

Telford and Wrekin All Age Carers



Alongside all our carers during Covid-19

1 November 2020

Welcome



We're well into autumn now and, as much as we all wish it were otherwise, Covid-19 remains with us for the foreseeable future. At Telford & Wrekin CVS, we were optimistic, after a period of health & safety and technical preparation, when all projects made a staggered return to The Glebe at the beginning of September. However, as with so many organisations, within a few weeks of safe social distanced 'togetherness' as teams Covid rules required us to return to our homes to continue our now well-practiced and smooth-running remote service. We receive dozens of calls every day for information, advice and support, with many issues we can solve on the spot, and some that are referred on to other local and national services and organisations. This core work - and all our successful virtual wellbeing activities programme - sits alongside the ongoing Safe and Well Calls we continue to make throughout lockdown.

We're now thinking ahead to the festive season. Many carers find Christmas a difficult time with the extra pressures of care, lots more to do, finances stretched, and normal support services reduced or closed. Under Covid rules it's more important than ever that as a carer you do all you can to keep the person you care for well and that you cope both physically and emotionally as a carer. Have a look at our **Planning for Christmas Tips** on Page 10 to help you look ahead to December.

We know it's not easy for everyone at the moment, but are you an organisation or individual who could give a little help to Telford family carers at Christmas? We would very much appreciate you considering us as your local sponsored charity at this particularly difficult time for carers of all ages.

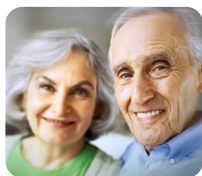
Your donation could bring so much pleasure, for example - to a young carer or young adult carer, with very few presents for themselves trying their best to make it a special time for the parent they care for and their younger brothers and sisters. Or perhaps an adult carer, feeling isolated and lonely, coping with the 24/7 needs of a partner with dementia or other long term illness and no family or friends to help.



Our usual seasonal get-togethers are on hold - fairs, trips, parties, face-to-face visits from Father Christmas . . . but we want to give as many of our carers in greatest need a gift - a **'Seasons Greetings' Wellbeing Pack** - delivered to their door - whether aged 5 or 85. **Please help us do this and make a carer smile at Christmas** - either through a donation at **VirginMoneyGiving** <https://www.virginmoneygiving/fund/telfordcarerscovid19> or by buying lottery tickets through our local Telford lottery where 60p of every £1 is donated to us at <https://www.twincl.co.uk/support/telford-carers-centre>. Or if you have any other ideas for giving, please do get in touch with me directly laura.thorogood@telfordcarers.org.uk.

We hope to have our Christmas newsletter out around **Carers Rights Day at the end of November** - in the meantime, stay safe and well and please don't hesitate to call or email us if you have any issues or worries.

Laura Thorogood - All Age Carers Centre Manager



Call us on 01952 240209 or email admin@telfordcarers.org.uk

#KindleKindness from Telford & Wrekin Council and people of Telford



We were so happy to be part of this wonderful initiative through the local authority, fundraising to buy Kindles or similar devices to help ease isolation and loneliness for those in need at this difficult time. Organisations and individuals throughout the borough have been so generous, enabling us to gratefully receive 20 Kindles to distribute to some of our carers most in need, and enable them to access important information, advice and support both from ourselves and other organisations across Telford and Wrekin. Thank you to all who contributed. <https://www.gofundme.com/kindlekindness>

(Pictured) Councillor Paul Watling, Cabinet Member for Cooperative Communities, Engagement and Partnerships delivering Kindles to Debbie Gibbon, CEO, Telford and Wrekin CVS.

World Polio Day - Purple for Polio

We were really pleased to be involved with World Polio Day. Rotary Clubs throughout the UK have been providing hundreds of purple crocus bulbs to be planted by individuals and organisations.



Manager Laura had a social distanced meet-up with David and Marcia of Rotary Club Telford Central to receive delivery of some bulbs.



We have included these in an Autumn Wellbeing Pack, delivered to our young adult carers (16-24) for their family gardens and may have a further supply in due course - watch our Facebook page for further posts.



Young Carers Make Your Mark!

Every year, young carers are invited to take part in the Make Your Mark ballot.

The Make Your Mark ballot asks young people to vote on the top issue that they think is most important to them. The Top 5 are then debated in the House of Commons by the young people and the Top 2 then become the national campaigns for the UK Youth Parliament. This year's were Protecting the Environment and Ending Knife Crime.

This year the ballot will be online between 1-30 November. We would ask our young carers to go online to vote using a link to be advised. Watch out on Facebook for the link or for further information go to:

<https://www.byc.org.uk/uk/uk-youth-parliament/make-your-mark>

Latest News on Carers website

Link here for some interesting and detailed 'long' documents, which are too big for the newsletter.

Care Quality Commission - The state of health care and adult social care in England 2019/20. Printed on 15 October 2020

Telford & Wrekin GP and Chemist Flu Immunisation and Other news update - October 2020

Telford Energy Advice Autumn 2020 (see also page 9)

Telford & Wrekin Let's Get Telford Healthy

All available at:

<https://www.telfordcarers.org.uk/coronavirus-updates>

FREE Virtual Mental Health Sessions

As part of the national See Hear Respond Partnership, The Children's Society are providing some **FREE online Mental Health Sessions** to individual Young Carers Services. The group session will be 1 hour long, with a resilience worker from our team in attendance and we could have two separate sessions for Primary and Secondary age.

The session will cover wellbeing, coping with stress, Covid-19 impacts and give you lots of advice and point you towards useful websites and apps.

Please get in touch soonest if you would like to attend a group with other Telford Young Carers and if we have enough interest we will organise a suitable date/time.

**Contact Anita on 07878 457141
anita.foster@telfordcarers.org.uk**

Home Instead Senior Care

All Age Carers Centre Manager, Laura Thorogood, was pleased to chat recently with Siobhan, Manager from 'CQC Outstanding' Home Instead and was impressed by the passion and dedication shown by this company for those needing care, and for the people who care for them. Siobhan says:

"At Home Instead Senior Care we work with you to provide flexible, personalised home care based on your specific requirements, when you need it. You'll get to stay in your community and live under your own roof, surrounded by your own things and continue to live by your own rules. We have a person centre approach giving everyone involvement in all aspects of the care planning process. Our main service areas are:



- **Home Help** - pet care, shopping and domestic tasks - where possible CAREgivers will encourage individuals to maintain their independence by giving advice on all these tasks and assisting people to manage these household elements themselves.
- **Personal Care** - whilst people will be supported to maintain their independence with these tasks as much as possible, there may come a time where they need further support with their personal care.
- **Companionship Calls** - These can be standalone without any other support. This enables individuals to have that quality time with someone where they are the main focus, put carers minds at ease and give carers a little, much needed, respite themselves. With each care call lasting at least one hour, we will be sure to get a few cups of tea in!"

The Post Code areas covered are: TF1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, WV6 7, WV7 3, WV8 2, WV16 4, WV15 5.

Contact Home Instead Senior Care at 01952 476720

caremanager.telford@homestead.co.uk

<https://www.homeinstead.co.uk/east-shropshire/>

Mind of My Own Reminder!

We've launched the brilliant new app - **Mind of My Own** - which we featured in our previous newsletter. **We're ready to get young carers signed up now!** It's a brilliant way to contact the person who supports you at the All Age Carers Centre, and we want to get as many young carers on board as possible. It will give them the opportunity to express their feelings,



tell us their news, ask questions, and sort out issues - all in a safe, secure online environment. **See more here <https://mindofmyown.org.uk> and if you want to join to use on your phone/tablet or PC get in touch with the team - call Anita on 07878 457141 or email anita.foster@telfordcarers.org.uk for more information and instructions about how to join.**



Sessions for all - Exploitation and Vulnerability in Shropshire

Safeguarding children, young people and vulnerable adults is everybody's responsibility. This 2 hour FREE, virtual briefing session will give you an insight into Exploitation and Vulnerability in Shropshire – we must raise awareness. It contains vital information for anyone who has responsibility for children or young people (eg parent, grandparent, guardian or carer etc.) It will give you an understanding of the realities in our County in terms of: **Child sexual exploitation (CSE), Child criminal exploitation (CCE), Organised crime groups/gangs, Modern day slavery.**

There are three FREE virtual sessions to choose from and are **open to anyone:**

- Mon 23 Nov 10am-12 noon
- Mon 23 Nov 2-4pm
- Mon 23 Nov 6.30-8.30pm

To book visit <https://www.shropshire-chamber.co.uk/events/page/3/>

Call us on 01952 240209 or email admin@telfordcarers.org.uk

WATCH Alarms - Fantastic new technology!

It was lovely to have an online meet-up with our friends at WATCH recently - Sarah and Lauren were pleased to tell us about some new devices which they now have available - technology to support vulnerable people inside and outside of their homes. Read here about how GPS and geo-fencing (some of us also had to ask for more explanation of this!) can alleviate so many safeguarding issues for the person you care for, especially if you are not able to be with them all of the time. For lots of further information link here:



Oysta Pearl (a pendant and a watch version)

<https://oystatechnology.co.uk/wp-content/uploads/2017/09/Oysta-Pearl-Telecare.pdf>

<https://oystatechnology.co.uk/wp-content/uploads/2018/01/Oysta-Help-on-Hand.pdf>

Pebbell

<https://pebbell.shop/#features>

Some customers are self-funding their device and some receive funding support from Telford & Wrekin Council.

If you're a registered carer get in touch with Linda or Isam on our Wellbeing Checkpoint 01952 240209 who will refer you to WATCH for a chat about your needs.

Volunteers needed for T&W Carers Partnership Board



A positive thing to come out of the current pandemic is the raising of people's awareness of how much we depend on each other and help others in our community. The Carers Partnership Board says:

"There are currently thousands of unpaid carers of all ages who find themselves looking after loved ones - a situation not always planned

for and which affect every one of us. Often carers find themselves isolated and both emotionally and financially stretched.

To raise awareness of these issues and to widen support in conjunction with other charities and professional bodies, we have in place the Carers Partnership Board.

We are now seeking to recruit volunteers to help in a variety of roles to help us assist us in our goals of promoting the views, health and wellbeing of unpaid carers in Telford and Wrekin "

If you feel you can spare some time to help, please contact the Carers Partnership Board via their email board@cpb-tw.org.uk.

Take part in latest Healthwatch survey



Healthwatch are gathering people's experience of discharge under the current arrangements through this short questionnaire. They want to hear about what's working well and where things could be improved so that

changes can be made to improve the patient experience of leaving hospital. Complete the survey now <https://www.healthwatchshropshire.co.uk/tell-us-about-your-experience-leaving-hospital-during-covid-19>

WEA Courses

The WEA has a great list of learning opportunities online across a wide variety of areas.

See full listings through the the link below with each course then link to an information sheet and enrolment page.

Course fee's are kept affordable and may be waived for those in receipt of some benefits. Further info on support with this can be found on their website or by calling 0300 303 3464



<https://www.wea.org.uk/westmidscounties2020>

Call us on 01952 240209 or email admin@telfordcarers.org.uk

Bye Bye to Jane!

Anyone who has been involved with carers activities will know Jane Evans, who has left her role as Wellbeing Respite Coordinator within the service. Jane was always saying how lucky she felt to get to organise all the fun and interesting stuff for carers! For the Young Carers that included Youth Clubs and Holiday/Half Term activities, dozens of different and exciting events - music/arts/crafts sessions, support talks, sports days, trips, Christmas parties, games . . . and for the Adults - wellbeing sessions, training, walks, trips . . . the list is endless across all ages!



Over the past six months, Jane had thought of many creative solutions to the challenges of lockdown, including hosting online Youth Clubs, support groups, art sessions, talks, games - and initiating the popular and very successful Wellbeing Activity Packs over the summer.

She was such a strong support presence putting people at ease immediately they met her, always willing to go that extra mile to 'make a difference' for carers. A kind shoulder to cry on, she helped lessen the load with empathy and humour for carers from 5 to 85. A talented, valued colleague and friend within the team, we're sorry that she has moved on to new adventures. Good luck for the future Jane - we're going to miss you!

Dementia Action Alliance need carers who deal with dementia . . .

What's it like caring for someone with dementia? Mary Latter says: "We are Shropshire, Telford and Wrekin Dementia Action Alliance and were formed in 2013 as part of a national Dementia Action Alliance. We work to bring together organisations and individuals across the area to share 'best practice' and take action on dementia. We try to do this in a way that's shaped by people living with dementia, and those who care for them, so we are always looking for people who can share their experiences with our members and help us to influence local developments."



We operate as far as possible as an informal social movement and so far, 270 organisations across the county have been recognised as '**Working to become dementia friendly**' along with nine local communities. Being 'dementia-friendly' means understanding, respecting and supporting people with dementia and their carers and families so that they can continue to live in the way they want to and in the community they choose. **So if you could use your experiences to show us what carers of people with dementia want and need or if you just want to find out more about us please email marylatter@live.co.uk**

The Internet - A good time to learn the basics?

Being able to use the internet - including emailing, face-timing and Zooming - is becoming more and more important at this time. Social isolation and loneliness continues to be a major worry for many as so much information is only online.



Citizens Advice is running a new project to help people to start using their phone, tablet or computer to connect to the internet. Someone will call you up and help you start using the device you have, at a very basic level, and then perhaps move on to help with internet shopping and benefits information and applications. **If you're a carer who would like to take advantage of this service, or you know someone who would benefit from learning basic internet skills, please call Andy on 07842 906098 or 07860 163435.**

There's more information on their website <https://www.citizensadvice.telfordandthewrekin.org.uk>

Catch up on Exemption Cards for Face Masks

We were pleased to be able to include information in the last newsletter for those people who can't wear a face mask in public, for medical or other reasons. We've had some client feedback, and are aware of a national issue, where some people are being challenged by others for not wearing a mask. If you can't wear a mask, we would suggest once again, that you always have a badge in clear view to try and avoid any issues - and of course we would remind everyone that for those wearing a badge, reasons are often hidden and not always obvious to others - be kind to those without and also help protect them and yourself by keeping within the social distancing 2 metre rule.



Go to this link and print off and make your own:

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own>

Alzheimers Society Help Card for people living with dementia - get one here:

<https://www.alzheimers.org.uk/get-support/publications-and-factsheets/helpcards>

Hidden Disabilities also has information on masks and provides an exemption card for 55p and they also sell the Sunflower lanyard <https://hiddendisabilitiesstore.com/>

NEW Re-issue of Carers Priority Pass



Hundreds of carers requested a copy of the Carers Priority Pass, and many have given us feedback about how useful it has been. It's a pass to carry at all times, issued by Telford & Wrekin Council, which enables carers and personal assistants to go out and about, fulfilling their responsibilities - visiting, shopping, etc. to present to officials if needed - most useful during full lockdown. Many carers said its proof of their crucial role in accompanying/supporting the person they care for has been a great help.

As we go to print a further national lockdown is about to start. Telford & Wrekin Council have now reissued the Pass, with an additional statement supporting those who may not be wearing a mask.

If you would like a copy of the new Pass, please contact our Wellbeing Checkpoint Team on 01952 240209, admin@telfordcarers.org.uk and they will carry out a registration check and send you a copy. If you're not registered with us as a carer, then our team can do this for you - it usually only takes about 15 minutes and can be reassuring for carers, should you need us now, or in the future.

Hospital Visiting suspended



We have received a circular advising that hospital visiting has been suspended at the Princess Royal and the Royal Shrewsbury hospitals. For more information visit our website here:

<https://www.telfordcarers.org.uk/coronavirus-updates>

Fancy some company, fun, info, advice? - connect online with Mobilise!

We've really taken to **Mobilise!** A great support website for family carers of all ages. We'll be reminding you of the link to their website in every newsletter – there's so much to get involved in! One of our team, Tracey, who's also a family carer herself said:

"I registered as a Carer for Mobilise several weeks ago to see how it worked. They send emails every day pretty much . . . with lots of information, support groups, pods, blogs, get together links, ideas and the topic today is gadgets! They also offer one-to-one counselling via phone or video you just click to book a slot! I've attended a cuppa morning which was completely anonymous for those who joined in with typed messages. They had self help exercises and Visualising to end with. The meeting on Friday was chatting with four other carers from different parts of the UK - amazing."

Sounds brilliant Tracey! Why not join up now at <https://www.mobiliseonline.co.uk/>

Carer Friendly Employers and Communities

We are pleased to have received Carer Friendly Project Leader Val Dawson's report of 'Carer Friendly' news during Covid-19. Val says:

Carer Friendly Employers and Carer Friendly Communities

"Many congratulations to AgeUK who have become our latest Carer Friendly Employer!

It seems a long time ago that the **Carer Friendly Employer** project first began, with Telford and Wrekin Council becoming the first organisation within the borough to receive the award. Unfortunately, Covid-19 has made our 2020 target for Carer Friendly organisations unreachable, but we are pleased to say that the project will continue - for those organisations that have become Carer Friendly

Employers you've not been forgotten, and hopefully it won't be long before you can again show us why you were awarded the title and renew your certification.

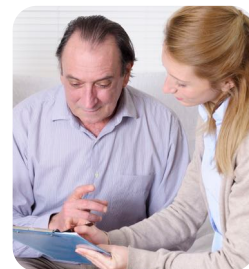


I was delighted when Shawburch was chosen as a trial for establishing a **Carer Friendly Community**. The businesses within Shawburch have already been approached as to what they can do to assist family carers in Shawburch, and to make it the first Carer Friendly Community within Telford and Wrekin. Their responses were very positive and working either singularly or together, they are already

establishing systems to help carers in the area. Hopefully before too long, other communities will take up the challenge to become 'Carer Friendly'."

These two projects are being undertaken by the Carers Partnership Board for Telford and Wrekin. The CPB is a forum for charities and organisations to work towards making life easier for family carers (past and present).

For anyone who would like to join the project teams for either of the above, please do not hesitate to come forward - your assistance would be much appreciated. Please contact the Carers Partnership Board on 01952 247690 or the All Age Carers Centre on 01952 240209.



Steps in the Right Direction - Brilliant 12 Week Programme



Steps In The Right Direction 12 Week Programme

About The Programme

This unique & exciting opportunity aims to give unemployed participants (16 yrs+) who fit into our criteria, the skills & confidence to go into further education, training, volunteering or employment

The programme will be delivered at The Cavalier Centre for 2 hours per week for 12 weeks

This will be a mix of gaining practical experience, working with the horses & also offers a chance to develop or improve employment related skills in the classroom 1-2-1 or in small groups

You can Learn, Discover & Experience

Employability Skills

Confidence Building

Working With Horses

Well-Being Strategies

Information, Enquiries & Bookings

Programme Dates: Option 1 (October 2020 - December 2020) or Option 2 (January 2021 - March 2021)

Contact: Lynette Fryer, Skills Development Coordinator

Tel: 01952 983200 E-mail: projects@cavaliercentre.org.uk

Address: Cavalier Centre, Bradley, Farley, Much Wenlock, TF13 6PE

Web: cavaliercentre.org



This opportunity aims to give participants (16+) the skills and confidence to go into further education, training, volunteering or employment. Criteria are:

- Be unemployed and claiming UC/ESA/Benefits (compulsory)
- Experiencing stress/anxiety due to not being in education/training/employment
- Experiencing low confidence/self esteem creating barriers for getting into education/training/employment
- Young people who are not in education, training or employment or at risk
- Any women affected by domestic abuse/ domestic violence

The course will be for 2 hours per week for 12 weeks (January-March) and will be a mix of gaining practical experience, working with the horses and also offers a chance to develop or improve employment related skills in the classroom 1to1 or in small groups.

For more details get in touch with Lucie as soon as possible lucie.roberjot@telfordcarers.org.uk or call on 07817 090054.



Make a carer smile this Christmas as part of our Seasons Greetings appeal

Join our brilliant local Telford and Wrekin Lottery now and pick the All Age Carers Centre as your chosen charity.

We will receive 60p for every £1 ticket you buy helping us to give those carers most in need a gift this year during what will be an especially difficult Christmas season for them.

And you'll have a chance of winning a prize yourself!

Go to <https://www.twincl.co.uk> to buy your tickets



Support local good causes

Win up to **£25,000!**



Fundraising and Donations

Telford and Wrekin Young Carers has been fortunate to be one of 130

organisations to share part of a grant pot from the **Youth Endowment Fund** to support young people at risk of being drawn into violent crime through the Covid-19 pandemic.



The YEF is an independent charitable trust set up by the Home Office and it funds, supports and evaluates projects in England and Wales. Jon Yates, Executive Director at YEF said: "It has been too easy to forget vulnerable young people during this Covid-19 crisis. The pandemic has removed much of the critical support that many of them rely upon - from teachers to youth workers. This funding will help us find the best way to reach and support these young people when they most need it".

We will be using the grant to support our young carers in various ways - including funding our exciting new Mind of My Own app (see page 3) enabling us to give them a direct line of communication to the support we can provide at this really difficult time.

The Trustees of **The Lady Forester Trust** at Broseley have given a wonderful donation of £2000 to be used for activities and Wellbeing Packs for the carers.



This significant contribution to our organisation will be put towards our **Seasons Greetings** initiative launching this week to support wellbeing gifts for our all age family carers.

A big thanks to the Trust, from us and the carers of Telford, for choosing to gift us - we are very grateful for your support especially when things are so difficult for carers.

We were so pleased in August to open a letter from the **Inner Wheel Club of Ironbridge** telling us we'd been gifted £900



from President Sheena Silcock's year 2019/20. Donations such as these are crucial in helping us support carers and their families during this very difficult time.

Thank you to all members for their time and effort in fundraising for us.



Another big thank you goes to **Rotary Club Telford Central** for their kind donation of £200 for our young carers activities. The Rotary Club are such incredible supporters of our service and we can't thank their members enough for all the effort and time they have given to help us during Covid-19.



You're all stars - thank you so much for supporting us!

<https://www.virginmoneygiving/fund/telfordcarerscovid19>

<https://www.twincl.co.uk/support/telford-carers-centre>

Call us on 01952 240209 or email admin@telfordcarers.org.uk

Don't forget about Impact's FREE emotional support sessions

Impact are working remotely with Telford residents over 14 years old for up to THREE FREE SESSIONS to help work through any mental health issues relating to Covid-19 - anxiety, loneliness, job worries, stress or bereavement.



If you, or anyone you know, would like to book these Emotional Sessions then please give Impact a call on 01952 223165 or email info@impacttelford.co.uk

Tea Time - Affordable Warmth News from the TEA



The Telford Energy Advice newsletter is packed full of information about support for vulnerable residents of Telford. With so many residents facing new challenges this year, it's even more important than ever to know what help is available for those who need it and how you can get help to stay warm and safe this winter. Link to the newsletter here:

<https://www.telfordcarers.org.uk/coronavirus-updates>

Why not go along to their online TEA talk on 10 November? The organisation will be going into more detail about supporting you at home, and answering all of your energy queries. Sign up now with them directly to secure your place.

If you know someone who might benefit from any of the information, please contact advice@mea.aorg.uk or sign up for your own further issues of the newsletter at claire@mea.org.uk.

Test and Trace Support Payment Scheme - £500

If you have been asked to self-isolate by NHS Test and Trace (after 28 September 2020) and you're on a low income, unable to work from home and will lose income as a result, you may be entitled to a payment of £500 from your local authority under the **Test and Trace Support Payment scheme**. This scheme will run until 31 January 2021.



For more information, visit the government website at:

<https://www.gov.uk/government/publications/test-and-trace-support-payment-scheme-claiming-financial-support/claiming-financial-support-under-the-test-and-trace-support-payment-scheme>

Look after your mental health

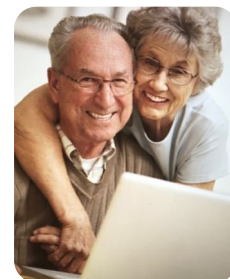


It's important for all of us to have as much support as possible with our mental health during the current period especially if we're isolated, lonely or dealing with depression or anxiety. Funded by the NHS these videos are easy to access and give lots of information and advice about keeping emotionally healthy at this time.

<https://healthandcarevideos.uk/mental-health>

Care by Communication

Janet Guice of **Care by Communication** provides paid personal consultation and support for setting up all Information Technology (eg phones, computers and laptops), Alarms and Billing areas. Janet is very qualified and understands carers issues as she has been a carer herself.



IT Technical Assistance is £25 per hour. This covers callout to resolve technical problems, use of laptop to help with switching providers, and IT installation of any technical equipment. IT Consultancy is £25 to produce quotes/solutions.

Contact Janet: www.carebycommunication.co.uk or email carebycommunication@gmail.com

Call us on 01952 240209 or email admin@telfordcarers.org.uk

Plan ahead! - tips for a more relaxed Carers Christmas!

Christmas will be more of an unknown this year - going to print we're not sure how the period will look in terms of Covid restrictions. In normal times, families everywhere can seem to be relaxing, celebrating and having fun, while carers are often 'busy as usual' looking after the person they care for. Whatever the rules may be we hope the tips below might help you get things in order in good time, so you can carry out your caring role in the most efficient (and enjoyable!) way possible.

Chat with your family well in advance about how you're thinking Christmas will run this year. Talk about any worries or issues there might be (Covid or non-Covid) and try and resolve them. If everyone is singing from the same carol sheet it makes all the difference!

Attempt to plan as much as you can in advance especially if it's important to keep a strict routine for the person you care for.

Ask for help well in advance too. It's important that you have some time just to relax, even if only for a couple of hours for a walk in the fresh air each day - can family, friends or neighbours help? You may be surprised how willing everyone can be - even if only to do a bit of shopping - if you pluck up courage to ask - so many of us are happy to give at this time of year. Social distancing may be an issue but hopefully can be managed with some forethought.

Consider acquiring technology - especially if you're caring for someone with dementia or for someone who can cope for a few hours or more on their own, as long as they have a button to press should an emergency arise. See, for example, the brand new technology WATCH alarms are offering on page 4 - it has cutting edge GPS and geo-fencing technology that can tell you where the person you care for is every minute of the day. And what about a smart phone or tablet for yourself as a Christmas present and then call Citizens Advice to learn how to use it for accessing the internet to help you and the person you care for at this time. (page 5).

Make contact with other carers This could relieve your isolation and give you just the type of peer support you need. There are lots of online groups and forums (see Mobilize for example on page 6) where you can chat with carers in the same situation as yourself. We'll have more in the Christmas issue.

Do a list of services and emergency contact Make sure you know where to go for help for your cared for over the Christmas period - normal times and days may change - it's worth making a list of which services will be available and opening times. Find out about how your GP will operate too. There will always be emergency services available if you are in crisis and make sure you know how to get in touch with them.

Do a list of shops and pharmacies opening times - If you need to get medication or any other supplies for the period, the best thing is to get them in advance to last until after New Year. If that's not possible, make sure you know opening hours and any reduction in service provision.

Children and Young People - online internet safety is crucial at this time



Protecting children using the internet is so important, especially at this time when they can be online much more than usual. The Child Exploitation and Online Protection Command (CEOP) is part of the UK's National Crime Agency and has a great deal of information, including Home Activity Packs and videos, to support children, young people, parents, grandparents and professionals. Link with their Think You Know website Activity Packs here:

https://www.thinkuknow.co.uk/parents/Support-tools/home-activity-worksheets/?utm_source=Thinkuknow&utm_campaign=5b5261dab9-TUK ONLINE SAFETY AT HOME 25 08 20&utm_medium=email&utm_term=0_0b54505554-5b5261dab9-64709049



Carers Wellbeing Programme

Here are details about our usual online Zoom group get-togethers:

Young Carers (Primary) Wednesdays 4.30pm

Young Carers (Secondary) Wednesdays 6pm

The Inbetweeners Group (16-25) Mondays at 3pm

Adult Carers Wellbeing Groups Tuesdays at 11am or Thursdays at 1pm

Please be prompt for all sessions as duration is fixed at 40 minutes.

Call Anita (Young Carers) 07878 457141, Lucie (Inbetweeners) on 07817 090054, Jade or Danielle (Adult) 01952 240209 to put names down and log in details for Zoom will be sent just before or on the day of group if you haven't got them already. You don't even need to join Zoom - just have access to the internet on your phone, tablet, PC or Mac.

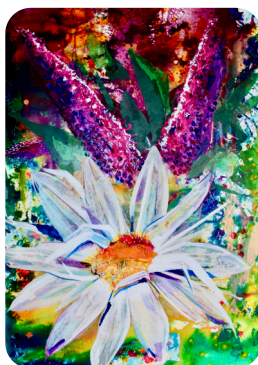
Why not follow our facebook pages here for lots of news and updates!

<https://www.facebook.com/telfordcarers>

<https://www.facebook.com/telfordcarerscentre>

Carers Quick Catch-Up Gallery!

Our young carer Sophie, aged 10, won a voucher to adopt an animal at the Exotic Zoo after winning our Upcycling competition judged by Veolia, who work in partnership with Telford & Wrekin Council to collect and manage household waste across the county. Steve Mitchell, Veolia Director West said: "It was great that the children were so creative - reusing and upcycling waste materials from around the house to make some eye-catching outfits". Well done Sophie!



Julia's prize-winning painting Daisy & Buddleia and some of our other entries for our Adult Arts Competition from Alan, Michelle, Terry, Elaine and Helen. Fabulous work!



Great news! - Caris Jackson will be continuing to deliver art sessions for carers into the winter season.



University Centre Telford (University of Wolverhampton) hosted an exhibition of collaborative Arts by artists Sharon Griffin and Wayne Chisnall - and they joined our online Youth Club sessions for Primary and Secondary carers! They talked about and gave a guided tour of their sculpture named Un.Lockdown



Ben - Our Great Young Carers Bake Off Winner



We've been delivering dozens of Wellbeing Packs to carers all over Telford.



Autumn Wellbeing Pack for Young Carers

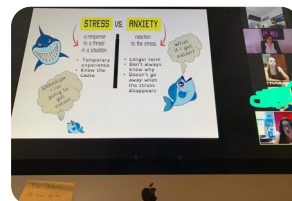


Autumn Wellbeing Pack for Inbetweeners



Back to School Wellbeing Pack for school transition carers in September

A really helpful "What if I don't want a new normal?" stress and anxiety workshop for 14+ carers run by the Impact team.



The Cooperative Foundation #lonelynotalone initiative held their yellow sock day supporting young people affected by loneliness in lockdown. We had a supply of socks and our carers showed them off on the day!!



... watch out for our Christmas issue ...

Useful Contacts

Once again, we hope our continuing one-to-one calls go a long way towards helping those who don't have, and/or use, IT currently. If you have changed your email, phone (or address) since you registered with us, please do ring to give us your new information - it will only take a few minutes.

To ensure you receive all the information you need, and to have full contact with CVS, the All Age Carers Centre and other organisations over this period, here is a list of important contact links which we are repeating in each newsletter throughout this period for new carers - most have telephone numbers for those without IT at home.

Main All Age Carers Centre number: **01952 240209**

All Age Carers Centre email: **admin@telfordcarers.org.uk**

Young Carers email: **info@telfordandwrekinyoungcarers.org.uk**

Main Telford and Wrekin CVS number: **01952 916035**

Go in and 'Like'/Follow our Facebook pages - please!:

Young Carers <https://www.facebook.com/telfordcarers>

Adult Carers <https://www.facebook.com/telfordcarerscentre>

Telford and Wrekin CVS <https://www.facebook.com/TelfordCVS>

Go to our Website and link to the Coronavirus update page.

<https://www.telfordcarers.org.uk/coronavirus-updates>

We also have referral forms on the home page of the website for professionals and new carers

The CarersUK site has many pages of extremely comprehensive information for carers at this time. **<https://www.carersuk.org/coronavirus-covid-19>**

Telford Senior Citizens Forum:

<https://twseniors.org.uk/>

Emergency Response Carer Service 01952 385385 select Option 3 when prompted to provide care for the person you look after if you cannot. After 5pm or at weekends call **Emergency Duty Team on 01952 676500**

General Information in relation to Health and Social Care and not registered with a social worker call the **Wellbeing Independence Partnership 'My Choice'** on **01952 916030 or 01952 385385 option 2.**

Shopping. There is a general information line on **01952 382030.** Online go to **www.telford.gov.uk/isolationssupport**

NHS Volunteers 0808 196 3646 - help with shopping/medication and other emergency supplies

Emergency Welfare Assistance 01952 380400

Emotional Health Crisis (potential suicide or similar) call **Mental Health Access Team 0300 124 0365**

Mental Health Services are extended to 24 hours during pandemic. There is a **24/7 all age mental health service** providing telephone support, advice and triage. This can be accessed via **Access 0300 124 0365.** There is also a link from the home page of **www.mpft.nhs.uk**

For people who think they are extremely vulnerable but have not been sent a letter by the government go to **<https://www.gov.uk/coronavirus-extremely-vulnerable>**

AgeUK are offering a Covid asset spreadsheet which can be filtered by area/type of service etc. Most up to date version will be on AgeUK website. **<https://ageuk.org.uk/shropshireandtelford/about-us/news/articles/2020/coronavirus-covid-19-update>**

Citizens Advice. Two local lines and email enquiry system staffed 9-5 weekdays or national site **www.citizensadvice.org.uk**

01952 567193 Callers will be asked about their problem and if they need more than brief information they will be called back by an adviser for a more in-depth interview.

0300 330 1165 is the advice line

01952 567174 is for people wanting food parcels

If you are having problems claiming **Universal Credit** call **0800 144 8 444** or national webchat support **www.citizensadvice.org.uk/benefits/universal-credit/claiming/helptoclaim** which will send enquiries through to local advisers.

Email enquiries to **case@telfordcab.co.uk** or write to **Citizens Advice Telford and Wrekin** 40 Tan Bank, Wellington, TF1 1HW.