



# Time for a change

We have changed our name. It was high time we reviewed our image and how it relates to the work we do. So at the end of last year we got together with Trustees, staff, carers and volunteers to look at Carers Support Harrow and how it will go forward over the next few years. One of the most exciting things to come out of this was a rebranding exercise. As a result, we have chosen a new name – “Harrow Carers” and a new logo. We will be launching a new web site soon, keep a look out for [www.harrowcarers.org](http://www.harrowcarers.org) and we will be answering the phones as Harrow Carers from now on.

Please let us know what you think of our new image. Do you like it? Is it more in tune with what we do?

Later this year we will be launching an appeal for a new centre for Harrow Carers and we will need

your support, more news about this will be coming out nearer the time. In the meantime, if you think you may be able to contribute something to our development we'd be delighted to hear from you. We are looking for contributions of time, ideas, expertise, donations, contacts and more. Contact us on 020 8868 5224.



## Carers Action Group

Wednesday February 27th 2008

Harrow Baptist Church  
College Road  
Harrow HA1 1BA

9.30am registration for 10am start  
Finish time and light lunch 12 noon

At the Carers Action Group we will be covering:

### Home Care agencies presentation

A presentation by the new Home Care agencies providing contracted care services in Harrow.

### Community Safety for Carers

A perspective from Harrow Police and Fire Services on how carers can make themselves safer and feel safer in their homes.

### Healthcare for London consultation

A chance for you to have your say about how healthcare is provided.

Please attend if you can as this is a chance for your voice to be heard. Issues raised by carers at previous Carers Action Groups have been very influential in changing services and helping to gain more support for carers.

A light lunch will be provided.

Buses: Most buses go to Harrow Bus Station

Trains: Harrow-on-the-Hill

Please let us know if you will be coming to the meeting so we can cater accordingly 020 8868 5224

We are planning to hold a bring and buy stall to raise funds. If you have any unwanted gifts or new goods that you would like to donate to Harrow Carers, please bring them along. (No clothes or large items)

## A Good Read



Do you enjoy reading a good book, or have any favourite books that you think others would like to read?

At our Pinner Green office at Harrow Carers we have a selection of books that carers may borrow for 20p.

We want to increase our book selection, so if you have any books in good condition that you have enjoyed and would like to donate them to our library please bring them in, or give them to a member of our staff when you see them at appointments or meetings.

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## PADCA FRIENDSHIP CLUB

**Pinner Village Hall  
Chapel Lane, Pinner HA5 1AA**

This is a social club for senior people and is held each Friday afternoon from 1.30pm to 3.15pm at Pinner Village Hall. There is a charge of 50p for light refreshments and an additional 25p for a weekly raffle.

No need to book, just come along, the club would be delighted to see new members. If you require any more information please contact Mrs Earl on 020 8868 4139.

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## Fundraising Team Appeal

Harrow Carers is planning a major fundraising campaign which will be launched in Carers Week. The campaign is to raise funds for a new carer's centre in Harrow. How would you like to help? We are looking for some people with lots of energy and ideas to get involved in the campaign. It will involve organising and taking part in events and activities over the next couple of years. If you think you might be able to help. Please contact the office on 020 8868 5224 for more information.



## Mind in Harrow

### Stepping Stones for Carers

**Would you welcome the opportunity to take a break?**

We can offer a respite break to those who are caring for someone who is using mental health care services. A Care Support worker will visit the person you care for, taking over your caring role for 3 hours a week, at a time to suit you. The service is reliable, flexible and free of charge.

Stepping Stones can also assist you to find an activity or pursuit of your choice, for you to do during the respite time.

For more information please contact

**Arvind on 020 8515 7879 or email  
a.joshi@mindinharrow.org.uk**

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## HOLIDAYS

From time to time we get offers of free holidays that we can give to carers. We are compiling a list of those who would be interested in hearing about these holidays. The only requirement that we insist on is that you haven't been on a holiday for over a year.

If you would like your name to go on this list please give us a ring on 020 8868 5224.



We can't make any promises, but we will do our best!

# 100% Energy Efficient Grants for Insulation

Helping to save money and the environment

Many homes in the UK are poorly insulated, resulting in higher bills and increased CO2 emissions, which are bad for the environment. Many people are put off insulating their homes because of the cost, but with EDF Energy, they could get a 100% Grant towards the cost.

## Who is eligible for a 100% grant?

Homeowners receiving income related benefits (including Attendance Allowance and Disability Living Allowance) could be entitled to a 100% grant towards the cost of installation. Energy bills could be reduced by as much as £380 a year (based on a three bed semi detached gas heated property with no current insulation.)

## Is insulation easy to arrange?

Yes. All installations are carried out by EDF Energy approved contractors, who insulate properties with the minimum of fuss and won't leave any mess behind. The work usually takes just a few hours and cavity wall insulation is covered by a 25 year guarantee.

To find out more, please call our FREE helpline on **0800 096 7337** or email us on [insulation.grants@edfenergy.com](mailto:insulation.grants@edfenergy.com)

## Fitter Feet Nail Cutting Service



Age Concern is offering a simple toe nail cutting service to people over the age of 55, who have difficulty cutting their toe nails for themselves.

*Unfortunately this service is not available to anyone suffering with diabetes ulcers, poor circulation or on any blood thinning medication.*

Each nail cutting session will cost £5 and you will need to purchase a Personal Nail Cutting Kit for £5 (which should last for about 1 year)

You need a form which is available from the **Fitter Feet Officer on 020 8861 7985 (Mondays only)** which must be filled in by your GP or Podiatrist and then call the above number to make an appointment, which will be held in several different clinics throughout the borough.

## FAIR DEAL FOR HARROW

The Harrow Observer launched a campaign in January after it became apparent that Harrow Borough was not getting the financial package it deserved from central Government. The boroughs grant is one of the worst in London – each person gets £212 less per head compared to its neighbouring boroughs, and it is having a real impact on the daily lives of residents.

More Government money could mean a greater number of street cleaners, lower council tax rates and more social care services, amongst other things. The current round of budget cuts would be less biting if the government put its hand in its pocket.

So why is Harrow the poor relation? The answer is that the Government refuses to acknowledge the fact that Harrow has changed. We are more multi-cultural, more diverse, there is pressure on housing and our health service creaks under the weight of it all. The problems affecting inner London have spread outwards.

All we ask is that the Government looks again at its calculations taking into consideration Harrow's new demographic.

If you would like to sign this petition please sign and cut out the form below and send it to Harrow Carers, 25-27 Pinner Green, Pinner, HA5 2AF or come into our office and sign the petition here.

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NAME                                      SIGNATURE                                      ADDRESS

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# Direct Payments and Carers

The Direct Payments Scheme has been running for well over 10 years and is now well established enabling people to have more choice and control over the support and care they require. If you are in receipt of care or support from the Council, then you will have been offered or could apply for a Direct Payment.

Direct Payments are another way of receiving care or support by giving people the opportunity to manage their own arrangements through making monetary payments so that an individual or nominated person can arrange individual support tailored specifically to someone's needs, rather than offering directly provided support via the Council.

Direct Payments are available to a wide range of people, these include; physical, sensory impairments, learning disabilities, mental health, children and older people. Carers can receive a direct payment which can also go towards purchasing some types of equipment. Read how one family has benefited from receiving and using a direct payment:

“We have been receiving Direct Payments now for the past ten months and I have to say it has been a great benefit to not only us but also our two children who both have severe learning disabilities. In writing this article I will explain in more detail the benefits, but first let me explain the reasons why we first applied.

In our case both our children were already receiving day care, our daughter via a day centre run by the London Borough of Harrow (four days a week), plus a day release college course on Computers and Art. Our son attends a Shaw Trust facility on Horticulture (three days a week), plus a college course, for half a day a week. Therefore the Direct Payments were required for their leisure activities to enable them to mix with other members of society, away from their Day Centres, social clubs and College courses. In truth we wanted them to mix more with so-called “normal” members of society. In our case this meant our children being with people both during the day, mostly weekends, and overnight stays with people they have known for many years; the main difference being that as a result of Direct Payments we could set up a contract of employment and pay them a set wage for their time and trouble. Choosing the right people of course is vital, in our case there are serious medical conditions to consider as well as their learning disabilities - more on this later.

The benefits to us as carers is that for many years our children have been staying with my sister and

her family, who they adore, and now we are able to pay my sister for looking after them. We get a break, our two children have a great time and my sister gets paid – everyone's a winner. During the week, after attending their day centres, they can visit friends of the family for the evening and those friends get paid; and of course my wife and I get some respite.

Once the scheme is up and running it is a fairly simple process. However, setting it up is not so simple. Drawing up contracts of employment, having to facilitate wages, National Insurance payments, income tax and the dreaded employers insurance is all very complicated and might put some people off. I have to say that in our case Harrow Association of Disabled people (HAD) were extremely helpful and we could not have done it without their input. Plenty of advice is available from HAD as well as through a very thick folder they provided us with explaining recruitment, Health & Safety issues, equal opportunities etc. etc. Even now that the scheme is fully operational we still use HAD's Financial Advisor in their Payroll Service to work out all the tax and N.I. deductions. You have to pay for this service but believe me it is well worth it.

The benefit to our children is immense. It gives them great opportunities to spend time away from the family home, away from the daily routines etc. My wife and I are only too aware of the advantages this can bring, as for years we have provided similar care to people with learning disabilities and didn't receive a penny for it. It is great to now be able to say to someone, “Here, take our children out for the day and we'll pay you so much an hour for doing it.”

Other people may benefit in other ways – paying someone or an organisation to provide Day Care for instance. The advantages are endless but in this article I have expressed our own experiences.”

- Contributed

If you would like to know more about the scheme, then please contact one of the Direct Payments Support Scheme Advisors at Harrow Association of Disabled people on 020 8861 9920 or email [j.masters@had.org.uk](mailto:j.masters@had.org.uk). If you would like to find out if you are eligible to receive a direct payment, then please contact your Care Worker or local Social Services branch who can arrange a assessment for you.

# THE BLUE BADGE PARKING SCHEME

This is a parking permit for people with permanent and substantial disabilities. The badge is issued for the sole use of the disabled person, to park in disabled parking spaces, and can be used in any car that the disabled person is travelling in.

To qualify for a Blue Badge you must

- Receive the higher rate of the mobility component of the Disability Living Allowance
- Be registered blind
- Have a very permanent and substantial disability which means you are unable to walk or have considerable difficulty in walking. This must be verified by a doctor.

If you think that you may be eligible for a badge (there are other conditions that can qualify you) please contact your Social Services Department, or go to the Harrow Council website [www.harrow.gov.uk](http://www.harrow.gov.uk)

# Debt Advice for Families with Disabled Children

A new money advice service for families with disabled children has been set up by Contact a Family and Citizens Advice. It offers help with debt problems by home visits anywhere in Greater London.

Many parents will have debts of one sort or another, especially after Christmas – tax credit overpayments, credit card bills, rent arrears and so on. It can be difficult for families to get free, confidential and independent advice, which is why they have created this unique home visiting debt advice service.

If you would like to find out more about this service phone the free helpline on **0808 808 3555**  
10.00am – 4.00pm Monday to Friday and Monday evenings from 5.30pm – 7.30pm  
Or email [helpline@cafamily.org.uk](mailto:helpline@cafamily.org.uk)

# HARROW HELPLINE

Don't wait for an emergency to occur before taking sensible, simple precautions

Emergencies can happen at any time. It could be a medical emergency, a fall, an intruder or even a fire.

If your cared for is unable to reach a telephone, the Helpline Alarm, which is worn as a wrist strap or a pendant can be pressed and it will trigger a call to our control centre.

The Helpline Alarm will give independence to the user and peace of mind to carers.

If your cared for receives benefits, is at risk, lives alone or spends 8 hours alone each day, the service may be free or subsidised. If you feel that you meet these criteria please contact your social worker.

For more information please ring **020 8861 3242**

## Dates for your Diary

Coffee Mornings for carers over 60 at Pinner Green are on:

Wednesday 6th February, Tuesday 8th April and Wednesday 7th May at 11.00am

We intend to have a speaker at one of our future Coffee Mornings who will talk about his first hand invaluable experiences as a carer for his wife who has dementia.

On Tuesday 11 March we are holding an Afternoon Tea from 12.30 - 2.00pm

At Oakmead Court West, Valencia Road, off Dennis Lane, Stanmore in the Common Room.

Please note the change of times is due to parking restrictions from 11-12 in Valencia Road. There will be no parking restrictions in the afternoon

We look forward to welcoming all carers to these events.

# MONTHLY OUTINGS

Would you appreciate a day out? Our monthly outings can enable you to take a break, make new friends and to recharge your batteries.

Outings are on the last Wednesday of each month. Booking are done on first come first basis. In the past some of our monthly outings have been funded by Goldman Sachs.

If you would like your name to go on our outing list and would like to hear about our outings each month, please call us on 020 8868 5224.



## Harrow Carers Emergency Support Service

Important information to all carers providing substantial and regular care to someone who is ill, disabled or frail.

*Have you considered what should happen if you had an emergency, accident or had a crisis to deal with and were unable to provide support to the person you care for?*

We would encourage all carers to consider what they would like to see happen in the event of an unforeseen emergency.

You can now complete an Emergency Support Plan listing whom you would like to have contacted in the event of an emergency, you can list up to three preferences. Under the new Carers Emergency Support Service, you can ask for one of your choices to be the local home care agency, they will send a carer to the home of the person you care for, and provide support for up to 48 hours or until other plans are put into place or you are able to return.

Carers Emergency Support Plans will be kept in a secure place at a central call centre which is on call 24 hours a day, 365 days a year. You will be

sent full information about the scheme and a Carer Emergency Support card with the call centre number. The emergency number can be called in the event of an emergency at any time. The carers should carry this **at all times**. The call centre will activate your plan by contacting the people who you have put on your plan.

You should inform all friends and family members if you put them down as an emergency contact.

We ask all carers to complete their emergency plan now. The scheme is to be fully operational from April 2008.

You can get in touch with Harrow Carers if you require support with completing the Emergency Support plan.

If you wish to receive a Carers Emergency Support Plan form please contact:

Harrow Council on 020 8420 9642 and a form will be posted out to you.

## FREE Fun Day Event for Young Carers, Families and Friends

If you are a Young Carer, or think you might be one, then please do come along to have fun on this Fun Day which is being planned and organized by Young Carers themselves!

WHERE: Pinner Parish Church, Church Lane, Pinner HA5 3AA

WHEN: Saturday, 23rd February 2008

TIME: 12.00 - 4.00pm

Events will include DJ and Disco, Circus Skills, Henna and Beauty, Pool Table and other games and Buffet Lunch

### Harrow Carers

25-27 Pinner Green, Pinner, Harrow, Middlesex HA5 2AF

Telephone: 020 8868 5224

Email: [admin@harrowcarers.org](mailto:admin@harrowcarers.org)

Charity No: 1062149

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