

# INFORM

THOSE WHO CARE

SPRING EDITION 2013



## WELCOME TO SPRING 2013

Welcome to the Spring issue of our newsletter. Inside you'll find all kinds of news and information, from details of our Carers' Forum coming up in Melton on 11th April, to a new training programme for mental health carers. We hope you enjoy having a read and please feel free to let us know if there's anything you'd like to see in future issues.

## 2011 Census figures show rise in carers

The Government released data from the 2011 Census at the end of last year. It reveals that the number of carers has risen by 12% in Leicestershire and 15% in Leicester since the last Census in 2001. According to the figures there are almost 71,000 carers across the county, with a further 31,000 in Leicester alone. In England and Wales, the number of carers rose from 5.2 million to 5.8 million.

According to Carers UK, the greatest rise has been among those providing over 20 hours care a week – the point at which caring starts to impact significantly on the health and wellbeing of the carer, and their ability to hold down a job alongside their caring responsibilities. A staggering 1,360,000 people are providing over 50 hours of care a week - very often caring round-the-clock. Recent research by Carers UK shows that carers save the state £119 billion a year.

**To find out more about the Census figures visit - [www.carers.uk.org](http://www.carers.uk.org)**

**Call : 0845 689 9510 Email : [maureen@supportforcarers.org](mailto:maureen@supportforcarers.org) Visit : [www.supportforcarers.org](http://www.supportforcarers.org)**

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

Voluntary Action South Leicestershire, The Settling Rooms, St Mary's Place, Springfield Street,  
Market Harborough, Leicestershire, LE16 7DR. Registered charity number 1141274



# BEWARE...

## of unregulated companies charging for their service!

Since our last article on the Telephone Preference Service (TPS) in the winter issue of our newsletter, we've had a call from a carer who told us that after registering with the TPS, she was contacted by an organisation that claimed to be able to enhance the service for a fee of £40. She was also asked for her bank details over the phone.

**We've checked with the TPS and have been given the following information:**

*"If you receive a call from someone claiming to be from the TPS or a similar sounding organisation, asking for personal information or charging you for this service, our advice is NOT to pay them or give them any personal details, it is most likely a scam. We are aware of a number of organisations that call from overseas, possibly India, claiming to be TPS or affiliated with TPS or BT. They ask for your credit card details to complete a registration to stop unwanted calls. They often claim that you previously gave your permission for this call. This is a scam. Never give out your credit card details over the phone. There are other companies that are not necessarily scams, but they are not TPS."*



# PLANNING FOR THE FUTURE EVENT

If someone in your family or someone you care for has a learning disability, you can take steps now to ensure their finances are well looked after when you are no longer around. Mencap have organised some FREE information sessions where you can find out more about setting up Wills and trusts for the benefit of someone with a learning disability.

**Mencap invite you to a session on Wednesday, 17<sup>th</sup> April 6.30pm - 8.30pm  
The Brite Centre, Braunstone Avenue, Leicestershire LE3 1LE**

There will be a local legal professional speaking, who has experience of drafting Wills for the benefit of people with a learning disability. These seminars are very popular, so please book your place(s) as soon as possible. Confirmation of your booking will be sent 2 weeks before the event.

**To book your place, please call 020 7696 6925**

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# CALLING ALL CARERS

IN MELTON MOWBRAY AND SURROUNDING AREAS  
YOU ARE WARMLY INVITED TO  
OUR CARERS FORUM



**Thursday 11th April - 10.30am - 12.30pm**

**Gloucester House, 3 Norman Way, Melton Mowbray LE13 1JE**

**Please come and join us, our speakers will be:**

**Pam Beresford** - From the age uk residential & nursing care advisory service

**Sherren Doubleday** - Talk on power of attorney, wills and inheritance tax

**Clive Langley** - Financial advisor on long term care planning

You can also speak to representatives from Age UK, Vista, Lamp, Mencap, Wiltshire Farm Foods, PSA Financial Services, Dementia Advisory Service, Leicestershire Fire & Rescue Service

**Just come along or give us a call - 0845 689 9510**

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# Carer's Support Grant

**Carer's Support Grant is a one-off grant intended to supplement the support for carers of adults (aged 18 years and over) by enabling the carer to take 'real time off' from caring, to reduce the impact of caring on health and well-being and support the carer to continue in their caring role.**

## How can the money be used?

- Short breaks
- Complementary therapies
- Alternative therapies
- Sitting/respite service
- Physical work around the home  
e.g. gardening/decorating/cleaning
- Gym membership, driving lessons,  
transport to hospital appointments

## Who is eligible?

A carer must be providing 28 hours a week of care to someone aged 18 and over.

The cared for person must have either:

- Terminal/long term degenerative illness,  
e.g. cancer, dementia, Multiple Sclerosis.
- Physical/sensory/learning disability and  
be in receipt of Attendance Allowance  
or the middle or higher rate of the care  
component of Disability Living Allowance.
- Mental illness, and be in contact  
with/receiving support from the  
secondary mental health service  
(e.g. the Community Mental Health  
Teams). If you already have a care  
package provided by Social Services  
you should apply through them.



If you are not receiving any support through social services you can apply through Support for Carers Leicestershire.

Parent carers of disabled children who do not receive a service through Social Services can still apply for a grant. This grant is called "Take a Break" and can be accessed by calling Jane at the Parent Carer Council on 07870 688973.

**For further information, please call:**

**Support for Carers  
on 0845 689 9510**

**Calls charged at local rates, although calls  
from mobiles may be higher.**

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# We're delighted to welcome a new member to the Support for Carers Team - Darrell Imbert

To tell you more, here's Darrell in his own words:

*"My name is Darrell Imbert and I'm the newly appointed Carers Sessional Support Co-ordinator. My role is to arrange courses and activities for carers across the county that will provide them with skills, training and a few hours of "me time". I've been here for around a month now and the work I'm doing is being funded by Santander Bank. I've worked in Health and Social Care for over 25 years, supporting both carers and cared for, and am really enjoying my new role.*

*I'm planning to visit the various carers' groups that meet across the county and look forward to seeing many of you there. In the meantime, I'd love to hear from you, to find out what sort of courses you'd like me to run and what kind of training and activities you think would benefit you the most."*

**You can call Darrell on - 0845 689 9510** (calls charged at local rates)

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## FREE FIRST AID TRAINING FOR CARERS

Darrell's first course is already up and running, offering carers the chance to learn first aid, whether you're a beginner or you'd like to refresh your first aid knowledge. The courses are being run by the British Red Cross, in partnership with Support for Carers, and will cover how to cope with bleeding, burns/scalds, choking, patients who have stopped breathing or lost consciousness, heart attack and stroke.

We're planning to offer first aid training to carers all over the county, with the first two courses running in Loughborough and Oadby. The courses are designed to give you the confidence to help someone, even if you've never had any first aid training before.

**LOUGHBOROUGH - 22 March 2013, 11.30am to 1.30pm**  
**Gorse Covert Community Centre, Maxwell Drive, Loughborough LE11 4RZ**

**OADBY - 25 March 2013, 10.00am to 12.00 noon**  
**Bradbury House, 54 Kenilworth Drive, Oadby, LE2 5LG**

**We have 12 places available on both courses so please get in touch with Darrell as soon as possible if you'd like to attend. Call 0845 689 9510** (calls charged at local rates)

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# Carers' Support Groups

## Charnwood District

### Loughborough Time Out for Carers Group

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

**Please contact Gurjit 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 Tuesday of the month from 2pm to 4pm.

**Call Joanne Clarke on 01509 631 782.**

### Sileby & District Group

meets at Soar Bridge Inn, 29 Bridge Street, Barrow upon Soar, LE12 8PN  
on the last Thursday of the month from 12 noon to 2.30pm.

**Call Joanne Clarke on 01509 631 782.**

## Oadby & Wigston District

### Carers for One Another Group

meets at Central Avenue Church, Central Avenue, Wigston, LE18 2AA  
on the 3rd Thursday of the month from 10am to 12 noon.

**Call Bernadette on 07905 558 412.**

### Oadby & Wigston Time Out for Carers Group

meets at the Salvation Army, Ladysmith Road, off Saffron Road, South Wigston, LE18 4UZ  
on the 2nd Thursday of the month from 1.30pm to 3.00pm.

**Call Gurjit from Support for Carers on 0845 689 9510.**

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# Blaby District

## Caring Friends Group

meets at Palmers Garden Centre café, St John's, Enderby, LE19 2BS on the 1st and 3rd Tuesday of the month from 10.30am to 12 noon.

**Call Alan Hooton on 0116 284 1982.**

# Harborough District

## Carers' Break Group

meets at the Bower House, 32 Coventry Road, Market Harborough, LE16 9BZ on the 4th Thursday of each month from 1.30pm to 3pm.

**Call Support for Carers on 0845 689 9510.**

## Knit & Natter Group

meets at Bower House, 32 Coventry Road, Market Harborough, LE16 9BZ on the 3rd Thursday of each month from 1.30pm to 3pm.

**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 7pm to 9pm.

**Call Val on 01455 283387.**

# Hinckley & Bosworth District

## Hinckley & Bosworth Carers' Group

meets at the Community House, Peggs Close (off Candle Lane), Earl Shilton, LE9 7BP on the 4th Thursday of each month from 10.30am to 12 noon.

**Call Jacqui from Support for Carers on 0845 689 9510.**

## Time Out for Carers Group

meets at Hinckley Library (meeting room), Lancaster Road, Hinckley, LE10 0AT on the 3rd Tuesday of each month from 10.30am to 12 noon.

**Call Jacqui from Support for Carers on 0845 689 9510.**

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# Melton District

## Melton Carers' Support Group

meets monthly at the Carnegie Museum, Thorpe Way, Melton Mowbray on Thursday mornings at 11am. Next meetings on 11th April and 9th May.

**Call Diane from Support for Carers on 0845 689 9510.**

## Bottesford Time Out for Carers Group

meets monthly at Bottesford Village Hall, Belvoir Road, Bottesford on Tuesday mornings at 10.30am. Next meetings on 23rd April and 21st May.

**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.**

**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.**

**You're also welcome to come along to our drop-in session for carers at Ashby de la Zouch Library, North Street, Ashby de la Zouch, LE65 1HU on Thursday 28th March from 10.00am to 11.30am and Tuesday 7th May from 10.00am to 11.30am. Please call Gurjit from Support for Carers on 0845 689 510.**

**Pop in and have a chat with us and say hello to other carers who may live near you.**

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# Advice, Guidance and Information Surgery

At Charnwood Borough Council  
Every other Thursday 10am - 12 noon

Do you need help and support with



filling in forms



understand information



making phone calls



using the  
computer

**We can offer a free service giving help and information to people with learning disabilities and their family and carers. We can help you to find the right information about**



bills



benefits



housing



transport and  
travel



**Come and see us at Charnwood Borough Council,  
Customer Services.**

**Every other Thursday 10am-12pm**

**Or ring on 01509 218096**



This was made easier to understand by 

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# HOLIDAYS FOR CARERS AND CARED FOR



**With warmer weather on the way, we decided to explore some of the options that exist to help you take a break, whether you're looking for an alternative to respite care or a holiday on a budget.**

## Vitalise

Vitalise is a national charity providing hassle-free holidays and short respite breaks for disabled people and their carers. The charity has been providing care services for over 40 years and has cared for many thousands of guests.

Holidays and respite breaks are provided in a friendly and relaxed 'holiday' atmosphere in a choice of accessible care centres, located in Hampshire, Merseyside and Essex. All holidays and respite breaks are full board and offer a wide range of activities and trips. 24 hour on call nursing care and/or personal support can be included in the price.

The charity caters for a wide variety of physical disabilities and health conditions including cerebral palsy, cardiovascular diseases, Alzheimer's/dementia, multiple sclerosis and head and spinal injuries. Partners and carers are welcome on any of the charity's holidays and respite breaks, giving you the chance to sit back, relax and take a well-earned break, whilst Vitalise provides the care.

**If you're worried about the cost, funding may be available through the charity's Joan Brander Memorial Fund. To find out more call 0303 303 0145 or visit [vitalise.org.uk](http://vitalise.org.uk)**

## Hoe Grange Holidays

Hoe Grange Holidays was awarded the UK's highest tourism award for accessibility in 2011, winning the National Enjoy England Excellence Gold Award for Accessible Tourism.

The company provides high quality holiday accommodation in the Derbyshire Peak District with additional disabled facilities and a wide range of specialist equipment, including an off-road wheelchair for hire.

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You can choose from four self-catering luxury log cabins in a beautiful country setting, overlooking striking limestone rocks and undulating farm fields. The log cabins are cosier than a traditional cottage and come with full central heating, double glazing and all the mod cons you'd expect from quality 4 star and 4 star gold accommodation, such as LCD TV, DVD, dishwasher, fridge and freezer. The cabins have been designed specifically for those with limited mobility, including full time wheelchair users, and for those with visual or hearing impairments.

**To find out more please call 01629 540 262  
or visit [www.hoegrangeholidays.co.uk](http://www.hoegrangeholidays.co.uk)**

## **The Respite Association**

The Respite Association was set up in 2001 to care for carers by providing respite care. It was founded by a small group of people, all with first hand experience of caring, who came to realise that there was very little support available for carers to take a break.

The charity helps carers living on very low incomes, by funding short, one-off periods of respite care for the person they care for, so they can take a much-needed break. Respite care can be provided by a suitable qualified carer in the home or in a residential care centre.

The charity also offers free holidays for carers, at The Richmond Holiday Centre in Skegness, just a short walk from the town centre. Carers can use the Association's static caravan free of charge, for up to a week, including electricity, gas and access to the holiday park's facilities. The caravan includes one double bedroom and a further bedroom with two single beds, together with two toilets and a shower. There is ample wardrobe and cupboard space for your clothes.

Because the free holiday scheme is designed for carers to take a break, it's not normally expected that you'll bring the person you care for, although in some special cases you may be able to. There's no charge for the caravan, but you'll be asked for a £50 deposit when you book, which will be fully refunded once the holiday has been taken and the caravan and its contents are found to be in good order. Please note, the caravan is not converted for disabled use and there are three steps onto the veranda.

**To find out more call 01406 373 163 or visit  
[www.respiteassociation.org](http://www.respiteassociation.org)**

Please note, we haven't had any feedback, good or bad, on any of the holidays above, but we're assured they're all provided by reputable organisations. If you've got any ideas or recommendations for holidays or respite breaks please feel free to let us know and we'll feature them in our next newsletter.



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# Leicestershire CareOnLine

Don't have a computer but would like to know how to use one? Or have a computer but are scared to use it? Would you like to 'surf the net', skype a friend or relative, or check your bank balance without leaving your chair?

## Does that sound like you? Or the person you care for?

CareOnLine is a service provided by Leicestershire County Council's Adult and Communities team to help older people, people with disabilities and carers to use computers and the internet.

The service offers computer and internet training and technical support and advice including special technology.

Getting online can be a great way to feel less isolated, do more for yourself or simply enjoy life and feel better. But it can be hard to know where to start.

### CareOnLine can visit you at home to provide any of the following services:

- Help to find out what your needs are and what you'd like to do
- Advice on how to achieve your aims, whether you'd like to write a book, shop online or use social media such as Facebook to stay in touch with family and friends
- Technical support to get you onto the internet
- Access to recycled computer equipment and ways to make using a computer easier
- Training visits tailored to your special needs, to help you overcome fear of technology and encourage learning.

### To find out more visit the CareOnLine website at:

**[www.leicscareonline.org.uk](http://www.leicscareonline.org.uk) or call 0116 305 7538**

The CareOnLine website includes lots of local and national information designed especially for disabled people and can be viewed using a screen reader to help people with visual impairment. It also features a chatroom where you can talk to other people, share experiences and pick up hints and tips.



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## Memory Advisor Service

Providing support to people with Dementia and their carers in Leicestershire

Alzheimer's  
Society

Leading the  
fight against  
dementia

# Do you care for someone who has memory problems?

**Our Memory Advisor Service will give you the information you need to make the right choices and tell you about the services available in your area.**

### Our Memory Advisor can:

- Provide tailored information, advice and support to people living with Dementia and their carers;
- Provide 1:1 contact (at home, GP practice, by phone or e-mail);
- Help people to stay at home for longer, to have a happier and more active social life, and to plan ahead before they reach crisis point;
- Provide information to carers and signpost to support groups.

### For more information contact:-

Alzheimer's Society Leicestershire & Rutland Locality,  
5 Oak Spinney Park, Ratby Lane, Leicester Forest East,  
Leicester. LE3 3AW → 0116 231 1111

In partnership with:



Leicestershire  
County Council

NHS

West Leicestershire East Leicestershire and Rutland  
Clinical Commissioning Group Clinical Commissioning Group

NHS

DAA Dementia  
Action Alliance

Registered charity no. 296645

Call : 0845 689 9510 Email : [maureen@supportforcarers.org](mailto:maureen@supportforcarers.org) Visit : [www.supportforcarers.org](http://www.supportforcarers.org)

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# MENTAL HEALTH EDUCATION PROGRAMME

We've recently launched an education programme for mental health carers in Leicestershire and Rutland. The programme is free and confidential and aims to help carers look after their own health and wellbeing whilst understanding more about mental illness and the support services available both locally and nationally. In addition, the programme is a chance for carers to get together and share experiences and help one another. Overall, we hope the programme will help carers to feel more confident and empowered and able to make positive changes in their caring role.

The programme is free and confidential and runs for 8 weeks, with each session lasting two and a half hours. We're planning to run the programme in the daytime and evening, so as many carers as possible can attend. Sessions include understanding more about recovery and relapse and how to manage it, how to cope with challenging behaviour and crisis and the impact mental illness can have on carers and families. Anyone who is supporting someone with a mental illness, or whose life is affected by it, is welcome to come along to the sessions, including partners, family members and friends.

According to the Mental Health Foundation, 1 in 4 people in the UK will experience some kind of mental health problem in the course of a year, with mental illness also having a huge impact on carers and families. We're already supporting hundreds of mental health carers in Leicestershire, so you're definitely not alone.

We're currently running our first programme in Broughton Astley, on a Tuesday evening, and this will be followed very quickly by another one, somewhere else in Leicestershire. We'll let you know more details very soon, as soon as we've confirmed the date, time and venue.

**If you're interested in coming along or you'd like to find out more, please call Nicky Daly on 07847 228737 or email [ndaly@vasl.org.uk](mailto:ndaly@vasl.org.uk)**

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# DO YOU CARE FOR SOMEONE WITH DEMENTIA?

At the moment, our Mental Health Education Programme is for mental health carers, rather than dementia carers, as dementia sufferers have different needs. However, Leicestershire County Council is developing a Carers Training Strategy, as part of its aim to support the health and wellbeing of carers, which could include a similar programme for dementia carers. They would like to know what kind of training would be helpful to you in your caring role. For example, would you like to understand more about dementia or how to deal with challenging or frustrating behaviour?

**Please let us know what you think by calling:**

**Support for Carers on 0845 689 9510** (calls charged at local rates)

**or email [maureen@supportforcarers.org](mailto:maureen@supportforcarers.org) by Friday 12<sup>th</sup> April**



## TRAINING FOR ALL CARERS

As we mentioned above, Leicestershire County Council is developing a Carers Training Strategy, as part of its aim to support the health and wellbeing of carers.

**What kind of training would you find useful?**

For instance, would you like to know more about Carers Assessments? Or perhaps you'd like help to feel more self confident and assertive? Or more information on local resources and services and how to use them?

**Please let us know what you think by calling:**

**Support for Carers on 0845 689 9510** (calls charged at local rates)

**or email [maureen@supportforcarers.org](mailto:maureen@supportforcarers.org) by Friday 12<sup>th</sup> April**

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Find new friends online and keeping up to date.

Follow us on **twitter**

@support4carers follow all our latest news.

**skype** s:

pat.sfc  
diane.sfc

gurjit.sfc  
jacqui.sfc

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## Useful numbers for carers

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Leicestershire County Council - Adult Social Care

**0116 305 0004**

Leicestershire County Council - Adult Social Care Emergency Team

**0116 255 1606**

NHS Carers Direct

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

**0808 802 0202**

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

**0845 4647**

Age Concern

**0800 169 6565**

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Call : **0845 689 9510** Email : [maureen@supportforcarers.org](mailto:maureen@supportforcarers.org) Visit : [www.supportforcarers.org](http://www.supportforcarers.org)

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

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