

## Welcome to the May edition of News for Carers

Freezing winter months are now behind us and we are all hopefully looking forward to a sunny summer. The time has also come for that one week in June which is dedicated to you, all carers who devote their time and energy into looking after their loved ones.

In this edition of News for Carers we will focus on Carers Week – and this year's theme 'Prepared to Care?' As usual, we will give you a brief update on local services within the borough that provide support, activities and information to carers. We will provide you with information on local and national issues, benefit changes and news from West London Clinical Commissioning Group. We will also bring to you some good news from RBKC – Carers Personal Budget has gone up – find out more on page 9.

## Carers Week 2013

This year Carers Week is taking place between 10 and 16 June and the theme is 'Prepared to Care?' Read more about this year's event and find out about 10 steps that can help you prepare to care on pages 2-3.

As usual, Carers Kensington & Chelsea will be organising a couple of events and we would like to invite you all to join us in the celebration of carers and their great contribution to our communities. Put these dates in your diary now!

**Tuesday 11 June** 10am – 3pm Carers Pampering and Relaxation Day at Chelsea Theatre

**Thursday 13 June** 10am – 4pm Carers Information Event at Isaac Newton Centre.

Find more details about each event on page 10.





## Carers Week 2013

Carers Week is an annual campaign that aims to improve the lives of carers and the people they care for. Its main objectives are to:

- Raise the profile of the role of caring and help carers access support, advice and information
- Celebrate and recognise the contribution the UK's 6.5 million carers make to people they care for and their communities
- Highlight the challenges of caring and campaign for sustainable funding for services and support for carers and the people they care for.

It is delivered by a partnership of charities: Age UK, Carers Trust, Carers UK, Independent Age, Macmillan Cancer Support, Marie Curie Cancer Care, MS Society, Parkinson's UK and the Stroke Association. It is sponsored by Sainsbury's plc and Skills for Care and supported by Carewell in 2013.

This year's theme- 'Prepared to care?' – is ideal to get people together to talk about the challenges of caring, how prepared they were and to promote the services and support on offer that can make a difference to carers' lives.

### 10 steps to help you prepare to care

Think about the types of support and information that might be useful for you. The following steps may help you to prepare:

#### 1 Don't be afraid to ask questions and talk about caring

It is important that you think about how taking on a caring role might change your life (including your work, relationship and finances) and impact those around you.

Start by talking to family and friends – do you have shared concerns and anxieties? Try and make time to find out about local organisations and support groups. Also, talk to the health and social care professionals you meet – they should be able to signpost you to helpful advice and information.



#### 2. Find out more about the condition and treatments/medication.

At the beginning there is a lot to take in. Health professionals like GP or consultant can help you understand what to expect, but talk to pharmacists too, as they can help explain the different types of medication and any side effects. Don't be worried about repeating questions or asking for clarification.

There might also be an organisation specific to the condition of the person you care for. Organisations like MS Society, Parkinson's UK and the Stroke Association are specialist about these conditions and provide a great deal of advice to help families.

#### 3. Think about your finances

For most people, caring hits your finances and it is often something that people are not prepared for. You may face extra costs. Your income might also be reduced if you give up work or reduce your working hours.

Organisations like Age UK and Carers UK can help explain the impact caring might have on your finances and where you can assess support – as well as providing you with a benefits check. You could also get in touch with your local Carers Centre or Citizens Advice Bureau. You may find out that you are eligible for financial assistance through benefits.

#### 4. Talk to your employer

If you are working it is worth being clear about your company's policies and procedures. As a working carer, you are likely to need a range of support at different times – from access to telephone to check on the person you care for, to leave arrangements to deal with



someone coming out of hospital. You have a right to request flexible working and time off to look after dependents in an emergency.

### 5. Find out about available support

Accessing support to help you care for the person you look after and yourself can make a big difference. Your local authority can tell you about local support groups and services and they may be able to provide short breaks services to help you get time to yourself or you can buy help privately. Also, find out about getting assistance to purchase equipment and have adaptations made to the home of the person you look after. If you can't get services immediately keep asking and don't be put off.

### 6. Find a balance

Carers often say that juggling care and other responsibilities like work or family can be stressful. It is important that you look after yourself – psychically and mentally – and that you feel in control of your life. Having a rough plan – not more than you can handle, but enough to give you a basic routine – can really help. Some organisations offer training to help you plan your life. For ideas try [www.carewell.org](http://www.carewell.org), a self-help tool developed by Bupa and Carers UK to help you manage your life.

### 7. Planning for emergencies

It is important that you think about having a plan in case something goes wrong. Could family and friends help? Do you have contact details handy to get in touch with people in an emergency? In some areas there are emergency card schemes that have been set

up for carers (to access this scheme in Kensington and Chelsea contact Community Alarm Service by phoning on 020 7605 6509 or by emailing on [cas@kctmo.org.uk](mailto:cas@kctmo.org.uk)). Another tip is to keeping everything about the person you care for regularly updated and in one place – treatment records, medication changes, admissions to hospital and so on. Try talking to your local council – asking for a Carers Assessment is a great way to start.

### 8. Make time for you

The demands of caring can, at times, make it seem that your own life and personality is swallowed up by the role you perform as a carer. Getting a good night sleep is vital. Also, if it's possible find time for some exercise. Eating well and making time for proper meals is also key.

Getting a break should be discussed as part of your Carers Assessment. If you haven't had one you should contact your local council. In Kensington and Chelsea you can request one by phoning Social Serviceline on 020 7361 3013 or by emailing on [socialservices@rbkc.gov.uk](mailto:socialservices@rbkc.gov.uk). If you would like some more information about the process you can contact Carers Kensington & Chelsea by phoning on 0800 032 1089 or emailing on [kandc@carersuk.org](mailto:kandc@carersuk.org).

### 9. Talk to other carers

Many carers say that caring can be an isolating experience especially as friends and family might not understand how tough it can be. Many say that meeting other carers, chatting online and getting support from those in similar situation can help. You can find out more about what is happening near you during Carers Week on page X and learn about your local support groups on pages XX.

### 10. Be prepared for change

Your caring responsibilities may change over time. The condition of the person you care for may deteriorate or improve. You may need additional support to arrange a move to assisted living or residential care.

For those people who are close to the end of life, carers say that it is important to have a choice about how and where the person is cared for.

They also say planning for end of life is very important. Often people wish to die at home, but families need support to make it happen.

There are specialist organisations for end of life care for many conditions, for example Macmillan Cancer Support, and it is worth getting in touch with them.

## Benefit changes

### Benefit cap

The Government is restricting the total amount of benefit that most people aged 16 to 64 can get. This is called a 'benefit cap'. Local councils will be introducing this between 15 April and 30 September 2013.

The benefit cap was already introduced on 15 April 2013 to the following four London council areas: Bromley, Croydon, Enfield and Haringey.

The benefit cap will be introduced in all other council areas between 15 July and 30 September 2013.

If you're affected, your Housing Benefit will go down so that the total amount of benefit you get is not more than the cap level.

If you are already getting benefits and could be affected by the cap you will be contacted by the Department for Work and Pensions (DWP). They will let you know what will happen to your benefits.

If you are seeing a Jobcentre Plus adviser, Work Choice or Work Programme provider, they will continue to help you look for work and get skills you may need for a job.

The cap will apply to the total amount that the people in your household get from the following benefits:

- Bereavement Allowance
- Carer's Allowance
- Child Benefit
- Child Tax Credit
- Employment and Support Allowance (unless you get the support component)
- Guardian's Allowance
- Housing Benefit
- Incapacity Benefit
- Income Support
- Jobseeker's Allowance
- Maternity Allowance
- Severe Disablement Allowance
- Widowed Parent's Allowance (or Widowed Mother's Allowance or Widows Pension you started getting before 9 April 2001)

The level of the cap will be:

- £500 a week for couples (with or without children living with them)
- £500 a week for single parents whose children live with them
- £350 a week for single adults who don't have children, or whose children don't live with them

### Who won't be affected?

You won't be affected by the benefit cap if anyone in your household qualifies for Working Tax Credit or gets any of the following benefits:

- Disability Living Allowance
- Personal Independence Payment
- Attendance Allowance
- Industrial Injuries Benefits (and equivalent payments as part of a war disablement pension or the Armed Forces Compensation Scheme)
- Employment and Support Allowance, if you get the support component
- War Widow's or War Widower's Pension

You might be affected by the cap if you have any grown-up children who still live with you and they qualify for one of these benefits. This is because they won't normally count as part of your household.

### What can you do?

If you think you will be affected by the benefit cap, ensure that you are getting all the benefits you are entitled to by getting a benefit check from Carers Kensington & Chelsea (T: 0800 032 1089) or the Citizen Advice Bureau (T: 0844 826 9708).

Contact Nucleus Legal Advice Service for specialist legal advice around a range of issues including debt and benefits. Drop-in sessions are available on Mondays 1:30pm to 4pm, Tuesdays 3:30pm to 6pm and Thursdays 10am to 12:30pm (T: 020 7373 4005; 298 Old Brompton Road, London, SW5 9JF).

### Personal Independence Payment

From April 2013 a new benefit called Personal Independence Payment (PIP) will begin to replace Disability Living Allowance (DLA) for people age 16 to 64. This will include those who currently have an indefinite or lifetime award for DLA.

Like DLA, PIP is designed to help with extra costs arising from health condition or disability for people aged 16 to 64. It is based on how a person's condition affects them, not the condition they have.

There are two components to PIP – daily living and mobility. Each of these components can be paid at standard or enhanced rate for those with greatest needs.

PIP will include an assessment of the individual needs. Most people will meet with a health professional for face to face consultation as a part of their claim.

PIP is not means tested or taxed and claimants can receive it whether they are in or out of work. It does not affect benefit such as Employment and Support Allowance or

Job Seekers Allowance. People receiving Attendance Allowance will not be affected by PIP. Like DLA, receiving PIP may provide access to other help including Blue Badges, concessionary travel passes and Motability.

Carers may also receive Carers Allowance because of the person they are caring for is receiving DLA (the middle or higher rate of the care component) or PIP (any rate of daily living component).

Awards will be reviewed to ensure that the claimant is receiving the right support. Reviews will also be at the appropriate intervals depending on how likely it is for the claimant's condition or impairment to change.

The introduction on PIP is a part of the wider reform of the welfare system and is being introduced gradually. Please see the timetable below.

**February 2013** The Department of Work and Pensions (DWP) sends general information about PIP to all existing DLA claimants. They don't need to take any action as a result of this letter.

**April 2013** New claims for PIP started for people living in Cheshire, Cumbria, Merseyside, North East England and North West England. When a DLA claim is received from this area, it will be treated as a claim for PIP instead. DLA new claims will continue for the rest of the country.

**June 2013** New claims for PIP will start for the remaining parts of UK. There will be no new claims to DLA claimants.

**October 2013** DWP will write to remaining claimants at some point before Spring 2016. The letter will let them know that their DLA is due to end and explain how they can make a claim for PIP. The first letters will be received from August 2013.

From now on if an existing DLA claimant (aged 16 to 64 on 8th April 2013) reports a change in their condition, or their fixed term is due to expire they will be reassessed for PIP – unless they have already received a DLA letter (which is sent well in advance of the review date).

**Spring 2016** All DLA claimants aged 16-64 on or after 8 April 2013 will have been contacted by this point.

## Challenging a bedroom tax decision

The way the Government provides support to people who need help with their rent through Housing Benefit has changed. One of these changes is called the Housing Benefit Size Criteria Rules, commonly referred to as the 'Bedroom Tax'. The change means that social housing tenants of working age who get help towards their rent through Housing Benefit will have the amount they receive restricted if they are considered to have too many bedrooms.

## Challenging the decision – toolkit

If you are affected you will by now have received a letter from your council telling you about the decision. You have one month from the date of the letter to challenge the decision and Carers UK with the help of Govan Law Centre has put together a toolkit to help. The kit consists of a standard letter and six arguments from which you must choose the reason(s) why you think the decision is wrong:

- 1:** If you or your partner need overnight care from someone who does not usually live with you and so need an extra room.
- 2:** If an adult son or daughter, a parent or another adult needs overnight care from someone who does not usually live with you and so you need an extra room.
- 3:** If you or your spouse or partner needs their own room
- 4:** If a member of your household needs an extra room for other reasons
- 5:** If your home has been specially adapted to meet the needs of a disabled person
- 6:** If someone in the household has mental or physical health problems

These arguments are all untested at present. However, there are already 10 judicial review cases in England on some of these arguments and if these are successful, and you have not appealed, you could be affected by what is known as the 'anti-test case' rules. This means that you cannot benefit from the success of any court case for past loss unless you appealed yourself.

While it is possible that these arguments may be successful, Carers UK cannot guarantee this.

### How to use the toolkit

Visit the Carers UK website ([www.carersuk.org](http://www.carersuk.org)) and click on the 'Help with money' tab in the 'Help & advice' section. You can download a draft letter and whichever of the arguments are relevant to you. You can copy and paste the text from the draft letter into a document that you can edit, such as Microsoft Word. Then copy and paste your selected arguments into the letter where instructed to do so. You will also need to add details of your personal circumstances and we have included with each argument some points you might want to raise.

The sections in the letter and in the draft arguments which you will need to edit yourself are coloured in red.

If you need help with using the toolkit please contact Carers Kensington & Chelsea by phoning on 0800 032 1089 or emailing on [kandc@carersuk.org](mailto:kandc@carersuk.org).

# CARERS

Kensington & Chelsea

## Advice sessions for carers

Carers Kensington & Chelsea will be running our regular advice sessions within the Borough at the following locations:

### Kensington Town Hall

Mondays 10am-12pm  
Hornton Street, London W8 7NX  
Drop in session, no appointment needed

### Redcliffe Medical Practice

Tuesdays 2pm-4pm  
10 Redcliffe Street, London SW10 9DT  
Call Freephone 0800 032 1089 to book

### Portland Road Practice

Wednesdays 10am-12pm  
16 Portland Road, London W11 4LA  
Call Freephone 0800 032 1089 to book

For more information and to book an appointment please call us on 0800 032 1089 (freephone from land lines) or email [kandc@carersuk.org](mailto:kandc@carersuk.org).

### Carers' information online

Want to find out more about services and events for carers? Remember there is a whole section for carers on the People First website:

[www.rbkc.gov.uk/healthandsocialcare/peoplefirst/lookingaftersomeone.aspx](http://www.rbkc.gov.uk/healthandsocialcare/peoplefirst/lookingaftersomeone.aspx)

We will be refreshing the website later in the year, so if you have any ideas about how we can improve it just let us know!

### Carers Forum

Kensington and Chelsea Carers Forum meets each quarter to discuss issues important to them and to give carers a voice and the ability to shape the types of services available in RBKC.

The next meeting will be on Thursday 18th July 2013 from 10am to 1pm at Isaac Newton Centre.

If you have a topic you would like see discussed or would like to hear a presentation on particular subject, please let us know by phoning us on 0800 032 1089 (freephone from land lines) or by emailing [kandc@carersuk.org](mailto:kandc@carersuk.org).

## Caring for someone with a criminal injury

If you are caring for a blameless victim of a crime of violence, life can be very difficult. Help is available though as they may be able to make a claim for compensation from a government funded body known as the Criminal Injuries Compensation Authority (CICA). This can help pay for some of the costs of any adjustments at home, care and rehabilitation, and for loss of income.

It's free to pursue a claim directly with the CICA but the claims process can be complicated and you need to refer to the Guide to the 2012 Scheme on the government website for the full details: [www.justice.gov.uk](http://www.justice.gov.uk). Some brief points have put together below for the person with the claim, and it may also be worth consulting a specialist solicitor to help take you through the process.

### Who can claim?

You are eligible to make a claim if you were:

- A blameless victim of a crime of violence or if you were helping to stop a crime happening or to remedy the consequences of a crime and took an exceptional and justified risk in doing so;
- A 'secondary victim' – which means that if you have close ties of love and affection with the main or primary victim and witnessed and was present at the immediate aftermath of a crime of violence.

### Limitations

- You must make your claim within 2 years of the incident, apart from in exceptional circumstances.
- The crime of violence must have occurred in Great Britain and you must have been ordinarily resident in Great Britain at the time of the incident or a British Citizen at the time of the incident (with some exceptions).

### Types of award for the injuries you have suffered

- Awards range from a minimum of £1,000 up to a maximum award of £250,000 (for catastrophic brain or spinal damage).
- If you have more than one qualifying injury you'll get 100% of the value of the first injury, 30% of the value of the second and 15% of the value of the third.
- You will not get an additional award for the mental injury caused by your injuries unless the award for the mental injury is worth more than the physical injuries.

## Care and special expenses

The CICA may pay the cost of care relating to bodily functions, the preparation of meals and supervision. However, only those costs which are not met by the NHS or local authority will be paid. You will need to obtain a report from your local authority showing what they are willing to provide and whether anything further will be needed.

The CICA may pay the costs of appointing someone to act on behalf of a mentally incapacitated person's affairs, and any on-going administration costs of this

The CICA will pay for special equipment or adaptations required as a result of the injuries if they are not being funded by the NHS or a local authority

You will need to declare any state benefits relating to care that you or your carer receive e.g. attendance allowance or the care component of disability living allowance/personal independence payment

## Loss of earnings

Loss of earnings is compensated on the basis of statutory sick pay which is currently £86.70 a week, which totals £4,508.40 a year.

Payments for loss of earnings are only made where you can show that you were in steady employment for the 3 years before the incident (or a good reason why you were not), have been off work for more than 28 weeks,

and are totally incapacitated from work or have a very limited capacity that as a result of the incident

## The maximum award

The maximum award for the injury and compensation for loss of earnings or expenses or for loss of financial dependency is £500,000.

You can pursue a claim directly with the CICA via the website [www.justice.gov.uk](http://www.justice.gov.uk) or by telephone: 0300 003 3601. However, you may wish to consider seeking a specialist solicitor who can act on your behalf, especially if your circumstances are complicated or if you are not satisfied with the award offered, which you have the right to appeal against.

## Brain injury as a result of a crime of violence

Brain Injury Group is the network of dedicated brain injury solicitors and experts, providing a comprehensive service to support brain injured clients and their families through their claim and beyond. If you or a loved one has suffered a brain injury and think you may be eligible for compensation under the CICA scheme contact the Brain Injury Group on 0800 612 9660 or visit [braininjurygroup.co.uk](http://braininjurygroup.co.uk). They will arrange a free legal consultation, as well as signposting you to any specialist support services in your area.

Legal details on CICA applications were kindly provided by Laura Begley of 9 Gough Square Chambers.



## Peter's story

Peter (not his real name) was attending an 18th birthday party when he was attacked by another party-goer. He suffered a life-threatening head injury and was left in a coma for 16 days.

At the time of the incident Peter was working at a bank. He remained off work for several months, but was eventually able to return, and is now studying for a degree.

While Peter has made a significant recovery, he continues to have problems with focusing, sustaining attention and retaining information. He has also become more irritable and snappy, as he's angry and frustrated and dwells on gaps in his memory which make him feel

insecure. A neuropsychological assessment has detected impairments of the memory function and visual recall.

Peter made an application to the CICA, who offered to settle his claim for the sum of £11,000. However, the on-going injuries revealed in the neuropsychological assessment led Peter and his family to think that this did not cover the true cost of the damage. They instructed Coleman Solicitors, a member of the Brain Injury Group, to appeal against the decision in April 2012. Coleman's obtained evidence from a Neuropsychologist which has been sent to the independent CICA Tribunal Service in order to dispute the proposed award and is currently awaiting a response from the Tribunal.

## News from RBKC

### Social Fund reform and introduction of Local Support Payments

There were important changes to Social Fund benefits in April 2013.

#### Which benefits have been affected?

- Community Care Grants
- Crisis Loans
- Budgeting Loans
- Crisis Loan alignment payments

#### Crisis Loans and Community Care Grants

Community Care Grants and Crisis loans were abolished from 1 April 2013. These schemes are not being directly replaced. However, the Council may be able to help you if you have suffered an emergency or disaster or if you need help to settle or remain in the community. This assistance is called Local Support Payments. It is run by Kensington and Chelsea Council on behalf of Hammersmith & Fulham, Westminster and Kensington and Chelsea councils.

Local Support Payments will not be paid in cash. Instead awards will be in the form of new and refurbished furniture and white goods and in exceptional circumstances gift cards to be exchanged for food and clothing. Priority will be given to claims supported by professionals such as social workers, housing workers, probation officers and advice agencies.

To receive a Local Support Payment you must be in receipt of one of the following benefits:

- Job Seekers' Allowance (income or contribution based)
- Income Support
- Attendance Allowance
- Pension Credit (guarantee or savings)
- Personal Independent Payment or Disability Living Allowance
- Employment Support Allowance (income or contribution based)
- Incapacity Benefit
- Universal Credit

And one of the following applies:

- there is a serious risk to your own, or your family's health or safety

- you must require essential goods and furniture to establish yourself, or to remain, in the community.

There are some other rules that you must satisfy:

- you must live in one of the three boroughs, or have been placed in accommodation outside of the borough by the council, or
- you must be intending to settle in the Borough and you are about to leave care or an institution such as hospital or prison, and
- you must have savings of less than £3000 (£6000 for pension age applicants).

You can claim a Local Support Payment over the phone on 020 7745 6464 or apply online at

[www.rbkc.gov.uk/adviceandbenefits/localsupportpayments.aspx](http://www.rbkc.gov.uk/adviceandbenefits/localsupportpayments.aspx).

#### Budgeting Loans

Budgeting Loans are still available from the DWP. But, in the future, when you move onto Universal Credit they will be called Budgeting Advances.

Budgeting Loans can help with the following:

- furniture or household items
- clothing and footwear
- rent in advance or removal expenses to secure fresh accommodation
- home improvements, maintenance or security
- travelling expenses within the UK
- looking for or starting work (including childcare costs)
- repaying hire purchase (HP) or other debts that have been taken out for any of the above.
- maternity expenses
- funeral expenses

For more information contact your local jobcentre plus or call 0845 603 6347.

#### Crisis Loan alignment payments

Crisis Loan alignment payments (and other Crisis Loans paid due to issues with benefit) have been replaced by Short Term Benefit Advances from the Jobcentre Plus.

Short Term Benefit Advances may be paid at:

- the start of a new benefit claim – either at the point of making the claim or while waiting for the first benefit payment or
- when or after you report a change which significantly increases the amount of benefit you are entitled to or

- where your first benefit payment is part week and insufficient to meet your immediate needs.

For more information and to claim contact your local jobcentre plus or call 0845 603 6347.

### Hardship Payments

Jobseeker's Allowance Hardship Payments are designed to provide support if your Job Seekers' Allowance has been sanctioned. For more information contact your local jobcentre plus.

### Carer's Personal Budget up from £500 to £600 a year from April 2013

Carers Personal Budget maximum award goes up from £500 to £600.

This means a 20% increase on all Personal Budgets, whatever the level.

The carers' assessment process will not be changing.

This increase is effective immediately, for all new carers' assessments and for carers already known to Adult Social Care, who will receive the increased rate on their annual review.



**Waitrose**  
**Community Matters**

We support good causes.  
You decide who gets what.



### Congratulations to Mental Health Carers Association for getting a place on Waitrose Community Matters programme.

Kensington and Chelsea Mental Health Carers Association (KCMHCA) was nominated as one of three chosen local charities of the month and got a place in Waitrose Community Matters programme. This will help KCMHCA to raise some funds!

This month Waitrose in Knightsbridge (118-120 Brompton Road) donated £500 between three local good causes. This includes KCMHCA. Customers shopping in this store are given a green token in which they can vote for which of that month's three charities they want to support by placing the token in one of three collection boxes. At the end of the month the cash is divided up in proportion to the number of tokens a charity has received. So the more tokens KCMHCA gets, the bigger the donation they receive.

## News from West London Clinical Commissioning Group

### Carer Primary Care Navigator post

A tender is underway for the provision of support in Primary Care to improve the identification, signposting and support of carers. West London CCG will be working with six GP practices across Kensington and Chelsea to embed the Royal College of GP Guidance on supporting carers through primary care.

The overall aim of the Service is to improve the numbers of carers identified and supported within the Primary Care practices and to improve the numbers signposted and referred to support services.

The objectives of the Service are to embed systems within GP practices to:

- Identify carers at an early point of contact within GP Practices
- Signpost and refer carers to appropriate and effective information, advice and support services
- Develop links between GP practices, the local carer support services and social services assessment teams where appropriate
- Support staff in primary care settings to improve the rate of identifying Carers within their GP practice
- Implement the Supporting Carers Action Guide for GPs
- Facilitate carer awareness training within GP practices.

## Carers Week events in Kensington and Chelsea

Carers Kensington & Chelsea will be celebrating Carers Week this year by holding two events. We would like to invite all carers in Kensington and Chelsea to join us on those days. It will be a great opportunity to have a fun day filled with activities and to find out some useful information, share a meal, and chat to other carers over a cuppa.

### Tuesday 11 June 10am – 3pm Carers Pampering and Relaxation Day at Chelsea Theatre

Put some comfortable clothes on and join us for a day full of relaxing activities and pampering:

- Yoga and gentle Zumba classes in the morning
- Cook and Taste session and tasty lunch
- Laughter workshop in the afternoon
- Taster shiatsu massages and hand massage sessions throughout the day

Address: Chelsea Theatre, 7 World's End Place, Kings Road, London, SW10 0DR. The nearest tube station is Sloane Square and buses C3, 11, 19, 22, 49 and 328 stop nearby.

### Thursday 13 June 10am – 4pm Carers Information Event at Isaac Newton Centre

Join us for the day full of interesting workshops and presentations, and find useful information at one of the many information stalls. Councillor Catherine Faulks, Carers Champion in Kensington & Chelsea will open the day and Peter Beard, Senior Commissioning Officer for Learning Disabilities and Carers in North West London Clinical Commissioning Group for the Tri-borough will give us an update on health services. The programme will include presentations on:

- Energy saving
- Benefit changes
- Wellbeing and coaching.

There would also be an opportunity to unwind with a Relaxation workshop and a Tai Chi session. Hand massages provided by Lush will be available too! Tea, coffee and free lunch will be served in cafeteria and there will be an opportunity to chat to other carers and enjoy the entertainment.

Address: Isaac Newton Centre, 108a Lancaster Road, London, W11 1QS. The nearest tube station is Ladbroke Grove and buses 7, 23, 52, 70, 316 and 452 stop nearby.

Please phone us on freephone (from BT landlines) 0800 032 1089 or email us on [kandc@carersuk.org](mailto:kandc@carersuk.org) to confirm your attendance, or with any questions. We look forward to seeing you on the day!

## 'Time for Me' North Kensington

'Time for Me' North provides free support and activities for carers who are over 50 and living in the north of the borough. The group, run by Open Age, meets on Fridays from 11am to 1pm at the Positive Age Centre in Dalgarno Way, London, W10 5JW.

May, June and July activities and outings include:

- Stress management (3 May and 7 June)
- Tai Chi (10 May and 28 June)
- Trip to Kensington Palace (17 May)
- The Mind, Body, Spirit Festival at Earls Court (24th May)
- Card making and fabric painting (31 May and 27 July)
- Sound therapy (14 June)
- A one off computer session (21 June) in the computer room at Open Age, 1 Thorpe Close, London, W10 5JW (all levels welcome, maximum 9 places so please book in advance)
- The Mind, Body, Spirit Festival at Earls Court (24th May)
- Day trip to Brighton (5 July)
- Shiatsu and exercise (19 July)
- Jewelry making (27 July)

All trips and outings must be booked in advance as the places are limited.

For more information and to book a place, please contact Liz Butters on 020 8964 1900 or email [ebutters@openage.org.uk](mailto:ebutters@openage.org.uk).

## 'Time for Me' South Kensington and Chelsea

'Time for Me' offers support and activities for unpaid carers who are over 50 and living in the south of the borough.

May, June and July activities and outings include:

**Wednesday May 22** – A curry at the Watermans Arts Centre.

*10 places are available for free lunch at Guru Tandoori restaurant at Watermans Arts Centre followed by the stroll by the river. The group will meet at the Information Office upstairs in Hammersmith Bus Station at 12.00 and travel on a bus to Watermans.*

**Wednesday June 5** – How to manage stress, part two. *Second session from a series on how we can become less stressed. This is a free session and will be held at New Horizons from 2pm to 4pm.*

**Wednesday June 19** – Holland Park Opera.  
*Limited number of £5 tickets is available for Cavalleria Rusticana and Pagliacci in open air opera.*

**Thursday June 27** – Lowry and the Painting of Modern Life.  
*There are 9 tickets at £5 each available for the special exhibition held in Tate Britain. The group will meet at Tate Britain at 11am. The nearest tube station is Pimlico.*

All trips and outings must be booked in advance as the places are limited.

For more information and to book a place, please contact Judy Graham on 020 7590 8970 or email [jgraham@new-horizons-chelsea.org.uk](mailto:jgraham@new-horizons-chelsea.org.uk).

## Age UK Kensington & Chelsea Carers Support Group

If you are a carer for an older person, you may want to join a monthly carer support group meeting run by Age UK in the south and the north of the borough. This is an opportunity to socialise, share knowledge and experience with other carers and gain access to useful information. Each month, a guest speaker talks to carers about the topic of their choice and answers the questions they may have.

**29 May** (2 – 4pm), the support group will hold workshop on Lasting Power of Attorney. You will be able to learn more about Lasting Power of Attorney, how it could be used and how to get it. The venue for this session is St Peters Church, Kensington Park Road, London W11 2PN.

**Wednesday 12 June** (11am -1pm) Information drop-in session – Come along and meet the Information and Advice Team for afternoon tea. They will help to answer any questions or queries you may have about caring. The venue is Lighthouse, 111-117 Lancaster Road, London, W11 1QT.

**Thursday 25 July** (2 – 4pm), the support group will hold a session about adjusting to diagnosis of dementia. The venue is New Horizons, Guinness Trust Estate, Cadogan Street, London, SW3 2PF.

The Dementia Outreach Worker for Kensington and Chelsea is looking to compile a book of carers' experiences from those who are currently caring or have previously cared for someone with dementia. This is so that carers of someone with a dementia diagnosis can learn from others, share tips and normalise the experience they are having. If you would like to contribute, please contact Holly at Age UK Kensington & Chelsea on 020 8960 8137 or [hcorlett@aukc.org.uk](mailto:hcorlett@aukc.org.uk)

Age UK Kensington & Chelsea organises other regular activities and events which include:

### My Memories Café

Group support for people with memory difficulties and their carers. They meet monthly and their next sessions are:

**Friday 31 May** (2pm – 3.45pm) at New Horizons, Cadogan Street, London, SW3 2PF

**Tuesday 4 June** (2pm – 3.45pm) at St Peters Church, Kensington Park Road, London, W11 2PN

### Health Wise events



**Wednesday 5 June** (2pm – 3.30pm)  
Arthritis seminar at Kensington United Reformed Church, Allen Street, London, W8 6BL.

**Wednesday 26 June** (2pm – 4pm)  
Healthwise User Group Meeting at Age UK Kensington and Chelsea, Meeting room, 1Thorpe Close, London, W10 5XL.

### Monthly Restaurant Lunches

**Monday 27 May** (12.30-2pm) – North

**Wednesday 29 May** (12.30-2pm) – South

**Monday 24 June** (12.30-2pm) – North

**Wednesday 26 June** (12.30-2pm) – South

Venue to be confirmed the above closer to the dates.  
For further Information about the lunch groups call Joleen King on 0208 960 8137.

## Summer Time of Your Life event, Friday 5 July 2013 (1 – 4pm)

This year's bi-borough free fair is a fun and active day for older people in Hammersmith and Fulham and Kensington and Chelsea. It will be an event full of entertainment, activities, singing and dancing. As well as the chance to have a free health check, take part in free exercise classes, complementary therapy sessions and get more information about how to stay active and well in later life.

The venue for this event is Hammersmith Town Hall, King Street, London, W6 9JU.

If you would like to know more about any of the above, or to suggest a topic which you would like to be covered in a session or to arrange respite care for the person you look after to help you attend please contact Holly or Christina on 020 8960 8137.



## Full of Life

Full of Life supports and provides services to parent carers and their disabled children and adults. They offer free practical and independent advice to parent carers through the direct services.

These services which are free for residents of Kensington and Chelsea include:

- The Parent Partnership Service – offering independent advice and information about all issues relating to Special Educational Needs;
- Carers' Advocacy Service – supporting parent carers of adults with learning disabilities. This service ensures that parent carers know their rights, their services and can give one to one help with form filling and attending meetings;
- Family Support Service – supports parent carers of children with learning disabilities to access and to be fully informed about their services;
- Information Service – an online service giving all the practical and up to date information relating to parent carers and their families ([www.fulloflifekc.com](http://www.fulloflifekc.com));
- Quarterly newsletter – available in hardcopies to pick

up from the Full of Life Offices, or to download from the Resources and Guides section on the Full of Life website;

- Full of Life Centre for Young People with Complex Needs which is open 6 days a week.

Full of Life will also host parent forums and training sessions at their offices. Dates and times will be made available on the Full of Life Facebook Page and Website. If you like to get free regular text messages about the upcoming parent forum or training session, you can request it by calling 0208 962 9994 or sending an email to [info@fulloflifekc.com](mailto:info@fulloflifekc.com).

For information on how to access any of the services, telephone Full of Life on 0208 962 9994 or email [info@fulloflifekc.com](mailto:info@fulloflifekc.com).



Full of Life has moved to new building for both the Full of Life Centre and Full of Life Offices. You can now find them in the recently refurbished and revamped Kensal House, 379 Ladbroke Grove, London, W10 5BQ.

## Dalgarno Trust Community Centre reopened!



On March 14 2013, the Dalgarno Trust held its launch event to re-open its doors to the community after having undergone a major refurbishment.

The event was attended by Trustees, key partners and contributors, with the Mayor of the Royal Borough of Kensington and Chelsea (Cllr Christopher Buckmaster) as the guest of honour of for this landmark event. There were also some key note speeches from the Trust's Director (Vicki Davies), key partners (Ben Warren, Investment Analyst from Social Investment Business; Tony Redpath, Director of Strategy and Service Improvement from RBKC) and former local resident turned intern Conray Williamson. The speeches were followed by tours of the renovated community centre, some fantastic canapés provided by Equal People and the launch of the redesigned website [www.dalgarnotrust.org.uk](http://www.dalgarnotrust.org.uk).

Dalgarno Trust would like to thank everyone who attended and those that helped make this transformation possible. Their new community centre is now open and welcomes everybody at Dalgarno Community Centre, Dalgarno Way, 1 Webb Close, London, W10 5QB

For more information and bookings, contact [anna@dalgarnotrust.org.uk](mailto:anna@dalgarnotrust.org.uk) or telephone 020 8969 6300

### Community Mental Wellbeing Day

On Saturday 18 May 2013 (3.30pm – 7pm) Dalgarno Trust will hold Community Mental Wellbeing Day in their newly opened Dalgarno Community Centre. There will be live music, spoken word, dance, great food and lots of activities for the young ones. Information about the borough wide Mental Wellbeing Services for the whole family will be available as well as one to one advice sessions for carers.



For more information about this event contact Community Champions on 020 8969 6300

## Portobello Green Fitness Club



On Friday 17 May 2013 (10am – 2pm) Portobello Green Fitness Club will hold Carers Celebration Event. All carers are welcome to come and enjoy the day full of activities and fun. The program of the day includes:

- Gym 10am-1pm – Gym Floor
- Massage 10am-2pm – Function Room
- Reflexology 10am-2pm – Consultation Room
- Nutrition workshop 10.20am and 12.40pm- Portobello Green Fitness Club
- Yoga Class 12pm-1pm – Studio 2
- Lunch 1pm-2pm- Function Room
- Information Stalls 10am-2pm – Function Room

Please ring to register your attendance for the event. Telephone 020 8960 2221.

## Carers Network Westminster

Carers Network Westminster offers free outings for unpaid carers living in Kensington and Chelsea who are between ages of 18-50. These activities are available for all carers, including people who are new to caring and carers who do not currently receive any services from the local authority. June's programme includes:

**Thursday 13 June** at 11am – Kensington Palace  
*Limited number of free tickets for a visit to Kensington Palace is available.*

**Wednesday 26 June** at 12.15pm – David Bowie temporary exhibition at the Victoria and Albert Museum  
*15 free tickets with audio-tape are available. Tour lasts approximately 60 to 90 minutes and the meeting place is at the entrance to the David Bowie Exhibition at 11.45am. Please come on time as the late arrivals will not be admitted.*

**Dates to be confirmed** – Science Museum behind the Scenes – a 'one-off' tour for carers with a visit to Imax cinema.

For further information and to book your place, please phone Carers Network Westminster on 020 8960 3033.

## Mental Health Carers

### Mental Health Carers Service update

Nathan Page-Stabler has now completed his secondment with Mental Health Carers Service and is no longer working with mental health carers. Roseline Okiti is back from sick leave and has taken over running MH Carers Service.

### New postal address:

Mental Health Carers Service, ASC Pink Zone,  
2nd Floor Kensington Town Hall, Hornton Street,  
London W8 7NX

Telephone: 020 7361 3244 and 020 7361 2811.

Email: [mhcarers@rbkc.gov.uk](mailto:mhcarers@rbkc.gov.uk)

**Services:** Mental Health Carers Support Group takes place every first Wednesday of the month from 1pm to 3pm Canalside House, Ladbroke Grove, London W10 5AA

**Cinema Group:** A cinema trip is being planned for the 12th of June during Carers Week. If you would like to be placed on the cinema list, contact Roseline Okiti on 020 7361 3244 or 020 7361 2811.

**Day Trip:** MH Carers Summer day trip this year is to Brighton beach on 7 August 2013. You are welcome to come with your family. Cost is £5 per person. Children of school age are free. Places are limited so phone Roseline Okiti on 020 7361 3244 or 020 7361 2811 to book your places and arrange time to make a payment.

**Newsletter:** MH Carers Service no longer has a separate MH Carers newsletter and will now be posting all their messages in this, News for Carers Kensington & Chelsea newsletter. For further

information please contact Carers Kensington and Chelsea on 0800 032 1089

**Carers Drop-in Surgery:** MH Carers Service will no longer run Drop-in Surgeries at Barlby Road and Chelsea Chambers. All carers are advised to access the drop in service provided by Carers Kensington and Chelsea.

**Advice:** Carers Kensington and Chelsea runs telephone information and advice service as well as face to face advice sessions from different locations in the north and south of the borough, including a drop in session at Kensington Town Hall Customer Service Centre every Monday from 10am to 12pm. For further information please contact Carers Kensington and Chelsea on 0800 032 1089.

### Mental Health Carer's Assessment/Review

**Process:** Carer's assessment and review of your needs as a carer is carried out once a year between 1 April and 31 March. Here is how you can get your carer's assessment done:

If the person you care for has a care coordinator (social worker or community psychiatric nurse) then the care coordinator should do your carer's assessment. You need to contact the care coordinator to arrange an appointment. They will meet with you to do your carer's assessment.

If the person you care for only sees a lead professional (psychiatrist or GP or psychologist) then the Carers Support and Development Manager (Roseline Okiti) will do your carer's assessment. To arrange this or for further information, please call Roseline on 020 7361 2811 or 020 7361 3244



**Single out-of-hours crisis number:** A new Out-of-Hours Urgent Advice Line for users of Central North West London's (CNWL) mental health and learning disabilities services was launched on Monday, 25 February 2013.

The new freephone (frp, BT landlines) number 0800 0234 650 replaces all previous out-of-hours borough crisis line arrangements, providing a single point of support across CNWL.

The Out-of-Hours Urgent Advice Line provides support and advice to CNWL service users, their families and carers, outside of normal service hours. The advice line will also be the first point of contact for GPs out-of-hours.

The new line will be Monday to Friday from 5pm to 8am; A 24 hour service will be available at weekends and on bank holidays.

For more information about the new CNWL Out-of-Hours Urgent Advice Line, please contact Selena Cox, Programme Manager on [selena.cox@nhs.net](mailto:selena.cox@nhs.net) or 07815 784012.

## CNWL Recovery College

Central and North West London Recovery College is a joint learning environment for people who use Central and North West London NHS Foundation Trust (CNWL) services, their supporters and CNWL staff.

The college aims to promote opportunities for the recovery and social inclusion of people with experience of mental illness. All of their workshops and courses are co-developed and co-delivered by people with lived experience of mental illness and mental health practitioners.

Free courses are available to:

- CNWL service users
- Supporters of service users, their family, friends and carers
- Members of staff

Recovery College's Summer Term runs from April to July 2013. Courses and workshops can fill up fast so have a look below at what is available and contact CNWL Recovery College to request their Summer Term Prospectus and a registration form. Alternatively, you can download an electronic registration form from their website ([www.cnwl/nhs.uk/recovery-college](http://www.cnwl/nhs.uk/recovery-college)) and send it to them by email ([recoverycollege.cnwl@nhs.net](mailto:recoverycollege.cnwl@nhs.net)).

### Training venues:

#### Kensington & Chelsea

Pall Mall Centre for Mental Health 150 Barlby Road, W10 6BS

South Kensington & Chelsea Mental Health Centre (SK&CMHC) 1 Nightingale Place, SW10 9NG

#### Westminster

Stephenson House 75 Hampstead Road, NW1 2PL

Latimer House 40-48 Hanson Street, W1W 6UL

The College delivers courses across five boroughs where CNWL delivers services within, Brent, Harrow, Hillingdon, Kensington and Chelsea and Westminster. You may attend the course and location of your choice where places are available.

For more information and to request a registration form contact: CNWL Recovery College, 2nd Floor Stephenson House, 75 Hampstead Road, London NW1 2PL; Tel: 020 3214 5686 (9:30am – 4:30pm).

## Understanding mental health difficulties and treatment

### Understanding a diagnosis of depression

(half-day workshop)

Tuesday 4 June 1 – 4:30pm Latimer House

### Understanding self-harm

(half-day workshop)

Thursday 6 June 1:30 – 4:30pm Stephenson House

Thursday 4 July 1:30 – 4:30pm Stephenson House

### Understanding a diagnosis of psychosis

Tuesday 21 May 1:30 – 4:30pm Latimer House

Tuesday 18 June 1:30 – 4:30pm Latimer House

### Understanding personality disorder

(half-day workshop)

Thursday 11 July 1:30 – 4:30pm Stephenson House

### Understanding dementia

(half –day workshop)

Monday 1 July 10am – 1pm Latimer House

## Rebuilding your life – workshops for family, friends and carers

### Health and Wellbeing Plan

(two half-day workshops)

Tuesday 9 and Tuesday 16 July 10am – 1pm

Stephenson House

### Telling Your Caring Story

(two half-day workshops)

Friday 21 and Friday 28 June 1:30pm – 4pm

Stephenson House

### Introduction to managing stress

(half-day workshop)

Tuesday 25 June 10am – 1pm Stephenson House

Tuesday 16 July 10am – 1pm Pall Mall

### You and your wellbeing: ways to make it better

(one-day workshop)

Monday 24 June 10am – 4:30pm Stephenson House

### A Good Night's Sleep

(two half-day workshops separated by four weeks)

Tuesday 4 June and Tuesday 2 July 10am – 1pm South Kensington & Chelsea Mental Health Centre

## Getting Involved

### How to organise and chair meetings

(half-day workshop)

Monday 8 July 1:30 – 4:30pm Stephenson House

### Train the Trainer

(three day course – two one-day workshops followed by an assessment day)

Monday 17 June, Monday 24 June and Monday 15 July 10am – 4:30pm Stephenson House



Located in North Kensington (95 Sirdar Road, London, W11 4EQ), The Clement James Centre is a charity delivering a rounded programme of education, employment and pastoral support. They provide opportunities to enable over 1,000 local people each year to achieve their potential.

The Clement James Centre offers the following programmes:

**Communicate** – an adult learning programme, providing 13 ESOL and basic skills courses.

**IntoUniversity North Kensington** – An innovative programme of support for young people enabling them to attain either a university place or another chosen aspiration.

**IntoWork** – a new multi-stranded programme of support for local long-term unemployed. The programme is structured to identify their needs; break down barriers to work; identify job and training opportunities; develop their confidence and transferrable skills; provide them with experiences to enhance their C.V. and enable them to promote themselves

**Advice & Guidance** – one to one support and coaching for adults dealing with a range of personal and professional issues.

**The Women's Empowerment Project** – a programme being run by IntoWork. This programme gives participants a chance to think about personal and professional aspirations, no matter how specific or broad. It is a woman-only group; a safe space for them to talk about our issues and concerns. They meet once a week for 8 weeks to participate in themed workshops that can help them to think about what they want to achieve, and ways to do so. To join, contact Cary at [cary@clementjames.org](mailto:cary@clementjames.org) or phone on 020 7721 8810.

### Paul's story

Paul has been caring for his elderly parents for over ten years. Recently Paul's circumstances changed and he was eager to get back to work. He came to the Clement James Centre for help with getting back into employment and was allocated a key worker for one-to-one support through the process.

Since Paul had been caring for his parents for such a long time, the first thing that he had to do was to work on his computer skills. Not only would Paul need to use computers in the workplace but because the majority of jobs are advertised online, he needed to be confident using a computer.

On his computer course, Paul learned about different items on the computer desktop and covered topics such as 'how to stay safe when browsing the internet' and 'how to set up and use an email account'. He then went through the main Microsoft applications used in the workplace; Excel, Word and PowerPoint.

After a couple of months Paul felt confident in his I.T. skills and started looking for opportunities to apply for and ways to boost his CV. Clement James Centre works with a number of businesses that often provide advice and training courses for people to go on. For example, John Lewis kindly provided a two day training course on customer service and sales. Paul attended this course which developed his work experience and

boosted his confidence. Another business that the Clement James Centre works with, Lloyds, provided a half day course on 'how to interview'. Paul also attended this course which provided him with tips on how best to present himself to an employer and went through useful tips such as a 'top five' interview do's and don'ts'. Paul now felt confident he could do well in the workplace and knew the best ways to approach an interview.

The next step for Paul was to get some experience. He had previously worked as a delivery driver and felt this was something he would like to get back into. Clement James Centre managed to find Paul two days of temporary work through a charity they are linked to, picking up and delivering furniture donated from an office. This allowed him to gain experience dealing with customers and navigating a van around London.

The Clement James Centre then found Paul a job vacancy working as a delivery driver for a new Sainsbury's store. He applied, passed the interview with flying colours and got the job! He now works for Sainsbury's spending half of his time on deliveries and the other half using his computer skills to do administration work in the delivery centre. Paul enjoys his new job and feels that working again has really helped him to get back in touch with the day-to-day life of the city.