

# SIGNPOST

The Carers Centre is a space where Carers can drop in for information and advice or simply just have a chat and a brew.

*“We want Carers to feel better walking out than when they walked in.”*



# Hello 2025!

We hope you are having a great start to the year.

In November 2024, we celebrated Carers Rights Day in the Carers Centre with lots of information stalls. We were really pleased with how successful this event was. Feedback told us that you don't always know what your rights are as a Carer. In this issue of the Signpost, we are going to tell you what your rights are and how to access support.

Willow Wood Hospice have contributed to this edition with some information about their service. You will find this on page 6, thanks to Willow Wood Hospice for telling us about the fantastic support they provide.



**Get all the news, views and latest information to keep you up to date as a Carer, just get in touch with us to sign up.**

**If you would like to contribute to an edition, please get in touch!**

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# Welcome!

## Two new members have recently joined the Carers Centre Team.

### Hi, my name is **Bryn**, I support Carers in our West Neighbourhoods (Denton, Droylsden and Audenshaw)

Having previously done a similar role to this but within the health service, I have huge admiration for people who care for someone, and I am looking forward to supporting you.

In my spare time I am into fitness, especially running, and I do a lot for charity each year, previously supporting Prostate Cancer UK, Breast Cancer and many more charities near and far.

This year I will be completing a marathon in early April with other members of my running club, Newton Runners, with the proceeds going to Motor Neurone Disease.

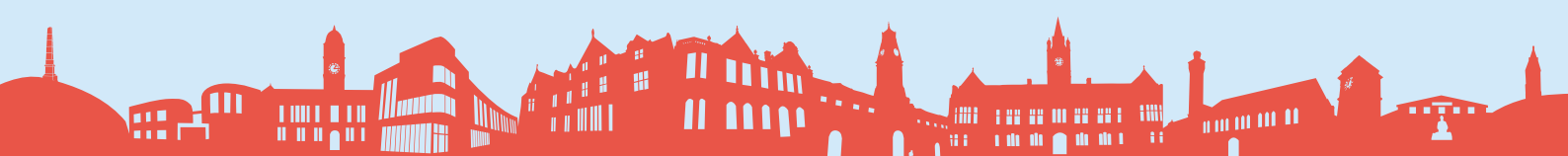


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### Hi, my name is **Stacey**, I support Carers in our East Neighbourhoods (Dukinfield, Stalybridge and Mossley)

My role in supporting Carers is very close to my heart having been a Carer myself. I have enjoyed meeting Carers at some of the events and I look forward to meeting more of you!

When I am not working, I enjoy spending time with my 3 boys and going for long walks in the countryside.



# What support do we offer?

## Carers Conversation

The Care Act 2014 says that anybody who identifies as a Carer and feels that their wellbeing is being impacted, can ask for a Carers Conversation by the local authority. This is a chance to talk about who you are, who you care for, what you do to help them and how this impacts you.

At the end of your Carers Conversation your Wellbeing Advisor will put a support plan together with you which outlines the support tailored to you. It is a good idea to make notes before a conversation with anything you want to talk about or any questions you may have.

Once you have had an initial conversation, you are entitled to another 12 months later, looking at any changes and what support you may need.

## Information, Advice and Signposting

If you have any questions, or need any support we can offer information, advice and signpost you to the right place. You can access this support at any time, from your Carers Assessment to our drop-in sessions.

We can help with filling in forms, consider this as a second pair of eyes, to help you make sense of anything you don't understand. If you need expert support around benefits or completing certain forms, we will make a referral on your behalf to services like Welfare Rights or Citizens Advice.

## Drop-In Service

This is held at Tameside Carers Centre at the People Place, Tameside One, Ashton-Under-Lyne from 10am – 2pm on Monday, Tuesday, Thursday and Friday. Please do pop down and see us if you need any information, advice or just want a chat and a brew!

## Emotional Support

We offer this in a variety of ways, from planned 1-1 sessions with your Wellbeing Advisor to ad-hoc drop-in sessions. This is safe and non-judgemental support, where you can express your feelings.

We always say if you need a chat, pop in and see us for a brew in the Carers Centre.

## Activities

We have a selection of activities to get involved, in from monthly coffee mornings to craft sessions. This is a great way to meet other Carers and have some time for yourself. Find a 'What's on Guide' on page 8 or get in touch. If you are having trouble accessing activities due to your caring role, please talk to us about this.

## Courses

We know how important it is to understand yourself and the person you care for. We offer courses such as First Aid, Dementia Awareness Courses and much more to support you in your caring role. Please contact us for an up-to-date list.

## Events

We hold events to celebrate and support you such as Carers Week in June, Young Carers Awareness Day in March and Carers Rights Day in November. The events are held to promote the impact of caring and help you to know your rights.

## Carers Forum

We hold a quarterly Carers Forum, a place for you to have a voice in the service. If you would like to get involved, please contact us.

## TEC Card

The Tameside Emergency Card (TEC card) supports your peace of mind. The card is issued to you with a unique reference number and information is stored on our central database. Should you be held up in an emergency and care needs to be provided for the person you look after, a call will be made and the unique reference number used to contact a nominated person. The card can also be used to show that you are a Carer in places like a GP's surgery or hospital.

## Radar Key

This tool is free of charge to support you and the person you look after and can be used in all disabled toilets in the UK.

## Message in a Bottle

Lions Clubs Message in a Bottle is a simple but effective way to keep basic personal and medical details where they can be found in an emergency on a standard form and in a common location – the fridge.



# Support in Tameside



Caring for a loved one with a life-limiting illness can be both a deeply meaningful experience and a challenging journey.

At Willow Wood Hospice, we understand the emotional and physical demands you face, which is why we are here to offer compassionate, person-centred care for both patients and the person who cares for them. Our support is designed to provide practical assistance, emotional reassurance, and holistic wellbeing support at every step of the way, to empower patients to live as well as possible, for as long as possible.

**Our Inpatient Unit** provides a safe and welcoming space where patients can receive short-term, specialist care in managing complex symptoms, palliative rehabilitation, and end-of-life care. Carers are key to a patient's care and are supported with ongoing guidance, signposting and reassurance.

**Community Services** are provided both at the Hospice and in our patients' homes. By offering practical support and emotional guidance, we empower you to feel more in control of your loved one's care. As well as a comprehensive range of services for patients, our Inpatient Unit, Wellbeing, Therapy, Complementary Therapy, Dementia and Family Support teams can support you if you live in Tameside and Glossop and care for someone living with a life-limiting illness.

**Our Wellbeing Team** further enhances this support with personalised one-to-one and group sessions. From mindfulness and relaxation to self-care strategies and complementary therapies, we help you nurture your own emotional resilience. The Wellbeing Services also include "Be Informed", which are weekly drop-in sessions aimed at providing Carers and patients with access to essential information and local resources. Our Complementary Therapists offer a moment of peace and relaxation for patients and their Carers alike.

**Dementia Support** is an integral part of the care we provide to our community. If you care for someone diagnosed with Dementia, you are welcomed into our Dementia Café, a safe space to connect with others. The Dementia Carers Support Group offers an opportunity for you to share experiences with other Carers, while their loved one can join in activities under the guidance of our experienced team.

**Willow Wood Hospice's Therapy team** of specialist Physiotherapists and Occupational Therapists work hand-in-hand with you to promote independence for your loved ones. With practical guidance both at home or in our Hospice-based clinic, the team provides advice on managing daily activities and the side effects of treatment, empowering you to support loved ones with confidence.

**Our Family Support team** provides a compassionate space for you to find emotional, psychological, and spiritual support. Whether through one-to-one counselling or therapeutic groups, you can access the care you need to feel seen, heard and supported.

For more information about the services that are available to patients and their Carers, contact Willow Wood Hospice by calling 0161 330 1100, email [info@willowwood.org.uk](mailto:info@willowwood.org.uk) or pop in for a chat with a member of the clinical team.



# What's been happening?

## Carers Get Crafty!

We have delivered some craft groups in partnership with Caroline Coates Illustration and Crafts. Carers have created leatherwork, had a go at needle felting, took part in wreath making and much more! The creativity has been incredible to see, and the groups are always filled with laughter and fun.



## Breathe, Believe, Achieve Course

This course ran each Monday for 8 weeks and was a chance for Carers to take some time out for themselves, learning relaxation strategies to help them in daily life. Well done to everybody involved, it takes a lot to talk about feelings within a group but the support amongst everyone was beautiful to see.

## He's behind you!!!! Oh no he's not!!

A group of Carers took some time out in December and went to Hyde Theatre to watch Rumpelstiltskin, a chance to relax and have some fun!



## Carers Christmas Lunch

We're happy to say that 50 Carers came along to our Christmas Lunch, hosted by the Village Hotel in Hyde. This was a magical afternoon of singing from the wonderful Allan Oldham, followed by a 3-course lunch and ending with Christmas Carols from Tameside Voices Choir. Well done to all who won a hamper! Thanks again to Allan and the Tameside Voices Choir, who got everybody in the Christmas spirit, it was a truly wonderful afternoon.

## Carers Focus Groups

Thanks to everyone who took part in our Focus Groups last year. You told us that you didn't always understand where the Carers Centre sits within services. We sit within Tameside Council's Adult Services:



We also work with our partners in health, such as GP's and the hospital, however we all use different systems. So, if you have registered with us, you will also need to let your GP know. Please do tell the hospital as well if you access support there. We also work with services within the voluntary and community sector to support people with their needs.

Those who took part also told us that it can often be hard to find information or that inconsistent information is given. We have developed a Carers Handbook with all the information that you need. This will tell you about what we offer as a service, the rights you have and what support you can access.

We asked for feedback on the handbook at our Carers Rights Day event (more info on page 10) and made some changes, so we are now ready to start sharing this with you at your next Carers Conversation.

# Tameside Carers Centre Upcoming Events

Tameside  
**Carers  
-Centre-**

## April

- First Aid Course
- Meditation Classes (evening)
- I Made It Creative Course
- Carers Stroke Assoc
- Coffee Mornings in Ashton
- Hattersley Coffee Afternoon
- Level One – Makaton

## May

- Makaton Part 1
- Evening Meditation Class
- Carers 'TLC' Lunch
- I Made It Creative Course
- Carers Stroke Assoc Group
- Coffee Morning Ashton
- Hattersley Coffee Afternoon

## June

- Carers Pottery Painting
- Carers Week
- Carers Stroke Assoc Group
- I Made It Creative Course
- Tai Chi for Beginners
- Coffee morning Ashton
- Hattersley Coffee Afternoon

Lots of activities are always being added to our schedule, visit our **Facebook page** or get in touch with us for more info.

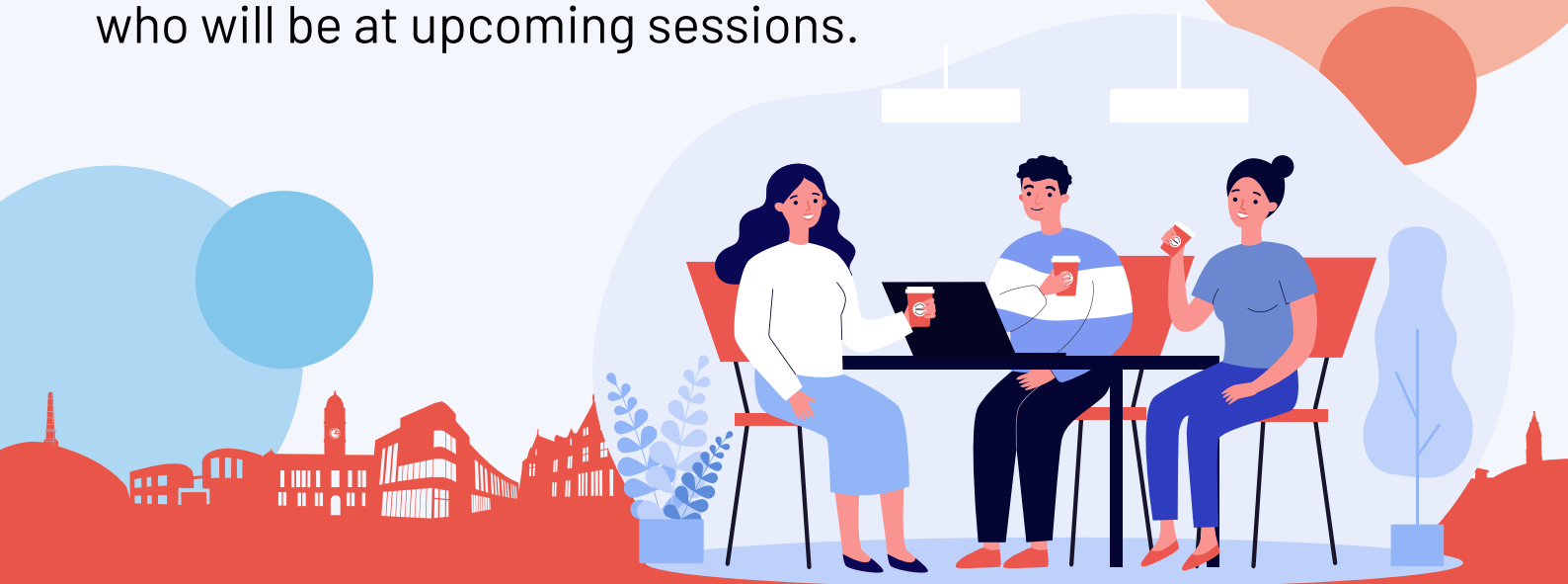


# Enjoy some time out at our coffee morning!

If you look after someone, join us from 10am until 12 noon on the last Tuesday of every month at the Carers Centre in the People Place, Ashton-under-Lyne.

Have a brew and talk to our friendly Wellbeing Advisors, they can give you tailored information and advice.

Other support services including Welfare Rights, the Alzheimer's Society, our Occupational Therapy team and lots more often attend, please get in touch to find out who will be at upcoming sessions.



# Carers Rights Day Recognising your Rights!

On the 23rd of November 2024, we held an event in the Carers Centre to celebrate Carers Rights Day.

The theme was 'Recognising your Rights' and we were joined by services from around Tameside, empowering Carers to access information as a 'one stop shop'. This event was very successful, and we have been asked to do another one soon!



# Your Rights and Entitlements

Caring for someone isn't easy and we want to empower you with information on your rights. From help with money to discounted events, there's lots of support available to you.

**Some information on this page might be available online, if you're not able to access it, please let us know and we can help you in-person.**

## Help with Money

As a Carer you may be entitled to other benefits to support you. Benefits are calculated due to your circumstances, and you may be entitled to benefits that you are not currently accessing. We can refer you to services such as Welfare Rights or Tameside's Citizens Advice Bureau.

### Carers Allowance

If you care for someone for at least 35 hours a week and they get certain benefits, you might be entitled to Carers Allowance. You do not have to be related to, or live with, the person you care for, and you do not get paid extra if you care for more than one person. If someone else also cares for the same person as you, only one of you can claim Carers Allowance.

Find out more at <https://www.gov.uk/carers-allowance/eligibility> or talk to one of our friendly Wellbeing Advisors.

### Council Tax Discount

If you care for somebody for 35 hours and over per week you may be entitled to a discount on your council tax. The person you care for must also be getting certain benefits. Before you apply, please consult the check list on <https://tameside.gov.uk/CouncilTaxAndBenefits/Revenues/Carer-Discounts-FAQs> to see if you qualify, if you can't access this please let us know.

After checking your eligibility please email [counciltax@tameside.gov.uk](mailto:counciltax@tameside.gov.uk) or call 0161 342 2015, we are happy to help you through this process.

### Grants and Discounts

As a Carer you or the person you care for may be entitled to grants or funding from charities and services. The Carers Trust have a list of these on <https://carers.org/grants-and-discounts/introduction>.

## Events and Entertainment

As a Carer you may be entitled to access events and/or entertainment at a lower cost.

### TEC Card

We can provide letters and the Tameside Emergency Card as evidence that you are a Carer. Some events may require proof of Carers Allowance, so you may need to check with them.

### CEA Card

[The CEA Card](#) is a national card scheme developed for UK cinemas by the UK Cinema Association (UKCA). The card enables a disabled cinema guest to receive a complimentary ticket for someone to go with them when they visit a participating cinema.

# Health and Care

## Costs

The Carers Trust has a guide to what is available at <https://www.carersuk.org/help-and-advice/financial-support/help-with-health-and-care-costs/>

## GP Flag

It may be helpful to let your GP know that you are a Carer, they are able to add a flag to your information. This helps them to make sure they are supporting you as a Carer, in stressful or worrying times. It may also help you to have priority access over appointments. Speak to your GP to see how they can support you.

## Accessing help and support for you and the person you care for

You may feel that you and the person you care for need extra support. This may be from social care, care agencies or specialist services. We can support you to look at all options, nothing is too big or too small and we will support you to work through it.

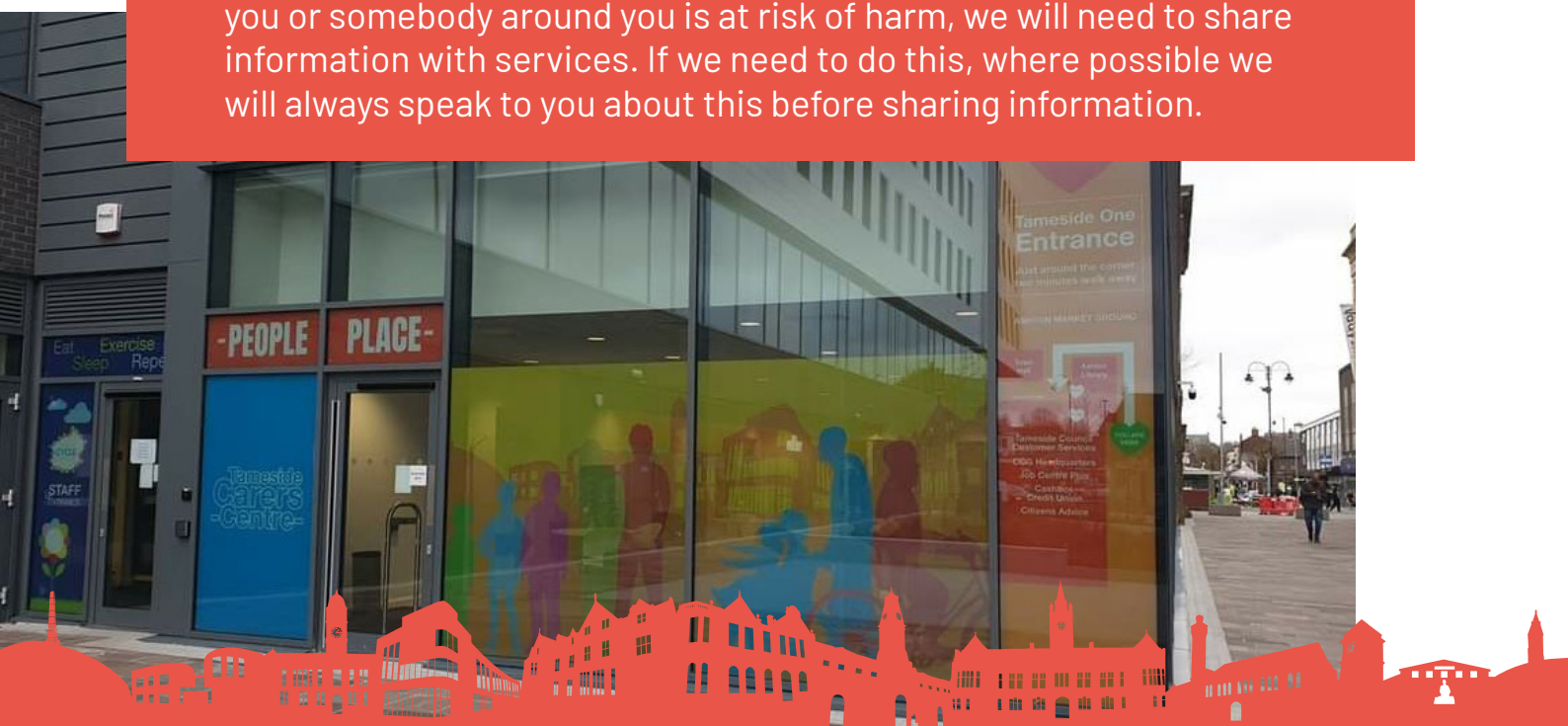
# Working Carers

If you are a Carer who is in work, you may be entitled to some support through your employer. Make sure to ask them if they have a policy to support working Carers. You may be able to access flexible working, emotional support and time off to support the person you care for.

# Working With Services

We really value the work we do with our partners. This may be services from health, social care, local organisations, services, charities, voluntary and community groups, helping us to offer a tailored package of support.

**We operate a confidential service!** This means that you can speak to us in confidence, and we will not share this. However, if we feel that you or somebody around you is at risk of harm, we will need to share information with services. If we need to do this, where possible we will always speak to you about this before sharing information.



# The Carers Corner

## 'The Moving On'

Now it has become the time when we must make the change,  
to sort out independent living and the caring to arrange.

Our son has grown up now,  
so we'll change the direction.

Although he still needs understanding and the care and protection.

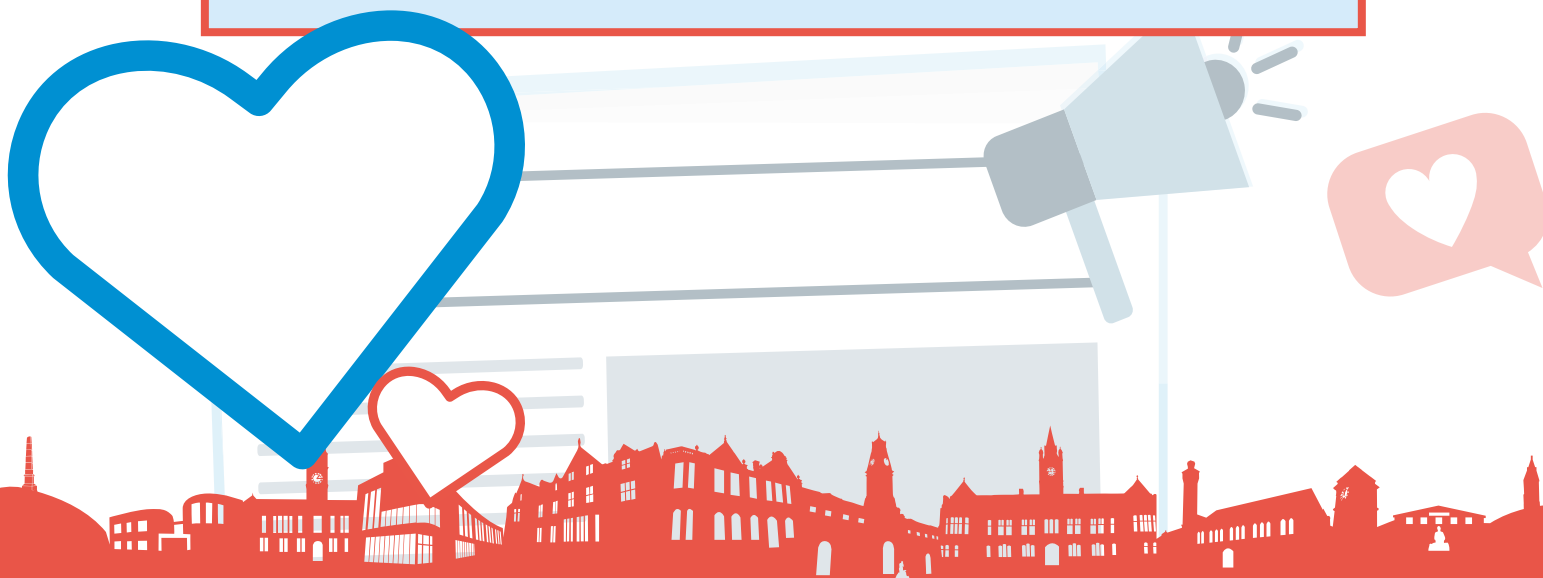
He knows we won't always be around,  
so alternative arrangements must be found.

I'm sure he will be looked after in a place of his own,  
he knows we will keep in touch by visits and phone.

The final step has now been made,  
he moved out yesterday.

He's now in his own accommodation with staff to guide the way.

**By Jeanette Sumner**



# The Carers Corner

My name is Amanda, I care for my husband who had a stroke a few years ago.

## What are the challenges of being a Carer?

I find the psychological demands and the isolation of being a Carer difficult, at times this can be emotionally exhausting. It's me that manages all the hospital appointments and handling the daily tasks like making sure my husband has taken his medication. I can feel unsupported by others which leads to frustration, and I put my own needs last.

## How long have you been accessing support from Tameside Carers Centre?

I have been accessing support from the Carers Centre for two years.

## What aspect of the service do you like the most?

The service has provided invaluable support, and the activities have been my saviour! It has been amazing to make new friends in similar situations who can relate to the struggles of caring. We meet up for lunch outside of the Carers groups and I have the support that I need. Natalie who arranges the activities is fantastic and has always been welcoming from the crafting which I enjoy to the afternoon teas, and other events.

When I attend the courses and activities I feel like 'Me' again, we laugh for an hour, and I feel refreshed.

## What advice would you give to someone just starting out on their caring journey?

Please seek support it is essential for your own wellbeing!

Everyone at the Carers Centre has been so helpful from making sure that I was financially claiming the right benefits to just having a cup of tea and a chat. You can ask any questions, and you feel supported.



# Wordsearch

Can you find all of the hidden countries below?



K O R E A G F R A N C E  
E E V S L E I D N J N F  
N J W Z C X N W O H P V  
Y D B F H R L Q U X O N  
A M E R I C A Z F D I K  
E B S Z N W N X N K N I  
C S R D A I D V H A D U  
X B W A F R Y O P L I L  
Z R D A Z Q E A Y K A P  
O C V N Z I J D F H G S  
A U S T R A L I A H N C  
K M B N H D R U S S I A



Japan



France



Finland



Australia



India



America



China



Brazil



Kenya



Russia







Korea



# Get in Touch!

Drop-in for support on weekdays  
(excluding Wednesday) from 10am until 2pm.

-  Tameside Carers Centre  
The People Place @ Tameside One  
Market Place  
Ashton-Under-Lyne  
OL6 6BH
-  0161 342 3344
-  [carerscentre@tameside.gov.uk](mailto:carerscentre@tameside.gov.uk)
-  Search 'Tameside Carers Centre' on Facebook
-  [www.tameside.gov.uk/carerscentre](http://www.tameside.gov.uk/carerscentre)

If you would like to be involved with shaping our services, please contact us on the above details.



## Important Contacts

Tameside Council Customer Services	0161 342 8355
Tameside Community Gateway Team (Adult Services)	0161 922 4888
Tameside Adult Services Out of Hours	0161 342 2222
Tameside Young Carers	0161 368 7722
Welfare Rights Advice	08000749985
Tameside Citizens Advice Bureau	08082787805
Age UK Tameside	0161 308 5000
Alzheimer's Society	0161 477 6999
Tameside Oldham and Glossop MIND	0161 330 9223
Tameside Hospital Main Switchboard	0161 331 6000
NHS Non-Emergency	111
NHS Emergency	999
NHS Out of Hours Dental Emergencies	111
Anthony Seddon	0161 376 4439
Change Grow Live	0161 672 9420

