

# INFORM

THOSE WHO CARE

AUTUMN EDITION 2015



## TURNING OVER A NEW LEAF! Welcome to our Autumn newsletter

Inside you'll find lots of useful information including top tips to keep you fit and healthy as the weather gets colder, a guide to Carer's Credit and details of a new Carers Emergency Plan designed by carers. Plus, don't forget to book your tickets for our Carers Autumn Bash - find out more inside!

**Remember, you can call us for support and advice on 0845 689 9510 during office hours.**

**Happy reading!**

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

# TOP TIPS FOR WINTER HEALTH AND WELLBEING

With the nights closing in and autumn well and truly here, winter isn't far away and with it comes the cold and flu season. For most healthy people, flu is an unpleasant illness you recover from in a week or so. But, if you're a carer, you have to look after your own health and wellbeing, as well as the health of the person you care for.

Flu is a particular risk for older people, the very young, pregnant women and those with long-term health conditions, such as asthma, diabetes, heart disease, or those with a weakened immune system. The best way to protect yourself is to take up the offer of a free flu jab from your GP. Make sure both you and the person you care for are vaccinated, even if you're fit and healthy.

**To get a FREE flu jab as a carer, you'll need to be registered as a carer with your GP practice. So, if you haven't told them you're a carer, tell them as soon as possible so they can register you and give you your free flu jab. They may be able to help you in other ways too, so it's well worth letting them know.**

**It may be chilly outside and cold and flu season, but there's still plenty you can do to keep well. Here are our top five tips to see you through the winter.**

1. **Get vaccinated** - the seasonal flu jab provides 12 months cover against the major strains of flu. Eligible adults can get a FREE flu jab from their GP, while eligible children up to school year 6 will be offered the nasal spray flu vaccine. Simply talk to your GP practice to find out more.
2. **Sleep well** - many of us get a lot less sleep than the recommended 7-9 hours. If you aren't rested, you're more likely to catch a cold or flu.
3. **Eat well** - keep your immune system in shape by making sure you're eating a healthy diet. For your body to be able to respond to infection, it needs to have enough protein so enjoy lean meat, fish and poultry, or eggs, nuts, grains like quinoa, pulses, seeds and cottage cheese if you're vegetarian. Try a bowl of porridge in the morning to give you enough energy, and look to add dark, leafy greens and red and yellow vegetables to your main meals, as they're high in antioxidants.
4. **Drink more** - keeping hydrated helps your general health and the moisture will also help make mucous membranes, including those in your sinuses, more resistant to bacteria. If you don't want to drink cold water, try boiled water with a slice of lemon, or drink more milk, which is a great source of protein and vitamins A and B12. It also keeps your bones strong.
5. **Keep your home warm** - low temperatures can increase the risk of flu and other problems. The colder your home, the higher the risk to your health, particularly for older people. Your living room should be around 21°C, and the rest of your home at least 18°C.



---

**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



# WORRIED ABOUT HEATING YOUR HOME THIS WINTER? CONCERNED THAT YOUR HEALTH IS BEING AFFECTED BY A COLD OR DAMP HOME?

Most energy companies offer help for people on low incomes, or those living with a long term health condition or disability, so get in touch with your energy company to see how they can help.

**Alternatively, you can call Leicestershire County Council's Customer Service Centre on 0116 305 0004 for advice on the services available in your area.**

There's plenty of help out there, so make sure you get the support you're entitled to.

**Read on to find out more about one of the services that could help...**

## Warm Homes, Healthy Homes

Papworth Trust and National Energy Action (NEA) have launched the Warm Homes, Healthy Homes Service across Leicestershire. This new, free service is commissioned by Leicestershire's Public Health team and brings together a range of services to support residents across Leicestershire who may be living on a low income, living in energy inefficient properties and/or facing health problems which are exacerbated by living in a cold damp home.

The Warm Homes, Healthy Homes team is on hand to provide advice and support on how to make sure your home is warm and energy efficient! This may include looking at your energy bills, checking you're getting the right grants and benefits, or understanding your living environment and tailoring information to help you save money on your energy costs.

Papworth Trust will talk to you to assess your needs and build up an individual action plan such as arranging a free home visit, providing recommendations, referring you into other local services, and/or providing information on possible funding/grant options available to you.

Householders can contact the Warm Homes, Healthy Homes Service direct or be referred by a family member, colleague or member of staff working on their behalf (providing consent has been provided).

## The contact number is 0300 333 6544

**If you're worried about you or someone you know staying warm this winter - get in touch!**

---

**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



# CARERS AUTUMN BASH!

**Benefits  
Advice  
Support  
Health**

**Plus -** laughter workshop, complementary therapies, information stands and chair based exercise.  
**Including FREE refreshments and lunch!**

**Friday 20<sup>th</sup> November  
11am - 2.30pm at County Hall  
Glenfield, Leicester, LE3 8RA**

**Please Note -** There will be limited car parking available for carers in the visitors car park. Spaces will be available in the staff car park, please collect a pass from the attendant on arrival.

**To book a place simply call 0845 689 9510  
or email [maureen@supportforcarers.org](mailto:maureen@supportforcarers.org)**

The background of the page features stacks of coins and banknotes. On the left, there are stacks of gold coins with inscriptions like 'CUS', 'NEMO', 'DECT', 'VLAD', and 'MPUNE'. On the right, there are stacks of silver coins with inscriptions like 'DE', 'ECUS', 'IM GW', and 'D ME IM'. In the center and bottom, there are various banknotes, including a £5 note, a £10 note, and a £20 note, all slightly faded and overlapping each other.

# CARER'S CREDIT ARE YOU ELIGIBLE?

Carer's Credit is designed for those who are caring for others for 20 hours or more a week and do not qualify for Carer's Allowance. If you're not working full time, these credits can fill gaps in your National Insurance record - helping to bolster the amount of State Pension you will receive.

Signing up for Carer's Credit for a year means you could receive over £200 extra a year in State Pension when you retire.

Currently only 11,000 people have signed up for the credit, which contributes to their National Insurance record, yet around 200,000 are thought to be eligible.

The credit helps carers to continue to build the amount of State Pension they will receive - so they can protect their future State Pension, while carrying out their caring responsibilities.

It is straightforward to apply and doesn't cost anything. There is nothing to lose by signing up and money to gain for the future.

**You can get the form by contacting the Carer's Allowance Unit on 0345 608 4321 (Monday to Thursday, 8.30am-5pm).**

**Alternatively you can download a copy online by going to: [www.gov.uk/government/publications/carers-credit-application-form](http://www.gov.uk/government/publications/carers-credit-application-form)**

**The form includes a Care Certificate  
Ask a health or social care professional to sign it for you.**

**Where to send your form..!**

**Carer's Allowance Unit  
Mail Handling Site A  
Wolverhampton WV98 2AB**

**Make sure YOU don't miss out!**

---

**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

# 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 from 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 Tuesday of the month from 2.00pm to 4.00pm.

**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.**



## 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](mailto: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)**

**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

# 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 2nd Thursday of the month from 1.30pm to 3.00pm.

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

# Blaby District

## Blaby Time Out For Carers

meets the 2nd Tuesday of the month at Blaby Civic Centre, 22-24 Leicester Road Blaby, Leicester LE8 4GQ 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 Support for Carers 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**

---

**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

# 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 7th December from 10.00am - 11.30am.**

**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.**

---

**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

# Step by step

## Three new groups for former carers

We're pleased to announce we're launching three new groups for carers whose caring role has come to an end, thanks to funding through Leicestershire County Council.

We understand that when a carer's caring role comes to an end there is often a huge gap left, because the carer has devoted so much of their time and life to caring for their loved one or friend.

The evidence shows this is the crisis time; your role has changed, all the help and support stops and you can become isolated, which can lead to anxiety and depression.

### 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.

### Lutterworth Step by Step Group

Meets every 2nd Wednesday of the month from 2.30pm-4pm starting on Wednesday 14th October at Lutterworth Town Hall, High Street, Lutterworth, LE17 4AT.

### Hinckley Step by Step Group

Meets every 3rd Wednesday of the month from 2.30pm-4pm starting on Wednesday 21st October at Hinckley Baptist Church, Pathway Centre, Baptist Walk, Hinckley, LE10 1PR.

### Market Harborough Step by Step Group

Meets every 4th Wednesday of the month from 1.30pm-3pm starting on Wednesday 28th October at the Methodist Church (opposite the Market Hall), Northampton Road, Market Harborough LE16 9HE.

**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](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



**Improving lives of people with sight loss**

**Vista's Mobile Support Service is heading to a place near you**

## **Are you worried about your sight?**

Come along to the Vista Mobile Support Service and find out more about looking after your eyes and ways to help eliminate avoidable sight loss.

Our specially designed vehicle is touring the county providing information, support and advice about eye health and assistive technology.

1.8 million people are living with significant sight loss in the UK, and evidence suggests over 50 per cent of sight loss is due to preventable or treatable causes.

The bespoke mobile unit features a welcome area, leaflet display and seating area for individual consultation and support.

Our friendly staff are on board offering free advice about reducing the risk of sight loss, as well as the support and services available through Vista.

The team are also on hand to demonstrate equipment and technologies designed for people with sight loss.

## **Do you have questions about your eye health?**

The Mobile Support Service is visiting supermarket car parks, GP surgeries, health centres and other busy locations right in the heart of villages and towns across Leicestershire.

For a full list of dates and locations visit [www.vistablind.org.uk/mobilesupport](http://www.vistablind.org.uk/mobilesupport)  
To find out more information either call **0116 249 8839**

or email [info@vistablind.org.uk](mailto:info@vistablind.org.uk)

Vista changes lives. We are the leading charity in Leicester, Leicestershire and Rutland, working with children and adults with sight loss.

We are passionate about providing the very best services; in hospitals, at home, in residential care and in the community.

Whether someone is newly diagnosed or has lived their whole life with reduced sight, Vista's specialist staff provide a vital lifeline to many local people.

Losing your sight can be frightening. Vista is there, enabling people to regain their independence and live fulfilling lives.

[www.vistablind.org.uk](http://www.vistablind.org.uk)

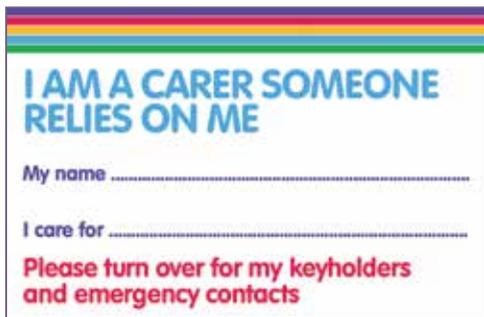


Registered charity number: 218992

# AN EMERGENCY PLAN FOR CARERS - DESIGNED BY CARERS

Our Melton Mowbray Carers Support Group has recently designed a Carers Emergency Plan, available to all carers. To develop the plan, they took the time to consider their loved ones' routines, including medication taken, mealtimes, food likes and dislikes and any allergies. Giving you the reassurance of knowing your emergency plan has been designed by carers who understand the issues you face.

We've also designed a wallet size card with the group's help, which says: "I am a carer for someone who relies on me." There is room on the card for you to complete your name and details of the person you care for, plus your emergency contacts on the back.

 <p><b>I AM A CARER SOMEONE RELIES ON ME</b></p> <p>My name .....</p> <p>I care for .....</p> <p><b>Please turn over for my keyholders and emergency contacts</b></p>	 <p><b>Key holders and/or emergency contacts</b></p> <p>1 .....</p> <p>2 .....</p> <p>3 .....</p> <p><b>If you're unable to make contact with any of the above please call Social Services on 0116 305 0004</b></p> <p>Company Registration No. 7517628 Registered Charity No. 1141274</p> <p><b>SUPPORT FOR CARERS</b> <b>VASL</b>  Leicestershire County Council</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**If you'd like a copy of the plan or a card please give us a call on - 0845 689 9510 or email [maureen@supportforcarers.org](mailto:maureen@supportforcarers.org)**

**Then, simply fill in the plan and leave copies with family, friends or neighbours, or put it somewhere it can be spotted easily, like the kitchen wall or fridge. Once you've completed your card, you can keep it in your pocket, wallet or handbag.**

From time to time, we all encounter situations that we don't expect. If you're the main carer for someone, having an emergency plan in place will give you the peace of mind of knowing the person you care for will be looked after.

**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



## **Leicestershire Carers Choir**

Start the season by supporting the wonderful Carers Choir and enjoy their fabulous medley of all-time favourites plus a sprinkling of seasonal tunes

**The Concert will be opened by the High Sheriff of Leicestershire at 1pm and finishes at 3pm  
On Sunday 13<sup>th</sup> December 2015**

**FREE Admission, Refreshments and Mince Pies**



**Lutterworth Youth Theatre  
Hall Lane  
Lutterworth  
LE17 4LN**

**To find out more and book a place call 0845 689 9510**



Company Registration No. 7517828  
Registered Charity No. 1141274



# YOUR RIGHT TO... YOUR RIGHT TO... YOUR RIGHT TO... **FLEXIBLE WORKING**

Flexible working can allow you to manage both your work and caring responsibilities. You can download **'Supporting working carers - a guide to requesting flexible working'** from the Carers UK website.

[www.carersuk.org/files/helpandadvice/2612/supporting-working-carers-a-guide-to-requesting-flexible-working-june-2014.pdf](http://www.carersuk.org/files/helpandadvice/2612/supporting-working-carers-a-guide-to-requesting-flexible-working-june-2014.pdf)

The right to request flexible working has now been extended from some carers and parents to cover all employees with 26 weeks service or more. The request can cover changing hours, times or places of work. Some employers provide better rights to flexible working than the basic rights outlined in this guidance so it's a good idea to check your contract of employment as it may provide you with better entitlement.

## **Examples of flexible working**

### **Flexi-time**

Employees may be required to work within set times but outside of these 'core hours' have some flexibility in how they work their hours.

### **Home working or teleworking**

Teleworking is where employees spend part or all of their working week away from the workplace. Homeworking is just one of the types of teleworking.

### **Job sharing**

Usually two employees share the work normally done by one person.

### **Part-time working**

Employees might work shorter days or fewer days in a week.

### **Shift-swapping or self-rostering**

Employees agree shifts among themselves and negotiate with colleagues when they need time off with the process being overseen by managers.

### **Staggered hours**

Employees have various starting and finishing times meaning that goods and services are available outside traditional working hours.

### **Compressed hours**

Employees work their total hours over fewer working days e.g. a ten day fortnight is compressed into a nine day fortnight.

---

**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

# HELP IS AT HAND

## Have you been bereaved as a result of cancer?

The Age UK Leicestershire & Rutland Macmillan Bereavement Support Project is here to help. The aim of the project is to support older people living in Leicester, Leicestershire and Rutland who have lost a loved one. The service can be tailored to meet your individual needs but the kind of help you could get includes emotional and practical support for people over the age of 50 and home visits and/or telephone support.

The service is a one-year pilot project funded by Macmillan Cancer Support, designed to offer older people support and encouragement, and the chance to talk to someone who isn't connected to their family or friends. The project is based at Age UK Leicestershire & Rutland Minster House 30 De Montfort Street, Leicester, LE1 7GD.

**To find out more call Helen Williams on 0116 299 2235 Mon-Wed during office hours or email [helen.williams@ageukleics.org.uk](mailto:helen.williams@ageukleics.org.uk)**

# FREE GYM SESSIONS FOR CARERS IN LEICESTERSHIRE

Keeping active is a great way to boost your health and wellbeing and carers around the county can now enjoy free gym sessions, thanks to Northamptonshire Carers and Carers Trust East Midlands. The two organisations have teamed up to offer carers in Leicestershire free carers sessions at local gyms - with the aim of helping carers relax and maintain your own health.

**The sessions are available at gyms in Charnwood, Harborough, Melton and Oadby. To access this service or to find out more, please call Northamptonshire Carers on 0330 119 2142. Please don't contact your local gym directly.**

The free gym sessions for carers are being funded by a Leicestershire County Council SHIRE Community Grant.

**Call - 01455 560 046 (Monday-Friday, 8am-6pm)  
Visit - [www.carerstrustem.org](http://www.carerstrustem.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

# POhWER

advocacy, making your voice heard



**NOW YOU  
CAN HAVE  
YOUR SAY**



**Are you unhappy with any aspect of the care and treatment you've received from the NHS, or had difficulties accessing NHS health services?**

POhWER, the NHS Complaints Advocacy Service, is a free, independent and confidential service available to everyone in Leicestershire who receives healthcare from the NHS. They can help you to complain about the care or treatment, you, or the person you care for, has been given, to the right people, in the right way.

They've helped people to get an apology, explanations about their care/treatment, changes in their care/treatment plan and an assurance from the NHS that lessons have been learnt so it won't happen again.

**To find out more call POhWER  
on 0300 200 0084 (calls charged at local rates)**

**Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)**

**Or write to:**

**POhWER at PO Box 14043, Birmingham B6 9BL**

**Visit: [www.pohwer.net](http://www.pohwer.net)**

---

**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

# 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** JS:

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 Concern**

**0800 169 6565**

---

---

**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