

United!



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Issue no. 11 September 2014

The Carers Centre

LEICESTERSHIRE & RUTLAND

at the heart of caring

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...And Charles chat

Autumn issue

Letter from the Editor

It has been a long hot summer – the second in a row. I am (just) old enough to remember when this kind of summer was an expectation; week after week of warm days and sultry evenings when you felt the woes and chill of winter were delightfully a thousand miles away...

Well, by the time this issue is in your hands, our thoughts will have turned to autumn and the shorter, darker days ahead. But take heart, dear readers, there is still much to look forward to. We seem to be embracing the American version of Halloween more and more every year and although, I am not sure that I entirely approve of yet another over commercialized celebration – I thoroughly embrace the excuse it gives me to indulge in munching on more ‘candy’!

Cooler days seem to focus our thoughts on the business of long term planning as the frivolity of summer is over and we all return to school and work. With this in mind, attention must be paid to yet more important changes to the law that will impact us. Carers rights are undergoing yet another metamorphosis as Charles explains in our ‘News From Parliament’ piece – a must read – because we cannot exercise our rights as carers unless we have at least some understanding of what these changes are and the impact they will have on our families. With that in mind, I will encourage all of you to take part in the excellent training and information sessions that are on offer in this issue, whatever time you can spare to attend will be well worth your efforts – I promise.

I recently re-discovered the joys of a simple bowl of soup after being forced to retreat to the potentially boring realm of soft food for several weeks and was very pleasantly surprised. Forget the tasteless tins of gruel and make your own wholesome and filling soups, courtesy of our own chef Graeme – delicious!

So, for now, I wish you all a pleasant autumn and hope that whatever you do, it brings you peace and joy.

Best wishes

Ann Johnson

Please feel free to share your thoughts with me at unitededitor@claspthecarerscentre.org.uk

Reader Mr P F Schofield was kind enough to write to us at United! And share his insights on The Warm Home Discount Scheme that was highlighted in issue eight of United!...

“...What was not pointed out was, that unless you switch to one of the ‘big six’ suppliers or First Direct, you will lose the Warm Front Discount. For year 2013/14 this amounts to the sum of 135.00 for an electricity discount, which is no small saving for somebody on a tight budget, which would be one of the reasons that qualify them for the scheme. The criteria as laid down by the government, for a suppliers inclusion in the scheme, is that a supplier has to have a total of 250,00 domestic accounts in order to partake in the scheme. Apart from those listed at the beginning of the paragraph, none of the smaller suppliers have that number of domestic accounts and are not signed up to the scheme. Therefore, you could lose your annual discount if you switch your account to a smaller company – something they don’t always tell you when you sign up with them.

In addition, the government has announced that this discount scheme will continue until and including 2017. If previous years are an indication of the sums involved, it should be pointed out that each year there has been an increase in the amount of discount awarded. Even at last year’s level of 135.00, this is no small sum to be ignored – and some cases, loss of this discount could nullify any savings made by switching.”

P.F. Schofield
Market Harborough

Charles' Chat!

Changes, Changes...

You may remember I told you that change was coming in the way services would be provided for carers in the City, and that we'd tell you right here what is going on. Although we don't have full details, we do know that advocacy services in the City will not be merged into one single service. We also know that there will be increased services for carers in the City and County. More news when we have it.

The Carers Centre has gone through a massive amount of change since we started up 23 years ago. There's more to come. One change is that the building we've occupied for the last 10 years needs some urgent work. This may cause some disruption for a while but we'll do our best to minimise this.

Another change is that Pam Thompson has moved over to tackle the increased work in Caring with Confidence. She'll be working with Ranjana.

In the meantime, we've temporarily appointed Babs and Nadine to cover the fundraising role while a permanent arrangement is organised. More news soon.

There are more changes coming, too, in the way the law around care and carers will operate. Many of these changes will come in April, but a few will materialise from September onwards. The fine detail is yet to be sorted, but we've included some information in United!

Carers Rights Day

This day falls on 28th November this year, and there will be an event at Curve, running from 10.30am to 3.00pm

By then, we will have the full guidance from the government and should have a good idea how this will translate across the area – so do come along! There will be at least 30 information stands, as well as an opportunity to try a complementary therapy, have your nails done or get your health checked!

As always, if you have any ideas, concerns, news, brickbats or bouquets, you can contact me:

On 0116 2510999 – or mobile: 07740403294

At charles@claspthecarerscentre.org.uk

Or by "snail mail": just write to me at The Carers Centre, Freepost 6668, LE1 1BR

Carers Week Update

Carers Week is always a busy time for us at the Carers Centre. So many events to attend and/or organise, so many people to see, so much to do to make it a success!

The main aim of Carers Week is to get out there and raise the profile of carers, and to find carers who don't know about the services out "there" that may be able to help them. A secondary aim is to offer activities for carers we already know.

This year we held information stands at Leicester's Town Hall Square, Sainsbury's Melton Road, Sainsbury's Loughborough and DeMontfort University. Altogether we got in touch with about 50 "new" carers across all the events, and made contact with lots of different professionals. Hopefully more people will get to hear about our services, and the services provided by our colleagues across the City, County and Rutland.

On the Friday of Carers Week, we organised a drop-in for carers, offering a pampering session, information and advice, a chance to "chill" and a buffet lunch. 33 carers came to join us over the course of the day, and we were visited by Liz Kendall, MP for Leicester West, who chatted with carers for over an hour before she had to leave.

If you have any suggestions for Carers Week activities ready for next year, please contact Charles.

Advice on Adult Social Care

LCPT, working in partnership with The Carers Centre, will be delivering the Leicestershire Advice Service for Social Care. The Carers Centre assists in the delivery of this service through its place on the governing panel that oversees it, and by providing direct support and developmental resources to the staff that deliver it.

This is a free, independent and confidential service to provide advice about adult social care services in the County of Leicestershire and how to access them. This includes services provided directly, or contracted by, Leicestershire County Council, and also related services from other providers, such as those provided by voluntary organisations and private companies. Anybody can call the Advice Team to find out about services and gain advice, or to ask about services for all Adults on behalf of somebody else that may require social care services.

We know that it can be a bewildering task to try and understand what services there are, that can help: The Leicestershire Advice Service for Social Care will help people to:

- Know what services exist for adults in the County
- Explain how to access services
- Identify relevant help early on
- Help people maintain maximum choice and control

Once you contact us we will ask if you, or the person you are enquiring on behalf of, is an adult of working age (18-65) or an older adult. The reason for this is that the Advice Service consists of two teams: one specialising in the needs of people aged 18-65 and the other in the needs of older adults. You will be put through to the team best suited to answer your questions.

The Advice Worker will then discuss your needs or concerns, and explain all of the options available to you and help you to understand them, so that you can make an informed decision about what is best.

You will then know who you have to contact to get the most relevant service.

If we cannot help you on the telephone because of communication barriers, then we can come out to meet with you to provide advice. The team contains staff with a variety of language skills.

For further information please call:

0116 2229555

Fundraising at The Carers Centre

We would like to introduce Babs and Nadine, the new fundraising team at The Carers Centre. They are both carers themselves, so they have a vested interest in the role of fundraising to support carers. Nadine cares for both her parents who have health problems, and Nadine herself is also a wheelchair user due to her Arthritis. Babs is a mum and carer for her fifteen year old daughter, Francesca, who has Wolf-Hirschhorn syndrome, which means she has profound and multiple learning and physical disabilities.

So, the big question - what do we spend your donations on? We do a number of social events over the year aimed at carers, to give them a break from what can be a 24 hour a day role, but our main project is our very popular Caring with Confidence programme.

This is a series of workshops, run over six weeks, for carers in the City and the County, covering all aspects of caring: how to get help and advice, coping with stress, information about dementia, and managing the caring role effectively. Of course, it also gives carers the opportunity to make friends with people who understand what being a carer is all about.

So many carers tell us that the Caring with Confidence programme has greatly improved their lives, so we are determined to keep these programmes running. We run a total of at least twelve programmes per year across the City and County. Each programme costs £3000, so that's a total of £36,000 per year! This is just one of the reasons that donations are so important and why we rely on the kindness and generosity of individuals, local retailers and businesses. All donations, however large or small, are so welcome – without them, we could not continue to help our carers effectively, both now and long into the future.

Talking of the future, we would love to set up a “Befriending Service”. Recruiting and training volunteers, who will most likely be carers themselves, to support other carers by offering a listening ear, or even just a chat over a cuppa! One of the biggest problems faced by many carers is loneliness – caring can be a very isolating situation, often with long hours! This is not the only new service or idea we would like to set up – hopefully we can keep you posted about these here in United! If you have any ideas of what services you think may be useful for you please let either of us know.

There are also many opportunities to get involved with fundraising, such as helping with bucket collections. So if you have some spare time or would like to know more, please get in touch!

The Leicestershire Advice Service for Social Care

The seriously Lighter Side of Legacies

I thought we could start with an uplifting account of some of the lighter hearted, if not bizarre stories of estate planning. The following are true accounts of legacies within a Will...

- T.M Zink, a lawyer from the American state of Iowa, stipulated in his Will that he wanted to use some of his savings to establish a library. A very noble cause, you may think, but Mr Zink had a very specific criterion: it was to be a woman free zone. No books written by female authors were to be allowed in the library and no women were allowed to enter to browse for books. The library however was never built, as Zink's daughter successfully challenged the Will and inherited substantially more than the initial \$5 that her Father had left her!
- In another case, an American Tanner by the name of John Bowman left a large sum of money in a trust so it could be used for the upkeep of his large property and mausoleum. He also requested that a team of servants prepared dinner every night, as he was convinced that he was going to be reincarnated along with the rest of his family, and they'd all need a good meal when they came back to life. This went on for 59 years, and only ceased because the funds in the trust ran dry. It is not known if Mr Bowman came back from the dead – the prepared meals were never eaten, but he might have just fancied a Chinese take away instead...
- And a gentleman by the name of Samuel Bratt used his Will to have the final say on his cigar smoking habit, something that his wife always discouraged. His wife was left over £300,000 on his death in 1960, but to get it, she had to smoke five cigars a day! It is not known if the money was eventually coughed up.

On a serious note, you have probably made plans for your demise by writing a will – a sensible and responsible thing to do. But when the time comes and your estate passes to those you choose, what if there is nothing left?

According to the Dilnot Commission in 2010 more than 45,000 homes are sold each year to fund care, with one in 10 people (or one in five couples) shouldering care costs of at least £100,000. Your loved ones could be left with as little as £14,250 –full state funding begins when your estate is diminished to this level.

If you have not made provision for your loved ones, then maybe it's time to think about protecting your hard earned assets for future generations. Have a chat with a professional to put your mind at rest and your affairs in order.

Do give me a call on (0116) 243 2200 – our no obligation consultations are carried out in the comfort of your own home - free of charge.

FUNDRAISING NEWS FLASH!!!

Asda on Abbey Lane have given us the green light to do bucket collections on the 5th and 6th September.

John Lewis at Highcross, and The Carers Centre are putting on a fashion, hair and beauty workshop with skincare and make up advice from the Clarins consultant on Wednesday 29th October 2014. There will be tea, coffee, biscuits, juice and, of course, a raffle with some great prizes.

The doors will open at 5.00pm, and the event starts at 5.30pm. There will also be free time in the store to do some late night Christmas shopping too. Tickets are £7 in advance or £8 on the door. Tickets available from The Carers Centre – just phone 0116 251 0999. Please see our website and facebook for a full programme of the evenings events – see you there!

Souper Autumn Warmers

Home made soups don't have to be boring and tasteless. With a little work they can become the star of the meal!

Chicken with Noodles

Ingredients

25g 1 oz Onion chopped

25g 1 oz Celery Chopped

25g 1 oz Leek Chopped

1 Clove of Garlic

1 tsp of mixed herbs

50g 2 oz Butter

1ltr 2 pts of Chicken stock (good stock cubes will do)

50 g 2 oz Leftover chicken (cut into small pieces)

2 - 3 nests of Rice Noodles

Method

Add the butter, onions, celery, leeks and garlic to a large saucepan, cook until soft but not coloured.

Add the chicken stock and bring to a boil. Then turn down to a simmer.

Add the herbs

Add the chicken pieces and stir then crumble the rice noodles and add.

Simmer for about 5 minutes.

Check the seasoning and add any you think is needed.

Leek and Potato

Ingredients

400g 1 lb Leeks Chopped

25g 1 oz butter

750 ml 1 1/2 pt Chicken or vegetable stock

200g 8 oz Potatoes (peeled and cut into cubes)

Salt and Pepper

Method

Add the butter and the leeks to a saucepan, cook until they are soft but not coloured.

Add the stock and the potatoes.

Simmer until the potatoes are cooked. This should take around 15 minutes.

Then blend in a liquidizer or with a stick blender.

Gnocchi (Italian potato dumpling)

Ingredients

175g 1 lb of cold mashed potato

175g 7 oz of plain flour.

1 Egg (beaten)

Flour for dusting

Semolina for dusting

Method

Mix the egg, flour and mashed potato together to form a smooth dough.

Roll out the dough into a rough square, cut into strips about 1/2 inch thick.

Roll the strips into sausages

Cut the sausages into pieces about 1 inch long or roughly thumb size.

Press one side of each thumb size piece of gnocchi with a fork.

Place them on a flour dusted tray.

Bring a large saucepan filled with salted water to a rolling boil, add the gnocchi and reduce to a simmer.

When the gnocchi float to the surface they are cooked.

As gnocchi are potato dumplings, you can make them as above but instead of cutting into strips you can roll them into balls and use as potato dumplings for soups, stews or cobblers or place them on a semolina covered tray and when they have cooled down you can freeze them.

Tomato and Gnocchi Soup

Ingredients

600ml Vegetable stock (good quality stock cubes will do)

2 tbsp Olive oil

1 small Onion chopped

1 Tin of chopped Tomatoes

1 tsp of dried basil

3 Cloves of Garlic (crushed)

100g Soft Cream Cheese.

100g Gnocchi (see recipe above for homemade or buy ready made)

Salt and Pepper to taste.

Method

Add the onions and garlic to a saucepan with the olive oil. Fry until they are soft.

Add the stock and the tomatoes.

Slowly bring to the boil.

Soften the cream cheese in a small bowl, then add to the saucepan.

Use a liquidizer or stick blender to puree your soup.

Bring back up to a simmer then add the gnocchi.

Simmer for 5-6 minutes or until the gnocchi floats.

Minestrone

After you have made this you will never have the pre made version again.

Ingredients

300g 12 oz Chopped mixed vegetables. Carrot, onion, leek, celery, cabbage, turnip. (the frozen mixed vegetables are just as good and are quicker to prepare)

50g 2 oz Butter

750 ml 1 1/2 pt Vegetable stock

25g 1 oz Peas

25g 1 oz French beans chopped

25g 1 oz Rice noodles

50g 2 oz potatoes peeled and cut into small dice

100g 4 oz Tomatoes with the skins and seeds removed (you can use the chopped tin tomatoes)

1 tsp of Tomato puree

1 Clove of Garlic Crushed.

Method

Add the butter and the chopped vegetables and garlic to a large saucepan and cook until they are soft but have no colour.

Add the stock and the potatoes and cook at a simmer for about 15 minutes.

Add the peas and French beans and cook on simmer for 10 minutes.

add the tomatoes and tomato puree and stir.

Break up the noodles and add to the saucepan, cook for about 5 minutes on a simmer.

Serve with crusty bread!

Personal Injury: Fact v Fiction

Personal injury law has had a rough press over the years and headlines such as “Crash for Cash” and “Ambulance Chasers” have further damaged its image. There is a common misperception that the injured Claimant is out to make a “quick buck” enticed by the lure of easy money and American sized pay-outs.

Stories of conkers being banned from the playground or children being made to wear safety goggles before playing often make good headlines. The reality however, is very different. We do not live in a litigious society but rather a safety conscious society. Playgrounds have soft matting, the use of asbestos is now carefully controlled, we have personal protective equipment etc. As a society we have embraced safety consciousness through foresight and reduction of risk to the lowest practicable level.

However, sometimes things still go wrong. Accidents turn people’s lives upside down physically, mentally and financially. An injured Claimant may be unable to work for an extended period without pay to meet their on-going financial commitments. Add in long waiting lists for treatment and it can be a very stressful and emotional time not only for the injured person but for their family.

Sometimes an injury is not directly sustained as a result of an accident: Abuse is one possibility, now at the forefront of the media with the ‘Operation Yewtree’ enquiry and high profile figures from entertainment, politics and the clergy; another occurs from repetitive working or from exposure to causal factors in the workplace.

Accidents or illnesses can be caused by many factors such as clinical negligence; road, air and rail accidents; at work or public places; victims of crime; accidents abroad; defective products; and even accidents involving animals.

Sadly, it has been known for the injured party to suffer psychological distress sometimes years after the event in which they’ve suffered their injuries and there can also be other effects such as marital breakdowns, loss of job, financial hardship or stress.

It’s not all doom and gloom though: Cases can be funded by a “no win no fee agreement” so there are no upfront fees to pay; rehabilitation treatment can be secured to provide an early intervention to get you on the road to recovery or; an interim payment can assist with on-going financial liabilities and even the adaptation of houses and vehicles.

In essence, a personal injury Lawyer will try and put you back in the position you were before your accident or illness.

For further information please see our website (<http://www.wilsonbrowne.co.uk/services/personal/claims-injuries/>) or call our Client services team on 0800 088 6004 quoting reference “united”.

It's Autumn time

Well... it's that time, yet again, when your garden starts winding down and all the colourful flowers from summer are a distant memory. The glory of another great summer is now slowly being replaced by all the wonderful colours of Autumn. And now you can look forward to some wonderful sights of Autumnal foliage.

By now you should all know the drill. So, grab a spade and clear those beds, cut what needs to be cut, and bin whatever needs to be binned. Of course, don't forget to save the seeds you want to plant out next spring. Some plants will self-seed. Just simply cut the empty seed heads off of these plants and discard them.

Something I haven't talked about before are houseplants. After two really hot summers in a row (fingers crossed for a 3rd!). Some house plants may be suffering a little as your house will have probably reached tropical temperatures! Whilst the plant is used to being indoors, perhaps it won't be able to stand up for a 3rd round of the weather we've had for the past two years. Indeed, you may just want to change your collection a little.

So, what do you want and where do you get it from? Well, again, garden centres have you covered as they will always have a good range of indoor plants readily available. However, it is Autumn and we are getting into the season of Halloween followed closely by Christmas. Since many garden centres will be gearing up for those holidays, you may find that most houseplants that are available relate to those celebrations.

Now normally I would be giving you ideas for plants, but since everyone has different tastes, I will leave this one up to you! Just remember that not all plants are the same, so some will need different care than others. Make sure you pick the right one that is ideally suited to where you would like to locate it in your home. Above all, follow the golden rule not to overwater them. Houseplants usually don't need as much water as the plants you have out in your garden.

As always, if you want more hints and tips or professional work done for your garden call HORTIS on 07719308901 or email gardeningwithhortis@gmail.com

Buying Your Own Mobility Aids?...

With waiting lists growing longer and NHS budgets being slashed, more and more of us are taking matters into our own hands and purchasing our own equipment to aid mobility and to maintain practical use of our homes.

As ever, the saying “buyer beware” is something to have at the forefront of your mind when making these important purchases. A plethora of internet companies has sprung up over recent years, promising to meet your every need at a bargain basement price. The problem is, that the person on the end of the telephone may not have a clue about what your actual real needs are and therefore they might not be in an ideal position to recommend or give advice about products that will work best for you. Of course, we all need to be conscious of pricing and that on-line bargain basement bit of kit with free delivery might look very tempting but is it really right for you and what happens if it's not?

Having purchased a power wheelchair for my son from an on-line supplier, I learned the hard way. As pleasant as the nice chap on the phone was, clearly he did not understand the product he was selling well enough to inform me that toe-straps (vital for my sons use) were unavailable from their company – but went ahead and assured me that they were anyway! Many attempts were made by this supplier to solve the problem, but all failed due to a lack of understanding of the product they were selling. Mercifully, the diligence of the Occupational Therapists at my son's college meant that the problem was eventually solved and I am pleased to report that after weeks of delay he is now able to enjoy the benefit of his lovely new wheelchair! The supplier sent me a heartfelt apology for all of the time wasting shenanigans that took place and assured me that further training of their sales operatives would take place – I will approach on-line purchases with a great deal of caution in future.

The moral of this story and the firm advice I would share is to go and see an expert and get some honest face to face advice.

Ann Johnson

An excellent way of going about this would be to visit The British Red Cross's INDEPENDENT LIVING PRODUCTS shop. They offer impartial expert advice and excellent customer service at:

113 Clarendon Park Road, Leicester LE2 3AH

(Free parking is available)

Telephone 0116 244 9049

Open 9am to 4.30pm Monday to Friday
and 10am – 2pm on Saturdays

And If you find yourself without a wheelchair and need to borrow one, you can contact the British Red Cross DIAL A WHEELCHAIR service on 0116 270 0210

News from Parliament

Two hugely important pieces of legislation passed through Parliament earlier this year and are now signed into the Statute Books. They were the Children and Families Act 2014 and the Care Act 2014. Both will have a huge impact on carers. There is a huge amount of detail to go through and so this can only be a very basic summary: each Act is between 160 and 260 pages long!

Children and Families Act 2014

From September this year, local authorities are scrapping the old statementing system and introducing Education HealthCare Plans (EHC's), which will support a child up to the age of 25. EHC's look at a child's support needs across education, health and social care and should put an end to arguments about who will fund what. That can only be a step forward...

Young carers are given more rights than they've ever had, making it mandatory to assess their needs. However, there is no absolute duty to ensure that those needs are met.

Parent carers, too, have a right to an assessment, if the authority believes that they may have needs for support or if the parent requests an assessment. The authority must consider the parent's well-being. Again, there is no absolute duty to ensure that the parents' needs are met. However, the current legal requirement to consider a parent's needs around leisure, education and work will end on 31st March 2014. This is a remarkably short-sighted step. Parent carers are the most likely to care for many, many years, and this is therefore the group most likely to suffer ill health without support.

We would always recommend that parents request a carers assessment. There have been cases where parents have attempted suicide (sometimes succeeding) or gone through child protection proceedings, and in other cases the families have split. All too often these were preventable.

Care Act 2014

The Care Act comes into force in stages over the next couple of years, and refers only to adults and carers of adults. The first principle of the Act is that "well-being" is at the core of local authorities' responsibilities. This responsibility extends to all adults – whether a "service user" or a carer.

Local authorities should work in way that prevents or delays the development or worsening of care needs, and this includes ensuring that carers receive "preventative" services.

There is a duty to ensure that people can access good quality information and advice about care and support, and also about finances. You will see a number of changes in local advice services over the coming months that should reflect that.

Assessments should be carried out on the "appearance of need" – eligibility

is to be decided during/after the assessment. Financial resources must not be considered until after the assessment – just as now. Unfortunately we still hear of cases where people are refused an assessment because they'd "have to pay anyway". Carers must be consulted and they must have an assessment unless they decide they do not want one. Carers should never have to request an assessment from April 1st next year.

Assessments should take a whole family approach – which may mean more than one Carers Assessment.

Eligibility for services will come from national criteria, so there should be no more "postcode lotteries" – there will be a set of criteria for people needing care, and a set for carers.

Broadly speaking, whatever "eligible" needs are determined by an assessment, the local authority must meet them – even for carers. This is a major step forward.

Local authorities can charge for services – including for carers' services. However, although the current legal situation is fairly clear about what is and is not a carer's service, the new legislation is less clear.

Care packages will continue if an individual moves home to another local authority area. As eligibility criteria will be exactly the same, the existing assessment will stand until the new local authority decides to review it.

Safeguarding duties also come into law for the first time – not before time!

Finally, the way services are charged for will change. This particular change will be split over two years. Firstly, local authorities must operate a deferred charges scheme – not all authorities do so at present – from April 2015.

From April 2016, there will be a "cap" on social care costs of £72,000. However carers services do not appear to be part of this "cap" – hence the need for clarity about what constitutes a carer's service! Accommodation costs in residential care do not count towards the cap, and only the cost of eligible care needs will count.

As you can see, there's a lot to take in and local authorities are working hard to make sure that they are ready for the change. It's likely that there will be increased costs to local authorities in making sure that they meet all of their new duties: a very conservative estimate is that the number of carers assessments will at least double! It's difficult to see where the money will come from.

Annual General Meeting – 25th September

We're inviting senior figures from the local authorities to talk about their plans for carers under the new legislation at our Annual General Meeting, which will be held at The Brite Centre, Braunstone Avenue, Leicester LE3 1LE, starting at 10.30am. Lunch will be provided. Please contact us to book your place!

Caring with Confidence

A FREE support programme for anyone caring for a family member or friend, with any condition.

Coming to Loughborough!

Finding your Way Wednesday 1st October	The introductory session which welcomes you to the programme and explains more about each session and how it can help you in your caring role. Looks at the importance of your own health and wellbeing.
Caring and Coping Wednesday 8th October	Gives you time and space to look at the emotions involved in looking after someone and how to recognise and deal with stress more effectively.
Caring and Communicating Wednesday 15th October	Helps you get the best from communicating with professionals and service providers. Ideas to help with self advocacy and find out more about local support available to you.
Caring Day-to-Day Wednesday 22nd October	The essentials of caring for someone every day from medication to emergencies. Discussions around equipment available to help keep someone safe in their own home.
Managing Stress Effectively Wednesday 5th November	Relaxation and how not to avoid it! Using simple techniques to incorporate in everyday life. Looks at ways to help you juggle your caring role and also find time valuable time for yourself!
OR (Whichever the group prefers) Caring for someone with Dementia or Memory Problems	Developing awareness of how memory problems and dementia affects someone. Explores new ways of effective communication with the person you care for.

Everyone is welcome! Bring a friend or a family member if you think they could also benefit.

John Storer House, Wards End, Loughborough

Complimentary refreshments are provided. To book a place or have a chat about the programme, please contact Pamela or Debbie at The Carers Centre Tel: 0116 251 0999

Training for Carers September to December 2014

Day/Date	Times	Title	Venue
Fri 7th November	10am-1pm	Dealing with Stress	The Meeting Centre, Hinckley
Fri 14th November	10am-1pm	Getting Help	The Meeting Centre, Hinckley
Fri 21st November	10am-1pm	Understanding Personalisation	The Meeting Centre, Hinckley
Sat 15th November	10am-1pm	Dealing with Stress	Melton Carnegie Museum
Sat 22nd November	10am-1pm	Getting Help	Melton Carnegie Museum
Sat 29th November	10am-1pm	Understanding Personalisation	Melton Carnegie Museum
Wed 10th September	10-4pm	Caring for someone with a Mental Health Condition	Gorse Covert Community Centre, Loughborough
Fri 26th September	10-4pm	First Aid (certificated)	The Meeting Centre, Hinckley
Mon 17th November	10-4pm	Caring for someone with a Mental Health Condition	The Pavilion, Huncote
Wed 26th November	10-4pm	Caring for someone with Dementia	Snibston Discovery Park, Coalville

Leicester City Parent Carer Forum

Leicester's Parent Carer Forum was established in 2009 as an independent place for parent carers to engage with and influence the education health and care provision in our local authority and help ensure that the services they provide for disabled children and young people are fit for purpose and value for money.

The Leicester City Forum is one of over 150 Parent Carer Forums in each Local Authority nationwide. We share information with the East Midlands Regional Parent Carer Forum and nationally are members of the National Network of Parent Carer Forums with whom we also share our developments and learn of the issues faced in other local authorities so that we can ensure the best outcomes for our children and young people in our area and throughout England.

Leicester's forum is organised entirely by and for parent carers and is always attended by Local Authority staff, Councillors, NHS/CCG managers and Voluntary Organisation representatives who are there to listen to you and act on your recommendations. Parent carers and their supporters for any SEND child or young person in Leicester and are always welcome to join in any of the meetings.

Leicester City Parent Carer Forum

meetings are from 10.00am to 1.00pm, the remaining dates for 2014 are:

Wed's - Sept 17th - Barnes Heath House

Wed's - Oct 15th - Barnes Heath House

Wed's - Nov 19th - Barnes Heath House

Wed's - Dec 17th - Barnes Heath House

Refreshments are provided. Transport for meetings can be arranged if required and lunch is provided from 12.30 to 1.00.

For more information:

Telephone: 07582197173

Email: leicesterparentandcarerforum@live.co.uk

Facebook: <https://www.facebook.com/LeicesterCityParentAndCarersForum>

NNPCF: <http://www.nnpcf.org.uk>

Dear Charles

RE LETTER OF THANKS

This is a letter to inform you that the knowledge that I have absorbed from the caring with confidence was brilliant.

I was impressed with the teachers, who made us all at ease.

The course also made me realise that I am a person in my own right so I have to look at my own health. This is something I never thought of. I do not feel guilty now when I go out to enjoy something on my own. I am more assertive. My service users are amazed by my changes. Thanks for the advice and lectures. It would be an idea to advertise it more widely.

This is a great course and I feel that all carers should attend. I have made friends also so I can meet up for a coffee. Please thank Ranjana and Pam and Maxine. They are assets to your establishment.

Thanks a million for the support and knowledge.

Regards
Phillipa

A message from Leicester Hospitals Patient Experience Team For Carers...

Here at Leicester's Hospitals we pride ourselves in listening to patients and their families and friends' views and acting on these to improve our services.

Perhaps you have had a recent experience at the hospital, or it could be an experience from some time ago that you would like to tell us about – either way please go to the Leicester Hospitals homepage (<http://www.leicestershospitals.nhs.uk/>) and follow the link from 'Your views and feedback' to 'Share Your Experience' and find the Carers Survey.

Or, if you prefer to tell your story over the phone or face to face, please get in touch with us on 0116 2585384. We would love to hear from you. With the consent of those involved, we often share patient stories with staff as a learning tool to improve the service we offer.

Whether you have been caring for a friend or relative for a long time, or are new to a caring role, either way your experience is unique and invaluable to us:

We want your experience with us to be dignified, well communicated, involving and understanding to yours and your loved ones needs.

Leicestershire Adult Learning Disability Carers Group

First Monday of the month

Venue: County Hall Glenfield

Time: 10 to 12 noon

We aim to raise awareness of issues involving county families affected by learning disabilities and associated difficulties and to have informative speakers at our meetings. If you care for an adult with a learning disability in Leicestershire the following website may also be useful:

<http://www.betterlives.org.uk/local-groups/>

Autism family forum

Time 10:30 to 12:30

Venue: The Carers Centre Matrix House

This is linked into the Autism Strategy group for Leicester, Leicestershire and Rutland.

Thursday 18th September: The guest speaker is Tracey Harris. Tracey will be talking about migraines, stress and the autistic spectrum

Thursday 20th November: Topic to be confirmed.

If you care for an adult who has autism in Leicester, Leicestershire or Rutland this website might be useful too:

<http://www.laih.org.uk/home-page.aspx>

Leicester Carers Forum

We meet every month but the dates do vary. We usually meet at Age UK, Clarence House Leicester at 10:30 to 12:30

Our next meeting is 16th September and we will be looking at the Care Act which comes into force next year.

For All of these groups contact Gill 0116 2510999 for more details.

Like us - The Carers Centre is now on Facebook!

For regular updates and a chance to feed back your comments to us, why not look up “The Carers Centre Leicestershire and Rutland” on Facebook, or “like” us from our website page. www.claspthecarerscentre.org.uk

The Carers Into Work project is a new initiative funded by Leicester City Council and being run by The Carers Centre.

The project is aimed at informal carers living within the city and who currently look after, or have looked after someone with Autism, a Learning Disability or Mental Health problems.

If you are a carer with a desire to return to some level of paid employment, prepared to upgrade your skills and qualifications, wanting to gain work experience or confidence through voluntary work or wanting help deciding what route to take or finding out what help there is in returning to work, get in touch with Patricia Browne, Development Worker for Carers Into Work at The Carers Centre on 0116 251 0999 for more details.

Contact Information

The Carers Centre
Leicestershire and Rutland
Unit 19, Matrix House,
7 Constitution Hill, Leicester. LE1 1PL

T: 0116 251 0999

E: enquiries@claspthecarerscentre.org.uk

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