

INFORM

THOSE WHO CARE

AUTUMN EDITION 2016



Welcome to the Autumn edition of our newsletter

Packed full of useful news and information for carers including top tips to help you look after your mental health, the latest news from our Carers' Support Groups, an update on Leicestershire County Council's accessible transport services and a wonderfully inspiring story from one of our carers on her plans for a carers' community garden.

Happy reading!

Call : 0845 689 9510 Email : maureen@supportforcarers.org Visit : www.supportforcarers.org

Please note : calls are charged at local rates, although calls from mobiles may be higher.

VASL, 1st Floor, Torch House, Torch Way (Off Northampton Rd)
Market Harborough LE16 9HL. Registered charity number 1141274



KEEP CALM AND CARRY ON SAVING

**Come along to our Carry on Saving event for top tips
on saving money, time, hassle and energy.**

Friday 14th October 2016 11am-2pm

**Council Chambers, Blaby District Council, Council Office
Desford Road, Narborough, Leicester, LE19 2EP**

Get advice and information on

- Money saving grants
- Keeping your home warm with the Lightbulb Project including their handyman and home adaptation service
- Saving time and hassle

**Free lunch and refreshments provided with parking available close by.
Plus, for a little bit of fun you can try Bollywood dancing!**

10 WAYS TO LOOK AFTER YOUR MENTAL HEALTH

Caring can be tough, especially with darker nights and chillier days just around the corner. It's very important to look after your own mental wellbeing, as well as your physical health. To help, here are our top ten tips for looking after your mental health this autumn. Remember, the Support for Carers team is here to provide you with help and support, from advice and information to guidance and a friendly chat, so why not give us a call on **0845 689 9510** or email **maureen@supportforcarers.org**

10
WAYS



Talk about your feelings



Keep active

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WAYS

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WAYS



Eat well



Drink sensibly

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WAYS

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WAYS



Keep in touch



Ask for help

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WAYS



Take a break



Care for others

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WAYS

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WAYS



Do something
you're good at



Accept who
you are

10
WAYS

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I am a full time carer for both my mum and dad, having been caring for mum since her first hip operation in 1997 (she had both hips and both knees replaced by 1999). In recent years my mum has suffered from hundreds of urine infections, and has recently been in hospital with pneumonia. Now my caring role has moved into another level where I find I am caring day and night for my mum who is now too weak to stand. They say carers need to look after themselves but it's easier said than done. My advice is listen to others and see the doctor - don't wait like I did.

So what has helped me through the past and present? Well I can say it's two things - my art and my allotment. I am an amateur artist painting from nature, mostly my own photos from the flowers I have photographed but also from friends who have granted me use of their photos plus copyright free resources. The allotment has acted as a backbone for my photography, art and social life as can be seen on my YouTube channel www.youtube.com/user/juliedrake23 and my various Facebook pages - www.facebook.com/carerscommunitygardenproject

I am now in the process of creating a community garden project and an orchard that will enable carers to come and relax or participate within a community setting.

We have been offered a plot of land in Hinckley and I am in the process of trying to raise some money to provide materials, equipment and storage facilities. I have been supported by Leicestershire Master Gardeners project - www.leicestershire.mastergardeners.org.uk

My vision is that carers will be able to participate in the gardening or just visit and take a much needed break to enjoy the sights, sounds and smells of the countryside. Here are just some of the ideas and plans I envisage: *Sensory garden, Communal plots, Fruit orchard, Virtual gardening via the internet, Poultry, Pond to encourage wildlife, Painting workshops and YouTube videos.*

If you'd like to find out more or get involved, please call us or email maureen@supportforcarers.org and we'll pass your message onto Julie.

If you'd like to share your Carer's Story, please feel free to get in touch.

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ACCESSIBLE TRANSPORT HELP TO GET OUT AND ABOUT

Did you know Leicestershire County Council provides accessible transport services for people who can't use conventional public transport, or have problems doing so, because of age, disability or rural isolation?

Social car schemes involve volunteers using their own cars to provide door-to-door transport to places such as health centres, dentists, hairdressers, lunch clubs or leisure centres.

There's a charge to cover volunteers' costs, but it's significantly less than a taxi would be, especially if the person you care for lives in an isolated rural community.

For details of schemes in your area, visit the website:

www.choosehowyoumove.co.uk/everyday/community-transport/transport

Or alternatively take a look at districts below to see who to call.

Blaby, Oadby and Wigston - Community Action Partnership - **0116 278 6604**

Syston & District - Syston & District Volunteer Centre - **0116 260 7888**

Charnwood - Charnwood Community Transport - **01509 631761**

Melton - Voluntary Action Melton - **01664 482903**

North West Leicestershire - MRC Community Action
Community Transport (Dial a Ride) - **01530 510515**

Castle Donington - Castle Donington Volunteer Centre - **01332 850742**

Hinckley & Bosworth - Hinckley and Bosworth Community Transport - **01455 250462**

Harborough District (west of A5199) - Lutterworth Community Transport - **01455 555571**

Harborough District (east of A5199) - Voluntary Action South Leicestershire - **01858 468499**

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HAVE YOUR SAY

ON ACCOMMODATION FOR OLDER PEOPLE

Leicestershire County Council would like to hear your views about how they can help people plan for later life - so people can remain active and healthy living in their current homes or, if relevant, consider moving in a planned way, rather than at a time of crisis, to different accommodation including specialist retirement accommodation such as extra care housing.

You can have your say on the proposed new adult social care accommodation strategy for older people at www.leicestershire.gov.uk/accommodation-strategy-consultation via the Council's online survey, or alternatively, you can call the Council on **0116 305 0232** or email ascengage@leics.gov.uk

There are increasing numbers of older people living in accommodation that doesn't best suit their needs, either because they're lonely or isolated, or because of health problems which make their accommodation inaccessible or hazardous, due to steps and stairs, difficult to reach and use appliances or difficulties with heating and maintenance.

There are lots of things that can help, such as handyman services, movement activated night lighting, home adaptations like walk-in showers, low maintenance gardens, devices that alert someone if an older person falls or needs help, financial advice and information and community activities.

DO YOU CARE FOR SOMEONE WITH DEMENTIA?

Eating and drinking tips for dementia carers

Are you caring for someone with dementia and struggling to get them to eat and drink enough? Recent studies have suggested that serving food on brightly coloured plates that contrast with the food itself can encourage people with dementia to eat up to 25% more. Using larger plates can also be helpful, because the person perceives that the portion is smaller and therefore they're more likely to eat it all.

Hydration is equally important. A bit of trial and error might be needed - some people with dementia prefer clear glasses so they can see what's inside, others are drawn to brightly coloured mugs. Make sure drinking vessels are easy to pick up (not too heavy or an odd shape) and within the person's reach! Remember too that lots of everyday foods have high water content - e.g. jellies, cucumber, melon, custard. It all helps the person stay hydrated.

We recently heard about a lady with dementia who kept pulling her bib off during meals because she didn't like it. Washable thin scarves or pashminas are just as good at keeping clothes clean and can feel more acceptable to those wearing them.

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Do you come along to one of our Carers Support Groups?

We run them around Leicestershire and they're a great way to take a well-deserved break and enjoy a cuppa, meet like-minded people, find out what's happening in the local area and get help and support from our team and other carers.

Here's an update on what's been going on at some of our carers groups recently, to give you a flavour of what to expect.

Bottesford

Our Bottesford Carers Support Group found the May talk by Carol Hill from VISTA, the organisation for the visually impaired, very interesting and informative. Carol brought along several daily living aids to show us and she also ran a practical exercise which involved us walking round the car park in pairs with one person from each pair blindfolded, so we could feel what it's like to lose your sight. VISTA has opened a new shop in Leicester at 21 Hotel Street where you can talk to the friendly staff and find the right product to meet your needs.

Melton Mowbray

In April, we ran part one of a basic First Aid course by the St John Ambulance Service for our Carers Support Group. In May, the carers tried their hand at some basic sketching and still life drawing, supervised by one of our talented creative carers. Those who were less confident tried out colouring books for adults.

Hinckley

Our Hinckley Carers Support Group meets on the third Tuesday of each month. It's been growing in numbers and the group are always delighted to welcome new carers. We're all very supportive and enjoy having the opportunity to talk as a group about matters that are relevant to caring as well as many other subjects. If anyone is having a bad day or is under added strain, they'll be supported by people who understand completely. In July, the group was joined by Carol Lomas from the Assistive Technology Team at Leicestershire County Council, who brought along some very useful gadgets and shared some amusing stories.

Here's a full round up of all our Carers Support Groups...

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Carers' Support Groups

Charnwood District

Loughborough Time Out For Carers Group

meets at Gorse Covert Community Centre, Maxwell Drive, Loughborough, LE11 4RZ on the 4th Monday of the month from 2.30pm to 4.00pm.

Call Gurjit from Support for Carers on 0845 689 9510.

Loughborough Well-Being Group

meets at John Storer House, Wards End, Loughborough, LE11 3HA on the 1st Thursday of the month from 1.30pm to 3.30pm.

Call Joanne Clarke on 01509 631 782.

Shepshed Well-Being Group

meets at Charnwood Road Community Centre, 47a Charnwood Road, Shepshed, LE12 9QE on the 3rd Thursday of the month from 2.00pm to 4.00pm.

Call Joanne Clarke on 01509 631 782.

Trinity Lunch Club (TLC)

A Lunch Club for people with dementia and their carers in the Barrow villages area. The group meets at the Trinity Rooms, Church Street, Barrow Upon Soar on the last Thursday of each month from 12.30pm.

Call Joanne Clarke on 01509 631 782.



Help is always at hand

You're always very welcome to get in touch with us via phone, email or in person. The Support for Carers office and telephone advice line is open from Monday to Thursday from 9.00am to 5.00pm and on Fridays from 9.00am to 4.30pm.

Call: 0845 689 9510 (calls charged at local rates)

Email: maureen@supportforcarers.org

Like us: Facebook

Follow us: [@support4carers](https://www.facebook.com/support4carers)

Skype us:

[pat.sfc](https://www.skype.com/name/pat.sfc), [gurjit.sfc](https://www.skype.com/name/gurjit.sfc), [diane.sfc](https://www.skype.com/name/diane.sfc), [jacqui.sfc](https://www.skype.com/name/jacqui.sfc)

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Oadby & Wigston District

Oadby & Wigston Time Out For Carers Group

meets at the Salvation Army, Ladysmith Road, off Saffron Road, South Wigston, LE18 4UZ on the 3rd Thursday of the month from 2.30pm to 4.00pm.

Call Bev from Support for Carers on 0845 689 9510

Blaby District

Blaby Time Out For Carers

meets the 2nd Tuesday of the month at Whetstone Parish Council Offices, Cemetery Road, Whetstone, LE8 6LL from 10.30am to 12 noon.

Call Jackie Williamson from Support for Carers on 0845 689 9510

Harborough District

Carers' Break Group

meets on the 4th Thursday of the month from 1.30pm to 3.00pm at the Methodist Church (opposite the Market Hall), Northampton Road, Market Harborough, LE16 9HE.

Call Jackie Williamson on 0845 689 9510

Knit & Natter Group

meets at The Angel Hotel, High Street, Market Harborough, LE16 7AF on the 3rd Thursday of each month from 1.30pm to 3.00pm.

Call Support for Carers on 0845 689 9510

Lutterworth & District Carers' Support Group

meets at Hazeland Court Residential Lounge, Guthlaxton Avenue, Lutterworth on the 4th Wednesday of each month from 7.00pm to 9.00pm.

Call Val on 01455 283387

Harborough Mental ill Health Carers' Support Group

meets 2nd Wednesday of each month 6.30pm - 8.30pm at the Methodist Church Northampton Road, Market Harborough in the "upstairs room".

Please call Nicola on 0845 689 9510

Carers Choir

Meets fortnightly on a Tuesday 12.45pm - 2.45pm at Lutterworth Youth Theatre Academy Hall Lane, Lutterworth, LE17 4LN.

Please call Nicola or Bev on 0845 689 9510

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Hinckley & Bosworth District

Time Out For Carers Group

meets at St. Francis Community Centre, Tudor Road, Hinckley, LE10 0EQ
on the 3rd Tuesday of each month from 10.30am to 12 noon.

Call Jacqui from Support for Carers on 0845 689 9510

Earl Shilton Carers Support Group

meets at Greenacres Garden Centre, Ashby Road, Stapleton, LE9 8JE
on the 3rd Wednesday of every month from 10.30am to 12.00 noon.

**Call Maureen on 01455 846360 or Marlene on 01455 844878
or Support for Carers on 0845 689 9510**

Melton District

Melton Carers' Support Group

meets on the second Thursday of each month at 11.00 am to 12.30pm
at the Carnegie Museum, Thorpe End, Melton Mowbray, LE13 1RB.

Call Diane from Support for Carers on 0845 689 9510.

Bottesford Time Out For Carers Group

meets on the 4th Tuesday of the month at The Rutland Arms, 2 High Street
Bottesford, NN13 0AA (in the restaurant) from 10.30 am to 12.00pm.

Call Diane from Support for Carers on 0845 689 9510

North West Leicestershire District

Coalville Carers' Support Group

meets at the Marlene Reid Centre, 85 Belvoir Road, Coalville, LE67 3PH
on the 1st Thursday of the month from 10.30am to 12 noon.

Call Gurjit from Support for Carers on 0845 689 9510.

Ashby de la Zouch Carers Drop In

**meets at Ashby de la Zouch library, North Street, Ashby de la Zouch, LE65 1HU
on Monday 14th November 10.30am - 12.00 noon.**

Call Gurjit from Support for Carers on 0845 689 9510.

**To find out more about any of the Carers' Support Groups above, or if you would like
to set up a group near you, please feel free to get in touch with us on 0845 689 9510.
We can give new groups help, support and advice to set up free of charge.**

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Step by step

Our Step by Step groups will support former carers to help you:

- **Rebuild your life**
- **Explore new hobbies**
- **Look at volunteering opportunities**
- **Make new friends**
- **Build on your social networks**
- **Look at ways of staying healthy**
- **Develop coping strategies**

The groups will be social as well as informative, and an opportunity to meet people in a similar situation and make new friends over a cup of tea/coffee and biscuits.



The groups are meeting in Loughborough, Hinckley and Market Harborough.

If you would be interested in coming along to the group or know of someone who would be, please call Gurjit or Jackie on 0845 6899510.

Call : 0845 689 9510 Email : maureen@supportforcarers.org Visit : www.supportforcarers.org

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Internet

Does the internet scare you? Don't fear, help is at hand!

If you'd like to conquer your fears and find out more about using the internet, we're here to help!
We support carers on a one-to-one basis or in groups, so you can learn how to:

- Carry out basic computer tasks
- Send e-mails
- Securely look at websites
- Use Facebook, Skype, Facetime
- Access a range of information
- Shop online
- Use useful websites and apps

... plus so much more!

You don't need big fancy computers, this can all be done on a tablet, smart phone or laptop computer.



**Please call 0845 689 9510
to find out more...**

(Calls are charged at local rates, unless from a mobile)



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DO YOU CARE FOR AN ADULT WITH A LEARNING DISABILITY?

If you're the family carer of an adult with a learning disability living in Leicestershire, why not go along to a local group run by The Carers Centre, to meet other carers in a similar situation, keep up to date with what's happening and help shape the support available locally? The group is called the Leicestershire Learning Disabilities Partnership Board Family Carers Sub-Group.

There have been many changes happening both locally and nationally over the last few years, which have affected family carers and people who have a learning disability. It's hard to become involved in a group when there are so many caring responsibilities. It can feel as if there's very little time for anything else. But, one of the difficulties of not becoming involved, is that it's easy to feel isolated, and as if things are happening to you, rather than with you. Even if you join our group we can't promise that you won't feel these things from time to time, but as a group, it's easier to raise issues and concerns about what's affecting family carers and people who have a learning disability.

Who are we?

We're all family carers of an adult who has a learning disability. The sub-group is part of the Leicestershire Learning Disabilities Partnership Board. The group's role is to raise the awareness of issues affecting carers of adults and young people in transitions, who have a learning disability, to the Leicestershire Learning Disability Partnership Board and where appropriate, other relevant services.

When and where do we meet?

We normally meet on the first Monday of the month, although this occasionally has to change due to bank holidays or unforeseen circumstances. We meet at Leicestershire County Council, County Hall, Glenfield from 10am to 12.30pm. If you go to reception, they'll tell you which room we're in. We arrange our meetings so that one month we have a business meeting where we can raise issues that affect family carers of adults or young people in transitions who have a learning disability in Leicestershire, and the following month, we have speakers to update us on what's happening locally.

To find out more call Gill Huddlestone on 0116 251 0999 for an informal chat and to hear details of the next meeting.

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STOP! STOP! STOP!

ANNOYING NUISANCE CALLS AND FRUSTRATING JUNK MAIL!

Do you want to put a stop to unwanted sales and marketing calls?

If you don't want to receive marketing calls, sign up your home phone and mobile to the Telephone Preference Service (TPS) www.tpsonline.org.uk. It takes about 28 days for calls to stop.

It's then illegal for firms in the UK and the rest of the EU to call those who've registered, unless you'd opted in to receive them. TPS may also stop distressing calls intended for a deceased relative.

How to add your number to the register depends on if it's a mobile or landline:

Landlines - add your landline number via the TPS website, or by calling **0345 070 0707** (it costs the same as a standard landline).

Mobiles - Text 'TPS' and your email address (required to verify your identity) to **78070**. For many this text is included in your bundle - but some networks may charge up to 15p. Alternatively, as with landlines, you can sign up via the TPS website or by calling **0345 070 0707**.

Registering won't stop every call

TPS is a register, not an automatic blocking device. While being on it means you'll no longer receive cold calls from more reputable companies in the EU, it's unlikely to deter rogue firms. TPS also won't stop automated messages – no matter how legit the firm is or where it's based. If you're receiving recorded messages and you haven't given prior permission for these, you can complain to the Information Commissioner's Office (ICO) on **0303 123 1113**. Give it as much info as you can, including the organisation's name (if you've got it), the number the call came from, the date and time, and what they were flogging.

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What about calls from outside the EU?

Frustratingly, many spam calls originate from outside the EU, and there's little that can be done to stop them. So be firm, but polite, don't engage, just tell them to remove you from their lists, and that you will never buy anything from them.

How to stop unwanted mail

There are two different types of junk mail: letters with your name and address on, or those without but still distributed by Royal Mail. Both can be stopped, and if the letters have your name on them, you've got the right to tell the organisation to stop sending them to you. If you write to the company, once they receive your letter, they must stop sending you the unwanted mail. There's other ways to stop junk mail too.

Addressed mail through the post

All members of the Direct Marketing Association agree to a code of practice not to send junk mail to any individual who has indicated they don't want it. To stop the junk, simply join the Mail Preference Service (MPS) register. It takes up to four months for the service to take full effect, although you should notice it kick in before then.

- **Web: The easiest way is MPS Online - www.mpsonline.org.uk**
- **Phone: 0207 291 3310**
- **Stop mail to deceased relatives - Register for the Bereavement Register at www.thebereavementregister.com/uk, email help@thebereavementregister.org.uk or call 020 7089 6403 and the Deceased Preference Service at www.deceasedpreferenceservice.co.uk or call 0800 068 44 33**
- **To stop baby-related mail, register with MPS Baby at - www.mpsonline.org.uk**

Unaddressed leaflets and mail

For unaddressed leaflets, flyers and other junk, the Royal Mail has the online door-to-door opt-out, which will stop it delivering to you. Bear in mind this stops all unaddressed items from being delivered, including Government leaflets. It takes about six weeks for the items to stop arriving, and should last for two years. You'll need to opt out again after this.

- **Email: optout@royalmail.com and you'll then be sent a form.**
- **Print this form and post it to: Freepost ROYAL MAIL CUSTOMER SERVICES.**
- **Phone: 0345 774 0740**

Alternatively, you can find a free, printable 'no cold callers' sign at:
www.moneysavingexpert.com/phones/no-more-junk#freesign

Call : 0845 689 9510 Email : maureen@supportforcarers.org Visit : www.supportforcarers.org

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Find new friends online and keeping up to date.

Follow us on 

@support4carers follow all our latest news.

 **us:**

pat.sfc
diane.sfc

gurjit.sfc
jacqui.sfc

Useful numbers for carers

Leicestershire County Council - Adult Social Care

0116 305 0004

Carers Direct

(Calls are free from UK landlines & mobiles or you can request a free call back)

0300 123 1053

NHS 111 (Health advice & reassurance 24 hours a day, 365 days a year)

111

Age UK

0800 169 6565

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