

# INFORM

THOSE WHO CARE

**SUPPORT  
FOR CARERS  
LEICESTERSHIRE**

WINTER EDITION 2012



Diane

Nicola

Jacqui

Gurjit

Pat

**Welcome to the winter issue of our newsletter. Inside, you'll find lots of information we hope you find useful including the latest on social care support in Leicestershire and top tips for keeping warm when the cold weather sets in.**

Some lovely feedback on last month's newsletter!

As you may remember, we featured an article on accessing disabled toilet facilities in our last newsletter and several of you got in touch to say you found the article helpful. For example, carer Amanda Peacock, whose daughter is disabled, emailed to say:

**"I would just like to say that your magazine this autumn has really put a smile on our faces! The article was very useful especially the information about Changing Places Toilets. Knowing where they are will really make a difference when we go on days out. Thank you so much."**

**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

# COFFEE MORNING RAISES £240 FOR CARERS!



As many of you may know, we held a coffee morning in October with the ladies of the Market Harborough Knit & Natter Group, to raise money for Support for Carers. The event was very successful and raised £240, which will go towards the carers' pampering sessions in Market Harborough - giving carers the chance to take a break and enjoy a little 'me-time'. As well as items for sale knitted by the Knit & Natter Group, there was also a book stall, cake stall and tombola. One of our talented carers, Karen Flude, also donated a Halloween-themed cake which was raffled on the day.

You can see more of Karen's cakes on her website:  
[www.karenskakery.vpweb.co.uk](http://www.karenskakery.vpweb.co.uk)

**If you live in the Harborough District and would like to find out more about the carers' pampering sessions please call Diane on 0845 689 9510.**

## BLOOD PRESSURE TOO HIGH OR TOO LOW?



If you've been told that you have either high or low blood pressure and would like to know more about what this means and how it will affect your life why not visit the Blood Pressure Association website at:

**[www.bpassoc.org.uk](http://www.bpassoc.org.uk)**

Experts will take you through what your blood pressure readings mean, and how high blood pressure can affect your body.

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Statutory and voluntary organisations have got together to deliver the 4 Ways to Warmth Campaign this winter, throughout communities in Leicestershire and Rutland.

The campaign aims to lower the number of deaths and cases of ill health associated with the winter by providing support to people living in cold housing, especially vulnerable individuals, families and carers, to help them prepare for potential cold or severe weather conditions.

#### **4 Ways to Warmth centres on four key areas:**

- Identifying those who need help to keep warm and well, whilst working with people who can help, including carers
- Raising awareness and keeping people updated and informed with advice on topics like keeping warm and eating well
- Practical help and support including 'winter warmer' packs, electric blankets emergency heating/water and hypothermia thermometers
- Long term support for vulnerable people such as loft insulation and pipe lagging

To find out more about the campaign and how it could help you or the person you care for please call your local District Council Office on:

**Blaby 0116 275 0555 | Charnwood 01509 263151 | Oadby & Wigston 0116 288 8961**  
**Harborough District 01858 828282 | Hinckley & Bosworth 01455 238141**  
**Melton 01664 502502 or North West Leicestershire 01530 454545**

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# FREE INFORMATION EVENT

## CARE RELATED BENEFITS PLUS POWER OF ATTORNEY, WILLS & INHERITANCE TAX



**FRIDAY 7 DECEMBER**  
**10.30AM – 12.30PM**  
**METHODIST CHURCH HALL**  
**NORTHAMPTON ROAD**  
**MARKET HARBOROUGH**  
(opposite Indoor Market)  
free parking at rear and pay and display opposite

**PLEASE COME AND JOIN US**

Speakers

**Bray & Bray Solicitors**  
Talk on Power of Attorney,  
Wills and Inheritance Tax  
and  
Dept of Work & Pensions  
advising on care related  
benefits

You can also speak to a representative from  
Parkinsons UK, Age UK, Mencap, Vista, Carers  
Emergency Response Service, LAMP, Rethink,  
Social Care Advocacy Service, PSA Financial  
Services, Advance Housing and Support, Wiltshire  
Farm Foods, Mears Handyman Service

**Free refreshments**

Just come along or give us a call on 01858 468543  
and speak to Pat, Diane, Gurjit or Jacqui from

**SUPPORT  
FOR CARERS  
LEICESTERSHIRE**

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# FED UP WITH ANNOYING NUISANCE PHONE CALLS?

The Telephone Preference Service (TPS) is a free 'opt out' service designed to stop you getting unwanted sales or marketing calls. It is the official, central 'opt out' register and once you've registered your number on it, organisations (including charities, voluntary organisations and political parties) can't make sales and marketing calls to that number by law, unless you've previously given them your permission to call you.

For example, organisations that you've got an ongoing relationship with will probably have your permission to call, so they'll still be able to call you even if your number is registered on the TPS. In other words, you won't miss out on calls you don't mind getting.

However, once you've told an organisation specifically that you don't want sales and marketing calls from them, they won't be able to call you for that reason.

You can register mobile numbers as well as landline numbers, but you won't stop getting texts, just calls. To stop unwanted text messages, you need to send an 'opt out' request to the organisation involved. The text message itself should include details of how to 'opt out'.

As TPS registration only stops unwanted sales and marketing calls, organisations will still be able to call you for other reasons, such as market research.

## How long will it take to become effective?

Once a number has been registered it'll become effective in 28 days

## Is there any charge for registering?

No, it's free to register

## Do I have to renew my registration?

Yes, you will need to register each year and if you apply online, you'll be sent an email about how to renew. The process is simple and will take around a minute. If you don't renew your registration, your number/s will be removed from the TPS.

**To register a number please call the TPS on  
0845 070 0707 or visit [www.tpsonline.org.uk](http://www.tpsonline.org.uk)**

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# Carers' Support Groups

## Charnwood District

### New Carers Group for Loughborough Area

Meets at Gorse Govert Community Centre, Maxwell Drive, Loughborough, LE11 4RZ on the 4th Monday of the month from 2.30pm to 4.00pm apart from the December group which will meet on Monday 17th December 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 Sheila on 01455 208 236.**

# 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 10th January, 14th February and 14th March.

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

## Time Out for Carers Group

meets monthly at Bottesford Village Hall, Belvoir Road, Bottesford on Tuesday mornings at 10.30am. Next meetings on 26th February and 19th March.

**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 31st January from 10.00am to 11.30am and Thursday 28th March 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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# Has the person you care for lost their Social Care support?

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In April 2011, Leicestershire County Council made some changes to the social care eligibility criteria. This made it more difficult for some people to get the social care support they felt they needed. For example, if the person you care for had previously been assessed as having moderate needs, at their next care package review, this may have resulted in them losing their services. If they were assessed as having substantial needs, their support might have been reduced. The Council also introduced changes to how people were financially assessed. This meant more people had to pay for the services they received, so you, or the person you care for, may have chosen to stop the support they were receiving because you felt unable to make the necessary financial contributions. Social care support covers a wide range of important services. For instance, the person you care for may have been attending a day centre or receiving support with personal care.

## Have you been affected by any of these changes?

If you have, then the Leicestershire LINK Social Care Task Group needs to hear how you've been affected and what you have to say. The Group is currently looking at the effect of the Council's changes by talking to people who get, or used to get, Social Care support. They'll be presenting their findings to Leicestershire County Council's Adults and Communities team with a view to improving social care support where you live.

Leicestershire LINK is an independent Local Involvement Network for local people and voluntary organisations. It works by finding out what people want from their Health and Social Care Services such as hospitals, GPs, care homes and pharmacies, to ensure the Council and organisations like the NHS are aware of people's views, with the aim of creating lasting improvements.

## Have your say...

**Please call Yasmin Shaikh on 0116 299 3019  
or email [yasmin@communitiesinpartnership.org.uk](mailto:yasmin@communitiesinpartnership.org.uk)  
or visit [www.leicestershirelink.org.uk](http://www.leicestershirelink.org.uk)**

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## HELP WITH COMING OUT OF HOSPITAL

The WRVS offers a service called Home from Hospital, to help patients returning home from hospital when friends and family can't provide support. The service is friendly and confidential and involves a trained volunteer giving the patient short-term practical help with things like shopping, collecting prescriptions, looking after pets or just being there when they begin to do things for themselves.

**To find out more about the service please call the WRVS on 0845 600 5885 or email [jenifer.ainsworth@wrvs.org.uk](mailto:jenifer.ainsworth@wrvs.org.uk)**

## REMINDER REMINDER REMINDER REMINDER REMINDER CARER'S SUPPORT GRANT

The Carer's Support Grant is a one-off grant for carers of adults (aged 18 years and over) who provide 28 hours of care a week - or more. The idea of the grant is to help you in your caring role, by giving you the chance to take time out and care for your own health and wellbeing. You can use the grant to pay for things like short breaks, a sitting/respite service, physical work around the home such as gardening or decorating, gym membership, driving lessons and more.

To find out if you're eligible for the grant and how to apply for it please feel free to get in touch with us. If you already have a care package provided by Social Services you should apply through them.

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# Are you worried about someone with mental health difficulties who's got debt problems?

Help is at hand. Michael Parks is a debt specialist who works for Rethink Mental Illness. If you, or someone you care for, are struggling with debts, he offers specialist debt advice.

**You can get in touch with Michael from Monday to Friday, 10am to 1pm on 0300 5000 927 or email [advice@rethink.org](mailto:advice@rethink.org)**

## PARENT PARTICIPATION YOUR OPINION MATTERS!

Menphys Special Outreach Service, Parent Partnership and the Parent and Carer Council are working together to ensure Parent Participation is making a difference for parents and carers with children with disabilities and additional needs in Leicestershire.

### What is Parent Participation?

**Parent Participation has two main goals:**

- Making sure families receive relevant and accurate information about what is happening in the County including activities, events and consultations.
- Making sure your voices are heard about services in your area. This is achieved through the Leicestershire Parent Carer Forum and local focus groups.

We have a regular newsletter and email updates containing information on activities, news and consultations.

**If you would like to receive these, simply email your name and address to [Kirsty.Neale@menphys.org.uk](mailto:Kirsty.Neale@menphys.org.uk) or call 0116 282 3659.**

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# MENTAL HEALTH EDUCATION PROGRAMME FOR CARERS

## If you are caring for someone with a diagnosed mental illness this is for YOU

This is a free and confidential programme for carers who support someone with a diagnosed mental illness, aged between 18- 65years old and living within Leicestershire or Rutland.

### The Programme aims to help carers:

- Understand more about mental illness and wellness.
- Look at the factors that promote recovery.
- Explore the meaning of difficult and challenging behaviours, including how to cope and support the person you care for.
- Look at a range of skills that will help carers manage and work through problems and difficulties.
- Understand the link between stress and illness and identify ways of looking after yourself.
- Sign post carers to a wide range of resources to find additional information & support
- Look at new and helpful ways of communicating.
- Sign post on to other sources of help and information.
- Help you to decide how to make positive changes in your caring role.

## If you are interested in attending please contact Nicky Daly for an informal chat:



**Carers Mental Health Support & Education Officer  
Voluntary Action South Leicestershire (VASL)  
The Settling Rooms, St Mary's Place,  
Springfield Street, Market Harborough  
Leicestershire, LE167DR.**

**Tel 01858 432014  
Email [ndaly@vasl.org.uk](mailto:ndaly@vasl.org.uk)**

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# THE CINEMA EXHIBITORS ASSOCIATION CARD



The Cinema Exhibitors' Association (CEA) Card is a national card for disabled people. It entitles the holder to one free ticket for a person accompanying them to the cinema.

To be eligible the holder must receive Disability Living Allowance, Attendance Allowance or be registered blind. The card costs £5.50 and is valid for one year.

**You can get an application form at any participating cinema or download one from the CEA website**

**[www.ceacard.co.uk](http://www.ceacard.co.uk)**

If a cinema is not in this scheme, it is worth asking if they offer reduced or free admission to your carer.

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# DON'T LEAVE HOME WITHOUT A KEEP SAFE CARD

That's the message being given to disabled and older people in Leicestershire by the Home Safety Action Group when it comes to the Keep Safe card.

The card has been developed in partnership with the Leicestershire Police, East Midlands Ambulance Service and Leicestershire Fire & Rescue to help disabled and older people in emergency situations. The card can be kept in a purse or wallet and folds out to give the emergency services information that could help them, such as emergency contact details and medical information.

The information on the Keep Safe card could help the emergency services to help a disabled or older person much more quickly and in the right way, saving them a lot of distress. It could even help to save their life.

The card has already been launched to people with learning disabilities and has proved a big success, so now the project has snowballed to include all disabled and older people in the UK.

The Home Safety Action Group, which is made up of public and voluntary sector services working to promote home safety in Leicestershire, are funding the Keep Safe cards, so they're free to older and disabled people.

**To find out more or to get a card for the person you care for please call the Leicestershire Adult Social Care Contact Centre on 0116 305 0004**

## Good Vibrations

Local social enterprise, Good Vibrations, is offering carers reduced rates on a range of complementary therapies including Reiki for £6, Indian Head Massage for £9, Crystal Therapy for £12 and Reflexology for £12.

Carers sessions are held on the 3rd Friday of the month from 10am to 12 noon at the Walter Charles Community Centre, Wigston Road, Oadby, Leicester LE2 5QF.

**To find out more and to book an appointment please call Sheila Lyon on 01455 274 988**

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# SINGING FOR MEMORIES

If you care for someone with memory problems why not go along to the Singing for Memories group in Market Harborough and enjoy an afternoon of singing and music?

The group is run in partnership with the Dementia Cafe in Market Harborough and meets at St Dionysius Community Hall on Coventry Road, next to the Market Harborough Medical Centre, on the first Tuesday of every month from 2pm to 3.30pm.

It offers an opportunity for people with memory problems and their carers and families to spend quality time together, whilst making new friends and sharing experiences.

**The group will meet next on 8th January and 5th February.**

**To find out more please call Jean Kendall on 01858 463 754 or Christine Saint on 01858 433774 or email [demcafmmh@yahoo.co.uk](mailto:demcafmmh@yahoo.co.uk)**

## DO YOU HAVE A CHILD WITH COMMUNICATION DIFFICULTIES?

Do you have a child with communication difficulties who goes to a mainstream primary school? Would you be interested in sharing your experiences with students from De Montfort University?

The University is looking for parents to speak to students at a one day workshop on Tuesday 15th January at the University of Leicester (just off Victoria Park, Leicester) The University can pay you £25 (less tax) for your time.

**To find out more please call Jenny Ford on 0116 257 7759 or email [jsford@dmu.ac.uk](mailto:jsford@dmu.ac.uk)**

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# KEEP UPDATED



Like us on **facebook**

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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