

Care Matters

Reading & Wokingham

AUTUMN 2010



The Princess Royal Trust
for Carers
Network Member



Extended hours for Carers Telephone Helpline

The Princess Royal Trust Carers Service is delighted to announce new opening hours for its Carers Telephone Helpline.

Carers can now call Freephone 0800 988 5462 for information and emotional support on a Wednesday evening between 7 – 9pm.

Deborah Wilson, Carer Services Manager, says she hopes the extended out-of-office hours will particularly benefit carers who are working.

She said: “We can provide information on benefits, health and social care services and other statutory and voluntary services.

“You can also call us if you just want to talk. We offer confidential support through the Carers Line. You can talk to us knowing you won’t be judged and that your feelings are important.”

The Freephone Carers Line is 0800 988 5462. The Carers Line is also available every weekday (except Thursday) between 10am – 1pm and 2pm – 4pm.

The new evening service will initially run as a pilot scheme from September 1 to assess demand.



Calling all knitters for a beary good idea!

Can you knit? Want to help with a Christmas fundraising event? Then why not knit a bear for us. Turn to page 3 for further details.

Each bear will be given a name, have a label and birth certificate. For a £2 payment you will receive a pattern, one ball of wool, which can make up to three bears (100g) and stuffing.

You only need to knit one bear, but are welcome to knit more! The pattern, which is easy to follow, is in stocking stitch and each part is knitted separately and then sewn together. Alternatively, there’s also a crochet pattern.

Please contact Catherine on 07747459613 or email: catherine@prtberks.plus.com

Welcome

It's hard to believe autumn is almost upon us, where has the year gone!



However, although the weather may be a little dreary we have a number of exciting events planned for the next couple of months. We'll be showing off our new offices when we host a drop-in to mark Word Mental Health Day

in October. I'm sure you've seen our cute teddy bears on the front page and we're looking forward to displaying them when we celebrate Carers Rights Day in December. News about both of these events is on page 3.

There's also an exciting new club, which is launching for people aged 65+ in Tilehurst. The Poppy Club is aimed at people who are former carers or who are socially isolated. Further details are on the back page.

Looking back we celebrated an enjoyable Carers Week in June with a number of events running

in Reading and Wokingham. My colleagues and I would like to thank the benefactors who supplied gifts or vouchers for the Carers Week event held in the Forbury Gardens on June 14. Gifts were supplied by Lush, Thorntons and Boots at the Oracle in Reading, Co-op School Rd. Tilehurst, Co-op Overdown Rd. Tilehurst, Village Florist Tilehurst and Sholtz hairdressers in Reading. These gifts were given as prizes in the free Carers Draw that took place for registered carers.

Carers were also busy making items and collecting things to sell at two sales at Prospect Park Hospital and West Berkshire Hospital. Their hard work paid off and £212 was raised to buy something for the family room at Prospect Park. Well done and thanks to everyone who made things and who supported us at the events.

We look forward to seeing you at all our autumn events!

Best wishes

Jacqui

Working for excellence

The Princess Royal Trust Carers Service is committed to providing a quality service to our carers and funders. We work hard to ensure we provide an efficient and effective service. However, if you are unhappy about the service you have received, you have the right to choose how, where and with whom in the organisation you wish to raise your concerns. We also have a formal Complaints Procedure. We positively welcome your comments and suggestions.

Counselling Service

A trained counsellor is available to offer sessions to carers. We can usually offer eight 50 minute sessions at our Reading office on a Friday morning. Please contact us to make an appointment on 0800 988 5462 or email: helpline@prtberks.plus.com (there may be a waiting list)

Join us to mark World Mental Health Day 2010



Specialist Mental Health worker Catherine Cox

The Princess Royal Trust Carers Service is celebrating World Mental Health Day 2010 by holding an open day on Friday October 8.

The event will be held at our new offices at St Giles House, 10 Church Street, Reading from 11am – 3pm.

Carers of people with mental health problems and professionals working in mental health are welcome to drop-in and stay for as little or as long as they like.

Catherine Cox, our specialist mental health carers worker, will be available to talk about the support she is able to offer to carers in Reading, Wokingham and West Berkshire. Other staff will also be on hand to answer your caring questions.

There will also be the chance to enjoy some complementary therapies and light refreshments.

On-site parking is available. Please let us know if you plan to come along. Call the Carers Line on 0800 988 5462 or email helpline@prtberks.plus.com and leave contact details including a mobile telephone number and we will send you a reminder nearer the time.

We look forward to seeing you on October 8.

* World Mental Health day is an international event aimed at raising awareness of the importance of mental health and well-being, to increase community awareness about mental health issues and to encourage people to look after their mental health.

Fabulous festive event planned for Carers Rights Day

Don't miss your chance to buy your very own bear at the teddy grotto, which will be part of a fabulous festive fundraising event held by The Princess Royal Trust Carers Service on Friday December 3.

It's Carers Rights Day on December 3, which is all about knowing your rights and what you are entitled to.

It's also about finding hidden carers who don't realise there is support available to them. Can you find us a hidden carer? As part of the event we will enter carers who get a new carer to register with our service into a prize draw. Call the Carers

Line on 0800 988 5462 or email helpline@prtberks.plus.com with details of a new carer (please ensure you have their permission) to have a chance to win.

We are also looking for carers who can make Christmas crafts, such as cards or decorations to sell at the event if you think you can help (no perishable or edible goods please) call Deborah on 0118 960 7044 or email helpline@prtberks.plus.com.

Make a note in your diary for Friday December 3 and there will be full details in the Winter newsletter.

NHS Community Health Checks

20-30 minutes that could change your life



Free NHS health checks are on offer in the community to help people avoid developing heart disease, stroke, diabetes or kidney disease.

The checks are being provided by the NHS Berkshire West PPI Team who hope to reach groups who are more at risk of health problems, such as carers, men, people from BME communities and people on lower incomes.

They are available to anyone between the ages of 40 and 74.

A simple Health Check can spot the early stages of a treatable and avoidable illness, like diabetes, a stroke, heart disease and kidney disease - even if you have a history of them in your family.

You don't need a Health Check if you are already having treatment for any of the above conditions or have had the tests listed below in the last five years.

What happens at the Community Health Check?

It only takes around 30 minutes for a Community Health Check.

You'll be asked some simple questions. For example:

- Your family and medical history
- Record your height, weight, age, sex and ethnicity, waist measurement and pulse rate.
- Take your blood pressure
- Do a simple blood pin prick test to check your cholesterol and glucose levels

Even if you're feeling well, it's worth having your NHS Community Health Check now as you can be given advice on how to lower your chances of developing these health problems in the future.

If you have any queries or if you would like more information, please contact the NHS Berkshire West PPI Team at ppi.team@berkshire.nhs.uk or 0118 982 2926.

Network is a winning information resource

The Wokingham Information Network (WIN) website has already totted up more than 13,000 clicks from residents.

WIN is the borough's free online and telephone-based service providing information about help, support and services available for adults, vulnerable adults and families. It is divided into two sections, the Adult Information Directory and the Family Service Directory. The service is funded and run by Wokingham Borough Council.

It's the first time that all this information has been made available in one place.

How to contact WIN:

Online at: <http://info.wokingham.gov.uk>

Email: adults.win@wokinham.gov.uk

Tel: (0118) 974 6772

Text/SMS: 07786 200974

Minicom: (0118) 974 6991

Fax: (0118) 978 9078

New resource booklet launched at Hearing Voices Conference

A new Information and Advice Resource Booklet, designed for use by local faith leaders and carers of people with mental health issues, was launched at a conference in July.

The conference was organised by Reading Faith Forum and featured a range of speakers on mental health topics. One of the speakers at the conference was Rosa Wentworth who cares for her son who has mental health issues.

Rosa spoke movingly about her experiences of being a carer. She explained that although it could be stressful at times, it was also a joyful experience.

Rosa is registered as a carer with The Princess Royal Trust Carers Service and regularly attends the Reading and Wokingham Mental Health Carers Club.

It is hoped that the booklet will assist faith leaders to support carers and those with mental health issues in their communities. For further information about the Resource Booklet or the Mental Health Carers Club, please contact Catherine Cox on 0118 960 7042 or email her at catherine@prtberks.plus.com

New session of Care for Yourself workshop

Don't miss your chance to pick up tips on how to take care of yourself at a workshop run by The Princess Royal Trust Carers Service, which will be held on October 20.

The Care for Yourself workshop covers topics such as stress, relaxation and communication skills. The session will be friendly and informal. Lunch is included. It will be held at the Salvation Army Hall, Lower Earley from 10am – 2pm.

To book your place on this free workshop, please complete and return the slip below to FREEPOST PRT Carers Service (no need for a stamp and please do not write anything else on the envelope by October 4).

Spaces are limited and we may not be able to run the workshop if there is not enough interest.



I would like to attend the Care for Yourself workshop.

Name: _____

Address: _____

Telephone no: _____

Mobile: _____

Email _____

Have your say on priorities for carers for 2011 – 2015

The Government has announced a consultation on what it should prioritise to support carers from 2011-2015.



Paul Burstow MP, Minister for Care Services, is keen to seek carers views now on what will have the greatest impact on improving carers' lives in the next four years.

The Government is 'refreshing' the Carers Strategy with a view to producing, before the end of this year, a clear plan of action for 2011 to 2015.

It will focus on how best to deliver the five goals for carers in the existing Carers' Strategy, launched in 2008 by the previous Government. Ministers and the Standing Commission on Carers believe the vision in the Carers Strategy holds good.

The overarching vision is that by 2018:

"carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individuals' needs, enabling carers to maintain a balance between their caring responsibilities and a life outside caring, while enabling the person they support to be a full and equal citizen."

The five areas that are being focussed on to achieve this are:

- carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role
- carers will be able to have a life of their own alongside their caring role
- carers will be supported so that they are not forced into financial hardship by their caring role
- carers will be supported to stay mentally and physically well and treated with dignity
- children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods and to achieve against all the Every Child Matters outcomes.

The Government is asking for responses by 20th September so the Department of Health can use the feedback to inform the Spending Review which will set out spending plans for 2011-15.

You can email the Minister directly (this will not be anonymous) carersevidence@dh.gsi.gov.uk

You can write to Carers Evidence, Carers Strategy Team, Department of Health, Area 116, First Floor, Wellington House, 133-135 Waterloo Road, London SE1 8UG.

Quality thumbs up for the Carers Service!

It's a thumbs up for The Princess Royal Trust Carers Service which has retained its Quality Mark award.

The service was praised for being committed to exceeding customer expectations and for offering a well developed advice service, which ensured we met the requirements of the Legal Services Commission's Quality Mark Standard for general help services.

In a report the auditor said: They are a very proactive experienced unit and their accomplishments are due to a great team effort, which has experience, quality, spirit and the ability to work together. Well done!"

The service was commended for its vision, mission and value statements as well as its business plan, which sets out targets for the service up to 2013.

John Shaw, Chief Executive, said: "I am delighted we have been judged to have embraced the Legal Services Commission Quality Mark Standard, which helps us remain a continually improving service."

PRT Carers Service has held the quality standard since 2003.

Can you help us raise funds?

Are you interested in helping the Carers Service to raise money to support our work with carers? We are looking for enthusiastic people who have ideas or experience – you may have run a stall at a school fete or raised money through a sponsored walk. Money we can raise can be used to give carers a well-earned outing, perhaps to the theatre or the seaside.

If you are interested in joining a fundraising group, please call the Carers Line on 0800 988 5462 or email helpline@prtberks.plus.com. Meetings will be held in the Reading office. Travel expenses will be reimbursed and refreshments provided.



Donations

Donations to support the work of The Princess Royal Carers Service are always greatly appreciated. If you would like to make a donation, please fill in this form and send to:

FREEPOST PRT Carers Service (no need for a stamp and please do not write anything else on the envelope)

Name: _____

Address: _____

I wish to donate: £ _____

If you are a taxpayer, we can claim money from the Government to increase the amount of your donation. If you are a UK taxpayer, please sign below

Signature: _____

Please make cheques payable to PRT Carers Service

Take part in the Carers and Finance Survey 2010

Taking on a caring role can have a disastrous impact on carers' finances.



Carers' contribution is enormous - it is estimated that carers save the country £87bn a year through caring at home, yet the Carers Allowance is the lowest of its kind and one in five carers are forced to give up work.

To help raise awareness of this issue The Princess Royal Trust for Carers would like to find out how caring has affected your financial situation by filling out this short survey. The Trust will use the information to feed into the consultation to refresh

the National Carers Strategy. The survey needs to be completed by September 6.

Please complete as much of this as you can and want to. You will also automatically be entered into a competition to win a prize.

All of the personal information you provide will be private and confidential. Your name or details will never be made public.

If you are printing this survey you can post it free to:

Freepost, The Princess Royal Trust for Carers
14 Bourne Court , Southend Road
Woodford Green, Essex IG8 8HD

The survey can be found online at www.surveymonkey.com/s/9KX976C

Percentage of carers providing 50 hours or more care a week has more than doubled in 9 years

Five million adults aged 16 or over in England – nearly one in eight - act as a carer for a sick, elderly or disabled person, with over a fifth providing care for more than 50 hours a week, provisional figures from The NHS Information Centre show.

22 per cent provide care for 50 hours or more, compared to 10 per cent in 2000-01. Latest figures also provisionally show nearly half of carers (48 per cent) provide 20 hours or more of care a week and 30 per cent provide 35 hours or more.

A separate survey also suggests carers known to councils with adult social services responsibilities

have more intense caring duties, with nearly half (49 per cent) spending over 50 hours a week caring and over a third (37 per cent) caring for more than 100 hours a week.

The findings are from two new reports: Survey of Carers in households – 2009/10 England – Provisional Results, which involved results from 2,400 interviews with carers, and Personal Social Services Survey of Adult Carers in England, 2009/10, a new survey of carers known to councils with adult social services responsibilities, which received 35,000 responses.

Together the reports provide more detail than ever before about the typical profile of a carer.

Do you have news for us?

If you have any news about events, information or offers that would be of use to carers please let us know and we'll try to include it in future newsletters.

Smell of jasmine 'as calming as valium'

The sweet smell of jasmine is as good as valium at calming the nerves with none of the side effects, according to new research.

Inhaling jasmine oil molecules is said to transmit messages to a brain region involved in controlling emotions, and tests showed mice calmed dramatically when their cage was filled with

jasmine scent, causing them to cease all activity and sit quietly in a corner.

Professor Hanns Hatt said the results published online in the Journal of Biological Chemistry can "be seen as evidence of a scientific basis for aromatherapy".

Keep in touch by text

Help us to keep in touch with you by text. We'd like to keep you up-to-date with reminders about our events and support group meetings via text messages.

Call the Carers Line on 0800 988 5462 or email your mobile phone number to helpline@prtberks.plus.com. Please ensure you leave your name and first line of your address.

The Caring Network



The Princess Royal Trust
for Carers

The Princess Royal Trust Carers Service is a network member of The Princess Royal Trust For Carers. There are 144 independently managed Carers Services across the UK affiliated to the Trust, which was created on the initiative of HRH The Princess Royal in 1991. At that time people caring for family members or friends with disabilities and chronic illnesses were scarcely recognised as requiring support.

Date set for Carers Service AGM

The Princess Royal Trust Carers Service Annual General Meeting will be held on 21 October. Invitations to Members of the Service will be sent out nearer the time.

PAMS aims to make it easier to get quality personal care



A new service to support adults with physical or learning disabilities, sensory needs, mental health issues or long-term illness has been officially launched in Reading.

PAMS is run by Ryder-Cheshire Volunteers (Reading) in partnership with Reading Borough Council. It aims to provide a matching service for those seeking to employ an assistant to help support them to live independently, with people wishing to work as a personal assistant.

Jill Hunt, PAMS coordinator at Ryder-Cheshire Volunteers, (Reading), said: "Our aim is to make it easier for people to access good quality personal care through a register that they can use with confidence."

No formal qualifications are needed to become a personal assistant. The PAMS service will provide training and advice to ensure a high standard of support can be offered. This initial training, which aims to give people the basic skills and knowledge needed, is free. Since the project went live in May, 12 people have joined to work towards approval to be placed on the PA Register, and matched with people looking to employ someone to support them.

For more details of the Personal Assistant Matching Service, you can email Jill Hunt on jill.hunt@rcvreading.org.uk or telephone her on 0118 948 7042 (Tuesday to Friday, 9am – 5.30pm).

Community Resource Service for people on road to recovery

The Community Resource Service is open to people on the road to recovery who experience severe and enduring mental health difficulties and live in the Wokingham Borough.

The service, based at 48 Reading Road, Wokingham, operates a self referral system although we also accept referrals from CMHT and other professionals.

A monthly programme is drawn up which includes various community activities that promote social inclusion such as cinema visits, a walking group,

meals out and trips to places of interest. A drop-in facility is open on Mondays and Thursdays between 10am – 3pm and members are welcome to call in during this time.

The service also works in Partnership with Bracknell & Wokingham College and is able to offer people free further education classes.

For further information on the service, please contact its co-ordinator, Sherry Over, on 0118 989 2653.

Reading students make Rag Week donation to Carers Service

A very big thank you to all the students at Reading College who raised more than £340 for The Princess Royal Trust Carers Service during Rag Week. Carers Support Worker Dennisha Villaverde is pictured receiving the cheque.



Keep safe in Wokingham

The Safer Places scheme has been set up to help people who are feeling vulnerable or scared when they are out and about in the Wokingham Borough.

Green 'Safer Place' stickers have been put in the windows of shops and businesses that are taking part in the scheme. This means that the people who work there will be able to help you if you are feeling vulnerable or scared.

Organisations taking part will assist anyone who goes into the shop or business and asks for help.

The scheme is supported by Wokingham Borough Council, CLASP and Thames Valley Police.



Question time for speaker from Quality Commission

Wokingham LINK invites you listen to and ask questions of a speaker from The Care Quality Commission (CQC). The Commission inspects and licences all care facilities such as care homes and hospitals. It will soon licence GP practices and dental surgeries. The meeting will be held on

Tuesday 7 September at 6.30pm at The Bradbury Centre, Wokingham Methodist Church, Rose Street, Wokingham, RG40 1XS

Book a place by contacting michelle wooff at michelle.wooff@helpandcare.org.uk helpandcare.org.uk or phone 0118 936 0090

Join dementia forum on Facebook

Join the Younger Persons with Dementia Forum on Facebook at www.facebook.com

If you are a member just log in and then search for us as a friend using Yp Wd as the member identity. Or log in directly using www.ypwd.info

PRT Carers Services Support Groups

NEW! The 'Poppy Club', 'Remembering the Past – Looking to the Future'

A new group for people 65+ launches in Tilehurst on Tuesday September 7. The group will meet twice a month on a Tuesday lunch time in the Youth Hall, Tilehurst Methodist Church, School Road, Tilehurst, Reading between 11.30am and 1.30pm. A set lunch can be purchased for £3 and anyone who is isolated, lonely, bereaved or caring for someone is welcome to attend. This group is a social lunch club, with orders provided by a local fish & chip shop. It is your choice whether or not to buy lunch and there will be other activities and interests to join in with. Come along and share your memories and enjoy socialising with others.

The Reading and Wokingham Mental Health Carers Club.

Meeting at the Wesley Methodist Church Hall, Queens Road, Reading from 11am – 2pm. The next meetings are Thursday September 2, Thursday October 7 and Thursday November 4. For further information, please call the Carers Line on 0800 988 5462 or email: helpline@prtberks.plus.com

Carers Support Group, Wokingham

The group meets at Wokingham Methodist Church, Rose Street, Wokingham from 10.30am to 12.30pm. New members always welcome to join the group to meet others and enjoy a

coffee, chat and activities. The next meetings are Wednesday September 8; Wednesday October 13 and Wednesday November 10. For further information, please call the Carers Line on 0800 988 5462 or email: helpline@prtberks.plus.com

Emmer Green Carers Support Group

The Emmer Green Carers Support Group meets once a month on a Monday afternoon between 2pm and 4pm at St. Barnabas Church Hall Grove Rd. Emmer Green Reading. Most attendees are 65+ but all Carers are welcome. It is important to contact us for up-to-date information as details may change. Please call the Carers Line on 0800 988 5462 or email: helpline@prtberks.plus.com

On Monday 20 September the Emmer Green Carers Group will be visiting 'The Vyne' at Sherborne St. John, a National Trust property.

Southcote Carers Support Group

All Carers are welcome to attend the Southcote Carers Support Group which meets once a month between 12 noon and 2pm on a Thursday at the Advice Shop, Coronation Square. The group enjoys various activities including lunches and welcomes new participants to get together, relax and share information. It is important to contact us for up to date information as details may change. Please call the Carers Line on 0800 988 5462 or email: helpline@prtberks.plus.com.

How to get in touch with the Carers Service

Carers Telephone Helpline for information and a listening ear Freephone: 0800 988 5462 Every weekday (except Thursday) between 10am – 1pm and 2pm – 4pm

New! Wednesday evenings between 7pm – 9pm.

In Person: call the Carers Line on 0800 988 5462 to arrange an appointment or home visit. Carers can make an appointment to see an

adviser at our office at St Giles House, Church Street, Reading, RG1 2SD.

By Email: helpline@prtberks.plus.com

Website: www.carers.org/berkshire

By Post: Freepost PRT Carers Service (no need for a stamp and please do not write anything else on the envelope)

By Fax: 0118 958 9332