

Welcome to the November edition of News for Carers

The summer months are truly behind us and the autumn with its rainy days upon us. But even with the gloomy weather outside let's not forget about the festive season ahead of us and holidays to look forward to in the upcoming months.

With the Welfare Reform and Care and Support Bill going through Parliament the New Year 2013 is deemed to bring a lot of changes. Carers Kensington & Chelsea will continue to support carers on their journey whatever the future challenges might be.

In this edition of News for Carers we focus on the annual Carers Rights Day event (page 5). As usual, we give you a brief update on national issues affecting carers (page 2) and present news from Inner North West PCTs (page 3) and Royal Borough of Kensington and Chelsea (page 4). You can also find articles on key local support services, plus news about important meetings, activities and training opportunities available to carers (pages 6 and 7).

Sainsbury's collection for Carers UK

Carers Kensington & Chelsea would like to say a big 'thank you' to Sainsbury's superstore at Cromwell Road and Joyce Abiemba from their Public Relations department for their continuous involvement in supporting carers in Kensington and Chelsea and organising a money collection for Carers UK.

Previously Joyce represented Sainsbury's at Carers Week in June 2012 and supported the Carers Information Day by providing fruit bags, flowers and free raffle prizes for carers.

We are pleased to let you know that Sainsbury's collected the total amount of £241.50 through their customers' donations. Carers Kensington & Chelsea would like to spend this money on a celebratory event in Kensington & Chelsea during Carers Week in June 2013. Any suggestions on how to best use the sum to benefit all carers are welcome.



Carers Rights Day 2012

It is Carers Rights Day on Friday 30th November 2012 and to celebrate this, Carers Kensington & Chelsea will be running an information day and carers appreciation event at Isaac Newton Centre (108a

Lancaster Road, London W11 1QS) from 11am to 3pm. We would like to invite all carers in Kensington & Chelsea to come and join us on the day! For more information please go to page 5.



CARERS

Kensington & Chelsea

Advice sessions for carers

Carers Kensington & Chelsea will be running advice sessions within Royal 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
Prior appointment needed

Portland Road Practice

Wednesdays 10am-12pm
16 Portland Road, London W11 4LA
Prior appointment needed

Earls Court Health and Wellbeing Centre

Flexible appointments can be offered
2b Hogarth Road, London SW5 0PT
Prior appointment needed

Please note that Carers Kensington and Chelsea will not be running advice sessions on the following dates:

Monday 24th December 2012, Tuesday 25th December 2012, Wednesday 26th December 2012, Monday 31st December 2012, Tuesday 1st January 2013.

For more information and to book an appointment please call 0800 032 1089 or email 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

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!

National News

Carers UK campaigns against benefit freezes

Carers UK has written to the Chancellor George Osborne and Work and Pensions Secretary Iain Duncan Smith urging them to protect carers' and disability benefits from any measures to freeze benefit levels. The letter follows media reports that the Government is considering benefit freezes as part of further reductions in public expenditure.

Carers UK expresses deep concern at the impact benefit freezes could have on families caring unpaid for ill, frail or disabled loved ones.

In the letter, Carers UK Chief Executive Heléna Herklots reminds the Chancellor that:

- **carers' allowance is the lowest benefit of its kind, and has lost value according to earnings since its creation in the 1970s**
- **extra costs of ill-health and disability already mean that families face higher household bills, particularly food and heating**
- **the rise in VAT has already hit hard as carers often end up spending more on a range of VAT rated products like cleaning materials, detergents, continence pads, bed-clothes and bandages.**

Heléna Herklots goes on to say that "Freezes to carers' and disability benefits would risk a further, very serious impact, on the ability of carers to make ends meet; and would also be deeply unfair, given carers huge contribution to our society, families and economy."

You can see a full copy of the letter on the Carers UK [website www.carersuk.org/newsroom](http://www.carersuk.org/newsroom)

What can you do?

Ensure that you are claiming all the benefits you are entitled to by having a benefit check with Carers Kensington & Chelsea or one of the services listed below.

If you are having a financial assessment to work out what contribution you may have to make to community care services, remember to state all the disability related expenses you have, such as extra heating costs, bedding or special diets.

If you need to borrow money think about joining your local credit union rather than taking on high interest loans.

Many charitable and trade organisations have their own trust funds you can apply to. You can find out more from Turn2Us (details below).

Become a member of Carers UK and add your voice to the campaigning work they do. You can join as a free member or pay an annual membership fee to receive a regular magazine and help to support Carers UK's work.

Write to your MP – to find out who your local MP is contact 020 7219 4272 or visit

<http://findyourmp.parliament.uk/>

LOCAL SERVICES IN KENSINGTON & CHELSEA

Carers Kensington and Chelsea

0800 032 1089 *Mon-Fri 9-5pm*

CAB Kensington

0744 826 9708 *Mon, Tue, Wed, Fri 10-12.30pm*

CAB Chelsea

0844 826 9708 *Mon, Wed, Thurs, Fri 10-12.30pm*

NATIONAL MONEY ADVICE SERVICES

Turn2us

www.turn2us.org.uk 0808 802 2000

Money advice service

www.moneyadvice.org.uk 0300 500 5000

Benefits Advice Line (for requesting claim forms etc) 0800 88 22 00

Money Saving Expert

www.moneysavingexpert.com – search for “Carers” and the free mental health and debt booklet written in collaboration with national mental health charities.

Carers and guarding against flu

As the rainy autumn and cold winter months fast approach, this is the time to start thinking about protecting yourself against flu. The flu vaccine gives good protection against flu and lasts for about a year. It is available from October and offered free of charge to people who are at risk to ensure that they are protected against catching flu and developing serious complications. Unpaid carers are considered to be a member of the "at-risk group" eligible for a free flu vaccine. If you would like to get a free jab or have any further questions, please talk to your GP or practice nurse.

Health update from Inner North West London PCTs

Work is currently underway to plan how we can best work with GPs to improve the identification and support of carers through local GP practices in Kensington and Chelsea.

We had an event in July to ask GPs and Practice staff what they thought would work well to help them to identify more carers and to provide them with effective support.

The event was attended by GPs, Practice Staff, carers, and staff from health and social care, and third sector organisations including Carers Kensington and Chelsea and LINKs.

There were a number of suggestions that came from the event and we are planning to implement these suggestions over the next few months.

We would like to express our thanks to everyone that gave up their valuable time to participate in the event

We have also started work on the carers Joint Strategic Needs Assessment. This will identify the work that we need to carry out to support carers in Kensington and Chelsea. This is joint work with the Royal Borough of Kensington and Chelsea as well as carers and other partners. We will be looking to get carers views on what they think are important and produce the plan on our website.

We will make copies of our plans available to organisations that support carers so that people without access to the internet will be able to see what our plans are too.

If you would like to get involved in helping us to shape our plans for carers please contact:

Peter Beard
peter.beard@inwl.nhs.uk
020 3350 4352

Or alternatively contact Monika or Gabriela at Carers Kensington and Chelsea by phoning 0800 032 1089 or emailing kandc@carersuk.org

We will keep you updated through this newsletter and carer support organisations, including the carers' forum as we make progress in the coming months.

NHS North West London – Carers Involvement in Shaping a Healthier Future

The NHS in North West London is changing. More is being done to help people stay out of hospital and to leave hospital as quickly as possible after they have been treated. These changes will – and already are – having an impact on people who look after and care for their loved ones. More details on these proposals can be found at

www.healthiernorthwestlondon.nhs.uk/

The NHS want to work with and listen to carers in order to understand;

- how the suggested changes might affect their health and wellbeing and
- what might carers need and want done to ensure that the good changes they see happening are made even better so that carers are supported as much as possible.

In order to hear carers' answers and suggestions on the above, a series of workshops will be run this autumn. If you wish to participate in either of the workshops below, contact Nick Ratcliffe on 07795 121 146 or

[email nick.ratcliffe@privatepublic.co.uk](mailto:nick.ratcliffe@privatepublic.co.uk)

WORKSHOP:

What changes might be made to make sure the impact is as positive as possible?

- *Tuesday 27 November*
2 – 4 (lunch from 1pm)
Hellenic Centre,
16-18 Paddington Street,
London, W1U 5AS
(nearest stations Baker Street)
- *Wednesday 28 November*
10am – 12pm (lunch until 1pm)
Princes Hall,
Ealing Town Hall,
New Broadway,
Ealing,
London W5 2BY
(nearest station Ealing Broadway)

You can also share your views online at

<http://nwlhealthyfuture-consult.objective.co.uk/portal>

News from the council

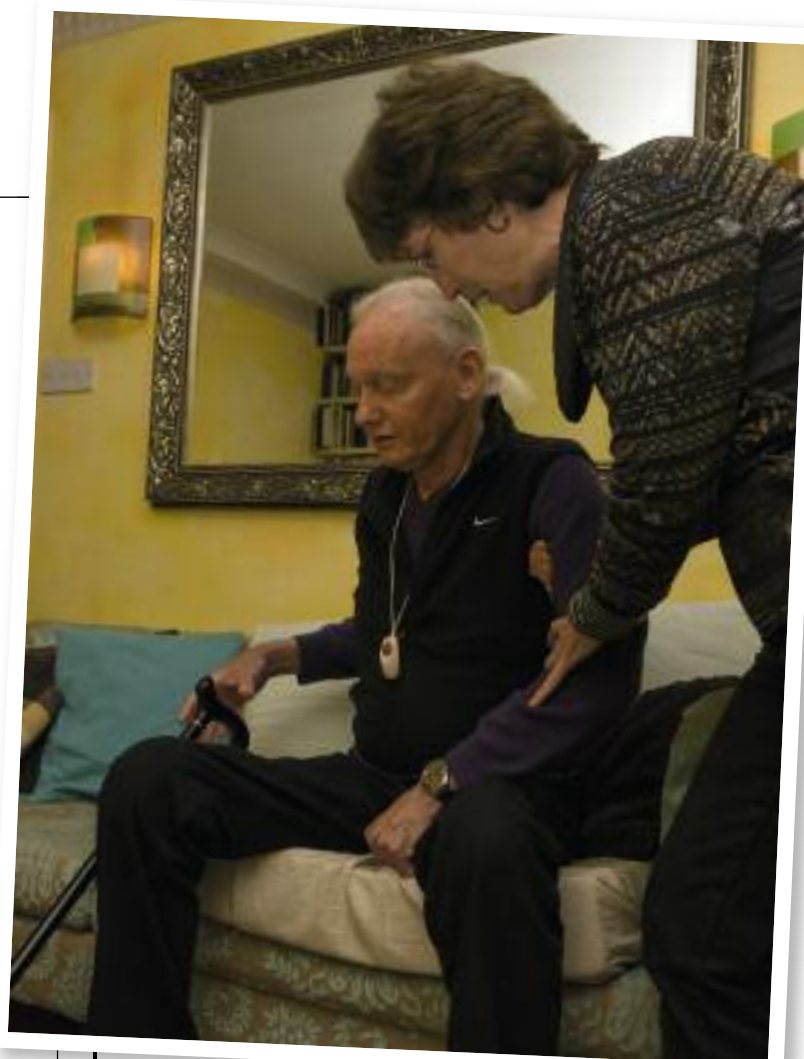
PLEASE HELP US TO HELP YOU

The council wants to improve and develop services for carers in this very challenging financial climate, so they want to get your views on the support provided to help you with the person you look after and in particular, how caring for others has affected your own quality of life.

If you look after a family member, partner or friend who is in need of support you may be asked to take part in a national survey between October and December 2012. If you are included in the survey, you will receive a questionnaire through the post and you will be asked to respond to it by a set date.

Your views on how caring for others has affected your own quality of life, and also the support provided to help you with the person you look after, will enable services for carers to be improved. All answers are completely confidential.

For more information, contact Nadia Husain on 020 7361 2552, freephone 0800 587 0072 or e-mail HSSCustomercare@rbkc.gov.uk



Carers Rights Day is all about getting information to carers – we know that it can take years for people to find out about their rights as a carer and the support available to them.

Each year Carers UK organises Carers Rights Day to:

- **Increase the take up of benefits** – it's estimated that millions of carers' benefits aren't claimed each year.
- **Make sure carers know their rights** – every year, more than 2 million people become carers, many don't identify themselves as carers and miss out on support. Even those who have been caring for years sometimes aren't aware of their entitlements.
- **Guide carers towards practical support** – it's not just about benefits. Carers often do not realise practical support is available, like replacement care to give the carer time off, help with lifting and bathing, equipment and home adaptations that can be vital in protecting carers' health.
- **Raise awareness of the needs of carers** – Carers Rights Day raises awareness of the needs of carers with the public, decision makers and professionals.

In 2012 Carers Rights Day is taking place on Friday 30th November and the theme is 'getting help in tough times'.

At a time of rising living costs, salary freezes and job losses many families are struggling across the UK. But families affected by illness and disabilities are often the hardest hit, as they struggle with the additional costs of caring and lost earnings; and now face the risk of cuts to essential services and benefits.

These tough times mean that there has never been a more important time for carers to know their rights, and access all the support they are entitled to. Carers Rights Day is about getting carers the information and advice they need to claim benefits, access practical support and find out how technology can help take the pressure off.



Carers Kensington & Chelsea will be celebrating Carers Rights Day by holding an information event with stalls, workshops and question time on Friday 30th November between 11am and 3pm at The Isaac Newton Centre, 108a Lancaster Road, London W11 1QS.

The closest tube station is Ladbroke Grove and buses 7,23,52,70 and 452 stop nearby.

Please come and join us and other carers for a day full of useful information and advice!

On the day there will be:

11am – 1:30pm over 30 information stalls where you will be able to find information about benefits, practical help, emotional support and leisure activities available to carers in Kensington & Chelsea

12pm – 1pm free lunch and refreshments in the café

12:30pm – 1:30pm workshops delivered by Nucleus Legal Advice Service on Financial Management and Debt Matter (12:30pm) and Fuel Arrears and how to fill in EDF charity applications (1pm)

1:30pm – 2:30pm Carer's Question Time – a panel of professionals (representatives from health, local authority and voluntary sector) will answer carers' questions.

2:30pm – 3pm free raffle – come and be in with a chance to win one of our prizes!

If you would like to send in a question for the panel to answer then please call 0800 032 1089 or email kandc@carersuk.org. We will identify the most popular questions and will be asking carers to present those on the day.



Age UK Kensington & Chelsea Carers Support Group

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

On 29th November (2-4pm), the carers support group will hold a Self-Assessment Questionnaire workshop (SAQ). During the workshop, you will be able to learn more about Personal Budgets, how to apply for it and get help with filling out a SAQ. The venue for this meeting is Meeting Room, The Royal Borough of Kensington and Chelsea, Central Library, 12 Phillimore Walk, London W8 7RX

On 12 December (6-8pm), the support group will meet to celebrate the festive season at the Social Event – Pub outing. The venue is yet to be confirmed.

Age UK can also arrange respite care for the person you look after to help you attend. For further information call Carole or Christina on 020 8960 8137.

Age UK Kensington & Chelsea Support for carers of people with dementia

AgeUK K&C is developing a support group for people who are caring for a loved one with dementia. The group will probably meet once a month and discuss issues related to dementia and the carer's role. If you are interested or need further information, please call MugeAhmet on 020 8960 8137 or email

mahmet@aukc.org.uk

Carers Network Westminster

Carers Network Westminster offers free days out for unpaid carers who are 50 and under living in Kensington & Chelsea. They also offer free training courses, complimentary therapies and other events, talks and social meet-ups.

The next trip will take place on 24th November to Somerset House (History Tour).

The project also runs a similar program for carers who are 18 to 25.

For more information and booking call Susie Yau on 0208 960 3033 or email

Susie.yau@carers-network.co.uk

Vitalise

Vitalise provide accessible respite breaks with care in a friendly and relaxed holiday environment. Each break is full board and offers a wide range of activities and excursions. The centre's experienced nursing and care staff can cater for over 150 different disabilities and volunteers are on hand to provide companionship and support.

The person you care for can have a break on their own, with all the care and support they need provided by Vitalise experienced nursing and care staff. Or you can enjoy a holiday experience together with the person you care for.

If you cannot afford the full cost of a holiday, Vitalise can provide discretionary grants (subject to eligibility) from the Vitalise Joan Brander Memorial Fund towards the cost of a respite holiday to people with physical disabilities and carers living in Kensington & Chelsea. If you meet the criteria for a grant, there would only be a small affordable contribution. The break would need to be taken before the end of January 2013.

Vitalise centre breaks are being offered to people living in Kensington & Chelsea who look after someone 18 years old and over, who have a physical disability and/or MS and would not be able to afford to go on holiday if they had to pay the full cost themselves.

For more information and to apply please call Sharon on 0207 288 6862 or email sstevens@vitalise.org.uk quoting "Kensington & Chelsea".

Yellow Submarine

Yellow Submarine is planning a respite holiday in January, taking five adults with learning disabilities to Brighton. They have a few spaces on this trip still available and are able to support people with mild to moderate needs without their carer needing to be present. It is for five days from Monday 21st to Friday 25th January.

If anyone would like more information please contact Caroline on 01865 249662 or visit their website www.yellowsubmarine.org.uk. Yellow Submarine have grants available to help subsidise the cost where the disabled person lives at home with their family.



Central and North West London Recovery College

CNWL 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.

Courses are free and available to supporters of service users such as family, friends and carers.

CNWL Recovery College delivers courses across several boroughs in London including Kensington and Chelsea, Westminster and Central London.

A series of two-hour evening taster sessions for carers will take place at Stephenson House, Westminster, 75 Hampstead Road, London NW1 2PL from 5:30pm-7:30pm on the following Wednesday's in November and December:

21st November – Carer's journeys: Telling your own story

28th November – Navigating the mental health system: mental health services and Care Programme Approach

5th December – Navigating the mental health system: dealing with crisis

12th December – Coping with the challenges of caring

19th December – Coping with the challenges of addictions

Carers may also be interested in attending the following free workshops:

Wednesday 21st November 1:30pm – 4:30pm, 'A good night sleep', Stephenson House (75 Hampstead Road, London NW1 2PL)

Friday 30th November 10am – 4:30pm, 'You and your well being: a dozen ways to make it better', Stephenson House (address above)

Monday 10th December 10am – 1pm, 'An introduction to problem solving', Stephenson House (address above)

To register for a course you will have to complete the registration form. You can download it from the website www.cnwl.nhs.uk/recoverycollege.html. Alternatively you can call the CNWL Recovery College on 020 3214 5686 or email recoverycollege.cnwl@nhs.net

TIME FOR ME NORTH

'Time for Me' is a free support and activities group for unpaid carers who are over 50 living in the north of the borough.

The group, run by Open Age, meets every Friday morning from 11am to 1pm at the Open Age Positive Age Centre, Dalgarno Way, London, W10 5JW.

A diverse programme, based on participants' requests, is organised quarterly. The November and December activities include:

Card making and Christmas Crafts (16 Nov)

Trip to South Bank Christmas Market (23 Nov)

Jewellery making (7 Dec)

Christmas lunch (14 Dec)

For more information and to book, contact Liz Butters on 020 8964 1900 or email ebutters@openage.org.uk

TIME FOR ME SOUTH

Thursday Nov 22nd – Christmas Shopping at Spitalfields Festive Market

Many stalls and shops varied with goodies from all over the world and there are lots of different eateries for lunch. This is a free outing and the group will meet at Whitechapel Station at 10.30. Call to confirm you are coming.

Wednesday Nov 28th – Visit to Neasden Temple

Visit this masterpiece of Indian craftsmanship and architecture and learn about its history and meaning, and hear about the different festivals. This is a free outing and the group will be meeting at 11am at the Temple. Please call for directions and a map prior to this outing.

Wednesday Dec 5th – Pre Festive Relax Session

Free session at New Horizons 2pm to 4pm. Wear comfortable clothes. Ring to secure your place.

Thursday Dec 13th – Meal Out with your Time for Me friends

Nice meal with friends met through Time for Me in a restaurant (venue TBC). The project will pay the first £25 of what you eat and drink, you will need to pay anything above this. There will be 15 places.

Friday Dec 14th – The Great New Horizons End of Year Party

Fantastic entertainment, food and raffle from 10-4pm. Tickets at £10 each will go on sale in mid-November from New Horizons Reception. You will need to come in to buy your ticket.

If you would like to book any of the above trips and activities or have any queries call Judy Graham on 020 7590 8970 or email jgraham@new-horizons-chelsea.org.uk

Good News – how services helped carers



BME Carers & Families Forum

BME Carers and Families Forum is a user-led forum that initiated from the lack of support and engagement available to BME Carers and their families. The forum is run by bilingual volunteer carers and each session of the forum focuses on providing information and access to a particular service.

The forum promotes learning existing and new services, engagement of individuals and services, supporting hard to reach members, accessing services, sharing information, exchanging knowledge, listening to needs, active campaigning, voicing concerns, helping each other and delivery of tailored activities.

The BME Carers and Families Forum was first launched on 9th July 2012, the success of the launch led to further gathering of the forum on 2nd October 2012. This is the only BME focused carers forum in the tri-borough (City of Westminster, Kensington and Chelsea and Hammersmith and Fulham), and it is the only opportunity that many hard to reach carers get to interact with service providers and to openly speak in their mother tongue, as the forum has multi-lingual volunteers that can speak Somali, Arabic and Bengali languages.

Some of the benefits intended from the BME Carers and Families Forum are to share ideas and information, discuss rights and responsibilities, meet with people in a similar situation, learn about local activities, access carer and families services, provide opportunity for training and skills, exchange information about carer support, enable confidential group discussions and gain support from multi-lingual staff and volunteers.

The first two gatherings of the Forum have provided strong evidence that there is a need for this kind of forum for carers and their families, as many of those

who attended have stated that they do not access and feel there is a barrier to access existing services.

What makes the BME Carers and Families Forum different from existing forums is not only the provision of bi-lingual volunteers, but also that it is delivered by people who have been active community individuals and are passionate about the cause and want to ensure the carers in their community receive the help they need. It is a needs-led forum from the community and for the community. Thus the BME Carers and Families Forum is a platform where people of all backgrounds can come knowing they will be listened to and supported.

The BME Carers and Families Forum is an initiative supported by Midaye Somali Development Network, a grass-root charity that has been actively delivering community focused services and projects for the past decade to benefit hard to reach, isolated and disadvantaged members our community.

This forum is ideal for you if you are a carer, you are a family member of a person in need of care, or your family uses carer services, and you live, work or have a GP in Kensington and Chelsea, City of Westminster of Hammersmith and Fulham.

For further information about the BME Carers and Families Forum and how you can access the next forum meeting please contact:

Idil Hassan

Midaye Somali Development Network

Office Address: Unit 6, 7 Thorpe Close, London W10

5XL Tel/Fax: 020 89697456

Email: idil@midaye.org.uk

Website: www.midaye.org.uk

Third Age Counselling Service

Third Age can offer free confidential counselling services for adults over 50. Therapy may include dealing with issues such as:

- **Bereavement and loss.**
- **Moving on from the past.**
- **Experiences of being elderly and in retirement.**
- **Failing health or disability.**

Sessions take place every Thursday between 10am and 4pm at Positive Age Centre, Peabody Estate Dalgarno Way, London W10 5JN.

For all queries and appointments please contact Third Age directly on

020 7976 6667 or 07507 987 014.