



Carers  
Contact Centre

# Carers NEWSLETTER

" I didn't know I was a carer  
I just look after ....."

Winter 2011



## *Carers Rights Day*

### *“Money Matters”*

**DON'T MISS  
OUT!**

**Especially if you've never been before...**

**lots of Information, Advice and Support**

***Find out about things YOU NEED to know that you never knew existed! Free Raffle for registered Carers - win a Food Hamper***

Make a real difference to you and your cared for, come along and find out more...

**at the Holiday Inn, Telford**

**on Friday 2<sup>nd</sup> December from 09.30am**

The theme for this year's Carers Rights Day is *Money Matters* - because without support, carers can end up in debt, struggling to pay essential bills and sometimes become sick with the stress of it.

More details are on the back page plus book to join in the Celebration meal.

***We look forward to seeing you there!***

**CARERS  
RIGHTS DAY**

**CARERS  
RIGHTS DAY**



The Liz Yates Centre, Lightmoor, Telford TF4 3QN

Telephone: 01952 240209 Fax: 01952 591026

Email: [admin@carerscontact.org.uk](mailto:admin@carerscontact.org.uk) Web: [www.carerscontact.org.uk](http://www.carerscontact.org.uk)

**Carers Contact Centre provides information and support if you are caring for an adult in Telford and Wrekin**

Registered Office: Meeting Point House, Southwater Square, Town Centre, Telford, Shropshire TF3 4HS

Registered Charity Number: 702589, A Company Limited by Guarantee Number: 2436644

# CARERS INFORMATION



## Blists Hill Victorian Christmas Free Passes for Carers



Weekends: 10th & 11th December and 17th & 18th December

During these festive weekends come along and experience the atmosphere of a bygone era and be treated to an array of traditional celebrations from the 1800s, you can listen to stories of life more than 100 years ago and have a chance to do some Christmas present shopping. Among the things to see: Father Christmas' Reindeer, Mr. Morton's Christmas Party, Festive Songs & Stories, Cooking Demonstrations, Punch & Judy, Brass Band and Carol Singers.



Carers Contact Centre have a limited number of free passes that carers can use to enjoy the festivities. Carers may book up to 2 passes each. These must be booked in advance by phoning us on 01952 240209.

**Please note:** the passes will have to be collected from and returned to the Carers Contact Centre as follows: collect on Friday 9th return on Monday 12th December or collect on Friday 16th, return on Monday 19th December.

### DIRECT PHONE NUMBERS TO THE CARERS CONTACT CENTRE

Each support worker at the Carers Contact Centre can be contacted on their direct line telephone number. If they are engaged or not available, there is an answer machine for each number where a message can be left. The numbers to call are:

- Doron** - Ironbridge Gorge Passes..... 01952 **240209**
- Linda** - Initial Assessment Officer.....01952 **262061**
- Rosemary** - Older People (65+).....01952 **262062**
- Lara** - Adults (under 65) with a  
Physical Disability.....01952 **262063**
- Louise** - Adults with a Mental  
Health Issue.....01952 **262064**
- Jane** - Adults with a Learning Disability..01952 **262065**
- Janice** - Grants and Publications.....01952 **262060**
- Steve** - Manager.....01952 **240209**

**You can ring the main number on 01952 240209 to be transferred through to the appropriate person/extension**

### *Join in the Carers Forum...*

Are you interested in strengthening the voice of carers and ensuring that carer issues are being identified?

Would you also like to hear how the local authority is proposing to support carers and the cared for in the light of current financial restrictions and to give them your views?

**Then come along to the next Carers Forum meeting**

**Thursday 8<sup>th</sup> December 2011**  
**Meeting Point House, Telford Town Centre**  
**10.30am - 12.30pm**

There will be an opportunity for carers to look at what the Forum has achieved so far and look at what we would like to do in the future and also to hear about proposed future provision from the Local Authority.

*An opportunity not to be missed!*

For further details contact Rosemary at  
Carers Contact Centre  
Tel. 01952 240209



# CARERS INFORMATION

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## Professor Luke Clements at the Carers Forum



*"Thank you Carers Contact Centre for putting on such a brilliant Forum. Luke Clements was stimulating, interesting, thought provoking, held our attention, used language we could all understand, absolutely brilliant. A really useful session."*

*"What a great event!....Professor Luke Clements speaks in 'normal' language. We understood him and he made us laugh... a lot! "*

*"Enlightening, inspiring and informative."*

*"He simplified the laws relating to carers .....I've already ordered his book from the library."*

*"He gave us information and the courage to fight for our rights."*

*"Superb! It was so refreshing to hear someone who really knew what he was talking about!"*

These are just some of the comments made by carers who came along to the Carers Forum on 18<sup>th</sup> October. A three hour session on legislation and Community Care Law sounds as though it is going to be heavy going! Not a very tempting prospect for carers who get few opportunities to have a morning off from their caring role!

However the comments above from some of the 67 carers who came along to hear Professor Luke Clement's presentation on Carers and their Legal Rights show what a worthwhile, stimulating and thought provoking experience it was.

Luke explained in simple terms how the process of assessing and providing support for carers and the person they look after is underpinned by legislation and Acts of Parliament.

Everyone will have taken away something different from the day, relating the information to their own specific situations. Perhaps even more important was the knowledge and confidence that carers can take more control of their caring situations, are not obligated to care, have the right to ask questions and challenge local authority decisions and the right to say **'NO'!**

The event was an excellent starting point to encourage more carers to raise issues and strengthen the voice of carers through the Carers Forums and Carers Partnership Board in the future.

**Don't forget the next Forum meeting to be held on December 8<sup>th</sup>.** See separate article for details!

For further reference - if you missed Luke's talk or would like to follow up some of the links he highlighted:

- Luke's detailed notes from the October Carers Forum will be available on Carers Contact Centre website [www.carerscontact.org.uk](http://www.carerscontact.org.uk)
- Luke Clement's website: [www.lukeclements.co.uk](http://www.lukeclements.co.uk) Newsletter and Information. For example on challenging Reductions in Care Services, a template letter for making a formal complaint to a local authority
- Luke Clement's book *Carers and Their Rights: The Law Relating to Carers Fourth Edition 2011* is available from the library (Carers Contact Centre also has copies). The fifth edition will be published shortly. See above website.
- <http://www.bailii.org> The British and Irish Legal Information Institute BAILII provides free access to primary legal materials. For example decisions of the Court of Appeal, reports from the Law Commission.
- <http://www.thecbf.org.uk> Ten Top Tips from Luke Clements on ensuring good support for adults whose behaviour is described as challenging.

# CARERS INFORMATION

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## Working and Caring from a Distance - A Carer's Experience

Hopefully my specific caring situation for my aunt who has had a major operation will be short-term. She lives 30 miles from where I work and ten miles from my home and is fiercely independent. However it has highlighted for me the stresses and difficulties of caring at a distance and working full time.

My first task involved providing emotional support and hospital visiting at weekends and every night after work. Tiring as this was, visits whizzed by, sorting out the complexities of the pay T.V., tidying the bedside cabinet, sorting laundry and shopping lists and hearing an account of everyone else's life story on the ward! Returning home there was still the matter of ringing people with an update. I found one way round this by leaving a regular news-bite on my answer machine!

Hospital Discharge was another challenge! Whilst staff were kind and caring with the patients, they had little time available to give information to relatives and it was a shock to find that the Social Services team at the hospital only had responsibility for patients in the hospital's own local authority. It took a number of phone calls and conversations with stressed out ward staff to ensure that social workers in my aunt's own area were notified.

Next followed several days of negotiations and discussions with both my aunt and social services. She was eventually offered 'Intermediate Care' at home to be assessed not in advance at the hospital but only on the day she arrived home. The social work team from her own local authority would not come out to the hospital. A scary proposition since following two other stays in hospital the system broke down and no one made contact on the day of discharge.

Still not feeling confident and well enough to go home, she eventually resolved the situation herself by funding care in a nursing home for two weeks before accepting intermediate care. All involving yet more 'phone calls and negotiations on my part whilst being at work.

My aunt is full of praise for all the clinical and social care she has received. However as a carer I am left reflecting how important it is to know the right questions to ask and to have knowledge of one's rights within the care system.

### ***The following are some of my reflections and relevant information which you may find helpful:***

1. When dealing with professionals state that you are a 'family' carer. This establishes your role and implies that you are aware of your legal rights to be included in the care process.
2. Make it clear to professionals what you can and can't do to support your relative. They need to have a realistic indication of how much community care will be needed, and they shouldn't assume that you can take time off from your job to care.
3. Remember that you are not superhuman and that you have a responsibility to look after yourself- sometimes you have to say no!
4. Professionals themselves have many cases to deal with. Be firm but polite and ask for their advice when a problem arises rather than start off with a complaint.
5. Before taking the drastic step of giving up work or cutting back on your hours, seek advice about your legal rights and extra support that may be available.
6. If you care for someone living in a different area to the one you live in, you are still entitled to request a carer's assessment, usually from the local authority supporting the cared for.
7. Note that the Princess Royal Hospital currently has a Carers Link Worker who can support and advise carers of patients. She is based with the hospital social work team. Telephone: 01952 641222 (Ext 4402) or request contact via the hospital ward .
8. Request a Carers' Log Book from Carers Contact Centre to keep a record of 'phone calls and support contacts.
9. For further information on working and caring contact Carers UK on 0808 808 7777 or [www.carersuk.org](http://www.carersuk.org) and also Directgov at [www.direct.gov.uk](http://www.direct.gov.uk)
10. Carers UK ( see above) also has a factsheet: *Coming Out of Hospital-a guide for carers*
11. For a Community Care Assessment and for a Carers Assessment contact the Social Care Access Team on 01952 381280
12. The Senior Citizen's Forum are undertaking some research into Hospital Discharge. They would like to hear from anyone who lives in Telford & Wrekin and has been discharged from any hospital within the last 6-12 months (good experiences as well as bad). If you would be willing to share your experiences contact Anne-Marie on 01952 211410 or email her on [anne-marie.davies@tandwseniors.org.uk](mailto:anne-marie.davies@tandwseniors.org.uk). All information will be strictly confidential. The report will go to the Shropshire Telford & Wrekin NHS Trust and the West Midlands Health Authority.

# CARERS INFORMATION

## Emergency Response Carer Service

(Update from Joint Commissioner for Carers – Jill Tiernan)

During September several providers were selected and were interviewed by nine carers who had previously attended preparation workshops. Louise Langham (Vice Chair of the Carers Partnership Board) was selected by her peers as chair with interviews being held over two days. The care providers were asked a series of questions developed by the Carers on which they were scored.

The following week, the same care providers met with an evaluation panel comprising of Lead Commissioner, Christine Harrison, Joint Commissioning Officer for Carers, Jill Tiernan, Commissioning and Contract Officer James Warman and Team Leader for Home from Hospital Julie Smith. When all interviews had taken place the evaluation panel met with Louise Langham to discuss the scoring of answers that were obtained from each provider. From the results a preferred provider was identified.

The successful Care Provider will be notified by 31<sup>st</sup> October 2011 with an expectation that the contract will commence on the 2nd January 2012. In the meantime the Council are working towards launching the service late 2011.

To find out more, keep an eye on the Carers Contact Centre website, updates will be available in the Carers' Newsletter or take a look at the Council website [www.telford.gov.uk](http://www.telford.gov.uk). Click on 'Carers and Caring' link, then click again on 'What to do when the office is closed'.

## Snippet...

Disabled people using toll bridges and tunnels may be entitled to concessions provided they meet certain conditions set by the owners or operators. In some cases, to qualify for the concession an application has to be made in advance to the relevant bridge, tunnel or local authority. It is generally advisable to check with owners or operators first.

For example, for the M6 Toll Motorway an exemption pass to those in receipt of the higher rate mobility component of Disability Living Allowance and the DVLA Vehicle Excise Duty for Disabled People (tax exemption).

Further information available from:  
[www.direct.gov.uk/en/disabledpeople/motor](http://www.direct.gov.uk/en/disabledpeople/motor)

Or from Carers Contact Centre if you don't have access to the internet

## *Thoughts for the Day*

Experience is something you don't get until . . . just after you need it.

Friends are those rare people who ask how we are . . . then wait to hear the answer

## Libraries – delivering books to your door

Do you find it difficult to get to your local library, perhaps because of age, disability, or caring responsibilities?

Would you love to curl up with some of the best new fiction, or relax while listening to a book on CD?

Telford and Wrekin libraries offer a free home library service, bringing a regular delivery of books to your door.

### What you will receive

A member of library staff will visit you to talk about your reading tastes and favourite authors, and will introduce you to a fully-trained volunteer who will deliver your books to you. You can choose from a wide range of hardbacks, paperbacks, large print, audio-books on CD, books in many languages, music CDs and DVDs. You could try romantic fiction, biographies, crime, science fiction, travel, gardening, westerns and more.

### How to get started

There is no charge for the service, and you don't even need to be a member of the library to get started, so why not get in touch today, at any of the libraries listed below. A friend or relative make contact on your behalf if you wish.

Telford	382915	Wellington	382990
Dawley	382901	Donnington	382905
Hadley	388475	Madeley	382950
Newport	382965	Oakengates	382390
Stirchley	382980		

Find out more about Telford and Wrekin Libraries by visiting their website at [www.telford.gov.uk/libraries](http://www.telford.gov.uk/libraries)



# CARERS INFORMATION

## Carers Health and Wellbeing Event



This event was held in September at the Castle Farm Community Centre, Hadley to provide information and opportunities for carers to focus upon their own health and wellbeing. It is often the case that carers tend to neglect their own needs and instead prioritise those of the person or people they care for.

Many organisations had information stands including Moving and Handling Team, Link, Psychological Therapies, Tissue Viability Nurse, Health Trainers, Community Food Project, High Five Project, Ableworld, Carers assessment Team, The Hospital Link Worker for Carers, Boots the Chemist, Telford and Wrekin Library service, Expert Patient Project, Holistic therapist, CHEC and Lush. Once all the stall holders had arranged their displays the room was very colourful and visually exciting.

Carers who attended were given a goody bag along with a quiz, which meant carers had to visit each stand to find the answers. There were opportunities to sample healthy foods, have BMI and blood pressure checks, learn about healthy lifestyles with the help of some interesting visual aids, have a massage and purchase daily living aids or organic body care products. There was a real buzz as carers and stall holders interacted with each other. Free refreshments were available and carers were able to just sit and relax or have a chat with a worker if they wished to discuss any caring issues. Talks were given on Continence and Pressure Area Care, Psychological Therapies and a High Five Arts and Crafts Session.

These talks were well attended and carers gave positive feedback about these and the event generally: *“good combination of stands and talks”, “this has been a really helpful morning”, “thank goodness someone will talk about continence”, “the High Five craft session was great fun”, “I didn’t realize there was so much out there... this has been great”, “the massage made me feel great”, “it has been so interesting and there is so much here”, “brilliant atmosphere” “well organized, positive and friendly”.*

### **Here are the quiz questions, how many can you answer? (Answers on page 10)**

1. Can Boots collect your repeat prescription direct from the surgery for you?
2. Name 2 of the 5 ways that could help you to feel happier
3. How many teaspoons of sugar are there in a large bag of Haribo sweets?
4. What new Carer’s facility is now available through the Telford and Wrekin library service?
5. What is the name of the self care management course that the NHS (Shropshire Community Health NHS Trust) provide free of charge to all residents of T&W?
6. Which part of your anatomy is usually manipulated when receiving Reflexology?
7. Which company here sells products which are 100% vegetarian and not tested on animals?
8. What does C.H.E.C stand for?
9. What percentage of Carers has suffered from back strain since caring?
10. How can you get in touch with the Carer’s Link Worker in the Princess Royal Hospital?
11. What is the name of the form that lets you tell Telford & Wrekin Link about your experiences of health and social care?
12. What is the full name for the PWP?
13. Where on the body is the most common site for a pressure sore to develop?
14. 1 in 4 women over 18 have a continence problem? True or false

*Congratulations to the following carers who got the most correct answers and will be receiving a prize: Rita Croston, Amanda Childs, Lisa Barnes, Mrs Pritchard, Teresa Michalek, Manjit Kaur.*

# CARERS INFORMATION



## “Give Me a Break” Have Your Say...



Carers Contact Centre is running a new project with the aim of increasing donations for their ‘Give Me a Break’ campaign. This will provide new and extended days out, events and activities for carers.

Your views are important to us. Have your say in developing this service by letting us know your opinions and ideas. We will be holding a couple of focus groups to discuss the project (dates to be arranged) and would like as many of you to attend as possible. Please let us know if you would be interested in attending. If you would prefer, you can give your input in another way e.g. by phone, by post or by email (*contact details on front page*). Don't be shy, we need your ideas...what would you like to do?



Would you like to be a “Face” of the campaign? If so, let us know! This may involve having your photograph taken for marketing and publicity or talking to small groups.

**Please get in touch with us on 01952 240209  
by 25th November if you would like to come  
along and share your thoughts.**



## Have you ever had a paid carer?

Sue Brothwood, a family carer, is asking for your opinions if you have or have had a paid carer in your home.

Sue writes: “Was there anything they did which you didn't mind at first, but it became increasingly annoying? I am compiling a list to identify these things, so we can give the carer or the agency a list of our expectations as they start working for us, to make our (already so difficult) task a little easier, without the aggravations of a paid carer doing annoying things!

I have found that having a paid carer for many hours over most days, it seems as though my home is not my own anymore. Therefore, I feel, the more ‘invisible’ they are the less stress it causes. They are there to ease the load, not add to it!

Some concerns of my own are: Use of the mobile phone, talking to me all the time (instead of attending to their cared-for), helping themselves to my tea, coffee, milk, sugar without permission, boiling the kettle and not using it, doing things when I am not present e.g. using my computer for their e-mails.

Do you have anything to add to my list, or solutions to any problems? Please let me know.”

*If you have anything you would like us to pass on to Sue, please write to or email us at the Carers Contact Centre.*

## New Dementia Support Service opens in Telford

Age UK launched their new Diamond Drop In on the 25th October at Frizes Leasowe, Ketley Bank. The Drop In Centre will run on the 2nd and 4th Tuesday of every month from 10.30am to 12.30pm.

It will provide a fortnightly get together for people with dementia, their families, carers and friends. It will provide emotional support and information in a safe and welcoming environment and an opportunity to take part in interesting activities and have some fun.

Call Sue on 01952 610537 or Neil on 01743 233123 ext 252 to find out more or to book a place.



# Word Search

U	H	A	E	A	E	I	C	P	Q	A	Q	G	F	P	D	V	M	O	U
T	P	T	J	X	U	C	G	A	P	C	B	G	C	A	I	P	B	N	O
B	S	S	B	X	W	K	P	D	C	T	D	R	L	R	P	Q	U	W	W
E	Z	E	C	X	D	U	F	D	Q	S	B	R	Y	L	W	D	F	Q	U
P	V	R	V	N	U	A	O	V	W	V	O	A	B	E	U	A	D	C	M
O	T	E	N	R	O	F	E	E	V	J	N	C	K	M	C	M	I	U	Y
H	Q	T	O	O	L	I	R	P	J	I	H	L	J	A	G	A	A	H	T
X	Q	N	B	I	X	F	O	B	B	Q	S	X	N	C	H	I	A	D	E
H	Y	I	H	C	R	B	W	Y	M	Y	F	E	Q	L	Q	F	E	X	I
T	I	D	E	R	C	E	O	C	I	V	V	A	S	W	B	B	A	K	C
N	O	I	T	A	L	F	N	I	C	C	Y	Q	M	N	T	V	R	Z	O
V	D	I	S	B	V	D	Y	O	D	B	I	L	L	S	E	F	N	B	S
F	Y	E	N	O	M	E	U	H	A	M	S	S	Y	O	Y	P	E	S	G
I	C	A	S	H	C	N	I	O	K	T	G	C	E	P	A	N	X	R	N
N	L	B	G	I	C	J	N	B	J	B	N	C	T	O	E	N	S	E	I
A	V	E	O	I	G	W	V	O	E	D	I	W	T	F	E	B	P	H	D
N	X	H	L	A	E	O	E	I	U	R	V	E	I	C	O	A	E	C	L
C	C	T	Z	T	Z	U	S	H	P	P	A	T	L	E	P	N	N	U	I
E	A	L	E	G	A	G	T	R	O	M	S	X	I	X	U	K	D	O	U
X	E	T	S	O	C	H	W	O	N	W	B	I	N	C	O	M	E	V	B

## WORDS

- BANK
- BENEFITS
- BILLS
- BUDGET
- BUILDING SOCIETY
- CASH
- CHOICE
- COST
- COUNCIL TAX
- CREDIT
- DEBT
- EARN
- EXPENSES
- FINANCE
- INCOME
- INFLATION
- INTEREST
- INVEST
- LOAN
- MONEY
- MORTGAGE
- PRICE
- SAVINGS
- SPEND
- VOUCHERS

One word in the list on the right is **not** in the word search. Words run up, down, diagonally and backwards. Once you have found the missing word, send it in to us on the form below. If you don't want to cut the newsletter, send all of the details on a piece of paper. All correct answers will be entered into the draw for the prize. *You must be a carer on our database to be eligible to enter.*



## "Scented Candle Set"

Light up those dreary winter evenings with this pretty Yankee Scented Candle with Holder and Shade...



ANSWER: .....

Name: ..... Tel: .....

Address: .....

Comments: .....

Please send or e-mail your entries to Carers Contact Centre, The Liz Yates Centre, Lightmoor, Telford TF4 3QN. E-mail: [newsletter@carerscontact.org.uk](mailto:newsletter@carerscontact.org.uk)

*The draw will be made on 09.01.12 and results will be in the Spring newsletter. The winner will be notified by telephone.*

**Entries must be received by 9<sup>th</sup> January 2012**  
**You must be a carer on our database to be eligible for the competition**



# Noticeboard



to **Janice Stuart-Thompson**,  
winner of our Autumn word search,  
who won the  
£15 Sainsbury's Gift Voucher.

The correct answer was 'Cashier'.

Thank you for all your entries. Why not try to win this quarters' prize of a Scented Candle and Holder on Page 10.



## FREE Tickets for Carers

Circus Starr is a very unique Community Interest Company Circus, who donate tickets to local communities groups such as Carers Contact to have a day at the circus for free.

They have very kindly provided tickets for carers to see Circus Starr when it rolls into Telford.

**When:** 25<sup>th</sup> January 2012

**At:** 4.45pm & 7pm

**Where:** Oakengates Theatre

We have a limited number of tickets available. If you would like to enjoy the fun of the circus, contact us on 01952 240209.

**Don't Forget...**



**Our website can be found at:**

<http://www.carerscontact.org.uk/>

It will be updated regularly to provide help and information online, as well as having leaflets, forms and newsletters to download.

If you have any "Top Tips for Carers" or any stories or jokes you would like us to consider for inclusion in the next newsletter, please send to Janice at:

**Carers Contact Centre**, The Liz Yates Centre,  
Lightmoor, Telford TF4 3QN  
or email: [newsletter@carerscontact.org.uk](mailto:newsletter@carerscontact.org.uk)



**DON'T FORGET...**



## CARERS CONTACT CENTRE ON FACEBOOK

For those of you that like to keep up with all the modern trends: you can find us on Facebook. Why not join up, find out what's going on in the area for carers, make contact and join in discussions with other carers.

Go to:

<http://www.facebook.com/carerscontactcentre>



## Recipe Corner...

### Easy sausage and potato casserole

A nice easy Winter warmer recipe...

#### Ingredients

- 1tbsp oil
- 500g new potatoes, halved
- 454g pack sausages
- 1 onion, sliced (200g)
- 1 green pepper, diced (170g)
- 340g jar tomato pasta sauce



#### Method

1. Heat the oil in a large frying pan and fry the potatoes and sausages for 5 mins.
2. Add the onion and pepper and cook for a further 5 mins, turning the sausages occasionally until browned.
3. Add the pasta sauce, rinse the jar out with a splash of water and add to the pan. Cook, covered for 5 mins.

If you prefer, you can make your own sauce using tinned tomatoes and stock, with paprika for extra spice.

If you have a quick and easy recipe you would like to see in 'Recipe Corner', please send it to Janice at

**Carers Contact Centre**, The Liz Yates Centre,  
Lightmoor, Telford TF4 3QN

or email: [newsletter@carerscontact.org.uk](mailto:newsletter@carerscontact.org.uk)

# DATES AND INFORMATION

## Pamper Days

Due to high demand, we are trialling a second pamper day...so why not come to sit, relax and enjoy the morning, not just your 15 minute session...

**Now on the following Tuesdays**

*Dates for 2011/2012:*

**6th December  
10th January  
7th February  
6th March**

**24th January  
21st February  
20th March**

09.30am-12.30pm at Haybridge Hall, Hadley

*Various treatments available including Back, Head or Hand Massage, Reflexology, Mini Facial - £5 for 15 minute session*

*At the end of the session there is a period of meditation/relaxation*

**Booking is essential as places fill quickly!**

**Telephone: 01952 240209**



## Ironbridge Gorge Museums FREE Pass for Carers



If you are a Carer of an adult in Telford & Wrekin, you can borrow a pass giving you unlimited free access to Ironbridge Gorge Museums for up to 5 days. Valid for up to 5 people.

For details of how to apply please contact us on 01952 240209

## Answers to the Health Morning Quiz:

1. Yes, all of the pharmacies provide a free repeat prescription collection service.
2. Connect with others, take notice of surroundings, be more active, learn something new, give to others.
3. 35
4. Books for Carers
5. Looking After Me (a course for Carers)
6. Your feet
7. Lush
8. Community Health Enterprise Centre
9. 50%
10. Telephone the social work team on ext. 4402
11. Praise or Rumble
12. Psychological Wellbeing Practitioner
13. The bottom
14. False. It is 1 in 3



## CARERS WALKS

Brush off those Winter Blues and join fellow carers for some exercise and a chat

### Dates for 2011/2012

#### Wednesday 14th December

Lightmoor Walk,  
followed by Coffee & Mince Pies  
10.30am start  
Meet at Carers Contact Centre,  
Lightmoor

#### Wednesday 18th January

Leegomery Walk  
10.30am start  
Meet Leegomery Community  
Centre

#### Wednesday 15th February

Granville Country Park Walk  
10.30am start  
Meet in Granville Country Park  
Car Park

Please arrive 15 minutes before the walk to register and wear suitable footwear and clothing for weather conditions.

*For more information please call Jane on 01952 262065*



# DIARY OF EVENTS

DATE	EVENT <i>** Booking required, call 01952 240209</i>	TIME	LOCATION
Tuesday 8th November	<b>Adult Protection Awareness</b>	10.30am - 12.30pm	Meeting Point House, Town Centre
Wednesday 9th November	<b>Carers Walk</b> - Shawbirch	10.30am	Spar Shop, Shawbirch
Tuesday 15th November	<b>** Pamper Day</b> booking required, call 01952 240209	0930am - 12.30pm	Haybridge Hall, Hadley
Thursday 1st December	<b>Information Stand</b>	10am - 4pm	Princess Royal Hospital
Friday 2nd December	<b>Carers Rights Day</b> - 'Money Matters' more details on page 12	0930am - 12.30pm	Holiday Inn, Telford
Tuesday 6th December	<b>** Pamper Day</b> booking required, call 01952 240209	0930am - 12.30pm	Haybridge Hall, Hadley
Thursday 8th December	<b>Carers Forum</b> more details on page 2	10.30am - 12.30pm	Meeting Point House, Town Centre
Wednesday 14th December	<b>Carers Walk</b> - Lightmoor Coffee & Mince Pies after walk	10.30am	Carers Contact Centre, Lightmoor
<b>2012</b>			
Tuesday 10th January	<b>** Pamper Day</b> booking required, call 01952 240209	0930am - 12.30pm	Haybridge Hall, Hadley
Wednesday 18th January	<b>Carers Walk</b> - Leegomery	10.30am	Leegomery Community Centre
Tuesday 24th January	<b>** Pamper Day</b> booking required, call 01952 240209	0930am - 12.30pm	Haybridge Hall, Hadley
Tuesday 7th February	<b>** Pamper Day</b> booking required, call 01952 240209	0930am - 12.30pm	Haybridge Hall, Hadley
Wednesday 15th February	<b>Carers Walk</b> - Granville Country Park	10.30am	Granville Country Park Car Park
Tuesday 20th February	<b>** Pamper Day</b> booking required, call 01952 240209	0930am - 12.30pm	Haybridge Hall, Hadley

# CARERS RIGHTS DAY



## Carers Information Day and Celebration Lunch

at the Holiday Inn, Telford

Friday December 2<sup>nd</sup> 2011 from 09.30am



### *Don't miss out - come along to our Carers Rights Day event*

Families across the country are struggling with high household bills and worries about jobs. But families affected by illness and disability can struggle more than most - as they struggle with the additional costs of caring and often lost earnings as a result of illness and disability. This means that there has never been a more important time for carers to know their rights and access all the financial and practical support they and their cared for are entitled to.

Don't miss out on our Information Day. You will have the opportunity to talk to experts in a variety of areas who could help you in your caring role. You are welcome to call in at any time to talk to us about your caring needs, browse through useful information, or simply relax and sit and talk to other carers. There will also be a limited number of free leisure passes for the Holiday Inn facilities available, so why not collect a pass and treat yourself to some relaxation either on the day or at a later date. Prize raffle free to carers registered with Carers Contact Centre.

The following talks will also be taking place. These are limited to 12 places. Please phone us and book to guarantee your place.

09.45 -10.15am **"Paying for Your Care"** Jan Evans, Financial Case Management Team Leader Care & Support (Adults), will discuss how the local authority work out what financial contribution one may have to make. A must for Carers to know.

10.30 – 11.00am **" A brief introduction to online shopping, making your money go further"** interactive talk by Community Learning in conjunction with Nick Stevens from TCAT.

11.15 - 11.45am **"Maximising Your Income"** Edward Marshall, Independent Financial Advisor, appears on local radio giving advice financial matters.

Members of our Carers Contact Centre team will be available from 09.30am and there will be various information stalls available until 12.30pm: benefits, pensions, financial advice, Carers Assessments and many more. The Carers Celebration lunch will be from 12.30pm, followed by entertainment, provided by Madeley Academy. As requested by carers, the lunch is for carers only .

Even if you can only drop in for a short time, this is YOUR day and we look forward to seeing you there.

**Please find below your booking form for the meal. Payment of £7 (non-refundable) is requested with the form.** (Places will be reserved on a first come, first served basis) **Please return the completed form with a cheque made payable to T&W CVS by Thursday 24<sup>th</sup> November.**

### ***This meal is for Carers registered with Carers Contact Centre***



***I would like to come to the Carers Rights Day Celebration Lunch  
on Friday 2<sup>nd</sup> December 2011. I understand that the payment is non-refundable.***

Name: ..... Tel: .....

Address: .....

.....

.....

Name of cared for: .....

Vegetarian? **Y / N** (Please circle option required) Please inform us of any other Special Dietary requirements

**Enclosed is a cheque for £ ..... for (please state number of places) ..... @ £7 per place  
(Cheque made payable to "T&W CVS" - please enclose an SAE if you would like a receipt)**

Please complete the above form and return with payment **by Thursday 24<sup>th</sup> November** to:  
Carers Contact Centre, The Liz Yates Centre, Lightmoor, Telford TF4 3QN