

# INFORM

THOSE WHO CARE

AUTUMN EDITION 2012



*A big thank you to Val, Doreen and Betty of our Harborough Knit and Natter Group, who knitted our fantastic pumpkin hats, and if you are wondering why we are holding fruit and veg, we thought we would go with the autumn harvesting theme this time!*

## UPDATE CARERS WEEK 2012

What carers around the country said about the effect of caring on their health and wellbeing

This year's national Carers Week looked at health and wellbeing issues affecting carers and how two out of every five unpaid carers are sacrificing their own health by putting off medical treatment to care for an ill, frail or disabled loved one. We'll be looking at how we can help carers in Leicestershire with these kinds of issues and we'd love to hear from you if you'd like to share your experiences. Inside this issue, you'll find an update on the Carer's Support Grant, which is designed to help you take time out from your caring role and look after yourself. Plus, details of our Carers' Support Groups, which are helping carers take a break, make new friends, feel less isolated and find out more about practical help and support available locally.

**Remember to check out our carers event in Hinckley on 2nd October, simply turn the page for more details.**

**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

# Calling all carers in Hinckley and Bosworth and surrounding areas!

## You are invited to our Carers Forum

Support for Carers Leicestershire is holding a forum in Hinckley. Anyone is welcome to come along including carers, the cared for and groups and organisations that provide services to carers. You don't have to live in Hinckley & Bosworth to attend.

**Take a look at the invite below for more details  
and we hope to see you there!**



**Tuesday 2nd October 2012**  
**St. Francis Community Centre**  
**Tudor Road, Hinckley, LE10 0EQ**  
**1.30pm - 3.30pm**  
**(including refreshments)**

## With Guest Speakers & Information Stands

### **Willows Financial Management Services**

Talking about Power of Attorney

### **Citizens Advice Bureau**

Talking about Debt Management

**To find out more or if you'd like to attend call us on:**

**0845 689 9510 or email: [maureen@supportforcarers.org](mailto:maureen@supportforcarers.org)**

**(nearby off road free parking is available)**

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# Do you find it hard to get out and attend carer's groups?



## Our Telephone Befriending Service could be just the answer.

Our Telephone Befriending Service uses trained and experienced volunteers, who understand the issues associated with caring. Our volunteers can ring weekly or fortnightly for a chat over the phone. The same volunteer will call every week so you can build up a relationship. What you talk about is entirely up to you. Some carers like to have a good old natter and a bit of a laugh, as a way of taking a break from their caring role. Whilst others like to have a heart to heart and really talk through the things that are bothering them. Often, what you feel like talking about changes from week to week and that's fine. You won't have to wait in for a phone call either, if you're out, your volunteer will ring calling again the following week.

**If you'd like to find out more you're welcome to call Diane from the Support for Carers team who organises the service. You can ring Diane on 0845 689 9510 or email [diane@supportforcarers.org](mailto:diane@supportforcarers.org)**

## Update on support for younger carers by Diane Claridge, Support for Carers

Following the article in our summer newsletter I'm pleased to report that I have visited and linked up three ladies in the south of the county who have some caring issues in common.

We also have a lady in the Loughborough area who cares for a disabled child who would love to hear from carers in a similar situation.

Mutual support like this can be very beneficial in helping to reduce the sense of isolation and also for swapping tips and advice, as well as having an opportunity to talk to someone who really understands how you feel. Hopefully this will be the start of a new "buddying" service for carers.

**If you are under 60 and would like to link with other carers in your area please contact Diane on 0845 689 9510.**

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# Carers' Support Groups

**We have carers' support groups running throughout the county. These groups meet monthly on set days and times of the month to make it easier for you to come along and join in.**

## **So what happens at these groups?**

Well, the function of the support groups is to give you some time out from your caring role and a place where you can meet other carers in a friendly, welcoming environment. They're also a chance for you to meet us and our volunteers and to find out how we could support you.

We try to make sure that each group offers what carers actually want. Some carers like to meet up for a coffee and a chat and share information, whereas other carers like to have guest speakers come along and give talks on relevant subjects.

Some of the things speakers have talked about include pharmacy services, services for the visually impaired, healthy eating, reporting hate crimes, back care and foot care, Social Care services and sporting activities available locally. Carers find these talks useful but we also make sure that there's time for you to have a general chat, with us and other carers.

Our groups have also featured more light-hearted talks, including one by a local florist and carers sharing their interests such as photography, making flowers using recycled plastic bags and wrappers and how to put sound to photographic 'slide shows' on your computer.

Future topics will include diabetes and Alzheimer's and we're always inviting new guest speakers along to our groups from a variety of different organisations.

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# How could you benefit from coming along to a group?

We've found that carers attend our groups for a whole range of different reasons - here are just some of them, in carers' own words:

**"I enjoy the (group) meetings, it's such a nice bunch there. The (guest speakers) subjects are very good and I like to learn, even if there's not somebody in the family with the condition. It's nice to meet the other carers and find out what's happening in the world and to get away from home for a while."**

**"I did feel apprehensive the first time I went, thinking everyone would know each other. It's reassuring to meet other people in similar situations so you don't feel so alone and feel you are the only one going through it. It's nice to make new friends as well and you don't feel so isolated. You can just forget about everything for an hour and that's nice."**

**"I find it gives me something to look forward to each month. I find it very beneficial and that hour and a half keeps you going. It's a chance to get together with others who know how you feel with the pressures of looking after somebody."**

We've also held a number of drop-in groups for carers at libraries around the county and due to demand, have formalised these into ongoing carers' support groups.

You're welcome to come along to any of our groups; you don't have to live in that particular district. You'll be given a very warm welcome, by us and other carers.



**If you'd like to find out more or have a chat with us before coming along to a group, please feel free to call us on:**

**0845 689 9510 or email  
maureen@supportforcarers.org**



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# Carers' Support Groups

## Charnwood District

### 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.**

### New Carers Group for Loughborough Area

Starts Monday 17th September from 2pm to 3.30pm  
at Loughborough Library, 31 Granby Street, Loughborough, LE11 3DZ

**Please contact Gurjit on 0845 689 9510 for future dates.**

## 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 18th October and 15th November.

**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 30th October and 27th November.

**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 22nd November from 10am to 1.30pm.**

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

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# Why Do I Volunteer?

**This article was kindly written for us by Bernadette Heggs, to share her experiences as a volunteer at the Oadby and Wigston Carers' Support Groups.**

I was volunteering for Oadby and Wigston Community Action when I became aware of Support for Carers. I posted Support for Carers' newsletters, information packs etc and that is how I became interested in the whole subject.

I was amazed how many people are caring for relatives and friends, on their own and with so little support. I was asked if I would run the meetings, readily agreed and I have done so ever since.

There are two groups, one in Oadby and one in Wigston, we meet in church halls each month for two hours.

The Oadby group is the larger, approximately 35 people attend each month. Although the hall is spacious, it is bursting at the seams and reluctantly we have had to restrict the numbers to the existing members. The Wigston group is much smaller and fewer than ten attend most months. I have yet to discover why, as despite being as well publicised as the Oadby group, that group seems unable to attract new members.

All the meetings are purely social gatherings, no formal advice or information is given but of course, the people who attend are the experts anyway. They readily share the benefit of their experiences with the others.

I have gained so much personal benefit since I began running the groups. I have made so many new friends; I always enjoy their company and hope they enjoy mine.

## Would you like to volunteer with us?

We're always looking for new volunteers to help out at Support for Carers. For example, would you like to help run one of our carers' support groups like Bernadette?

### Or perhaps you'd like to become a Telephone Befriender?

Whatever kind of volunteering role you're looking for, we're sure to have something for you. To find out more or for an informal chat about volunteering please call us on:

**0845 685 9510 or email [maureen@supportforcarers.org](mailto:maureen@supportforcarers.org)**

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# OCTOBER UPDATE CARER'S SUPPORT GRANT OCTOBER UPDATE

**The Carer's Support Grant is a one-off grant for carers of adults (aged 18 years and over). 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.**

## How can the grant be used?

You can use the grant to pay for things like:

- **Short breaks**
- **A sitting/respite service**
- **Physical work around the home e.g. gardening/decorating/cleaning**
- **Gym membership, driving lessons, transport to hospital appointments, alternative therapies etc**

## Who is eligible?

You must be providing 28 hours a week of care to someone aged 18 and over.  
The cared for person must have either:

A terminal or long-term degenerative illness, e.g. cancer, dementia, Multiple Sclerosis.

A 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.

Or a mental illness, and be in contact with or 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're not receiving any support through social services you can apply through Support for Carers.

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## What if you care for someone aged under 18?

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 the **Parent Carer Council** on **07870 688973**.

This grant became available on 1st April 2012 and we now have another allocation of money available to carers who have not accessed the grant already this year. All money awarded will need to be spent by 31st March 2013.

**To find out if you are eligible to apply for the grant, 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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## Are you affected by someone else's drug or alcohol use?

**Snowdrops is a support group in Leicestershire that could help you. It's for families and friends who are living with, or affected by, someone else's drug or alcohol use.**

Families and friends often feel isolated, lonely and that there is nowhere to turn for help and support. Getting support through Snowdrops could help you feel less isolated, whilst helping you to gain a better understanding of addiction and ways to cope more effectively. Snowdrops' aim is to help people find hope and consolation through mutual support, advice and information. Confidentiality is extremely important for anyone attending a support group and Snowdrops offers a place where experiences can be shared in a confidential setting.



**For more information on where and when the group meets please call or text 07528 109392.**

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# “AT YOUR CONVENIENCE”

At one of our carers' meetings recently we were discussing the topic of accessing disabled toilet facilities. We thought it would be useful for you to know what facilities are available and how to find out where the disabled toilets are when you visit somewhere new.

## Changing Places Toilets

Standard disabled toilets do not meet the needs of all people with a disability - or their carers. People with profound and multiple learning disabilities, as well as other serious impairments such as spinal injuries, muscular dystrophy, multiple sclerosis or an acquired brain injury, often need extra facilities to allow them to use the toilets comfortably.

Changing Places toilets are different to standard disabled toilets with extra features and more space to meet these needs.



**Changing places Changing lives**



Each Changing Places toilet provides:

### The right equipment

- A height adjustable adult-sized changing bench
- A tracking hoist system, or mobile hoist if this is not possible.

### Enough space

- Adequate space in the changing area for the disabled person and up to two carers
- A centrally placed toilet with room either side for the carers
- A screen or curtain to allow the disabled person and carer some privacy.

### A safe and clean environment

- Wide tear off paper roll to cover the bench
- A large waste bin for disposable pads
- A non-slip floor.

**To find out where your nearest Changing Places toilet is or if there is one available where you are visiting, you can call 020 7696 6019 or email [changingplaces@mencap.org](mailto:changingplaces@mencap.org).**

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

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# NATIONAL KEY SCHEME



The National Key Scheme (NKS) offers disabled people independent access to locked public toilets around the country. Toilets fitted with National Key Scheme (NKS) locks can now be found in shopping centres, pubs, cafés, department stores, bus and train stations and many other locations in most parts of the country.

The key costs £4.00 including postage and packing. They accept cheques, debit cards and credit cards. There is also a directory of locations of 9,000 toilets which is £17.99 including the key.

Or you can download an App for your Smartphone (£4.99 from the App store)

## There are three ways of applying for a key:

**Online:**

**<http://www.radar-shop.org.uk>**

**By phone:**

**Tel: 020 7250 3222**

**By post:**

**Disability Rights UK, 12 City Forum  
250 City Road, London EC1V 8AF**

Several carers started to talk about cafes, restaurants, visitor attractions etc that had good disabled access and were wheelchair friendly in the local area (as well as a few which were not so good!). If you have been somewhere which welcomes wheelchairs and makes all the facilities accessible, please write and let us know. We can then compile a list to help other carers when planning days out which we can put in future newsletters.

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# 'JUST CAN'T WAIT' TOILET CARD SCHEME

The Bladder and Bowel Foundation has recently launched its new style Just Can't Wait toilet card, which now uses what is considered to be a universally acknowledged image for a toilet. This generic image should help limit any embarrassment and ensure there is no confusion about the purpose of the card. It may also go some way to helping holders of the card find and access toilets in situations where English may not be the first spoken language.

Finding a toilet when out and about continues to be a priority for many people affected by a bladder or bowel problem, and unfortunately remains one of the reasons why so many cut down on social activities or even stop going out altogether.

B&BF's toilet card clearly states that the holder has a medical condition and needs to use a toilet quickly. Although it does not guarantee you access to a toilet, most places you visit will be willing to help you.



The card is a small, credit-sized card, designed to fit easily into purse, wallet or pocket. As a national charity reliant on donations to fund their work, it is requested that a donation of £5.00 is made towards the cost of sending out a card.

This £5.00 donation covers the cost of producing the card, associated administration work and postage.

Further details can be found online at:  
[www.bladderandbowelfoundation.org](http://www.bladderandbowelfoundation.org)

Or telephone: **01536 533255**

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# MARKET HARBOROUGH CARERS COFFEE MORNING

**FRIDAY 26<sup>th</sup> OCTOBER 10am - 12noon**  
**THE SETTLING ROOMS COFFEE LOUNGE**  
**MARKET HARBOROUGH (IN SAINSBURYS CAR PARK)**

The lovely ladies of our Knit and Natter Group have been busy knitting items to sell at the above coffee morning to raise funds for Support for Carers.

**If you are in the area you are welcome to call in for a tea or coffee, stalls include:**

- Home made cakes
- Tombola
- Books/quality bric-a-brac
- Hand knitted items



**If you are able to donate any of these items (including cakes) please drop them off at The Settling Rooms on Wednesday 24<sup>th</sup> or Thursday 25<sup>th</sup> October.**



## Do you need to write or update your Will?

If yes, and you are over 55 years' of age, you can change your Will, or have a new Will drawn up for £35 + VAT at independent local solicitors through Age UK Leicester Shire & Rutland's Will Writing Promotion from 1st September to 31st October 2012.

They have arranged this offer to help you and hope in return you may wish to help them to help those in need by way of a legacy or donation.

**If you would like to find out which solicitor is offering this service near you, please call us on 0845 689 9510 and we will send you a leaflet.**

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# KEEP UPDATED



Like us on **facebook**

Find new friends online and keeping up to date.

Follow us on **twitter**

@supportforcarers 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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