a service you would like to see the Centre offering that isn't at the moment?

We welcome all feedback (you can find our full contact details on the back page), and will use your responses to make improvements to the Centre where possible.

New SEND System Arrives

As of 1 September 2014 the reforms to the way support is provided for children and young people with special educational needs and disabilities (SEND) came into effect.

The nature of the reforms themselves was discussed in more detail in the May/June edition of *Carers News* (which is available to read at www.carersinfo.org.uk), but in brief:

- Statements of Special Educational Needs replaced by Education Health and Care (EHC) plans over the next three years. Children and young people with a statement will be transferred to an EHC plan for the beginning of their next key stage.
- Some support delivered in the form of a personal budget if requested.
- Every local authority publishing a Local Offer detailing what support is available.
- Local authorities and health services commissioning services jointly.
- School Action and School Action Plus replaced by SEN Support.
- New SEND Code of Practice, available at www.gov.uk/government/publications/send-code-of-practice-0-to-25.

More details are available at www.croydon.gov.uk/sendoffer.

Local Offer

Message from Trisha Holmes, SEN Reform Manager:

"The Local Offer of services for children and young people aged 0-25 with special educational needs and disabilities has been published on the Croydon Council website at www.croydon.gov.uk/sendoffer. Information is provided on a range of subjects including Early Years, Education, Health, Social Care, Transport, Leisure, Preparing for Adulthood and Independent Living. We realise there is always room for improvement, so we would like to hear your comments and suggestions to help us make it easier to find and use information on special needs in Croydon. Each page on the website has a page rating where you can leave feedback. You can also email your comments to senreform@croydon.gov.uk or write to: SEN Reform, Floor 4, Zone C, Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA."

More Information

Parents in Partnership | 020 8663 5626 | www.pipcroydon.com

Croydon Family Lives SEND Support Service (formerly Croydon Family Lives Parent Partnership Service)

020 3131 3150 | parentsupportherts@familylives.org.uk

From September the Croydon Family Lives SEND Support Service will be based at the Carers Support Centre, 24 George Street, but their contact details will remain the same.

Trisha Holmes (SEN Reform Manager)

020 8726 6000 ext 62281 (no voicemail)

senreform@croydon.gov.uk



Stronger Together

Advice Services Croydon (ASC) is a consortium of four local charities:

- Age UK Croydon (lead organisation).
- Croydon Hearing Resource Centre.
- Croydon Vision.
- Disability Croydon.

These organisations will provide a range of services to all adults in Croydon with social care and support needs, irrespective of their age or disability, including:

- Independent and impartial 'issue-based' advocacy, including specialist financial advocacy.
- Information and advice on a range of issues including benefits and finances, social and health care and housing.
- Benefit checks and support making benefit claims.
- Online directory of local and national support services.
- Hearing Support Service (assessments for environmental equipment loans).

ASC services are available in the following ways:

- 020 8686 0066 (Monday - Friday, 10am - 4pm).
- asc@adviceservicescroydon.org.uk.
- www.adviceservicescroydon.org.uk.
- General advice drop-ins/specialist surgeries at a number of locations around the borough.
- Home visits.
- Online directory of services <http://directory.ageukcroydon.org.uk>.

By joining forces ASC aims to bring together vital support services to empower the people of Croydon to exercise real choice and control over their lives.

In Brief

Flexible Working: Recent changes to the law mean that all employees who have worked for the same employer for a minimum of 26 weeks have the right to request flexible working. Carers UK estimates that 100,000 more carers will now have a better chance of juggling work and care.

NHS Commitment to Carers: In May 2014 NHS England published its commitment to carers to give them the recognition and support they need to provide invaluable care for loved ones. The number one priority is to raise the profile of carers.

The Care Act 2014: Introduces, among other things, a cap on care costs, a national minimum threshold for eligibility for social care services, improved rights for carers and increased access to personal budgets and direct payments. We will be taking a more in depth look at the Care Act in the next edition of *Carers News*.

SLaM Recovery College: the Autumn 2014 prospectus and timetable are now available. Visit www.slamrecoverycollege.co.uk or call 020 3228 3643.

Useful websites: www.poolingbudgets.org (helping people set up shared support arrangements to make the most of direct payments) and www.rallyroundme.com (making it easier for carers to co-ordinate care with other family members or friends).

Free Computer Training

The Asian Resource Centre Croydon is offering free UK Online IT classes for groups and individuals. The classes are aimed at people who are new to computers, or just starting out, and cover a range of topics, including:

- Online Basics.
- Online Plus.
- Jobs and Skills.
- Making the most of your Computer.
- Keeping in touch with Family.
- Managing Money.
- Staying Healthy.
- Internet Safety.

These classes are open to everyone regardless of age or background. For more information call 020 8684 3784 or email info@arccltd.com.

Carers Together



Carers Together is a mentoring project, funded by the Big Lottery Fund and delivered by TimeBank and Carers UK. It is a free online support service for carers over 18 where they can chat online, privately and securely, to a trained volunteer who also has experience of caring. Caring can be isolating, and it can help to talk things through with someone who understands what it's like to be a carer.

Carers who need support are matched to a volunteer mentor. Mentors are people who have current or previous caring experience, who would like to share their experience and knowledge with carers who may be new to caring or struggling with their caring role. At the moment Carers Together is particularly in need of volunteers who have cared for a partner or elderly parents, or who have experience of dementia. Online training is given and all volunteering can be done from home.

It doesn't take any special IT skills to be able to take part in this e-mentoring - it isn't any more difficult than using regular email. For more information on how to access support from Carers Together, or if you would like to find out more about becoming a mentor yourself, visit www.timebank.org.uk/carers-together. Alternatively you can email carers@timebank.org.uk or call 0121 236 2531 and ask for Halinka or Stephen.

Mind Support Groups

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

Sibling Carers Group will meet every four weeks on a Saturday, 3 - 4.30pm, at Fairfield House, 10 Altyre Road, East Croydon CR0 5LA. The next meetings will be 11 October and 8 November. *This group is for siblings of someone with a mental health problem.*

Carers Support Group will meet on the last Wednesday of the month, 10.30am - 12 noon, in the community room at Sainsbury's West Croydon, 9-11 London Road, Croydon CR0 2RE. The next meetings will be 24 September and 29 October.

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

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

New Services at CSC

More Massage

We have been offering carers a free 25-minute hand/arm/neck/shoulder massage once a month on Thursday mornings. Thanks to our fantastic volunteers from the Red Cross we are now able to offer massage appointments in the afternoon as well. This means we can help 16 carers a month to relax and take some time for themselves. Future dates: Thursdays 18 September, 9 October and 20 November. To book, contact Ruth Laws (020 8649 6280, ruthlaws@carersinfo.org.uk).

A blackboard-style poster with the words 'FLU JAB!' written in large, colorful, hand-painted letters. Below the title, the text reads: 'Get Yours Here', 'Getting the flu is no fun, but if you're a carer it can be a particular concern as you worry about who would look after the person you care for if you are unwell. We're working with the NHS to try to alleviate some of that worry by offering carers free flu jabs at the Centre.', 'Starting on 23 September, flu jabs will be available on Tuesdays (1 - 4pm) and Thursdays (10am - 1pm) until the end of October. Any carer aged 18 and over is eligible. Carers do not have to be Croydon residents, and do not need to bring ID or medical information with them.', and 'There is no need to book, you can just turn up on the day.'

Employability Skills

The National Careers Service (NCS) is offering one-to-one advice sessions at the Centre for carers aged 18 and over who would like information, advice and guidance on employability skills. These sessions should help carers improve their chances of returning to the world of paid employment after taking time out to care for someone.

Future dates: Tuesdays 23 September and 28 October.

To book, contact Ruth Laws (020 8649 6280, ruthlaws@carersinfo.org.uk).

Croydon CAB

Croydon Citizen's Advice Bureau and the 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. Future dates: Thursdays 25 September and 23 October.

To book, call our Advice Surgeries Booking Line on 020 8663 5608 and leave a message or email appointments@carersinfo.org.uk.

Sing Your Heart Out



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

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

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

To book, call the Carers' Information Service on 020 8649 9339, option 1, or email appointments@carersinfo.org.uk.

NHS Health Checks

Carers, and the person they care for, can access a free NHS Health Check at the 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 Centre call 020 3282 7886 and quote 'carers' or visit www.nhshealthcheck.com/croydon. Alternatively you are welcome to turn up on the day, and wait for a free appointment.

Here's One I Made Earlier...

We are planning to host some festive craft sessions for carers in the weeks leading up to Christmas. More details will be available in the next newsletter.

If you have a talent for arts and crafts and would like to lead a session please contact us on 020 8649 9339, option 1 or email info@carersinfo.org.uk.

Carers Rights Day 2014

Friday 28 November

More information in the next edition of *Carers News*

A purple circular logo with the text 'CARERS RIGHTS DAY' in white, bold, capital letters.



Become a Dementia Friend

People with dementia sometimes need a helping hand to go about their daily lives and feel included in their local community. Dementia Friends information sessions give people an understanding of dementia and the small things they can do to make a difference to people living with the condition.

A Dementia Friends session is being held in Croydon on Thursday 25 September, 5.30 - 6.30pm, at the CVA Volunteer Shop, Centrale Shopping Centre, North End CR0 1TY. For more information or to book a place visit www.dementiafriends.org.uk.

Celebrate Older People's Day

Visit information stalls and enjoy taster activities and arts and crafts at Age UK Croydon's Full of Life Event on Wednesday 1 October, 11am – 3pm, at Age UK Croydon, 81 Brigstock Road, Thornton Heath CR7 7JH. Entrance is free, and there is no need to book - just turn up and join in the fun. For more information contact Age UK Croydon (020 8683 7100, auc@ageukcroydon.org.uk).

Make Sure You're Safe

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

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

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

To book an appointment or arrange a collection contact Croydon Trading Standards (020 8407 1311, trading.standards@croydon.gov.uk). *Last year, 57% of the electric blankets and 54% of the appliances failed safety tests!*

SEN Conference

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

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

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

Places are limited and need to be booked by emailing virginijas@familylives.org.uk.

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

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

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

- **Workshop 1:** Signs to look for if you think someone may have dementia
Tuesday 21 October, 11am - 1pm
- **Workshop 2:** How to get a diagnosis if you are worried someone may have dementia
Tuesday 28 October, 11am - 1pm
- **Workshop 3:** Dealing with social care
Tuesday 4 November, 11am - 1pm
- **Workshop 4:** Health of the person with dementia - physical and emotional
Tuesday 11 November, 10.30am - 1pm
- **Workshop 5:** Care for the carer
Tuesday 18 November, 10.30am - 1pm
- **Workshop 6:** The money side of things
Tuesday 25 November, 11am - 1pm

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

For more information, or to book onto a workshop, contact SLaM Recovery College on 020 3228 3643 or visit www.slamrecoverycollege.co.uk. On the enrolment form, under the section that says 'If you are a service user or supporter, please let us know the details of your main contact at SLaM' carers can put 'CSC Croydon' (a connection with SLaM is not needed for these workshops).

Cancer Support

The World's Biggest Coffee Morning is Macmillan Cancer Support's biggest fundraising event: they ask people across the UK to hold a coffee morning, where donations on the day are made to Macmillan. Croydon's Macmillan Information and Support Service is hosting a coffee morning on Friday 26 September, 11am - 3pm, at Nightingale House, Croydon University Hospital. There will be a raffle, cakes and hot drinks, as well as a chance to find out what the service can do to support carers and patients at any stage of cancer.

The service also runs the Croydon Macmillan Care and Cope Support Group for people caring for someone who has cancer. The group will be meeting on Monday 20 October, 5.30 – 8.30pm, in the Oasis Restaurant at Croydon University Hospital. The speaker will be a GP who is a Champion for Carers.

For more information about either of these events contact Benny Millier (020 8401 3441, benny.millier@nhs.net).

Carers' Information Service

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

020 8649 9339, option 1

info@carersinfo.org.uk | www.carersinfo.org.uk

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

Designed by Croydon Voluntary Action 020 8653 0386



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

What's On at the Carers Support Centre

Regular Events	Date	Time	Need to Book?
Free Yoga Class	Every Monday	10.30-11.30	Yes Call Donna Richmond on 020 8663 5630 or email donna@cnca.org.uk
NHS Health Checks	Every Wednesday	10-4	Optional Call 020 3282 7886 and quote 'carers', or just turn up on the day
Free hand/arm/neck/shoulder massage (25-minute appointments)	Thursdays 18 Sept 9 Oct 20 Nov	10.30-3.15	Yes Call 020 8649 6280 or email ruthlaws@carersinfo.org.uk
Special Educational Needs Drop In	Fridays 19 Sept 17 Oct 21 Nov	10-12	No Carers are welcome to just turn up on the day
Flu Jabs	Tuesdays 23 & 30 Sept 7, 14, 21 & 28 Oct Thursdays 25 Sept 2, 9, 16, 23 & 30 Oct	1-4 10-1	No Carers are welcome to just turn up on the day
National Autistic Society Parents Support Group	Tuesdays 23 Sept Oct (tbc) 25 Nov	10-12	No For more information call 07833 293 263 or email croydonbranch@nas.org.uk
Benefits Advice Surgery	Wednesdays 24 Sept 8 & 22 Oct 5 & 19 Nov	1-4	Yes Call 020 8663 5608 and leave a message or email appointments@carersinfo.org.uk
Working Carers Support Group	Wednesdays 24 Sept 22 Oct	6.30-8	Yes Call Donna Richmond on 020 8663 5630 or email donna@cnca.org.uk
Mental Health Carers Advice Surgery	Thursdays 25 Sept, 16 & 30 Oct, 16 & 30 Nov	10-1	Yes Call 020 8663 5608 and leave a message or email appointments@carersinfo.org.uk
Croydon CAB	Thursdays 25 Sept 23 Oct	1-4	Yes Call 020 8663 5608 and leave a message or email appointments@carersinfo.org.uk
Free Rumba & Samba lessons	Fridays 26 Sept 3, 10 & 17 Oct	10.30-11.30	Yes Call 020 8649 6280 or email ruthlaws@carersinfo.org.uk <i>Carers need to be able to attend all four sessions</i>
Debt Advice Surgery	Fridays 3 Oct 7 Nov	10-1	Yes Call 020 8663 5608 and leave a message or email appointments@carersinfo.org.uk
Rethink BME Carers Support Group	Tuesdays 7 Oct 4 Nov	6.30-8.30	Yes Call Pauline Fisher on 020 8649 6821
Parkinson's Society Carers Support Group	Mondays 13 Oct 10 Nov	10-11.30	Yes Call Monique Martial on 020 8653 2179
Employability Skills (45-minute appointments)	Tuesdays 28 Oct 25 Nov	10.15-3.15	Yes Call 020 8649 6280 or email ruthlaws@carersinfo.org.uk
Free Jive lessons	Fridays 14 & 28 Nov 5 & 12 Dec	10.30-11.30	Yes Call 020 8649 6280 or email ruthlaws@carersinfo.org.uk <i>Carers need to be able to attend all four sessions</i>

One-Off Training	Date	Time	Need to Book?
Moving & Handling People	Tue 16 Sept	10-4	Yes For all these training courses call 020 8649 6280 or email ruthlaws@carersinfo.org.uk <i>*Carers need to be able to attend both sessions.</i>
Falls Prevention	Thu 25 Sept	10-12	
A Solution Focused Approach to Caring*	Tues 7 Oct & 4 Nov	10-4	
<i>Solution Focused Therapy (SFT) focuses on what people want their future to be like and any steps they can take (however small) to achieve their goals.</i>			
Assertiveness & Building Confidence	Tue 21 Oct	10-3	
If Only I'd Known: Caring for Someone with Dementia	Tues 11 & 18 Nov	10.30-1	
Life After Caring (for former carers)	Thu 13 Nov	10 -12	
The Impact of Caring on Relationships	Tue 25 Nov	10-3	
First Aid for Carers of a Disabled Child	Tue 9 Dec	10-3	
Transition to Adult Services (for young carers aged 16-18)	Tue 28 Oct	10-3	
Pressure Ulcer Workshops <i>Information on what pressure ulcers are, their causes and treatment and how to prevent them.</i>	Wednesdays 17 Sept 26 Nov	9.30-1 or 1.30-5	Yes Call 020 8649 9339, option 2 or email youngcarers@offtherecordcroydon.org Email stephanie.cattermole@croydon.gov.uk (or if no access to email call 020 8686 4433 ext 47214)

Birthday Tea

Join us for a delicious afternoon tea to celebrate the Carers Support Centre's first birthday!

Tuesday 23 September
2 - 4pm

To book a place call 020 8649 9339, option 1 or email appointments@carersinfo.org.uk.



Carers Café

Open Monday to Friday
10.30am - 12.30pm

Drop in for free refreshments, and enjoy some peace and quiet amid the hustle and bustle of Croydon town centre.

Help yourself to a book from The Bookshelf, make use of our wi-fi, chat with a Carers' Information Service volunteer, nibble on some yummy biscuits, enjoy some time just for you...



Can You Help Us?

Can you help us save money on our postage costs by receiving *Carers News* via email rather than the post?

If so please email Alison Brewster at alisonbrewster@carersinfo.org.uk.

Receiving the newsletter via email means that it will be in your inbox up to a week sooner than it would arrive in the post, and you will also receive our monthly e-bulletin, *What's New for Carers?* which is full of information and events that didn't make it into the newsletter.

Thank you in advance to those of you who do make the switch to email - we really appreciate it.



Carers Support Centre, 24 George Street, Croydon CR0 1PB
Open Monday to Friday, 10am – 4pm
020 8649 9339, option 1
info@carersinfo.org.uk | www.carersinfo.org.uk



All details correct at time of going to press,
but events are subject to change