

Signpost

Tameside
Carers
-Centre-

News from the Health and Wellbeing Service
for Adults and Carers in Tameside

Winter 2015 Issue No: 69

Hello all and welcome to the Winter Signpost Newsletter

Carers Rights Day 2015



20 November 2015

Each year Carers UK leads on the promotion of Carers Rights Day nationally.

For us at Tameside Carers Centre, every day is Carers Rights day, but this campaign prompted us to be able to ensure other partners and agencies are alerted about and promoted rights for Carers.

Many Carers do not realise that they are entitled to support. This might be:

- Having the right information at the right time, which can make a huge difference when looking after someone.
- Knowing their rights under the Care Act 2014, and how to access the help and support they are entitled to:

This doesn't only apply to people who are new to caring; sometimes people who have been caring for someone for a long time are not aware of what they may be entitled to:-

At Tameside Carers Centre we can tell you about the entitlements and lots more local information besides. You can also have a look at Carers UK website which tells you more about the national picture www.carersuk.org

Remember we are in Hyde now!

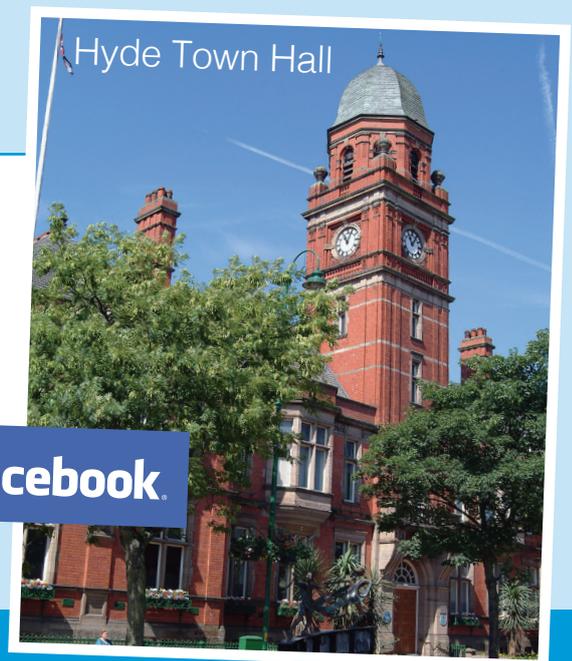
Please do not forget to contact us for advice if you need us. We still have a drop-in facility in Hyde Town Hall everyday 11am - 2pm. You can also telephone us on **342 3344** or email us at carerscentre@tameside.gov.uk

We now have a Facebook page, so you can catch up with some news and send us messages through this page too.

www.facebook.com/Tameside-Carers-Centre

facebook

We look forward to hearing from you



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Useful Telephone Numbers

You can check the authenticity of persons who say they are from utility services by telephoning the freephone (0800) or local rate numbers below:

Adults Social Services	0161 342 2400
Age UK Tameside	0161 308 5000
BT Main number	0800 800 150
Carers Centre, Tameside	0161 342 3344
Citizens Advice Bureau	0161 342 5005
Community Response Service	0161 342 2222
Crime Stoppers	0800 555 111
Gas Emergency	0800 111 999
Go to Doc	0161 336 3252
Fire Service (smoke alarms)	0800 555 815
Health Improvement service	0161 716 2000
Police Emergency	999
Police non Emergency	0161 872 5050 or 101
Safeguarding Adults Team	0161 342 5243
Tameside Council	0161 342 8355
Tameside Council Out of Hours	0161 342 2222
Tameside TOPAZ centre (MIND)	0161 330 9223
Victim Support	0845 303 0900
Water Emergency	0845 746 2200

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. Use the telephone numbers listed in your local directory. DO NOT use any numbers provided by the caller – they may be bogus!

Some tips

- Telephone a neighbour or friend to come and help check out 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 so – you can contact the non-emergency police team to report it on 101
- Don't keep large amounts of cash or jewellery at home
- Keep doors and 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.

Care Act 2014 - The impact on Carers

By now, we hope you have heard about the Care Act 2014 and the changes it introduces for Carers (as well as Adults using care and support services).

We included an article in the last Signpost Newsletter describing the intended recommendations for Carers' support; however at the time, the detail behind some areas of the legislation had not been released.

Below is an update and a summary of the impact on Carers from the regulations released since then.

The Act strengthens the rights and recognition of Carers in the social care system, including, for the first time giving Carers a clear right to receive services. These are by far the strongest rights for Carers yet.

All Carers, based on 'appearance of need', have an entitlement to an assessment of their own needs. The Act also now entitles Carers to support to have those needs met if they meet eligibility criteria.



Carers Criteria for Care and Support

The Carer will meet the eligibility threshold for Adult social Care support if they meet all three of the following conditions:

- a Carer's needs for support must arise as a consequence of providing necessary care for an adult.
- the Carer's physical or mental health is either deteriorating or is at risk of doing so and
- the Carer is unable to achieve any one of a list of outcomes described below:

your caring role affects:

- carrying out any caring responsibilities the Carer has for a child in the family
- providing care to other person or people (some Carers look after more than one person)
- maintaining their own home environment
- keeping well nourished - eating and drinking well themselves.
- developing and maintaining family or other personal relationships
- engaging in work, training, education or volunteering
- making use of necessary facilities or services in the local community including recreational facilities or services
- engaging in recreational activities.

In considering whether or not you can achieve the above outcomes, the law states that the Council must take into account any difficulties you have. You will be considered unable to achieve the outcome if you:

- need assistance to achieve the outcome
- can achieve the outcome unaided but experience pain, distress or anxiety

- can achieve the outcome unaided but doing so endangers, or may endanger your or another person's health and safety.

Assessment will pick out these key elements and if you meet eligibility for Adult Social Care support they must assess your needs and outline, in a support plan, how your needs can be met. This may include access to a personal budget as described in a little more detail below.

- If you already have a social worker dealing with the person you care for please contact them.
- If you have not been involved with Adult Social Care before – please contact them on **342 2400** or look at the website for details **www.tameside.gov.uk/adults** and look at the information section.
- If you prefer, you can contact the Carers Centre and we can advise you or carry out the assessment of your needs.

The Care Act also outlines a duty to assess the adult Carers of disabled children, to identify any support needs, and prepare for transition of the child, so if you are caring for a child you may also be eligible for support as described above.

Contact your social worker, or make enquiries with Children's Services by ringing **0161 324 4422**.

Local Authority duty to meet need for care and support

The Act sets out the circumstances where a local authority has a duty to meet an adult's care needs. It also creates the first ever entitlement to support for Carers.

Therefore when someone has eligible needs (based on the assessment process described above) their entitlements to support are outlined in a care and support plan, including a personal budget and services. If relevant, a financial assessment may be needed and undertaken by the council.

If the Carer does not meet eligibility the local authority will provide a written explanation of the reasons why this is the case and signpost to other information services like the Carers Centre or Citizens Advice Bureau or other appropriate services to support the Carer.

If you are told you do not meet the criteria please contact the Carers Centre. We will still offer a wide range of help, information advice, and support so you can still get the help you need.



Young Adult Carers and Discretionary Fund towards Education and Training



National research shows that Carers between ages 18 and 25 do not always get the help and support they need, nor are they sure how to go about getting the help that they are entitled to.

In Tameside, one of the ways in which we feel we can help is to offer a 'Discretionary Learners Fund' to Carers, but especially to this age group, to enable them to apply for courses which help them continue in education after 18 if they wish to do so.

We are looking at all sorts of opportunities and have supported young people to undertake a range of things, including accessing formal education. However there are other types of opportunities that we have

been able to offer, for example, one young man wanted to do a pre-certificate course to apply to join the Police Force, for which we allocated a contribution.

Another example was that we helped a young adult carer to purchase equipment to participate in a catering course.

There is a drop in session at Bennett Street Youth base in Hyde, 4pm - 6pm on the first Wednesday of every month, where you can find out more information, or you can telephone us on **0161 342 3344**.

We are aiming to raise awareness in colleges and meet students who are in a caring role, so look out for us there too.

We can tell you about some of the opportunities with the Princes Trust, mentoring services or other services that might help you or the person you care for.

We are also going to be working with the Carers Trust who can offer some practical wider life skills courses to Young Adult Carers for example learning to cook, managing finances, and all those things that 'come with age' and turning 18 makes you responsible for!

We want to do much more to help this age group of Carers so if you fall into this group or know someone who does, and want more individual information, advice or support, or have ideas which we can put into place, please contact us at the Carers Centre, asking for Megan or Helen.

Budget Consultation - last chance to have your say

TAMESIDE budget Consultation

Your
Services

Your
Views

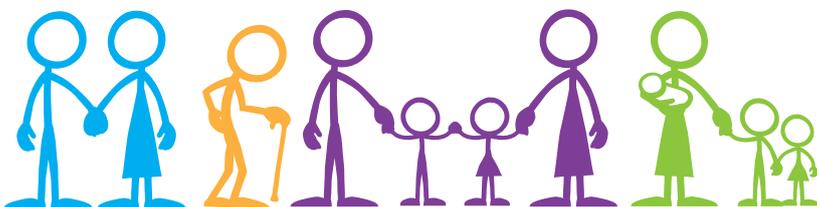
This is your **last chance** to have your say on next years Council budget.
The budget consultation closes on

Tuesday 22 December

How would you make the £29 million worth of savings the Council needs to make?

Have your say on how the Council should balance its budget by having a go at our budget simulator.

Watch our budget consultation video to find out more about the financial challenges the Council faces.



Remember your Flu Jabs



Are you and your family prepared for the flu season?

Flu is a highly infectious illness which causes fever, headaches, aches and pains in joints and muscles with extreme tiredness. For most people it is an unpleasant and self-limiting illness. But for some groups of people it can develop into a far more serious illness leading to a hospital admission and for some people even death.

Flu is caused by viruses and is caught when an infected person coughs or sneezes tiny drops of saliva. These droplets can be breathed in by other people or picked up by touching surfaces where droplets have landed. Covering your mouth and nose when you cough or sneeze and washing hands frequently helps prevent spread of flu but the best way to avoid catching and spreading flu is having a vaccination before the flu season starts. The flu vaccine changes each year to provide the best protection against the different circulating flu strains in winter. It takes 2 weeks to receive full protection from the vaccine so it's best to have it early.

Remember - as a Carer, you can get a FREE flu jab

You can have your NHS flu jab at:

- Your GP surgery
- A local pharmacy offering the service

Some community pharmacies now offer flu vaccination to adults (but not children) at risk of flu, including pregnant women, people aged 65 and over, people with long-term health conditions and Carers.

Free flu vaccinations are available on the NHS (Ask at your GP Practice) for people who are more likely to develop serious complications if they catch flu. These include:

- People over the age of 65
- Pregnant women (speak to your midwife or GP)
- People in long-stay residential homes or other long-stay care
- Adults and children (over 6 months old) with underlying health conditions such as a heart problem, a lung condition such as bronchitis or emphysema, kidney disease, lowered immunity due to disease or treatment (such as steroid medication or cancer treatment), liver disease, had a stroke or transient ischaemic attack, diabetes, neurological condition such as multiple sclerosis or cerebral palsy, a

problem with your spleen such as sickle cell disease or if you have had your spleen removed.

- Children who are 2, 3 and 4 years old (on 1 September 2014). Your GP Surgery should send an invitation.

And also for people who are

- The main carer for an older or disabled person
- A household contact of an immunocompromised person.

This year, the flu winter plan will include a school based programme, where children in years 1 and 2 will be eligible for a nasal vaccine. These children will be invited via parents from their schools to take part.

Further information is available on:

www.gov.uk/government/collections/annual-flu-programme#2014-to-2015-flu-season

Bereavement Support Service for the over 50s across Tameside

January 2016 sees the launch of a brand new Bereavement Support Service for the over 50s across Tameside. The service will be managed by Willow Wood Hospice and funded through Public Health, aimed at preventing loneliness and isolation in bereaved people.

The service will deliver a number of weekly drop-in sessions offering information, advice and guidance; as well as providing specialised one-to-one bereavement support sessions, a telephone 'checking-in' service, and counselling.

Steph Jones (Bereavement Support Co-ordinator) says, *"The pain of losing a loved one can be completely overwhelming. The emotional distress may seem so unbearable that often people don't know where to turn. Not everyone has friends or family to talk to which can leave people feeling lonely. Even those who have a support network might struggle to talk openly about their experience. We will be on hand to offer practical and emotional support and help individuals on their journey. No one needs to go through the grieving process alone."*

The service will be available to all Tameside residents aged over 50 and may be accessed at any time after experiencing a loss.

Call into one of their friendly drop-in sessions held every:

- **Tuesday (10am to 1pm) and Thursday (1pm to 4pm) at The Pad, 35-37 Grosvenor Street, Stalybridge, SK15 2JN**
- **Friday (2pm to 5pm) at Tameside AGE UK, 131 Katherine Street, Ashton-under-Lyne, OL6 7AW**

(Please note the first drop in of 2016 is Tuesday 5 January). There are no appointments necessary and you can arrive and leave as you wish.

The service welcomes referrals from agencies whose clients require bereavement support. For more information on any of the above please contact Steph Jones on **0161 330 1100** or email **stephanie.jones@willowwood.info**

Take the Hearing Check

It may be of interest to you to know that you can check your hearing on line!

The hearing check is a 'speech in-noise' check. It assesses the ability to hear someone speaking when there is background noise, similar to being in a crowded room. The advantage of this kind of check is that it checks hearing ability in a real-life way.

It is a hearing check rather than a full hearing assessment so we therefore encourage anyone who is concerned about their hearing check result to seek more detailed advice from a GP or audiologist

See how you can do this on the website www.actiononhearingloss.org.uk/your-hearing/look-after-your-hearing/check-your-hearing/take-the-check.aspx

Website to check out Traders and Businesses

This is a message from my Trading Standards colleagues. Business Companion is the name of a new one-stop-site for businesses that sell goods and / or services to consumers.

It offers free, impartial trading standards legal guidance on a wide range of topics.

Have a look and check out your particular service or product:
www.businesscompanion.info/

This is a government sponsored website and it is supported by the Chartered Trading Standards Institute.



Changes to Customer Services

- As always customers will be able to pay all their Council bills by credit/debit card or by cheque at any library.
- Library staff will be able to help customers access information from the Council internet and verify documents for Housing Benefit purposes.
- However as from 2 November 2015 in depth and complex housing benefits enquiries will only be carried out from the

Customer Service Centre, which is located in Clarence Arcade, Stamford Street, Ashton-under-Lyne. There is no need to make an appointment. Appointments at all other venues within libraries will cease from this date.

If you want help with these forms, and you are registered with the Carers centre, we will also still be able to advise you when you are completing these forms

Are you interested in joining a Male Only Carers' Support Group?

56% of unpaid Carers report not having as much social contact with other people as they'd like. Men in particular tend to speak less about their feelings than women. Bottling up stress and emotions can make the situation feel harder to manage, and in the extreme can make life more difficult as a whole.

Talking to other Carers about your situation, or sharing experiences with other male Carers, can help and maybe relieve stress for you.

If you are interested in joining a social or Carers' support group, we have lots of options of where you can go in your local area, or you can register your interest in attending the Male only Carers group we are setting up.

Contact Lina, or any of the Advisors, at the Carers Centre.

Carers Support Groups in Tameside

<p>Support Groups at Age UK for Carers</p> <ul style="list-style-type: none"> • Carers Information Group 1st Friday each month 1.30 – 4pm • Holistic Health Sessions every Friday (weekly) 11am-4pm at Age UK offices – Carers are welcome to drop in and receive a beauty treatment • Age UK are working with 'Tropical Palms' hair salon to offer appointments in the future – please enquire with Age UK 	
<p>DeCAF Sessions are still available across Tameside run by the Alzheimers society – details available at the Carers Centre and other places.</p>	<p>Ashton Asian Carers Group Volunteer Centre, Penny Meadow, Ashton-under-Lyne, 3rd Tuesday of each month 1pm - 2.30pm,</p>
<p>Ashton Carers Support Group Volunteers Centre, Penny Meadow, Ashton-under-Lyne, 2nd Tuesday of the month, 10am - 12 noon</p>	<p>Autism Carers Support Group Stalybridge Melbourne Court, Trinity Street, last Thursday of each month, 11am -1pm. This is a support group for parents where they can talk to other parents and share experiences.</p>
<p>Carers Connect Support Group Trinity Church, Stalybridge, 1st Friday of each month, 12noon - 2pm.</p>	<p>Denton Support Group Festival Hall last Friday of each month, 10am - 11.30am</p>

Carers Support Groups in Tameside

<p>Droylsden Dream Centre King Street, 1st Tuesday each month, 11am - 1pm.</p>	<p>Dukinfield Support Group Methodist Church, 1st Thursday of each month, 11am - 1pm</p>
<p>OPT-IN Depression Support, Wilshaw House, Ashton under Lyne, every Monday (weekly), 1.30pm - 3pm, self-help group ~ contact 342 8545</p>	<p>Our Kids Eyes (OKE) is a Registered Charity with an office at Jubilee Gardens, Gardenfold Way, Droylsden. They offer support to parents of children with disabilities and is run by volunteers, who are local parents of children who have special needs, who know first hand the impact of having a child with special needs on the whole family. Contact them on 371 2084 or ourkidseyes@ourkidseyes.org http://www.ourkidseyes.org/</p>
<p>Tameside & Glossop Stroke Association Loxley House, Dukinfield, 1st Monday each month, 1.30pm - 3.30pm ~ Contact Joyce Booth 330 4006, www.stroke.org.uk/support/tameside-and-glossop-information-advice-and-support-service</p>	<p>Tameside Stroke Support Group The Pavillion Centre, Dukinfield Park, every Wednesday, 10am - 12 noon. Contact Raksha Khan 0161 465 2855 or 07818280125 www.stroke.org.ok/support/tameside-stroke-awareness-support-group</p>
<p>Tameside Autism Support for parents & Carers of Autistic children (T.A.S.C.A) T.A.S.C.A is a solely parent run support group for families with children with autism and social communication difficulties living within Tameside and Glossop area. It has a wide range of resources, should that be just a leaflet, a book or the help of a professional from either the health service or from Tameside Council.</p> <p>T.A.S.C.A also provides the opportunity for children & their siblings to partake in leisure activities and day trips during the school holidays, specifically organised just for them & their families. You can contact them by post at Jubilee Gardens, Gardenfold Way, Droylsden. M43 7XU or by telephone 07754873480 http://www.tasca.org.uk/</p>	

Carers Action Group (Tameside)

Representing Carers in Tameside



Who We Are

For those Carers that are not aware the Carers Action Group (Tameside) is a completely voluntary organisation consisting of up to 16 carers/ex carers who give up their valuable time to represent carers and concentrate on issues affecting all carers in Tameside. Although we work very closely with the Carers Centre we are a completely separate organisation.

What We Do

The Group meets at least 4 times a year. The group has and continues to play a major role in influencing carers issues not just in Tameside but nationally too. We have also in the past secured funding, planned and organised 4 meals and a bowling trip for carers to have a break. We have managed to secure new funding for 2015 and are in the process of organising new trips/activities for the year. We are only able to offer our activities to **carers registered on our Carers Action Group (Tameside) database** (our database is **NOT** the same as the Carers Centre, we are completely separate).

Please use the form below to register on to our database. Please complete the form in clear BLOCK CAPITAL letters. Once filled in please post it back to **Carers Action Group (Tameside), C/O Tameside Carers Centre, 50 Warrington Street, Ashton-under-Lyne, OL6 7JX** any forms sent without correct postage will NOT be paid for by the group and therefore you will NOT be added to our database, alternatively you can email all the requested information below to **cagtameside@gmail.com**

-----Please Detach-----

Register for Carers Action Group (Tameside) Database

Title:		Forename:		Surname:	
Address:					
Town:		Postcode:		Telephone Number:	
Email Address:		Date of Birth (dd/mm/yyyy):		Gender (M/F):	
Please tick here if you would be happy to receive information about events and activities by email:					
Please tick here if you are an EX CARER :		If you are an EX CARER can you please state how many years since you last cared for someone and then ignore the rest of the form:			
As of 1 st January 2015 how many years have you been a carer:				How many People do you care for:	
Relationship to cared for: (Please state for all the people you care for)					

The following questions are about the person/people you care for.

Title:		Forename:		Surname:	
Date of Birth (dd/mm/yyyy):		The person/people I look after has the following illness/disability:			