

INFORM

THOSE WHO CARE



Welcome to the latest issue of our Carers' Newsletter!

Spring is just around the corner so there's plenty to look forward to including longer, warmer days and the chance to get out and about a bit more easily.

Inside this issue, you'll find lots of information and advice for carers including details of our Top to Toe event for carers on 12th April, the chance to meet our two new team members, Adele and Natasha, a guide to planning for emergencies and a celebration of that little treat many of us couldn't do without - a nice cup of tea!

Call : 01858 468543 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

CARERS

TOP TO TOE EVENT

WEDNESDAY, 12th APRIL 2017

11.00am to 2.30pm

**Glen Gorse Golf Club, Glen Road
Oadby, Leicestershire, LE2 4RF**

**Including FREE lunch, refreshments and parking.
Carers and Cared-for are welcome.**

11.00am - WELCOME

11.15am - TALK ON LIFELINE

11.30am - DANCE GROUP

11.50am - BREAK & OPPORTUNITY TO VISIT STANDS

12.15pm - FOOT CARE TALK

12.30pm - BOLLYWOOD DANCING

1.00pm - HEALTHY EATING TALK

1.30pm - LUNCH & OPPORTUNITY TO VISIT STANDS

2.30 FINISH

**To book your place, please call Support for Carers on
01858 468543 or email maureen@supportforcarers.org**

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Welcome to...

Adele - Carers Delivery Officer
Support For Carers

"My name is Adele and I'm a new Carers Delivery Officer with Support for Carers. I've been asked to tell you a little bit about myself, so here goes!

I've worked in both the Local Authority and Charity fields, with vulnerable adults, children and their carers. I've been very lucky in my work and can honestly say that I've enjoyed every minute.

I love to meet and talk to new people. I have lots of interests including travelling, sports, reading, music, DIY and sometimes watching television!!

I'm very happy to be part of the Support for Carers team and I look forward to working with you all very soon."



Welcome to...

Natasha - Carers Delivery Officer
Support For Carers

"My name is Tash and I'm also a new Carers Delivery Officer with the Support for Carers team.

I started in January, so thought it was about time for me to say hello to you all! I'm originally from London and have a varied background, from volunteering in Lesotho to studying social work and working with young people in a variety of settings, including in an outdoor activity centre.

I'm very excited to be part of the team as I've seen how life-changing being a carer is.

This has given me the passion and drive to empower and support carers in every way I can and I feel that working here will give me the chance to do this."

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HEALTH & SAFETY IN THE HOME

Health and Safety is sometimes about knowing what to do if you have an emergency situation in the home - whether that's your own home or the home of the person you care for, if they don't live with you. At such a time you may need to know the following:

- **If you have gas, where is your gas meter and gas supply tap?**
- **Where is your cold water stopcock?**
- **Where are your electricity meter, circuit breakers and isolation switch?**

It's a good idea to write down the locations and keep them in an easy to find place.

What to do if you smell gas

If you smell gas, you should immediately:

- **Turn off the gas supply tap**
- **Put out cigarettes**
- **Turn off gas cookers, fires and anything else with a naked flame**
- **Call the Gas Emergency Service on Freephone 0800 111 999**
- **Stop using electrical equipment and don't touch any light switches**
- **Open all doors and windows**

What to do if you have an electrical power cut

In the event of a power cut simply call the easy-to-remember number 105, and you'll be put through to your local network operator for help. (In the Midlands, the local network operator is Western Power Distribution). To find out more about 105 visit - www.powercut105.com



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Priority Services Register

Are you entitled to extra help?

If the person you care for is blind, partially sighted or depends on electrical equipment for medical reasons, you can register their details with Western Power Distribution by calling 0845 724 0240, emailing wpdpriorityservmids@westernpower.co.uk or visiting their website at:

www.westernpower.co.uk

and clicking on "Priority Customers" at the top of the page. Western Power Distribution will pass their details onto their electricity supplier, with their agreement.

You can also register their details by contacting their electricity supplier, who will tell you about the other services they offer under the Priority Services Register. Their supplier's number will be on any electricity bill and their supplier will also pass their details onto Western Power Distribution.

Once you've registered

You'll be provided with a special phone number so you can get straight through to a person at Western Power Distribution if you have a power cut. For customers who rely on oxygen for medical reasons, Western Power Distribution work with the oxygen providers to provide assistance during longer power cuts. They also support vulnerable customers during power cuts by working with the WRVS and British Red Cross to provide assistance for older, disabled or other vulnerable customers who have no access to hot food or drinks during longer power cuts.

What to do if you have problems with your water supply

Check with your neighbours to see if they're having the same problem. If not, then it's probably an internal problem in your home and you'll need to contact a plumber. If your neighbours are affected too then get in touch with your water supply company. You'll find their contact details on your last bill.



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COMING OUT OF HOSPITAL

If the person you care for is in hospital you may be faced with important decisions. You may be considering taking on this caring role for the first time and don't know what to expect. Or you may already care for the person in hospital, but know their needs have changed or increased.

Your caring role

One important thing to remember, is that it's always your choice whether or not to take on a caring role. Think about the type and amount of support you're able to provide and what help you might need. For example, you may be able to help with shopping and meals but feel that you would both like someone else to help with personal care. It's important for you to consider how your caring role is likely to affect your life and wellbeing.

Your hospital's discharge policy

Each hospital will have its own discharge policy based on guidance from the Government. You can request a copy of the hospital's discharge policy from the ward manager or from the Patient Advice and Liaison Service (PALS) department of the hospital.

Discharge planning starts as soon as the person you care for is admitted to hospital. It's important to let the hospital staff know as early as possible if you're a carer or thinking of taking on the role. A discharge coordinator (or ward care coordinator) should be available to coordinate the planning process. They will be a key person for you to talk to, to find out what the discharge plans are. The hospital discharge policy should emphasise the importance of involving you and the person you care for, at all stages of discharge planning, so long as the person you care for consents to this.

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Hospital wards can sometimes seem like busy or intimidating places and you may feel pressure from the hospital to get the person you care for home as soon as possible. Or, the person you care for may be anxious to come home. However, it's important that you feel your views have been taken into consideration and that the person you care for is not being discharged before necessary support has been put in place.

Getting ready to come home

When the person you care for is nearing their expected date of discharge, the following steps should be taken:

- An assessment should be carried out to see if they're medically fit to be discharged.
- A discharge assessment should be carried out to see if they need support once discharged.
- A carer's assessment should be carried out (or at least arranged) to see whether you, as a carer, need support once the person you care for is discharged.
- A written care and support plan should be given to the person you care for (and a support plan for yourself if you have had your own carer's assessment), which outlines the support required and how this will be provided.
- The support outlined in the care and support plan (for the person being cared for) and the support plan for you should be put in place.

Discharge day

On the day of discharge, you and the person you care for should expect to be given both verbal and written information, with details of any services involved and information about future treatment and care. Don't be afraid to ask questions if there's anything you don't understand. You should also expect the following type of arrangements to have been made:

- Appropriate transport should be organised if needed.
- You should both be given copies of the care and support plan (for the person being cared for) and the support plan for you.
- A discharge letter should be sent to the GP of the person you care for, within 24 hours of you leaving hospital.
- The person you care for should be given any medication and/or equipment needed at home, as well as instructions and information about its use.
- Any necessary support should be put in place to start on the day of discharge.

Are you eligible for more support?

The discharge assessment, which is to see if the person you care for needs support once discharged, might be carried out by a multidisciplinary team of health or social care professionals. It should look to see whether the person you care for is eligible for any intermediate or reablement care, NHS continuing healthcare or NHS funded nursing care, other NHS services and/or community care services from your local authority.

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Intermediate/reablement care

Intermediate or reablement care is a short term package of care which is provided with the aim of assisting the person you care for, to maintain or regain the ability to live independently at home. It could include any of the following:

- Crisis response services providing short term care.
- Home-based care services provided by health professionals such as nurses and therapists.
- Bed-based care away from home such as in a community hospital.

What happens next?

Before the intermediate care or reablement ends, there should be another assessment to determine whether the person you care for has ongoing needs for care and support (if this has not already been decided.) Intermediate and reablement care should be provided free of charge for up to six weeks (although this can be longer in some circumstances). After the six weeks, if there are ongoing support needs which are being met by the NHS, these should be free of charge. If ongoing support needs are being met by the local authority, you may be charged. They will carry out a financial assessment to determine whether, and if so how much, the person will need to contribute towards the cost of any support provided.

Carer's Assessments

As a carer, you can have an assessment from your local authority, to determine whether you're eligible for any support. Support could include services provided directly to you, or services provided to the person you care for, which in turn would help you in your caring role. There are various types of assessment depending on whether you're an adult yourself, and whether the person you care for is an adult. If you're assessed as needing support from your local authority, they might carry out a financial assessment to determine whether, and if so how much, you'll need to contribute towards the cost of any support provided.

Are you eligible for benefits?

If the person you care for was 18+ when they went into hospital, then some benefits such as Disability Living Allowance (DLA), Personal Independence Payment (PIP) or Attendance Allowance will stop if they've been in hospital for more than 28 days. If they stop, your Carer's Allowance will also stop. When the person you care for is ready to be discharged, tell the office dealing with the particular benefit to make sure that payments restart. The person you care for may also be eligible for benefits at an increased rate if their care needs have changed.

This information has been provided by Carers UK. They have a whole range of fact sheets that can be downloaded free at www.carersuk.org If you would like to order a free copy of any fact sheet, call the **Carers UK Adviceline** on **0808 808 7777** or email advice@carersuk.org

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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 session of setting a goal for the year very enjoyable and motivational. The group are looking forward to a visit from Debbie who is visiting from the Severn Trent Trust Fund. Debbie will be speaking to the group about how they can lower their water bill, get out of debt and also seek help if they ever need new white goods. We aim to change the topic of each meeting and range from having a general catch up to having guest speakers coming in to even running short courses like first aid.

Loughborough

Come along and join our friendly Loughborough Carers Group which meets on the fourth Monday of the month. It's an opportunity to come along and meet people in similar situations in a supportive environment over a cup of tea or coffee. In February, a representative from Severn Trent Water gave a very informative talk about the ways Severn Trent Water can help with easing the financial stress and options available (see article towards the end of this newsletter).

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 January, we were all enlightened by an interesting talk about "Love Food Hate Waste".

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 01858 468543.

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.

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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), [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 Glen Gorse Golf Club (main bar area), Glen Road, Oadby, LE2 4RF on the 3rd Thursday of the month from 2.30pm to 4.00pm.

Call Tash from Support for Carers on 01858 468543

Blaby District

Blaby District 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 01858 468543

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 01858 468543

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 01858 468543

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 Carol on 01455 553335

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 Adele on 01858 468543

Carers Choir

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

Please call Support for Carers on 01858 468543

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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 01858 468543

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 01858 468543**

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 Adele from Support for Carers on 01858 468543.

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 Tash from Support for Carers on 01858 468543

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 01858 468543.

Ashby de la Zouch Carers Group

meets at Ashby de la Zouch library, North Street, Ashby de la Zouch, LE65 1HU
Monday, 8th May 10.30am – 12 noon.

Call Gurjit from Support for Carers on 01858 468543.

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 01858 468543. We can give new groups help, support and advice to set up free of charge.

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DRINKING FOR A HEALTHY BLADDER

Drinks that CAN irritate the bladder



Drinks that DON'T irritate the bladder



Don't cut back on your drinks

Consume 1.5 - 2 litres (6 - 10 average mug sizes) a day



URO13148UK / April 2015



WOULD YOU LIKE TO IMPROVE YOUR COMPUTER SKILLS?



Does the internet scare you? We can help!

If you would like to know more about using the computer or have a computer, laptop, iPad, tablet or smartphone that you're not sure how to use or improve on your existing knowledge, we can help.

We can support carers on a one to one basis in your home or in a group to learn how to :

- **carry out basic computer tasks**
- **securely look at websites**
- **use Skype, Facebook, Facetime,**
- **access a range of information through the internet**
- **shop online**
- **send e-mails**
- **use useful websites and apps and much more.**

Are you considering buying a computer or IT device but not sure and would like to try a device before making your mind up, we can support with that as well.

If you would be interested in having a digital or would like to know more, please contact Gurjit at Support for Carers on 01858 478543

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FANCY A BREW?

Tea - Did you know?

Four cups of tea with milk provides 21% of an adult's daily calcium requirements.

The average cuppa contains less than half the level of caffeine found in coffee.

Tea is the most commonly consumed beverage in the world, after water.
It's been drunk in the UK for over 350 years.

77% of British adults drink tea.

"There is no trouble so great or grave that cannot be much diminished
by a nice cup of tea." - Bernard Paul Heroux

Time to put the kettle on!



New money...



By now most of you will have seen the new polymer £5 note, but did you know that the old paper £5 note will no longer be legal tender from 5 May 2017? From this date shops will no longer accept these notes, but you'll still be able to take them to your bank. The new 12 sided pound coin also entered circulation in March, replacing the current £1 coin because of its vulnerability to sophisticated counterfeiters. Around 1 in 30 £1 coins in circulation is a counterfeit! From 15 October 2017, the current £1 coin will no longer be legal tender.

Did you know?

The current £1 coin has been around for over 30 years! Time flies!

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PLANNING FOR EMERGENCIES



As a carer you need to know that if an emergency happens, replacement care will get sorted out fast. When emergencies happen, our lives are put on hold, whilst we deal with the aftermath. For many carers, life can't simply be put on hold, when the person you care for relies on you for vital help and support. So, if you're rushed into hospital for example, who will step in?

As a carer, you can seek advice and support from three different teams at Leicestershire County Council, if you have an emergency that prevents you from continuing your caring role.

Day time

Monday to Thursday 8.30am - 5pm (Fridays until 4.30pm)
Customer Service Centre - 0116 305 0004

Evenings and weekends

Monday to Thursday - 5.00pm (Fridays from 4.30pm) - 10pm, Weekend 7am - 10pm
Leicestershire County Council Crisis Response Service - 0116 305 0495

Night time

Monday to Friday 10pm - 7am, Weekend 10pm - 7am
Emergency Duty Team - 0116 255 1606

Would you like a Carers Emergency Plan to help you plan ahead?

We're very grateful to members of our Melton Mowbray Carers Support Group for taking the time to design a Carers Emergency Plan. Carers can fill in this plan, including details of the person you care for's routine, medication, meals, food likes and dislikes, allergies etc, and give copies to family members and/or neighbours. You could even keep a copy somewhere handy, like your fridge or kitchen wall.

If you would like us to send or email you a copy please give us a call on 01858 468543.

We can also send you a wallet-sized Carers Emergency Card - which you can fill in with details of the person to contact in an emergency. The card can be kept safe in your wallet or purse.

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HELP FROM SEVERN TRENT

It can be worrying if you're having trouble paying your water bill, but Severn Trent can offer you ways to ease the financial stress and get you back on track.

Get a free water meter

If you don't use much water, you may save money by having a free water meter fitted. Speak to **Severn Trent** on **0345 709 0646** to see if a water meter can benefit you.

WaterSure

If you're on a low income and already use a water meter, but still find you tend to use a lot of water, then you can apply for WaterSure. You must be on benefits and have either a medical condition or a large family to qualify, but it could mean your water bill is capped for the year. Find out more at **www.stwater.co.uk/watersure**

Water Direct

If you receive Jobseeker's Allowance, Employment Support Allowance (ESA), Income Support, Universal Credit or Pension Credit, Severn Trent may be able to arrange to have deductions taken directly from your benefits to help pay your bill. To apply, visit stwater.co.uk/waterdirect

Did you know?

Severn Trent can change the format of your bills to suit your needs. You can choose from Braille, large print and audio. They also offer priority water supplies for customers who need water to treat a medical condition. To find out more, visit stwater.co.uk/access

Severn Trent Trust Fund

If you're suffering from exceptional financial hardship then the Severn Trent Trust Fund – a fully independent charity – may be able to help you with a grant to clear part or all of your water charges. Call 0121 355 7766 to request an application form, or apply online at sttf.org.uk

Free water saving kits

Simple changes can make a big difference when it comes to saving water and Severn Trent's free water saving kit is a great way to get started. To get yours visit stwater.co.uk/savewater

To find out more simply call Severn Trent on 0345 6022 777

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SINGING FROM THE ROOFTOPS

Whether you're a pop star in the making or just warble a tune in the shower, Leicestershire Carers Choir is for you! Join other carers for free, friendly, uplifting fortnightly choir sessions.

Tuesdays, 12:45pm to 14:45pm
Lutterworth Youth Theatre Academy

No auditions or prior experience needed. We sing contemporary songs in a relaxed atmosphere, and our experienced leader will have you singing in harmony with others in no time. We stop for coffee and a chat halfway through. The choir is open to male and female unpaid carers aged 18+.

Why not come along and get involved?

Contact Support for Carers on 01858 468543

We're fundraising to keep the choir running at the moment so if there's anything you can do to help or you know someone who could please don't hesitate to get in touch or donate via Just Giving.



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CARERS WEEK 2017

MONDAY 12TH TO SUNDAY 18TH JUNE



Carers Week is an annual campaign to raise awareness of caring, highlight the challenges carers face and recognise the contribution they make to families and communities throughout the UK. Our aim is to continue focusing on building Carer Friendly Communities, which support carers to look after their loved ones well, while recognising that they are individuals with needs of their own.

3 in 4 carers don't feel their caring role is understood and valued by their community

59% say their health is becoming a significant worry

51% have let a health problem go untreated

50% said their mental health got worse

31% only get help when it is an emergency

Carers UK - www.carersuk.org

Support for Carers will be having a carers month, going out into the county to different venues promoting carer awareness.

Throughout that month all our nine support groups across the county, will be celebrating all the hard work carers do. Caring can be very stressful and this is a great time to relax, have fun and meet new people. For a list of our groups go to page 10.

Call : 01858 468543 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

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 **us:**

pat.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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