

# Signpost

News from the Wellbeing Service for Adults and Carers in Tameside

## Hello all and welcome to our Winter Edition

# Keeping in touch

The Carers Centre in Tameside moved to Tameside One in February 2020. However as I am sure you have realised due to COVID lockdown we have been unable to open the centre to the public since the end of March 2020.

We have adapted and continued throughout the lockdown period to keeping connected to Carers and are still offering telephone assessments and information, advice and support on our number during council office hours.

We are sure Carers and Adults are missing the face to face contact and ability to drop in – and we will try to open the new centre again as soon as possible, creating a COVID safe environment if needed. If you would come in to see us during COVID restrictions please contact us by telephone and let us know so we can start to get an idea of how many people would come and therefore arrange to open again. Having said that this would also have to follow the national lock down rules and would possibly not be until 2021. Any feedback or comment would be really welcome from Carers.

However we are also hoping to offer more video based support and group support again – Carers Rights day was a great chance to try to reach Carers and we offered sessions that we would normally have done in the centre as we know Carers value the group support.

Please do not forget to contact us for advice if you need us.

You can also telephone us on **0161 342 3344** or email [carerscentre@tameside.gov.uk](mailto:carerscentre@tameside.gov.uk)

We have a Facebook page, so you can catch up with all our news and send us messages through this page too. Search 'Tameside Carers Centre' on fb to find us!

You can also look at our website [www.tameside.gov.uk/carerscentre](http://www.tameside.gov.uk/carerscentre)

# Inside this Issue

Useful Numbers .....	2	Radar Key .....	8
Covid-19 Mental health support .....	3	Keeping Well in Winter .....	9
Other Mental Health national support .....	4	Community Hub Service .....	9
Leap Services .....	4	Welcome Project .....	10
Age UK Carers checklist .....	4	Herbert Protocol .....	10
Food Banks .....	5	Carers Support Groups .....	11
Mobilises Carers Preparedness .....	6/7	Digital Questions .....	12
Age UK Toilet Card .....	8		

## Useful Telephone Numbers

### Tameside Carers Centre 0161 342 3344

If you are not sure who is at your door – don't open it! Check the identity of the caller by phoning the company they say they are from. DO NOT use any number provided by the caller – they may be bogus! Use the telephone number listed in your local directory.

### Some Tips

- Telephone a neighbour or friend to come and help check the caller before you open the door
- Contact your Neighbourhood Watch Scheme to check out if they are legitimate. If you come across someone who does not appear to be who they say they are, you can contact the non-emergency police team to report it, call 101
- Don't keep large amounts of cash or jewellery at home
- Keep doors & windows locked at all times, fit and use a door chain
- Don't let anyone into your house or leave the front door open to get something when they are on your doorstep. Close the door and tell them to wait.

Tameside Carers Centre	0161 342 3344
Tameside Council	0161 342 8355
Tameside Adult Services	0161 922 4888
Tameside Adult Services (Out of Hours)	0161 342 2222
Tameside Young Carers	0161 368 7722
Welfare Rights Advice 9.30am – 12.30pm	0800 074 9985
Citizens Advice Bureau (Mon – Fri, 9.30am – 1pm)	0300 330 9076
AgeUK, Tameside	0161 308 5000
Alzheimer's Society	0161 477 6999 Gill: 07718962215 Sarah: 07708510101
Tameside, Oldham & Glossop MIND	0161 330 9223
Parents/Carers Drug & Alcohol Support Services	0161 672 9420
Tameside Hospital Main Switchboard	0161 922 6000
NHS Non-Emergency (Out of Hours service)	111
NHS test and trace Covid-19	119
Out of Hours Dental Emergencies	0161 337 2246 0330 332 3800 (During Covid-19)

# Mental Health Support to Carers during COVID times

## Local support:

### **Pennine Care Mental Health Access Team and Living Life Well Neighbourhood Mental Health Team**

The access team are the single point of entry into adult mental health services (age 16-65 years) in Tameside and Glossop.

The purpose of the team is to provide a range of person-centred interventions including assessment, care planning, interventions and support for individuals introduced to the service. Integral to the team is having close relationship with a wide range of partners/services such as; housing, debt support, employers etc.

Phone: **0161 716 4247**

Monday- Friday 9am - 5pm

[www.penninecare.nhs.uk/your-services/service-directory/tameside-and-glossop/mental-health/adults/](http://www.penninecare.nhs.uk/your-services/service-directory/tameside-and-glossop/mental-health/adults/)

Suitable for: Access Team- Individuals aged 16-65 years who require specialist advice, support and treatment regarding mental health difficulties  
Neighbourhood Mental Health Team work with individuals aged 16+

**DURING COVID 19 - Still available for advice and guidance, receiving and triaging referrals to the most appropriate offer for the individual.**

Service delivery changing as appropriate for services/ level of need and risk, reduced face to face contact where clinically indicated.

### **Pennine Care Older People's Single Point of Entry (SPOE) 65 years +**

Single Point of entry into specialist mental health services for older people aged 65+ years.

The team receives all older people referrals from professionals into mental health services, to identify the most appropriate care pathway.

Professional referral's accepted from health and social care professionals.

Phone: **0161 716 4247**

Monday- Friday 9am - 5pm

[www.penninecare.nhs.uk/your-services/service-directory/tameside-and-glossop/mental-health/older-people/](http://www.penninecare.nhs.uk/your-services/service-directory/tameside-and-glossop/mental-health/older-people/)

### **Pennine Care Liaison Mental Health Service**

Formally known as the RAID team. This team works within Tameside Hospital supporting mental health emergencies. Direct Access for GPs for urgent or emergency cases. The team is only able to accept referrals from a hospital professional or a GP.

Phone: **0161 716 3636**

Fax: **0161 716 3656**

Website: [www.penninecare.nhs.uk/your-services/service-directory/tameside-and-glossop/mental-health/adults/tameside-liaison-mental-health-](http://www.penninecare.nhs.uk/your-services/service-directory/tameside-and-glossop/mental-health/adults/tameside-liaison-mental-health-)

### **service-formerly-raid/**

Suitable for

Any individual experiencing urgent mental health crisis.

**DURING COVID 19 - operational**

### **Tameside and Glossop Recovery College**

The college aims to provide something very different for local people. We have moved away from the clinical focus offered by many traditional support services; instead we offer an educational approach designed to empower you to take control of your own health and wellbeing, while learning new skills, making friends and connecting with others. Our recovery-focused courses can support you to recognise your potential and make the most of your talents and resources, through self-management. In turn, this can help you to deal with any health challenges you may experience and achieve the things you want in life.

Phone: **0161 716 2666**

Website: <https://hwcollege.penninecare.nhs.uk/sites/default/files/documents/Health%20and%20Wellbeing%20College%20Prospectus%20Summer%20202018.pdf>

Suitable for: The college is open to anyone aged over 18 years who lives in Bury, Heywood, Middleton or Rochdale, Oldham, Tameside or Glossop or Stockport  
**DURING COVID 19 – Please contact the college direct for information**

### **Minds Matter, Tameside and Glossop**

This is for Tameside & Glossop residents who are experiencing low mood and anxiety where social issues are a factor but who are not already open to mental health services

Phone: 10.00am-2.00pm from Monday to Friday on **0161 470 6100**.

Website:

[www.thebiglifegroup.com/service/mindsmatter/](http://www.thebiglifegroup.com/service/mindsmatter/)

Suitable for: Any adult experiencing urgent mental health crisis.

**DURING COVID 19 – Operational by phone only**

### **The Anthony Seddon Centre**

This is for Tameside & Glossop residents who are experiencing low mood and anxiety where social issues are a factor but who are not already open to mental health services

Phone: **0161 376 4439**

Our phone system is manned Monday-Thursday, 9.30am-3pm - for any enquiries outside these days / times, please email [office@tasfund.org.uk](mailto:office@tasfund.org.uk).

Website: [tasfund.org.uk/](http://tasfund.org.uk/)

Email: [reception@tasfund.org.uk](mailto:reception@tasfund.org.uk)

Suitable for: Any adult experiencing mental health issues.

**DURING COVID 19 – Operational by phone only**

# Other mental health national support

## SANE:

Phone: **0300 304 7000**.

Website: [www.sane.org.uk/home](http://www.sane.org.uk/home)

Textcare [www.sane.org.uk/what\\_we\\_do/support/textcare/](http://www.sane.org.uk/what_we_do/support/textcare/)

## Samaritans:

Phone: **116 123** 24 hours/ 7 days

Website: [www.samaritans.org/](http://www.samaritans.org/)

## CALM:

Phone **0800 58 58 58** - 5pm- Midnight 365 days a year. Webchat available – 5pm- midnight 365 days a year. [www.thecalmzone.net/help/webchat/](http://www.thecalmzone.net/help/webchat/)

Website: [www.thecalmzone.net](http://www.thecalmzone.net)

## SHOUT:

TEXT: **GMTandG to 85258** Available 24/7

Website: [www.giveusashout.org/](http://www.giveusashout.org/)

## Papyrus Hopeline UK:

Phone: **0800 068 4141** (weekdays 10am-10pm, weekends 2pm-10pm)

Text **07786 209 697** Email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

Website: [www.papyrus-uk.org/](http://www.papyrus-uk.org/)

## The Mix:

Phone: **0808 808 4994** (Sunday-Friday 2pm-11pm)

Email: Request support by email using this form on The Mix website

Text: Text **THEMIX to 85258**

Website: [www.themix.org.uk/about-us](http://www.themix.org.uk/about-us)

## Companion App:

Website: [www.nhs.uk/apps-library/stress-anxiety-companion/](http://www.nhs.uk/apps-library/stress-anxiety-companion/)

## Sanvello App:

[www.sanvello.com/](http://www.sanvello.com/)

## NHS Choices Mental Health Helplines:

Website: [www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/](http://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/)

## MIND charity – ‘Side by Side’ support

Register on line: [sidebyside.mind.org.uk/about](http://sidebyside.mind.org.uk/about)

Website: [www.mind.org.uk/information-support/side-by-side-our-online-community/](http://www.mind.org.uk/information-support/side-by-side-our-online-community/)

## LEAP - The Energy and Money Saving Service

**FREE FOR LOCAL RESIDENTS**



We are offering local residents a completely **FREE OF CHARGE** service called **LEAP** (Local Energy Advice Partnership). **LEAP** can help you to save money and keep your home warm and cosy.

**HOW IT WORKS:**

**If you're eligible, you will get a FREE home visit from a friendly, qualified Home Energy Advisor. LEAP can:**

- Help check if you are on the cheapest energy tariffs - could save you over £280 a year.
- Install **FREE, simple energy saving measures** which can save the average household £30 on their energy bills a year.
- Give you **day-to-day energy efficiency hints and tips** and ensure your heating system is set up to keep you warm and save money.
- Arrange a **FREE telephone advice service** to help with benefits, debt and other money problems.
- Refer you for **further energy efficiency improvements**, such as loft insulation or a new boiler.

**ARE YOU ELIGIBLE?**

You may be eligible for the LEAP service if one of the below apply. If you:

- have a low income
- receive tax credits
- receive Housing Benefit
- receive an income or disability related benefit
- have a long term illness or disability.

**Call us now on 0800 060 7567\*** (Freephone) to book your free home visit, or apply online: [www.applyforleap.org.uk](http://www.applyforleap.org.uk)

**LEAP LOCAL ENERGY ADVICE PARTNERSHIP**

\*8:45am – 7:00pm Monday to Friday, and 9am-12pm on Saturdays.

## Checklist for carers



Whether you've just started **looking after a loved one** or have been **supporting someone** for a while, this checklist will **help you get the support and information** you need.

### Your wellbeing

- Get a carer's assessment from your local council.
- Register as a carer with your GP.
- Make time for yourself and your interests as often as you can.
- Take a break from caring - there are ways to arrange respite care.

### Your money

- Apply for Carers' Allowance.
- Use Age UK's benefits calculator to check if there are any other benefits you could be claiming.

**Caring can sometimes feel lonely, and it's OK to admit it's all getting a bit much. Here's who you can talk to for advice, support, or just a listening ear:**

- Your local Age UK.
- A relevant charity, eg Parkinson's UK, Alzheimer's Society, MS Society.
- Your doctor or other healthcare provider.
- A carers' group, eg Carers UK.
- Online forums.
- Memory cafes.

### Your work

- Tell your employer about your caring responsibilities.
- Think about asking for flexible working.

### For the person you care for

- Make sure they have a care needs assessment from the local council.
- Help them complete a benefits check.
- Consider if any home adaptations would make their life easier.
- It may be useful to think about future care needs, their preferences, powers of attorney and whether their will is up to date.



Go to [ageuk.org.uk/carerschecklist](http://ageuk.org.uk/carerschecklist) for more information on everything in this checklist.

# Food banks in Tameside

## What are foodbanks?

Food Banks have been set up by local and national organisations to help people who are in crisis. They provide short-term emergency relief for people who would otherwise go hungry.

There are several Food Banks in Tameside; and most of these have been set up recently. Supporting the community to have enough of the right food to eat can engage the whole community. This is because Food Banks need some organisation, some resources, volunteer helpers and lots of supporters. Often, this interest starts simply, when people buy an extra tin when they are shopping.

## Why do people need them?

The basic reason why people need Food Banks is because they don't have food to put on the table. At the moment, when people give reasons, the most common reasons are benefit delay or sanction, or having debts which take up all their spare income. Single people and families, working people and those unable to find work: a wide range of people need Food Banks.

## What is it like to visit a foodbank?

Food Banks tend to be quite calm places, though they sometimes get busy! Food Bank volunteers don't give advice, but they listen, and may be able to give information about further help.

Food Bank help is confidential and volunteers are not there to judge people. Food Banks will usually give 3 days worth of non-perishable food each visit, to a person or family. People can normally make up to three visits in a certain time period.

You might be able get help from a food bank. You normally need to be referred to a food bank. If you have a referral, you're still allowed to travel to a food bank - either for yourself or someone who's vulnerable.

Start by looking online to see if there are any independent local food banks that you can go to without a referral. If there aren't any, you'll need to be sent by someone else. For example by a charity or someone like a GP or social worker.

A good place to ask for a referral is your nearest Citizens Advice Bureau. Tell them you need the food bank - they'll probably make you an appointment to discuss your situation with an adviser.

The adviser will ask you some questions about your income and needs. For example, if you need the food for just you or your whole family. If you're eligible for the food bank, they'll tell you how to get food.

You can ask the adviser about other local help you could get and to check if you should be getting any benefits you're not currently claiming.

To obtain a referral or E voucher please ring the Helpline: **0333 772 1916** or  
TMBC: **0161 342 8355**  
Tel: **07901786905** for any other enquiry



## Foodbanks in Tameside as of Sept 2020

**The Trussell Trust (East):**  
[info@tamesideeast.foodbank.org.uk](mailto:info@tamesideeast.foodbank.org.uk)

**Ashton-under-Lyne:**  
New Life Church - St James Street,  
Ashton-under-Lyne OL6 6SF  
Open: Thursday's 1pm - 3pm

**Dukinfield:**  
St John's Church Centre, Vicarage Drive,  
Dukinfield, SK16 5HZ  
Open: Friday 12noon - 2pm

**Stalybridge:**  
St Matthews, Dean Street,  
Stalybridge, SK15 2JD  
Open: Monday + Tuesday 11am - 1pm

**The Trussell Trust (South):**  
[info@tamesidesouthlongdendale.foodbank.org.uk](mailto:info@tamesidesouthlongdendale.foodbank.org.uk)

Hattersley Baptist Church  
Melandra Crescent, Hattersley,  
SK14 3RB  
Open: Friday 2pm - 3pm

Methodist Church  
Crook Street, Hyde, SK14 1NQ  
Open: Wednesday 1pm - 2pm

St Mary's Church  
Market Street, Hollingworth, SK14 8NE  
Open: Monday 11am - 12noon

**The Trussell Trust (Droylsden):**  
[info@droylsdendistrict.foodbank.org.uk](mailto:info@droylsdendistrict.foodbank.org.uk)

Due to Covid-19 the foodbank would prefer collection by agencies at their warehouse address (address will be

provided to any agencies making a collection) Open: Fridays between 12 noon and 2pm

**Denton:**  
St Marys Community Foodbank  
Meadow Lane, Haughton Green,  
Denton, M34 7GD  
Contact Joanne: 07479256785  
Open: Monday, Tuesday and Friday  
between 2pm and 4pm  
An appointment slot will be provided, do not attend without an appointment

**Mossley Food Bank:**  
Mossley Youth Base  
The Rowans, Mossley, OL5 9DR  
Open: Thursday 9am - 12 noon

# A Carer's Guide to Preparedness



Whether it's for a daily task, a specific event or it's part of a routine, many of us have developed ways to be prepared. During Joe's Fix-It Friday Cuppa we explored the topic of Preparedness and were amazed at just how many different ways we prepare so we decided to look into it a little more. We reached out to our community to find out how they prepare too. Here is what we have come up with so far!

If you're not sure where to start or you want to talk about the ways you would like to prepare why not have a conversation with one of our Carers coaches? You can book a free conversation at [www.mobiliseonline.co.uk/individual-support](http://www.mobiliseonline.co.uk/individual-support).

## Getting things organised:

Batch cooking, ready meals and meal plans  
Whether you cook extra or add microwaveable meals to your shopping list, having easy meals in the freezer can help you to save time when things are busy or you don't have the energy to cook.



## Medication trays and charts

Having a system in place to manage medications helps some feel like there is "one less thing to think about". Medication trays can also help you keep on top of when things are about to run out so that you can get them in advance. One member of our community sets time aside each week to count out every tablet for the next 7 days. They also note the number of tablets left to ensure that they are never without a full weeks worth.



Some people manage medication using dosette boxes. These plastic boxes can be bought (or supplied by a pharmacist) which detail when each medication should be taken. These can help people to manage their own medication and can really help if it's hard not to forget tablets.

## A Go Bag

Go bags are a great tool for when you need to be on the move quickly and need to have everything all in one place. Some people have Go bags for when they need to act in an emergency and prepare for an overnight stay like clothes, toiletries, money for parking for example. It's essentially a 'just in case'. However, they are also really useful for the day to day stuff, like shopping! A Shopping Go bag might include a mask, sanitiser, wipes, gloves and bags. They are really handy for ensuring you have everything you need when you need it.



## Resting in advance

For some of us, we know that we need to be well-rested in order to tackle certain situations and we may not get the rest we need at the time. Resting before the event where possible can help as approach it in the best mindset possible.

## Lists!

Lists are hugely popular in the Mobilise Community! Lists help us to organise our thoughts and break it down to smaller, more manageable chunks. To-do lists, in particular, can be great for boosting motivation as you tick each task off, as long as you include what is necessary and manageable. Everyone approaches lists differently; some people have one list, others have a daily and long term list, and a few have a book of lists!

## A folder of information

Having important information written down somewhere is a valuable time-saving tool if you ever need to handover to someone else. Whilst it is time-consuming to start, having this prepared ensures that all the information is shared in one place and can save you a huge amount of time long term. This is a useful resource if a regular thing and can support your 'What if plan' in the case of an emergency. To find out more about 'What if plans' check out this blog: [www.mobiliseonline.co.uk/post/setting-up-a-simple-carers-emergency-plan](http://www.mobiliseonline.co.uk/post/setting-up-a-simple-carers-emergency-plan).

## Journals and a Tomorrow notebook

This lovely idea was suggested on social media as a way to record what has happened each day and to help look forward to what is coming up tomorrow. By thinking about tomorrow, you can begin to prepare for the day ahead.

## Rotas, timetables and planners

Visual guides like excel sheets and colour coded planners are a great way to note down the details of

# A Carer's Guide to Preparedness

upcoming plans or long term routines. One member of the community shared that they use an excel sheet to record their rota which they share with their siblings.

## Getting into a routine:

Asking "What am I going to do tomorrow?" Sometimes, we don't need to write it down but just take a moment to think about "What am I going to do tomorrow?". This can help to get into the right mindset and focus your attention on the next thing.

## Going through the motions in advance

Going through the motions helps to prepare for an upcoming event by establishing a routine in advance. It means that you can have a few 'test runs' before the day of the event and overcome any unexpected challenges that might arise. It also helps to increase confidence and it has been achieved before the event itself.

## Adding in rewards

We can sometimes forget that preparation is a task in itself. Adding rewards in like a coffee break, a sweet treat or moment for yourself can help with motivation and instil self-care into your own routine.

## Remembering the important stuff:

### Writing dates on a whiteboard

Writing all upcoming hospital appointments or day trips on a whiteboard is a useful way to have an overview of everything coming up all on one page. This helps everyone involved to remember the dates rather than just one person. It is also incredibly satisfying to simply wipe it off and it 'be gone', not just ticked off or scribbled out.

### Reminders and alarms

Phones are great for setting alerts to help us keep to specific time schedules! Waking up, taking medications and meal planning are just a few ways that reminders can be beneficial.

### Why should we prepare?

Preparation is a great way for us to take control of the things we can manage and it provides a level of certainty even if the thing we are preparing for is not certain. This helpful resource talks about preparation as a valuable mechanism for controlling what can be controlled as a way to support our mental wellbeing -

[www.mentalhealth.org.uk/coronavirus/looking-after-your-mental-health-we-come-out-lockdown](http://www.mentalhealth.org.uk/coronavirus/looking-after-your-mental-health-we-come-out-lockdown)

It can also have great benefits for our mindset as certain tasks being done the night before can help us feel like there is one less thing to worry about. For example, packing school bags and preparing lunches the night before can save precious time before the morning school run. This extra time can make it a much less stressful experience as there is less need to rush to get everything done.

## Emotional Preparation

Physical preparation can also help us to start thinking about how we emotionally prepare for what's ahead. Emotional preparation is so important as it impacts our mindset, our approach, our energy and our stress/anxiety levels. However, it's worth noting that we don't always need to prepare a positive mindset - sometimes it might require a mindset which you set which is best for this purpose.

1. What emotional state will help me today?
2. What situations may be tricky/trip me up?
3. How will I be prepared/ best manage those moments?
4. How will I know today has been a success?

## Reflection

Whilst this is not strictly about how to prepare, it is important to recognise all that you have achieved with those preparatory tasks.

Taking a moment to reflect allows a moment for you to ask yourself "What have you done today?". This simple question encourages you to acknowledge those day to day or weekly tasks you do without even thinking about.

They can be time and energy-consuming so acknowledging them is important for your motivation and sense of job satisfaction.

## So how do we prepare to prepare?

There are so many little things we can do to prepare ourselves for any preparation task.

- Taking a 2 minute pause for yourself
- Drinking water regularly
- Being intentional about taking a break
- Reframing your mindset so you think positively about the things you want to do or achieve that day.

Join Joe's Fix-It Friday Cuppa at 12:30pm where we share our achievements of the week and our goals for the week ahead. Sign up today at [www.mobiliseonline.co.uk/cuppa](http://www.mobiliseonline.co.uk/cuppa)

[www.mobiliseonline.co.uk/post/preparedness](http://www.mobiliseonline.co.uk/post/preparedness)

# Order your free Age Co Toilet Card today

When you're out and about the last thing you want on your mind is the worry of getting to a toilet in time. Restricted toilet access, long queues, or having to make a purchase to use facilities can all pose problems.

If you place your request today, you'll receive a full size toilet card as well as a key fob card, both free. Just pay for delivery.

Ring 0800 046 1501 Monday – Friday 9am – 5pm to order your free card and fob. You can also order on line at their website

<https://www.ageukincontinence.co.uk/toilet-card>



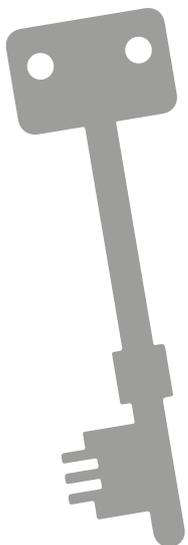
## Changing places toilet finder



This is not an app to find standard accessible (RADAR or disabled) toilets. Changing Places are different to standard accessible (disabled) toilets. There are over 1300 changing places toilets in the UK. This App is the first one to allow you to find the nearest facility to you or by searching a specific location and gives you information on how to get there, how to get in, and what facilities are there.

Changing Places offer the facilities of a standard accessible toilet for disabled people but with extra space (7m<sup>2</sup> originally and now 12m<sup>2</sup>), an adult changing bench and a hoist (you will need to bring your own sling), which are essential for people who have a carer or profound and multiple learning disabilities or cannot reasonably use standard accessible toilets

## RADAR Keys



### What is a RADAR Key?

A Radar Key enables access to disabled toilets that require a key, within Tameside and around the country, for people with a disability.

### Who can purchase a Radar Key?

The Key can be purchased by anybody with a disability (no proof of disability is required), a Carer might also find it useful to have a RADAR key if they regularly go out with the person they care for.

### Where can I buy one?

You can purchase a RADAR key from Tameside Council Customer Services, Tameside One in Ashton-under-Lyne, at any Tameside Library (during staffed times) or you can buy one online from [www.radarkey.org](http://www.radarkey.org) and pay by credit/debit card.

### How much does a key cost?

The key costs £3.50 from libraries and customer services, which is refundable upon return of the key with a receipt as proof of payment.

### Registered Carers

If you are registered as a Carer with Tameside Carers Centre, you can request a RADAR key free of charge (limited stock).

If you get the key from the Carers Centre (free) the key is yours for as long as you need it, however we would really appreciate it, if once the key is no longer needed it could be returned to the centre to be redistributed to other Carers.

# Keeping Well in Winter and Flu Free!

## Keeping well in Winter

Tips and guidance to keeping yourself and loved ones well over winter is a government programme – with lots of ways also to save money and keeping safe. This booklet is available on line at the link below – or you can ring the carers Centre and we will post one out to you.

<https://www.tameside.gov.uk/TamesideMBC/media/policy/Keeping-Well-at-Home-booklet-GM.pdf>



Flu can easily spread to those around you who are more vulnerable. If you are in receipt of carer's allowance or the main carer for an older person or someone with a disability, the free flu vaccination is the best protection.

**JUST GET YOUR FREE FLU JAB**  
Ask your pharmacist or GP if you're eligible.



## 'Free Flu jab'

You can also find more information online about why it is important to get your flu jab, and with easy read materials too:

[www.gov.uk/government/collections/annual-flu-programme#2020-to-2021-flu-season](http://www.gov.uk/government/collections/annual-flu-programme#2020-to-2021-flu-season)



# Community hub service

As a last resort and you have no other support network around you you can access the Tameside Humanitarian Hub

**Please ring 0161 342 8355**

and they can provide advice on whether you would qualify for support to obtain food parcels, your medicine and offer advice also about supporting your wellbeing.

[www.tameside.gov.uk/coronavirus](http://www.tameside.gov.uk/coronavirus)

Lots of our local grocery stores are still open for business offering delivery and collection options for customers.



0161 342 3344 • [www.tameside.gov.uk/carerscentre](http://www.tameside.gov.uk/carerscentre)

# Welcome Project Tameside

It goes without saying that Covid has significantly impacted on every team within the Trust, but it has certainly not stopped us from working on improvement initiatives. The Admiral Nursing Team along with key staff in our Emergency Department (ED) have created 'The Welcome Project' with our ED. This project is very much in its infancy, however, we are pleased to announce that we are now able to offer Carers basic provisions during their attendance with a loved one in the department. Carers packs include items such as toothbrush, toothpaste, shower gel, hairbrush/comb, and are available on request. Once restrictions are lifted, we intend to enhance our current provision for John's Campaign.

Due to current restrictions, general visiting is not taking place across the Trust. This means that people should not come to visit relatives, or arrange to meet in public areas, unless there are specific exceptions and this has been agreed with the professional in charge for the area or unit. Virtual visiting can be arranged with the ward staff, and families are able to nominate a designated contact to receive regular updates about their loved ones

(with their permission).

In exceptional circumstances, some visiting is allowed, particularly for those with carers or who require additional support. This includes one nominated visitor (unless otherwise stated) in the following circumstances:

- If the patient is receiving end-of-life care
- If the visitor is supporting someone with dementia, a learning disability, autism, or something similar- where not being present would cause the patient to be distressed
- The visitor is a parent or appropriate adult and is visiting their child
- In NICU where both parents have access to their baby during their NICU stay, but only one parent is to be present at a time
- In maternity where partners are able to attend for all booking and anomaly scans and two birth partners can attend during labour

**Lead Admiral Nurse – Kellie Smart**  
Tameside & Glossop Integrated Care Organisation

## THE HERBERT PROTOCOL

Safe & Found



Do you care for someone who has dementia and worry that they might go missing?

GREATER MANCHESTER POLICE

## THE HERBERT PROTOCOL

Safe & Found

There is nothing more frightening or distressing than when a loved one, friend or neighbour fails to return when they should.

For people living with someone with dementia, this could be quite common and The Herbert Protocol could give you some peace of mind.



The Herbert Protocol is a national scheme being introduced locally by Greater Manchester Police and other agencies which encourages carers and family members to compile useful key information which could be used in the event of a vulnerable person going missing.

The Herbert Protocol will put systems in place to allow for early intervention when vulnerable people go missing.

The idea is to complete a form recording all vital details relevant to the person who could potentially go missing. This can include; places frequented, medication required, general routines, description and recent photograph.

In the event your family member or friend does go missing, the form can be easily sent or handed to the police to reduce the time taken in gathering this information.

This form, and the information it contains, is designed to help remove some of the stress. It provides those involved in the search for a missing person with essential information to promote their safe return

### WHO IS AT RISK?

Any one identified as having a risk of wandering with Dementia and Alzheimer's or other mental vulnerability.

### WHO FILLS THE FORM IN?

The person at risk, their family, a friend or a care provider can fill in the form. Please seek permission from the person at risk, however if this is not possible the family member, friend or care provider should make a 'best interests' decision.

### WHEN SHOULD THE FORM BE SENT TO THE POLICE?

The police only need the form if the person is reported missing. There is no need to send it before then.

### WHERE SHOULD THE FORM BE STORED?

The form should be stored somewhere it can be found quickly in places such as home care folders or it should be stored securely in the care setting, in accordance with data protection laws. It's a good idea to have the information with family or people who may identify the person as missing.

### PRINTED OR ELECTRONIC FORM?

Electronic is preferable, however, hard copies can also be used.

### WHAT SHOULD A CARE PROVIDER DO IF THE PERSON GOES MISSING?

After you have conducted an 'open door' search of the address, grounds and outbuildings and you believe a person is missing, alert the police at the earliest opportunity.

Keep people with Dementia Safe & Found

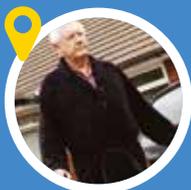
People still need their independence and The Herbert Protocol can help to reassure their family and friends that, if their loved one does go missing, they can quickly pass relevant information to the Police.

In the event that a loved one with dementia goes missing, we believe that the Herbert Protocol can enable relevant information to be shared more effectively which will aid efforts to locate and return them home safely, more quickly.



Dementia United

NHS GMCA GREATER MANCHESTER COMBINED AUTHORITY



If your loved one goes missing and this information is handed to the Police, the information and photograph can be circulated to all front-line Police Officers and PCSOs via their mobile devices.



With an ageing population and improvements in diagnosis, dementia is something that will almost inevitably affect us all, either personally professionally or both.

DOWNLOAD THE FORM AND FIND OUT MORE AT:  
[www.gmp.police.uk/Herbert](http://www.gmp.police.uk/Herbert)

# Carers Support Groups

## Dukinfield Support Group

Dukinfield Methodist Church,  
Wellington Parade, Dukinfield,  
SK16 4LE

**11-1pm, 1st Thursday of the Month**  
**Free to attend, at 12pm an optional lunch is provided for a small charge.**

## Tameside & Glossop Stroke Association Carers Group

The Together Centre, Loxley House,  
85 Birch Lane, Dukinfield SK16 5AU

**1.30-3.30pm, 1st Monday of the Month**  
**Contact Joyce Booth 0161 330 4006**

## Dementia Warriors

Moravian Church, Yew Tree Lane,  
Dukinfield, SK16 5BJ

**1.45-3.45pm, Every Monday**  
**Limited space, please call organiser Mrs Dorothy Evans 0161 338 6187**

## Carers Connect Support Group

Church Lounge, Holy Trinity Church,  
Trinity Street, Stalybridge, SK15 2JS

**12-2pm 1st Friday of the Month (except August)**  
**Free (Lunch for £3)**

## Cancer Warriors Support Group

The Pavilion, Stamford Park, 235  
Stamford St, Stalybridge SK15 1QZ

**10-1pm 2nd Friday of the Month**  
Or The Grafton Centre, Grafton St, Hyde  
SK14 2AX **11-1pm 4th Monday of the Month**  
**cancerwarriors@mail.com**

## OPT-IN Men's Health & Wellbeing Group

Anthony Seddon Centre,  
12 George Street, Ashton-under-Lyne,  
OL6 6AQ

**12.30-2.30pm Every Monday**  
**All welcome but please call first to check available spaces Contact Andy Potts 0161 342 4383, 07790923917**

## Relax & Refresh

Albion United Reformed Church,  
Stamford St East, Ashton-under-Lyne,  
OL6 6QQ

**11-1pm Once a Month on a Friday**  
**Free drop-in, Christian Community Group, tea, coffee & chat.**

## Forget-Me-Not-Buddies

Denton Methodist Church,  
Hyde Road, Denton, M34 3AQ

**1-3pm, Every Monday**  
**Roy 07787 907087, Viv 07912176887**  
**email forgetmenotbuds@aol.com**

## Parkinson's UK

Denton Methodist Church,  
Hyde Road, Denton, M34 3AQ

**1.30pm 3rd Tuesday of the Month**  
**Contact Susan Newsham Volunteer Co-Ordinator 0344 225 3655**  
**snewsham@parkinsons.org.uk**

## Droylsden Carers Group

The Dream Centre, 14A Market St,  
Droylsden, Manchester, M43 6EA

**11-1pm 1st Tuesday of the Month**  
**Tea & Toast (50p)**  
**Contact Gwen Barr 0161 370 0330 (Dream Centre Number)**

## Our Kids Eyes (OKE)

Jubilee Gardens, Gardenfold Way,  
Droylsden, Manchester, M43 7XU

**Regular monthly events**  
**either call or visit [www.ourkidseyes.org](http://www.ourkidseyes.org) 0161 371 2084 for more info.**

**This group is run by volunteers, for parents of children who have extra needs.**

## Tameside Autism Support for parents & Carers of Autistic children (T.A.S.C.A)

Jubilee Gardens, Gardenfold Way,  
Droylsden, Manchester, M43 7XU

**Check Facebook for more info @ tascatameside**  
**This group is run by parents of children who have extra needs. 07762 703966, tascatameside@outlook.com**

## Denton Carers Group

Pennine Lounge,  
13 Peel Street, Denton, M34 3JY

**10-12pm Last Friday of the Month**  
**Free drop-in, Tea & Coffee provided.**

## Carers Support Group

The Anthony Seddon Centre,  
12 George Street, Ashton-Under-Lyne,  
OL6 6AQ

**1pm to 2.30pm, 2nd Wednesday of the month. Support group for Carers of a loved one with a mental health issues. Please call 0161 376 4439 to confirm attendance.**

## Macmillan Drop in Support Group

Ground Floor, Ladysmith Building,  
Tameside Hospital, Fountain St,  
Ashton-under-Lyne, OL6 9RW

**10am-12pm, 1st and 3rd Tuesday of the month. Call Sue Robinson or Lindsey Butler on Tel; 0161 922 6685 for more information. This group is here to support people affected by**

**Cancer. Please come along and drop in for drink, snack and a chat. All are welcome, including patients, family, friends and carers.**

## Living Well With and After Lung Cancer

Tameside Macmillan Unit, Tameside  
Hospital, Fountain Street, Ashton-under-Lyne, OL6 9RW.

**Meets on the 1st Tuesday of every month. Our aim is to empower people affected by lung cancer and Mesothelioma. Relatives and friends are very welcome.**

**The programme is run by a lung cancer nurse specialist.**

**Health education or activity is offered each month and refreshments are provided. It is friendly, casual and relaxed.**

**Please contact the lung cancer nurse specialist team on 0161 922 4947 for more information.**

## Tameside Tappers

Willow Wood, Willow Wood Close,  
Mellor Road Ashton-under-Lyne OL6 6SL.

**Meets on the 2nd Wednesday of the month. Here to provide practical advice & Support to people affected by Upper GI cancers, Oesophageal (gullet) cancer and Stomach cancer. The support group is run by Tracey Heslop upper GI cancer nurse specialist. Please contact Tracey Heslop on 0161 922 4166 if you are interested in attending this group.**

## Magic Moments

If you are living with memory problems or supporting someone who is, join us for the afternoon in a relaxed environment with people who understand the challenges you face.  
**3rd Thursday of the month 1pm to 3pm, St Gabriel's Church, Beaufort Rd, Ashton-under-Lyne OL6 6RB. Call Muriel on 07938 805678 to find out more or just turn up on the day.**

**These groups may not be running face to face at the moment - however please contact the group directly to find out what alternative support is available during COVID time**

All details above are correct at time of printing, however please get in touch with any individual group to check the details before attending.

If you attend or are aware of any other groups that you think would be of interest to other Carers in Tameside, please send us the details either through Tameside Carers Centre Facebook page or email [carerscentre@tameside.go.uk](mailto:carerscentre@tameside.go.uk)

# Digital Questions For Carer's - COVID time

## 1. Do you have a:

- Mobile Phone with internet capability?
- Laptop or computer?
- Tablet?

## 2. Do you have access to the internet at home?

- Yes
- No

## 3. Would you like to engage in any of the following activities online (via the internet)?

- Carers Support
- Information Sessions
- Training around IT
- Training around your caring role
- Social Activities
- Your Carers Assessment

Other suggestions - please state

.....  
.....  
.....  
.....  
.....

## 4. How confident on a scale of 1 - 10 do you feel in using online or internet facilities. 1 being low confidence and 10 being high confidence

1	2	3	4	5
6	7	8	9	10

## 5. Would you like to receive information relevant to Carers including The Signpost Newsletter

- On line?
- Or email?

## 6. How can we support you more during this covid time?

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

If you wish to respond to these you can respond in the following ways:

1. Leave us a post on our facebook page and tell us your preferences to the questions.
2. Ring up give us your answers by phone to these questions or those that apply to you.
3. Email us back with your responses to [Carerscentre@tameside.gov.uk](mailto:Carerscentre@tameside.gov.uk)