

CARERS TRUST

Hillingdon

Winter 2020

LOCAL SERVICES CARERS TRUST

Local News Carers Trust



Wishing all our carers a very warm welcome to your new-look Winter newsletter

We are pleased to announce that Hillingdon Carers' has rebranded as

Carers Trust Hillingdon

We hope that this news has filtered out to you through our social media, website, recent AGM or contact with the staff team. If not, we are delighted to share with you our new suite of logos and our new newsletter. Please also let us have your comments on our new website:

www.carerstrusthillingdon.org

Our new name, Carers Trust Hillingdon, better reflects our membership of a large national network of carer support organisations convened by our national body, Carers Trust. We are proud to fly the national flag in Hillingdon and enjoy the many membership benefits.

We would also like to stress that the name change is presentational only. It will not affect any of our services, which will still be delivered by our skilled and committed team and led by our established local decision-making arrangements, most notably driven by you, Hillingdon's amazing unpaid carers. Our services also remain completely free to registered carers.

The office telephone number has not changed (**01895 811206**) and your emails will automatically be re-directed. If you wish to change your details, we can now be contacted on:

office@carerstrusthillingdon.org

Carer support in the Covid crisis



It is difficult to find something positive to say about the current situation given the impact that the lockdown has had on so many people, particularly as it feels that the virus is still waiting for us to touch a handrail or supermarket trolley so it can pounce. We also know from the many, many conversations we have had with you over the past long months that the lockdown has been one of the toughest challenges yet in your caring roles.

Please remember we are here, don't struggle on in silence, call us, we will find a way of helping you - 01895 811206

We thought that a brief summary of the new services that we are developing or continuing to deliver in response to the virus would be helpful. These are in addition to the great things the team are providing online and by telephone that are covered in the following pages.

Care calling

From March onwards our dedicated Telephone Support team got busy contacting all registered carers. We prioritised those of you who are actively accessing our support currently, but as we trained up volunteer care-callers, we were also able to check in with registered carers that we haven't seen for a while to make sure you were coping and had the support you needed.



You could then - and still can - request a social call as often as you feel you need it; some of you received almost daily calls during the lockdown, others found that a chat once a week was all they needed. This service was popular and will be extended as we continue to train new volunteers.

Emergency planning



As a carer it has always been important to plan for every eventuality, not least to think about what would happen to your loved one if anything happened to you. During the lockdown, we actively promoted these plans and supported hundreds of carers to develop their own personalised plan.

Carers are now routinely offered help with Emergency planning following a Carers Assessment or you can call the office to make an appointment. Draft plans are also available to download on our website: www.carerstrusthillingdon.org/emergency-plan-pdfsheets/

End of life care and bereavement

We are responding to the situations you told us about during the lockdown. Our thoughts are with those of you that lost somebody to the virus, or who struggled during the period where there was no hospital or care home visiting.

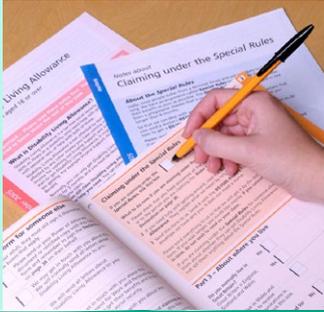


Bereavement Support

We are currently working on two new services: training for carers to both manage the practical tasks involved in caring for someone at the end of their life and also support in managing grief. Pilot sessions will be held in November and December - let us know if you are interested in joining a session and helping us to develop the right content. In January we will also be launching new Bereavement Support groups, with the aim of having at least three up and running by Spring. Please contact wellbeing@carerstrusthillingdon.org for more information.

Carer hardship grants

Thanks to a range of generous grant funders, during the lockdown we were able to provide small grants directly to carers to the value of around £40,000 to purchase an essential household item or for young carers who needed IT equipment to study at home. If you are struggling, contact us and we will try to find the resources to help you.



Carer-related benefits

Our skilled Advice team has secured over £2 million in carer benefits in the last three years. Staff are happy to discuss your entitlements and how they can help you to claim these. They can do most of this over the phone but are offering socially-distanced appointments or even home-visits if you genuinely need them. Make an appointment today.

Turn2Us

Carers Trust Hillingdon is a 'preferred provider' for Turn2Us, which means we can process hardship grant payments on their behalf. This saves time as they take our recommendations for grants rather than carers having to be referred to apply for themselves. For more information please contact our Advice team on the main office number.



IBB Law

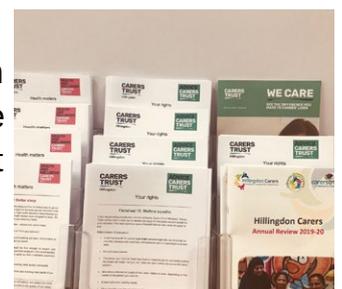
Free Legal Advice Clinics for carers

Local Law firm IBB has supported Carers Trust Hillingdon for many years. They continue to offer carers a free consultation on all legal matters to do with caring, such as Powers of Attorney, inheritance, paying for care and a whole range of other complex legal issues that caring can create. Appointments are through Julie Simmonds in our Advice team, please email her: j.simmonds@carestrusthillingdon.org or call the office

Fact sheets and information

As part of our rebranding, we have reviewed and re-published a whole range of Fact sheets for carers. They cover a broad range of topics from information about our services, your health and your rights as carers. We can post these to you, you can visit our Advice Centre on the High Street in Uxbridge (opposite Tesco) or you can download the factsheets from our website. www.carerstrusthillingdon.org/fact-sheets/

We also carry a great range of information from other organisations that might be able to help you with caring.



Drawing at home



If you like drawing, or would like to learn how to sketch and colour with a simple step-by-step guide, we can post a pack with easy-to-follow instructions for drawing this beautiful lily. With other instructions packs in development, this is a particularly good activity for those of you who really struggle to access activities online or via Zoom

**CREATIVITY
CARERS
TRUST**

Sashiko stitching



In early October, carers enjoyed workshops learning sashiko stitching, which means "little stabs" in Japanese and is a beautiful way to use a running stitch. It proved so popular with carers that we are taking expressions of interest for us to run more sessions.

Calling all book fans

Are you a keen reader? For the book fans amongst you we are setting up a new Book Club on Zoom. We will ask all carers to read a book, which they can then discuss as a group, with the aim that we will eventually meet face-to-face.



Exploring the challenges of coming out of lockdown

These workshops were designed to help you to explore the new challenges lockdown has created and the new fears we have as measures are lifted. The session will help you identify the plans you can put into place and strategies to help you manage new anxieties.

First delivered in September, please contact us if you would like us to repeat sessions.

Managing me

A 4 week course over zoom helping you manage you day to day stresses, sleep patterns, worries, moods as well as increase your motivation and confidence.

Wednesday 11 November, 11am- 12:15pm for 4 weeks

Activities in the pipeline

Crochet for beginners - What to do with those supermarket flowers - Caring at the end of life

Looking after your back



Helping the person you care for in and out of bed or up and down stairs can put a strain on your back. Our workshop will help you to maintain mobility whilst reducing the risk of injury to yourself.

Friday 20 November, Fassnidge Hall, 10am-12.30pm

**LEARNING
CARERS
TRUST**

Basic First Aid training

Knowing what to do in a household or medical emergency is always important, but never more so than when you are caring for someone. Learn the basics to help you and your family around the home. The sessions also cover basic life support.

Wednesday 26 October, Fassnidge Hall, 10am-12.30pm





Carer Cafe Zoom groups

Do you want to meet and chat to other carers? Get the peer support that you enjoyed from our regular Carer Cafes by joining one of our regular Zoom get-togethers.



Tele-Cafes

The team is working hard to provide opportunities for all our carers. If Zoom is not your thing, then we are also offering telephone cafes. Through a free, easy-to-use telephone conferencing number, the team is bringing together small groups of carers to have a regular social get-together. Why not join us?



Care-calling

This service was started during the lockdown and proved so popular we are continuing to offer it and are growing our pool of trained volunteers to grow the service. You can book a weekly call - or at a frequency to suit you - and have a chat at a time that fits around your caring role.



Chair exercise with Alison

Our Chair exercise is more popular than ever and can be done with the person you care for giving you the ideal opportunity to exercise together. Classes are every Tuesday 1:00-2:00pm



Yoga with Jodi

We've been so impressed with your appetite for exercise in such challenging times and are pleased that our popular yoga classes have continued online during the lockdown. Sessions are every Thursday from 10.45-11.45am

For information on either of these Zoom exercise sessions please email: madhuri.kotech@alzheimers.org.uk or call: 07740 433472



Don't Tone Alone

Our partners at Don't Tone Alone are still offering life-style checks and Zoom exercise online. You can find out more or book a place by contacting Don't Tone Alone by emailing: info@donetonealone.co.uk



If you are interested in any of our health and wellbeing activities, you can find out more or book a place by email:



wellbeing@carerstrusthillingdon.org

or call the office on:

01895 811206



What's new from the Hillingdon Carers Partnership?



Hillingdon Carers Partnership

Working together for unpaid carers



Mental Health carer support



We are delighted to announce that our new Mental Health carer support programme is up and running, offering practical, emotional, and psychological support to carers in the borough who are caring for a family member with a mental health issue.

This service represents an exciting extension of the collaboration between Carers Trust Hillingdon and Hillingdon Mind and recognises the particular emotional and psychological impact this type of caring relationship can have on carers. It also, however, focusses on the mental health and wellbeing of all carers, regardless of their role, and aims to tackle the low level mental health issues frequently experienced by carers, such as depression, anxiety or sleeplessness.



The service is being run jointly by Judith Twycross (Psychotherapist), and Zoe Austin (Family Support Worker). The aim is to offer a multi-pronged approach to meeting the needs of the Individual carers referred into the programme.

They will be putting a particular emphasis on promoting a greater understanding of mental health (the carers own and that of those they care for), the importance of self-care, and building resilience, confidence and self-esteem.

Look out for the on-line groups and events running throughout the autumn and winter:

- **Zoom Friday Afternoon Coffee and Chat**
- **Self-Care for Carers sessions**
- **Psychoeducation for Carers Webinars**
- **Psychotherapy Group**

If you believe you would benefit from being part of this programme or would like to join in the above events or groups, please drop an email to:

Judith@hillingdonmind.org.uk or Zoe@hillingdonmind.org.uk



Specialist dementia support



Alzheimer's Society support staff are based with the Carers Trust Hillingdon team at the Carers Centre and we work closely together to provide support to families living with dementia. They provide information, guidance and practical support to help you to understand dementia and how it progresses, how to cope day-to-day with the challenges of the disease and they offer ongoing emotional support, Dementia Cafes and activities and they can signpost you to other services for legal or money advice beyond the remit of the Partnership. They also offer **Singing for the Brain** every Tuesday from 2pm on Zoom - a fun activity for you and your loved one.

To get involved please email Madhuri.kotecha@alzheimers.org.uk or call: 07740 433472



Carers Short Breaks service

giving carers a break from their caring responsibilities



The Carers Short Breaks service provides you with the opportunity to have a break from your caring role, safe in the knowledge that your loved one is being cared for by someone with the appropriate training, skills and experience. Harlington Care's excellent care staff can:

- Take your loved one on social outings such as places of interest, lunch or walks
- Carry out personal care needs
- Support your loved one in the home if they can't get out
- Take them to local social groups, dementia cafes or libraries
- Create supportive and friendly relationships but also promote independence wherever possible

For more information or to check if you are eligible for this services, please call Kellie Byers at **Harlington Care** on **01895 278888**



Therapeutic Care service



Our Therapeutic Care service is a particular favourite with carers and offers a great programme of activities that can help you to unwind, have some 'you' time and also to learn some strategies for managing life's stresses and strains. We offer:

- **Wellbeing workshops** - small groups experience simple-to-learn techniques like Tai Chi, meditation, mindfulness and gentle exercise to help manage stress, enhance sleep and maintain a better sense of wellbeing in your daily life
- **Using essential oils** - to help manage anxiety and stress and learn ways to safely use oils at home. You also learn how to do simple hand massages, great for using with the person you care for
- **Complementary therapies** - reiki, reflexology and massage can ease aches and pains, improve sleep, reduce anxiety and aid relaxation.

Call Nadia at Carers Trust Hillingdon for more information



News from H4All and our H4All partners



We are delighted to announce that our joint venture company, H4All, has won a national award for its High Intensity User (HIU) service. Commissioned by Hillingdon Health and Care Partners (HHCP), the service provides intensive, person-centred support to the top 50 users of GP, A&E and hospital services.

In its first 10 months of delivery, the service saved 539 attendances at A&E and 137 non-elective hospital admissions - a total cost saving to the health economy of £253,395, a significant saving for the £90k invested in the service.

At an online event on 8 October, hosted by the National Association of Link Workers (NALW), our HIU team was awarded Social Prescribing Programme of the Year. Huge congratulations to the team for the well-deserved accolade!



The team:
Phil Puttock, Kat Hunt, Debbie Dollory and Hillingdon Hospital A&E Sister, Sarah Harris

New opportunities from our H4All partner, Age UK



Cognitive Stimulation Therapy (CST)

CST is a programme that stimulates people with mild-moderate dementia through a series of themed activities and has been shown to improve quality of life, social interaction, communication and cognitive abilities. Following a year of success with people with the condition, the offer is now being extended to carers to teach techniques that will help communication with your loved ones.

For more information about this programme or to book a place on the sessions, please contact:

Manish Chauhan on 07841 800756 or email: MChauhan@Ageukhnb.org.uk

Dementia support from Hillingdon Council

Did you know that our Council colleagues run weekly support sessions for residents who are living with dementia and their carers? They have a great programme on offer:

- Monday Afternoon tea, 2pm
- Tuesday Morning chat, 10am
- Wednesday Coffee mornings, 11am
- Thursday Early-onset group, 10am (for under-65s living with dementia)
- Football Fridays, 11am



All sessions are currently running on Zoom

For more information please contact Sarah Durner on:
01895 277137 or email: sdurner@hillingsdon.gov.uk