

Medway Carers Newsletter



Happy New Year to all our Carers and we hope you all had a very good festive season.

In 2010 Carers participated in the Carers Partnership Board and in many other consultations at local and national level and were able to get their voices heard.

Following on from the consultation on Carers Strategy 'Refresh' the government has now published the next steps for the Strategy 'Recognised, valued and supported'.

http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_122393.pdf

The success of the strategy can only be achieved through your support. We strongly urge all carers to lobby their MP, local council leaders, Head of Primary Care Trust and your GP. All of these individuals will play a large role on the services you receive next year. If you want to see the services and benefits improve for carers you will have to act now and write to these people.

During 2010 Medway Carers Centre offered support to over 1200 carers and we expect this number to continue to rise.

As you know with all the government cutbacks being implemented it will be a difficult time for us all but more so for the more vulnerable amongst us.

Medway Carers Centre will continue to provide training and activities, offer support and advice and assist carers to remain engaged in policy making, development of services and the training of university student training.

Inside this issue:

Training	2
Medway Carers Activities	3
Meet MCC Staff	4
Dementia Web and Carers Help Line	6
Living Well In Medway	7
Parent Carers Forum/Emergency Card	8
Behaviour Workshops	9
Benefits Campaign	10
Aiming High	11

Free Parking

Vouchers

Available for all events and training sessions at Medway Carers Centre.

Please call on

01634 577340

10 days prior to the event you are attending to get your voucher in good time.



CARERS TRAINING FOR 2011



JANUARY	Wednesday 26 th January – Supporting Carers into Work – Sue Harrison Friday 14 th /21 st /28 th January - Caring with Confidence Wednesday 19 th January – Challenging Behaviour Workshop Thursday 27 th January – Challenging Behaviour Workshop	10 am – 12 noon 10am – 1.00 pm 10.00 – 3.00 pm 10.00 – 3.00 pm
FEBRUARY	Thursday 3 rd February– Medway Council Direct Payment Scheme– Robin Maxted Wednesday 23 rd February – Power of Attorney Friday 25 th February – Challenging Behaviour Workshop	10 am – 12 noon 1.00pm–3:30pm 10.00 – 3.00 pm
MARCH	Thursday 10 th March – Challenging Behaviour Workshop Wednesday 16 th March – Assertiveness Training – Natasha Singh Wednesday 30 th March – Assertiveness Training – Jaz Binning Wednesday 16 th /23 rd /30 th March – Caring with Confidence (King Charles Hotel)	10.00 – 3.00 pm 10 am – 4.00 pm 10 am – 1.30 pm 10am – 1.00 pm
APRIL	Thursday 7 th April – Understanding Biopolar Wednesday 20 th April – BME Back to Work	1.00 – 3.30 pm 10 am – 12 noon
MAY	Thursday 5 th May – Understanding Schizophrenia Wednesday 18 th May – Wills, Trusts, Power of Attorney	10.00 – 12 noon 10.00–1:00pm
JUNE	Wednesday 8 th June – Medway Council Direct Payment Scheme – Robin Maxted Thursday 23 rd June – Supporting Carers into Work – Sue Harrison	10am – 12 noon 10am – 12 noon
JULY	Wednesday 6 th July – Medway Assessment & Short Term Treatment Thursday 14 th July – Managing Behaviour/Admiral Nurses re Dementia	10am – 12.30 10am – 12 noon
AUGUST	PEAK HOLIDAY PERIOD – NO TRAINING BOOKED	N/A
SEPTEMBER	Thursday 15 th September – Safeguarding Workshop – Sallyann Baxter	10.00 – 12:30pm
OCTOBER	Wednesday 19 th October – Safeguarding Workshop – Sallyann Baxter	10.00 – 12:30pm
NOVEMBER	Tuesday 8 th November–Medway Council Direct Payment Scheme–Robin Maxted	10 am – 12 noon
DECEMBER	CHRISTMAS EVENTS/TRAINING TO BE CONFIRMED	

Future courses at the Medway Carers Centre

Food and Nutrition: 17/02/2011, Time 12–3pm

Stress management: 03/03/2011, Time 11-2pm

Dementia: 11/03/2011 time 11-2pm

These are courses with basic knowledge, lunch will be provided free of charge so if you would like to come to these courses please ring Maya on 01634 577340 and reserve your place as soon as possible.

Alternative Therapies: We are also organising head and shoulders massage, back massage and reflexology sessions. These will be free of charge and also be held at the Medway Carers centre, dates and times will be confirmed soon. You can ring the office 01634 577340 and find out from Maya in the first week of February.



Date/Day/Time	Event	Location	Description	Respond to
Alternate Tuesdays (January 18th onwards) 11.30 am - 1pm	Coffee Morning Drop In for Carers	Medway Carers Centre	Drop In for carers anyone welcome	01634 577 340
1st Monday in the month 10 am - 12 am	Support Group for carers of people with mental health issues	Medway Carers Centre	Drop In for those caring for some one with mental health issues	01634 577 340
Every Monday & Tuesday 1 - 3pm	Yoga	Medway Carers Centre	Relaxation Anyone welcome	Maya 01634 577 340
19th November Then every 3rd Friday 10 – 12am	Reading Group	Medway Carers Centre	Reading for pleasure Anyone welcome	Krishna 01634 577 340
Alternate Tuesdays (from 8th February) 9.30 am - 11 am	Parent Carers Forum Coffee morning	Medway Carers Centre	Drop In for parent carers - anyone welcome	01634 577 340
Mondays by appointment	Computer skills	Medway Carers Centre	Any one wishing to learn new skills or update existing skills	Lionel
Alternate Tuesdays from 11th Jan 11am- 1pm	MCC Beat	Medway Carers Centre	Singing for fun - come and join us	01634 577 340
1st Wednesday in each month (Meeting 2nd February has changed 9th February)	Hope in Caring	Medway Carers Centre	Support group for those from the BME communities caring for someone with mental health issues	01634 577 340

This year the Medway Carers Centre has been running for 11 years. Bobbie Taiano started with just a desk and telephone. Since then the centre continues to grow. Currently we have four full time staff, four part-time staff and we are supported by 10 volunteers.

So, who is it that you speak to when you call the centre!!!

Bobbie Taiano - Manager.

Holly Smith –Young Carers Support Worker. Her role is to run support groups for young carers 5-11years and 12+ years, help organise and run activities, offer 1-1 support, make home visits, help seek and apply for funds/free tickets for activities etc. Currently she is trying to get more volunteers on board.

Lucy Collins—Schools Development Worker for the Young Carers project. She has been with us for two years. Her role is to support young carers within their school by providing 1-1 support, staff training, assemblies and PHSE lessons. The overall aim of her job is to set up a sustainable young carers service run by school staff within all schools in Medway so that young carers can not only be supported through the tough time in education but to also identify young carers sooner. Outside of this role she goes out on home visits and helps run support groups and activities.

Tracey Huzzey—Young Carers Support Worker/ Parent Carers lead support worker. Tracey has been with the centre for nearly seven years. She is part of the young carers team, offering advice & support to young carers and raising the awareness and profile of their roles. Since April 2010 she became a lead support worker for parent carers of disabled children. This extended role involves offering support, advice and information for parents in their caring role.

Maya Bangar Adult/Ethnic Minority Carers Support Officer. She is fluent in Hindi and Punjabi. Her role includes, advice, support & information for carers. She organises yoga and carers information related sessions for carers from ethnic minority communities, supporting them with language. She supports carers when taking part in discussions with service providers meetings & surveys. Provides telephone service to carers who are unable to come to the Medway Carers centre due to their caring role and health.

Krishna Devi— Adult/Ethnic Minority Carers Support Officer. Krishna has been with the centre now for three years. Her role is to offer support, advice and information to adult carers from all communities. In addition to this her role extends to raising the awareness of carers within the community and to other organisations.

Sarah E. Kerr— **Assessment coordinator and carers support** She has been working for Carers FIRST at the Medway Carers Centre for just over 3 months. She is the Co-ordinator for Aiming High in Medway and she also offers Carer Support.

Angie Clemence—Administrator She has been working at the Medway Carers Centre since June 2010 & her role as Administrator is extremely versatile & she enjoys the flexibility it involves. She undertakes the general housekeeping for the building which can entail organising any repairs from leaky roofs to blocked loos, installation of telephones/door entry systems, IT, shopping around for better deals with our utility services, risk assessments for the building and provisions for the office. She is an all rounder who provides help within the Team, taking messages, posting mail, typing correspondence, booking staff training, accounts, ensuring stationery levels are topped up and managing the electronic room booking diary for our 3 available meeting rooms.

Medway Carers Bookworms

Are you interested in reading novels? Do you feel that you have nowhere to share your excitement? Medway carers are now running a book club. We have been going for a couple of months. Within this short space of time we have read three great books; Elis Island, The Legacy and The Weight of Silence. We meet on the third Friday of every month to discuss the books over tea and biscuits. It is a great chance to read a fantastic novel and share your experience with others.

Our next session will be on the 18th February 2011 at 10:00 am, it would be great if some more people attended. It will be at the Carers centre located on 3 Canterbury Street.

If you have any enquires please contact Krishna on 01634 557 340



Carers Support Group

Do you care for some one with Mental health problems ?

Do you feel you are alone and need some help?

Would you like to meet with other carers for a chat, to share concerns good and bad ?



There is a group who meet once a month at
W R V S information centre, 95-97igh Street, Chatham, if you
 would like to come and join them.



Please contact: Ruth for more information. 01634 687466.



Walking Group

Finally, we are starting our walking group from 19th of January 2011. Its only a half hour walk. Details are:

Date: 19/01/2011

Time 10:30am to 11am

Venue: Meet at the Medway Carers Centre at 10:30am.

Walking route: The route will be passing the St Mark's church, carry on and turn left, pass the library and cross over to the other side, pass Medway park (Black lions), turn left to great lines park and then come back the same route. Please wear appropriate clothing and shoes and bring a bottle of water with you. Umbrella will be handy as well.

If you are interested in being part of this group please contact Maya on 01634 577340



Kent and Medway Dementia Web - 24 Hour Dementia Helpline

When you first hear the word 'dementia', it can stir up a wide variety of emotions. These can range from being scared, worried, isolated and confused. These emotions can make you feel depressed, anxious and panicky. You may not know what will happen next or where to go to for help and advice.

If you are a person who has dementia, or you are a family member, a friend or a carer and are worried about the condition, we have a 24 hour a day helpline to help you. The 24 hour dementia helpline offers a telephone service where your calls are taken by trained volunteer advisors. All calls are treated with the highest of confidentiality and callers need not give their name if they wish.

If you have concerns about Alzheimer's disease or about any other form of dementia, the 24 hour dementia helpline can provide emotional support and information on different services and support that you can access. This new 24 hour dementia helpline is a joint project between Alzheimer's and Dementia Support Services and The Alzheimer's Society. These two charities provide a wide range of services across Kent, supporting people with dementia, their carers, family and friends.

24 Hour Dementia Helpline : 0845 604 4391

A free service for carers in Medway

You talk, we listen, we help



Medway Council understands that carers often need to talk to someone outside their circle of friends and family about the pressure or stress involved in being a carer. Some carers may find it helpful to talk to someone who is independent, who can help them talk through a problem, consider new options and find solutions.

Many carers find they need support with the emotional aspect of caring as well as practical help. Carers often find that their own health can suffer as a result of carrying out their caring role.

To help carers, Medway Council has launched a free counselling service. Run by Care First, an independent organisation, Carers' line Medway offers a 24-hour service seven days a week.

Carers who want counselling support will be able to contact the Carers' line team of fully-trained counsellors in confidence. Carers can talk to a counsellor over the phone, through a web chat facility on the website and can also arrange to meet someone for up to six free sessions of face-to-face counselling, if they need to.

Carers living in Medway can access this free service by phoning **0800 197 4517** or by visiting www.care-first.co.uk. You will then be asked for a user name and password which will put you in contact with Care First web chat or online counselling.

To obtain your user name and password email counsellingforcarers@medway.gov.uk

If you no longer wish to receive the newsletter, please let us know by completing the slip below and returning it to **Medway Carers Centre, 3 Canterbury Street, Gillingham, Kent ME7 5TP**

Please tell us why you no longer want the newsletter (if due to bereavement, the date bereaved)

Name _____

Address _____

Telephone Number _____

Living Well in Medway

Access to help, support and advice

home

Living Well in Medway is an information service for adults with low to moderate social care needs and their carers. This includes older people, people with learning or physical disabilities,

WE PROVIDE INFORMATION FOR THOSE WISHING TO PURCHASE SERVICES DIRECTLY FOR THEMSELVES OR THEIR FAMILY

We hold information on a wide range of services that will support people to remain in their own homes. Services include domestic services, support groups, leisure activities/facilities, personal care, meals services etc.

CONTACT: 01634 582132

Email: info@livingwellinmedway.org.uk

www.livingwellinmedway.org.uk

3 CANTERBURY STREET GILLINGHAM ME7 5TP



LIVING IN FEAR - promoting better outcomes for people with autism and learning disabilities

Media reports suggest that the harassment of people with learning disabilities and autism is on the increase. Some reported crimes have been horrific. The Department of Health has said that hate crime against people with learning disabilities is a major issue and incidents greatly under-reported. They say that people with disabilities from black and ethnic minority communities are particularly at risk. A new Medway based project, funded by the Big Lottery Research Programme, has brought together Autism London, MCCH Society the University of Kent and Kent Police to research the experiences of people with learning disabilities and autism who have experienced victimisation or live in fear of it. The aim is to find ways the police and other organisations can help people live in safety and be taken seriously when they report problems. The Project Manager, Colin Guest, is inviting people with learning disabilities & autism, their carers and supporters to take part in focus groups, surveys and interviews. Police officers will also be taking part in the research so that barriers to reporting incidents and other difficulties can be overcome. To find out more about the research and taking part in it please contact

livinginfear@mcch.co.uk or call 0845 603 7954



News from Medway Parents and Carers Forum



We are looking for parents/carers of young people with additional support needs to take an active role in supporting Medway Parents and Carers Forum at all levels from attending strategic service planning meetings to helping to make tea and coffee at coffee mornings and evenings. Our Annual General Meeting is to be held on Wednesday 16th February from 7pm at King Charles Hotel, Gillingham. There will be guest speakers to talk about direct payments and the Medway Transition Strategy. Please visit www.medwaypcf.org.uk for further information.

Following consultations with 122 parents and carers of young people with additional support needs, the new Child Development Centre will be at the old Temple School in Strood. 70% of those parents chose this site as their preferred option. Thanks to those who attended and to the Carers Centre for their support in the consultation.

There will be a Transition themed event on Tuesday 15th March at Medway Council, Gun Wharf starting at 5pm, where parents and carers whose young people are going through Transition from childrens to adult services, can attend and express their views.

Finally, following the success of our previous Parents Participating Confidently workshop, another one has been organised for Thursday 17th and Thursday 24th March at Rainbow Court, Dane Court School, Gillingham. The sessions run from 9am to 2.30pm. The workshop is free but those attending must be able to attend both sessions and be available to assist the forum, where possible. Places are limited so please e-mail medwaypcf@googlemail.com to book a place or get further information.

Important News

Parking Costs

A carer recently brought to our attention the £20 parking cost she incurred whilst visiting family in hospital. Her costs were reimbursed. To be reimbursed you are required to go to the General Office with proof of discharge of patient and benefits letter which will ensure your parking costs will be reimbursed.



Medway Carers Emergency Card

Carers are issued with a credit card sized card. The carer carries it at all times, so that it can be used as an instant source of identification in case of accident or sudden illness.

The card does not have any personal details on it, only a unique registration number and the telephone number of the central help line.

In an emergency situation anyone can telephone the number on the card and quote the unique registration number printed on the card. The contact centre uses the registration number to easily access the carers pre-arranged emergency plan and puts it into action.

This free service is available 24 hours a day, 7 days a week.

in partnership with



www.kentcarersemergencycard.org.uk

Challenging Behaviour Workshops For Medway Family Carers & Professionals using Short Breaks provision



making a difference
to the lives of people with
severe learning disabilities
Registered charity No 1060714

Does the individual you care for display *challenging behaviour*?

Do you experience: Hitting? Kicking? Hair pulling? Breaking furniture?
Destroying objects? Head-banging? Hand-biting?
Eating inedible objects? Smearing faeces?
Sitting down and refusing to move?

Does the individual have a *severe learning disability**?

* *Severe learning disabilities*: refers to individuals who have either no speech or limited communication skills and require support with daily living skills such as dressing and eating

✓ If the answer is yes, this is the training you have been waiting for!

Workshop Part I: Understanding Challenging Behaviour for Professionals

Date: 2nd February 2011 (10:30—14:30)

Workshop Part I: Understanding Challenging Behaviour for Family Carers

Date: 3rd February 2011 (10:30—14:30)

Workshop Part II: Supporting Behaviour Change (working in partnership)

Date: 2nd March 2011 (10:30—14:30)

Venue: The Sunlight Centre, Richmond Road, Gillingham, Kent, ME7 1LX

*Family carers & Professionals are required to attend **both** workshops.*

*Numbers are limited please reply as soon as possible to guarantee a place. Workshops are **FREE** (including lunch)*

What we will do:

- ✓ Provide high quality practical information offered by a professional trainer and a family carer co-presenter.
- ✓ Give you the opportunity to meet and share your experiences with other family carers.
- ✓ Tell you about the reasons for challenging behaviour and give you the knowledge to identify ways to reduce your son/daughter's challenging behaviour
- ✓ Tell you which professionals can help and what assessments you are entitled to.

What we won't do:

- ✗ Answer all your questions during the workshop (but we can offer telephone and e-mail support after the workshop).
- ✗ Visit you at your home and assess your child.
- ✗ Teach you how to physically restrain (hold) or breakaway from your child.
- ✗ Discuss medication.

For more information about the Challenging Behaviour Foundation, please visit: www.challengingbehaviour.org.uk
tel: 01634 838739 or email: info@theCBF.org.uk

Please tick one box

- I am a family carer and would like to attend the workshops on 3rd February and 2nd March 2011.
 I am a professional and would like to attend the workshops on 2nd February and 2nd March 2011.
 I am unable to attend the workshops but would be interested in being contacted about training in the future

NAME: _____

ADDRESS: _____

E-MAIL (please PRINT): _____

TEL No. _____

DIAGNOSIS (e.g. SLD, Autism): _____

AGE of individual: _____

Please return to the following freepost address (no stamp required):

Freepost RRRH-GCJS-BRZJ, Challenging Behaviour Foundation, The Old Courthouse, New Road Avenue, Chatham, ME4 6BE

Challenging Behaviour Workshop For Medway Family Carers & Professionals using Short Breaks provision



making a difference
to the lives of people with
severe learning disabilities
Registered charity No 1060714

Does the individual you care for display *challenging behaviour*?

Do you experience: Hitting? Kicking? Hair pulling? Breaking furniture?
Destroying objects? Head-banging? Hand-biting?
Eating inedible objects? Smearing faeces?
Sitting down and refusing to move?

Does the individual have a *severe learning disability**?

* *Severe learning disabilities*: refers to individuals who have either no speech or limited communication skills and require support with daily living skills such as dressing and eating

✓ If the answer is yes, this is the training you have been waiting for!

Workshop: Communication and Challenging Behaviour

Date: Friday 11th March 2011 10:30—14:30

Venue: Hook Meadow Community Centre (King George Road,
Walderslade, Kent ME5 0TZ)

*Numbers are limited please reply as soon as possible to guarantee a place.
Workshops are **FREE** (including lunch)*

What we will do:

- ✓ Provide high quality practical information offered by a professional trainer and a family carer co-presenter.
- ✓ Give you the opportunity to meet and share your experiences with other family carers.
- ✓ Tell you about the reasons for challenging behaviour and give you the knowledge to identify ways to reduce your son/daughter's challenging behaviour
- ✓ Tell you which professionals can help and what assessments you are entitled to.

What we won't do:

- ✗ Answer all your questions during the workshop (but we can offer telephone and e-mail support after the workshop).
- ✗ Visit you at your home and assess your child.
- ✗ Teach you how to physically restrain (hold) or breakaway from your child.
- ✗ Discuss medication.

For more information about the Challenging Behaviour Foundation, please visit: www.challengingbehaviour.org.uk
tel: 01634 838739 or email: info@theCBF.org.uk

Please tick one box

- I am a family carer and would like to attend the workshops on 11th March 2011.
 I am a professional and would like to attend the workshops 11th March 2011.
 I am unable to attend the workshops but would be interested in being contacted about training in the future

NAME: _____

ADDRESS: _____

E-MAIL (please PRINT): _____

TEL No. _____

DIAGNOSIS (e.g. SLD, Autism): _____

AGE of individual: _____

Please return to the following freepost address (no stamp required):

Freepost RRRH-GCJS-BRZJ, Challenging Behaviour Foundation, The Old Courthouse, New Road Avenue, Chatham, ME4 6BE

Benefit from some good advice

Campaign to ensure that residents in Medway receive the financial support they are entitled to starts in January.

The campaign will run from 17 January until 11 February with advice desks at various places throughout Medway, including the Pentagon Shopping Centre in Chatham, where staff from Medway Revenues and Benefits Service and the Welfare Benefits Unit assisted by the Pension Service, the Kent Benefits Partnership and voluntary organisations will be able to tell people whether they qualify for housing, council tax, work, pension or care benefits.

Earlier this year a similar campaign helped people to collect more than £261,000 in unclaimed benefits.

Take advantage of the help and advice available to ensure that you're not missing out on money.

If you've never claimed benefits or have been turned down in the past, or maybe you are thinking of returning to work but wondering how you will cope – the message is that you have nothing to lose but potentially money to gain.

For more details:

Come and talk to us at one of the events listed over the page, or find out more at www.medway.gov.uk/benefits or email welfare.benefits@medway.gov.uk or phone 332222

Don't delay – benefit from some good advice!

Date	Venue	Times
Monday 17 January	Pentagon Shopping Centre	10.00 to 4.00 pm
Tuesday 18 January	Pentagon Shopping Centre	10.00 to 4.00 pm
Wednesday 19 January	Pentagon Shopping Centre	10.00 to 4.00 pm
Thursday 20 January	Pentagon Shopping Centre	10.00 to 4.00 pm
Tuesday 25 January	Rainham Healthy Living Centre	8.30 to 12.00 noon
Friday 28 January	Parkwood Healthy Living Centre	9.00 to 2.00 pm
Tuesday 1 February	Drop In – The Delce Rochester	9.00 to 11.00 am
Thursday 3 February	Apni Haweli Day Centre	11.00 to 2.00 pm
Tuesday 8 February	Medway Hospital, Gillingham (main entrance)	10.00 to 3.00 pm
Wednesday 9 February	Welcome Day Centre, Chatham	11.00 to 12.30 pm

Come and talk to us to find out if you are entitled to some extra help

Supported by





Aiming High
Delivered by
Carers First
Through
Medway Carers
Centre

Aiming High in Medway supports families and children with disabilities to experience fun at home and in the community. By offering one to one support or help to join in group activities. Children and young people with disabilities aged 5—19 years old have time away from their carers and make new friends.

Carers also benefit from a break from their caring role.

Who Can Use This Service?

Children and young people with both ASD and other impairments.

Children and young people with complex health needs

Children and young people 11+ with moving and handling needs that will require equipment and adaptation

Children and young people where challenging behaviour is associated with other impairments (e.g. severe learning difficulties)

Young people 14+ who are severely disabled



To find out if you may be eligible please call Medway Carers Centre
on **01634 577340**

Service is provided by: Carers FIRST registered charity number 1085430

Registered company number 4144820 (England)

Princess Royal Trust Medway Carers Centre

3 Canterbury Street Gillingham Kent ME7 5TP

01634 577340 www.medwaycarerscentre.org.uk Email : Medwaycarers@aol.com

Registered Charity No: 1104884—Company Registered in England & Wales No: 5070912

Every care has been taken in the preparation of this newsletter, but neither Medway Carers Centre nor its employees can be held responsible for errors or omissions. Any opinions expressed are of their respective authors, and not necessarily those of the Medway Carers Centre or the Princess Royal Trust for Carers.

The Princess Royal Trust for Carers (national): www.carers.org and www.youngcarers.net

Medway Carers Centre is a subsidiary of Carers FIRST
Registered Charity No: 1085430. Company Ltd by Guarantee No: 4144820.
Company Registered in England