



## Centre of Excellence

Carole Cochrane, The Chief Executive of The Princess Royal Trust for Carers presented the first ever Centre of Excellence award to Barnet Carers Centre at a reception held at the Carers Centre in North Finchley on the evening of 27 July 2010.

She stated how proud she was to present the award to a Centre which has supported Carers for over 18 years and one which had joined the national network of Carers Centres in 1996. Carole commented that the process of attaining the award clearly demonstrated that the organisation is well run, well organised and well led.

Currently supporting 5,000 adult Carers and over 400 young carers it is one of the largest in the country. Diane Williams and Anne Hutton were absolutely delighted to receive the award and thanked all of the staff for their contribution. They were also very pleased that so many guests had been able to join the Centre's trustees and staff to celebrate the achievement. Over 100 guests attended the award ceremony.



From left to right: Carole Cochrane, Chief Executive of The Princess Royal Trust for Carers, Diane Williams, Chief Executive of Barnet Carers Centre; Cllr Anne Hutton, Vice Chair of Barnet Carers Centre.



National  
Excellence  
Awards

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# Our Centre Services

## Adult Carer Services

### Telephone Helpline – 020 8343 9698

Our friendly Carer Support Team offer practical help as well as emotional support. Monday to Thursday 9.00am - 9.30pm, Friday 9.00am - 5.00pm.

### Daily Drop In

Come to the Centre and talk through any problems or concerns with a member of our experienced Carer Support Team. Monday to Thursday 9.00am - 8.30pm, Friday 9.00am - 4.30pm.

### Relaxation Day

Pamper yourself and enjoy a light lunch. On the first Friday of each month between 10.00am - 3.00pm at Christ Church N12 – a £5 donation is suggested.

### Relaxation Evening

Take time out and enjoy a range of therapies, from a reflexology session to a relaxing back or neck massage. On the third Wednesday of each month between 6.30pm - 8.30pm at Barnet Carers Centre – a £4 donation is suggested.

### Carers Get Together

An opportunity to meet and relax with others in similar circumstances to you. Every Thursday from 10.30am - 12.30pm.

### Welfare Benefits Surgeries

From 6.00pm - 8.30pm every second and fourth Monday and every Thursday from 10.00am - 12.00pm.

### Arts & Crafts Group

Be creative with – knitting, card making, embroidery. Meets every Tuesday from 12.00pm - 3.00pm.

### Carers Break and Carers Relief Fund

The Centre has access to funds to help you have a break or to help towards the cost of essential equipment. To see if you are eligible please call the Carers Support Team.

### Counselling

Come and talk to a trained counsellor in a non-judgemental, confidential setting. A £10 donation is suggested.

**To book or find out more details call us on 020 8343 9698.**

**All services are held at Barnet Carers Centre unless otherwise stated.**

## Specialist Carers Groups

An opportunity to meet with other Carers in similar situations. Speakers are frequently invited to group meetings to discuss topics of common interest. If you would like to attend any of the groups described below, please call the Carer Support Team or simply turn up.

### Former Carers Group

Organised by a Former Carer, an opportunity to meet with other Former Carers. On the first Monday of every month between 1.00pm - 3.00pm – locations vary.

### Older Carers Group

For Carers over 55, the group meets on the first Tuesday of every month from 11.00am - 1.00pm at Barnet Carers Centre. We also have a home visiting service available. Please call for more information.

### Mental Health Carers Group

Meets on the first Thursday of every month from 6.30pm - 8.00pm at Barnet Carers Centre.

### Learning Disability Carers Group

Meets on the last Tuesday of every month from 10.00am - 12.00pm at Barnet Carers Centre.

### Multicultural Carers Group

Meets on the last Wednesday of each month from 11.00am - 1.00pm at Barnet Carers Centre.

### Carers of Adults with Physical and Sensory Impairment Group

Meets on the last Thursday of each month from 6.30pm - 8.00pm at Barnet Carers Centre.

## Barnet Young Carers and Siblings (BYCAS)

For more information on any of these services call the BYCAS team on 020 8343 9698

### Clubs & Outings

BYCAS run regular outings for the over nine's and clubs for ages 5-17 years in Barnet.

### Multicultural Support

For more information and support for Young Carers from a multicultural background, please call the BYCAS team.

### Family Support for Primary & High Need Young Carers

Support for families with children and young people (aged 5-17 years old) who undertake most of the care within the family home.

### Schools Liaison Service

BYCAS runs PSHE lessons and assemblies and supports Young Carers in school. Please contact BYCAS for more information.

### "Time4Us" Service

The Time4Us service provides support to young people who are living with the effects of substance abuse within their family.

# Barnet Carers Centre First in The UK to Win National Award!

Since 1996, Barnet Carers Centre has been the leading organisation in the Borough helping Carers and has been recognised with a Level 2 Quality Mark Awarded by The Princess Royal Trust for Carers (PRTC) and Practical Quality Assurance Systems for Small Organisations (PQASSO).



Charities Evaluation Services

Barnet Carers Centre on 27 July. Local dignitaries, supporters, Carers, volunteers and staff attended the evening.

“We are the first in the UK to receive this award. It means so much to us – the staff and volunteers work tirelessly to deliver the best possible service to

Carers and now our hard work has been rewarded!” said Diane Williams, Chief Executive of Barnet Carers Centre.

Carol Cochrane, Chief Executive of PRTC, delivered the Award at a special celebratory evening held at

## Staff profile

Frederick Tobun



Barnet Carers is delighted to announce that Frederick Tobun has joined the Senior Management Team as Head of Adult and Young Carers Services.

Building on the work of his Barnet Carers predecessors, Frederick will play a crucial role supporting and sustaining the high standards of Adult Carers Services and Young Carers & Siblings services.

## “Out of Hospital” Report

Carers are invited to the launch of the Princess Royal Trust for Carers “Out of Hospital” Report on Wednesday 13 October 2010 at the Emerald Suite, North London Business Park, between 11.30am - 2.30pm (lunch will be provided).

There will also be an opportunity to talk to local NHS representatives and get your views heard.

To attend please contact Joanna Christophi on 020 8343 9698.

## Annual General Meeting

You are invited to join us for our Annual General Meeting on Thursday 11th November at Avenue House, 17 East End Road, Finchley N3 3QE.

Registration will begin at 9.30am and the meeting will commence at 10.00am.

Lunch will be served. Call Lia at the Centre to book your place. Everyone is welcome.

## Volunteer News

We are currently looking for a number of enthusiastic volunteers to help out in the evenings from Monday to Thursday from 5.00pm – 9.30pm.

Ideally, you would be good with people, happy to use the telephone and turn your hand to general administrative tasks as well as assisting in running groups or social activities for Carers. Call Dorota on 020 8343 9698 for more details.

## Mental Health Carers Conference

12th October 2010

### “Personalisation and Mental Health Service Reforms”

Barnet Carers Centre will be holding its annual Mental Health Carers Conference on Tuesday 12th October 2010, 9.30am - 3.30pm at the Oak Room, Building 4,

North London Business Park, Oakleigh Road South, London N11 1NP. This is a great opportunity for Mental Health Carers and Professionals to meet and discuss the advantages, and concerns, of local Mental Health Services and their future development.

Key topics for discussion will be **Personal Budgets** and

### Promoting Carer Involvement in Service Development Planning.

Refreshments will be provided

To book your place please call Daniel Newland or a member of the Adult Carer Support Team on 020 8343 9698.

## Evening Counselling

Barnet Carers Centre is now offering an evening counselling service on Mondays between 7.00pm - 9.00pm.

Please call June for more details.

## Evening Drop-ins

Barnet Carers Centre is now able to offer an evening drop in service, Monday to Thursday 5.00pm - 9.00pm. It is a chance for Carers who cannot access the Centre during the day to get information, register with us or just to talk to somebody about their caring role. This service will begin on 1st September 2010.

## Physical and Sensory Impairment Carers Support Group

The group meets on the last Thursday of every month at the Centre from 6.30pm - 8.00pm.

Up and coming speakers include:

**Thursday 30th September** – presentation from Barnet’s Enablement & Rehabilitation Team

**Thursday 28th October** – General Meeting

**Thursday 25th November** – Carer’s Nurse Amita Shah

## Learning Disability Carers Support Group

The group is held on the last Tuesday of each month at the Centre from 10.00am - 12.00pm

Dates and topics for future groups include:

**Tuesday 31st August** – Independence Choice and Inclusion

**Tuesday 28th September** – Equality Housing

**Tuesday 26th October** – Stress and Stress Management

**Tuesday 30th November** – Information on community based leisure and learning

**Monday 13th December** – Support for Carers One Year on since the Barnet Carers Strategy by Jasvinder Perihar, Carers Lead, Commissioning Team, Barnet.

Call Geraldine on 020 8343 9698 for more information.

## Mental Health Appointment

We are pleased to announce that Daniel Newland is our new Mental Health Support and Outreach Officer, supporting Mental Health Carers in Barnet.



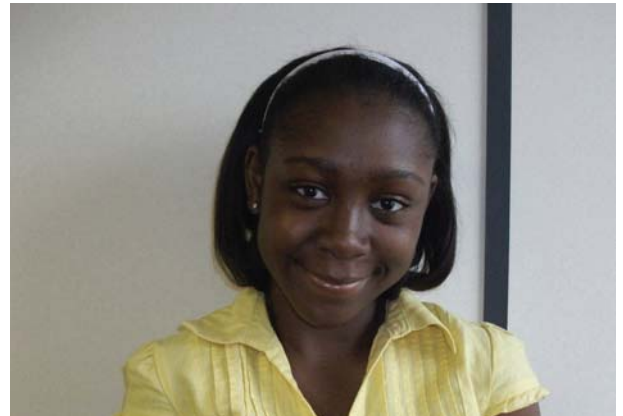
# Barnet Young Carers and Siblings

## Young Carers Work Experience

In July we had two BYCAS members doing work experience placements at Barnet Carers Centre. Kike and Ben showed great enthusiasm and willingness to learn during their time at the Centre. They

both experienced working in different areas including; reception and administration as well as accompanying me

to a Learning Mentors Conference and joining in a support group in The Compton School where they made delicious chunky chocolate oat cookies! Kike and Ben also made an excellent August edition of the BYCAS



Newsletter and Clacton beach flyer – Gary watch out! It was a real pleasure to have Kike and Ben at the Centre and we hope they enjoyed their time here.

Vicky Cran



## Scooby Doo Where Are You?

One of our longest serving young carers, Cassie K, came up with the fantastic idea of arranging a sponsored walk during Carers Week.

Hyde Park was the chosen location and to add to the fun it was decided to make it a 'Scooby Doo' fancy dress event! Many young carers and some family members got all dressed up and made a great effort to attend, despite the pouring rain, raised a lot of

cash for BYCAS and had lots of fun in the process. We hope to put the money raised towards our planned visit to a theme park later this year.

After the walk we all went on a Guided Ghost Tour of Ye Olde London Town. The tour started from the Monument and our guide led us up creepy, narrow cobbled passageways and through many dark and eerie church yards, whilst all the time telling some spine chilling and

gruesome stories. As the day got darker so the atmosphere became more tense and many of our young carers had to hold on to each other to feel safer. I hope they were not too scared to sleep when they got home, but after a sponsored walk and then a Ghost walk I guess the problem would have been staying awake!

Gary Smith



## Helping you to have a break with our Community and Homecare Support Service (CHSS)

“If only I could get a couple of hours to do my own thing?”

Now you can with our friendly team of Care Support Staff, fully qualified, professional and available 24 hours a day, 7 days a week. You may need a Care Support Worker for a short break to go shopping or for an overnight stay. You may prefer to make arrangements

on a regular basis. We accommodate moderate to complex needs. We also provide a professional escort service if you need to attend a medical or social appointment.

For any of these specialist services, our Care Manager or one of our trained team of assessors will visit you and the

person you care for to discuss your needs.

You may be able to qualify for Carers Respite for free or at just £5 per hour – depending upon your financial circumstances. Call the CHSS team now to find out how we can help you on 020 8343 9698.



## Private Homecare Service

Our professional Private Homecare Service is for you if you live alone, or there is no one able to help you with everyday tasks.

We can assist with bathing, dressing or simply help you to keep on top of things at home.

We can also provide help if you are a carer of a family member and need a break

Our friendly, trained and experienced care workers can assist with personal care light domestic tasks or even shopping.

We take the worry out of using care services our experienced

Care Manager will make a visit to discuss your needs and carry out an assessment.

A manager is available 24 hours a day to support service users and care workers.

For more information please call 020 8343 9698 and ask for the Homecare Team.

# Fundraising Update

Thank you from all the team at Barnet Carers Centre!



## Sponsored Walk

A big well done to our walkers who took part in the Carers Week sponsored walk on the 13th of June in beautiful Trent Park. The sun shone, we all had a great time and over £900 was raised for the Centre! See you all again next year!

## Well Done Ruth!

A big congratulations to Ruth Rees who celebrated her 80th birthday in style and asked her party guests to donate the money that they would use to buy her a gift to Barnet Carers Centre instead. Ruth raised a £545. What a wonderful gesture Ruth! Thank you so much.

## Whitings Hill Primary School

They raised £222.42 when they held a non-uniform day in support of Barnet Carers Centre. Thank you to the Head Teacher – Susan Convery and all the children.

## A big thank you to Marks & Spencer Whetstone!



A heartfelt thanks from everyone here at Barnet Carers Centre for once again making us your Charity of the Year for 2010. We are looking forward to working with you again.

## Queen Elizabeth Girl's School

Supported Barnet Carers Centre with a non-uniform day during the summer term they raised a whopping £350. Well done!

## A Big Thank You to Pollyanna

One of our volunteers who has been fundraising for the Centre for many years, she is going to shave her head in support of Barnet Carers Centre and lots of other things watch this space!

## Up and coming fundraising events

### Arsenal Football Club

has generously donated a signed picture of the 1st team (complete with certificate). We are auctioning this off to the highest bidder – please email or phone in your bids on 020 8343 9698 or email [fauzia.malik@barnetcarers.org](mailto:fauzia.malik@barnetcarers.org)



### Coffee Morning For Carers

To be held at Marks & Spencer Whetstone, 1430 Whetstone High Road, Whetstone N20 9YA on Thursday 23rd September at 10.30am.

### An Evening of Clairvoyance

The medium will be Pollyanna Tucker – Barnet Christian Spiritualist Church, 1a Union Street, Barnet EN5 4HY – £5 on the door (date to be confirmed).

### Finchley Spiritualist Church

4 Woodberry Grove, North Finchley will be holding an evening of clairvoyance on Saturday 28th September. The medium will be Bill Rich and it starts at 7.30pm. All Proceeds to Barnet Carers Centre.

### Barnet Voices

Will be singing at East Finchley Methodist Church, on Sunday 14th November 2010 – in support of Barnet Carers Centre.

To donate to Barnet Carers Centre using your debit or credit card – please call 020 8343 9698 and quote "DONATE"

# Autumn News 2010

## Film 2010

Please come and join us on the first Wednesday of each month at the Centre from 6.00pm. Films coming up include:

October 6th: 'The Time Travellers Wife'

November 3rd: 'Erin Brockovich'

December 1st: 'I Love You Man'

Call June on 020 8343 9698 to book your place.

## Going Bald For Barnet!

We would like to thank and wish good luck to Pollyanna Tucker who will be having her head shaved for Barnet Carers Centre in October.

If you wish to sponsor her or make a donation please contact Fauzia on 020 8343 9698.

## Theatre Friends

One of our Carers has asked if there are any people who would like to put together a small group of people to occasionally attend a show, galleries etc.

If you are interested please call June Maya on 020 8343 9698 and she will pass on your telephone number.

## Perfect Nails!

Our Wednesday Relaxation Evening has now been extended to include manicures.

You can enjoy any of the following:-

Hand massage, re-varnish, French polish, cuticle tidy and nail shaping.

Please call 020 8343 9698 to book your appointment. A donation of £4 is suggested.



## Getting Here

We are one minutes walk from North Finchley Bus Depot. The following buses pass the Centre: Routes 82, 134, 221 and 460.

West Finchley, Northern Line is the nearest tube and is approximately a 20 minute walk.

## Meeting Rooms For Hire

We have three light, airy meeting rooms for hire in smart, contemporary premises centrally located in North Finchley. They are available from 9.30am - 9.00pm Monday to Thursday.

Meeting Room A seats up to 14 people in a board room style and has multimedia projection facilities

Meeting Room B seats up to 4 people.

Meeting Room C seats 2-3 people.

Each have central heating, air conditioning, comfortable furnishings and drink making facilities.

Meeting Room A is £25 an hour or £100 for the day.

Meeting Room B is £10 an hour or £50 for the day.

Meeting Room C is £7 an hour.

Call Barnet Carers Centre on 020 8343 9698.