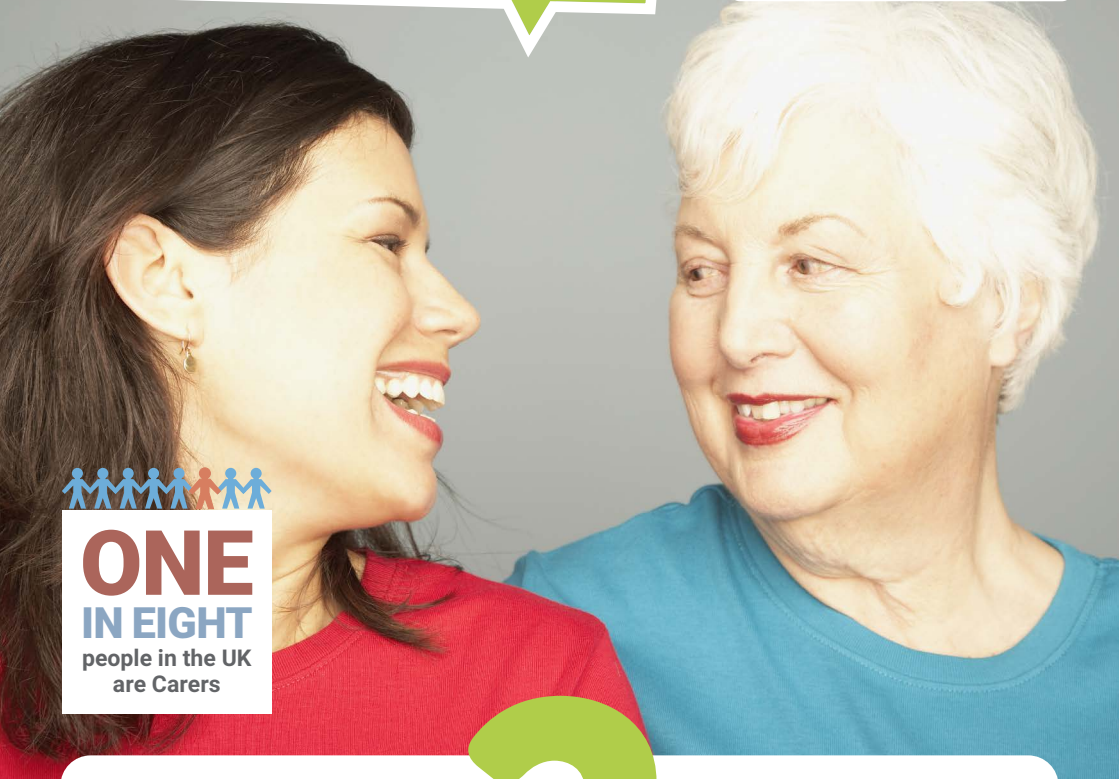


Spring Edition 2018

Newsletter

carers'
HUB

Rochdale



ONE
IN EIGHT
people in the UK
are Carers

Welcome to the

2nd

Carers' Hub Rochdale Newsletter

The Carers' Hub Rochdale provides a single point of access for all Carers in the borough and aims to ensure that Carers have access to information, advice and a wide range of support services.

These support services are designed to not only help a Carer continue in their caring role for as long as they choose but also to reduce the impact the caring role can have on their own health and wellbeing.

Support for Adult Carers includes-

Support from a dedicated Carers Support Worker

Discuss with a dedicated Carers Support Worker about how being a Carer affects you and highlight any support you may need. A Carers Support Worker can provide you with information and advice, support to access a break and can facilitate access to community health and wellbeing services, activities and much more.



Meet and chat with other Carers, speak to a Carers Support Worker and take a well-earned break from your caring role whilst enjoying a FREE (non-alcoholic) drink.

If you have never been to a Coffee and Chat before, don't worry! Everyone has been a 'first timer'.

A friendly Carers Support Worker will be there to greet you and offer a warm introduction. There is no need to book, please just come along and look out for a group of friendly Carers.

Sitting In Service

The Sitting In Service engages Volunteers to offer Carers of adults (18+) with a break from their caring role by providing support to the person they care for. Volunteers can offer companionship in the familiar surroundings of the cared for persons own home by taking part in activities such as; listening to music, watching television, playing board games and chatting. This is a free service which can be provided at a time to suit, subject to an appropriate Volunteer match.

Short Breaks Service

The Carers Hub Rochdale is working in partnership with Link4Life to provide a Short Break Voucher Scheme for eligible Carers. Carers who are either not eligible or do not wish to be assessed for a Carers Personal Budget can be provided with up to £100 in Short Break Vouchers which they may share with their cared for to access the range of activities and events that Link4Life have on offer. This can include Leisure, Events & Entertainment, Art & Heritage and Health & Wellbeing activities. For more information please contact the Carers Hub.

Carers Help and Talk (CHAT) Line

Are there times when you want to talk but feel that there is no one to talk to?

Don't suffer in silence; call the Carers Help and Talk (CHAT) Line. All calls are answered by Volunteers Carers who can offer understanding with regards to the common challenges faced by Carers.

The CHAT Line is available 24 hours a day, 7 days a week, 365 days a year. To talk to a fellow Carer please call **0333 103 9747**. *In the unlikely event that a Volunteer is not immediately available to answer your call, please do try again.*

Khubsurat House

Castlemere Street, Rochdale,
OL11 3SE



Held every other Monday
10:00am-12 noon

Feb 19, March 5 & 19, April 16 & 30,
May 14

Compleat Café

Midway House, 5 Long Street,
Middleton, M24 6TE



Held every other Monday
1:00pm-3:00pm

Feb 19, March 5 & 19, April 16 & 30,
May 14

Heywood Magic

Heywood Indoor Market,
OL10 1LT



Held every Tuesday
10:00am – 12:00 noon

Rochdale Boroughwide Housing

*Sheltered Housing Scheme,
Sheriff Street, Milnrow
OL16 3PN*



*Held every other Tuesday
1:00pm-3:00pm*

*Feb 20, March 6 & 20, April 3 & 17,
May 1 & 15*

Rochdale Town Hall

*Clock Tower Dining Room,
Rochdale OL16 1AB*



*Held every Wednesday
10:00am -11.30am*

Gateway Leisure

*2 Kenion Street, Rochdale,
OL16 1SN*



*Held every other Thursday
10:00am – 12 noon.*

*Feb 15, March 1, 15 & 29,
April 12 & 26, May 10*

Rebecca's Coffee Shop

*5 Hare Hill Rd, Littleborough,
OL15 9AB*



*Held every other Thursday
1:00pm-3:00pm*

*Feb 15, March 1, 15 & 29,
April 12 & 26, May 10*

Watch this space, more Coffee and Chat Sessions to follow!

Team of the Year

Carers Hub won team of the year as part of n-compass northwest awards and here we are proud as punch!

Volunteer with us

Rochdale Carers' Hub has several volunteer roles designed to support Carers and give back to the community.

Our Sitting-in Service is a befriending and respite service. Volunteers spend time each week with a cared-for person while the Carer gets a much needed break.

The CHAT Line is our telephone helpline service set up to offer emotional support to Carers, 24 hours a day. It is manned entirely by volunteers who work from the comfort of their home. Volunteers also support our services in other ways. If you are interested to hear more, we'd love to hear from you!

Thank You So Much - a fond farewell to our long serving volunteer



Here is a picture from our event held on 19 December at Heywood. Twenty people attended and enjoyed refreshments and some fun Christmas quizzes.

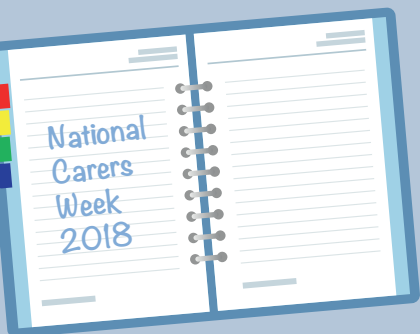
Grace was presented with gifts from Carers and The Carer Hub. A very emotional morning for Grace as she stepped down from running two Carers groups after more than 12 years. Thank you so much Grace, you are amazing and both staff and Carers will definitely miss you!



Support Groups and Activities

There are many Support Groups and activities on offer across the borough.....

| Name of group | Purpose | Frequency | Venue | Date/Time |
|------------------------------------|---|---|---|-------------------------|
| Carers Choir | A place to meet other Carers and enjoy a sing along together and make friends at the same time. We have been very busy of late-we have recently been on Heart breakfast radio show with a wonderful rendition of songs. Come along and join us, its great fun, it always makes you feel better and is also beneficial to your health. We sing some lovely songs, you will love it! Come and see for yourself! | Every Wednesday | Unitarian Church Off Spotland Road, Rochdale OL12 6 TP | 12.15 pm-2.15 pm |
| Mental Health Support Group | A place to meet with other Carers of those with Mental Health Conditions. | Held monthly on a Tuesday Feb 20, March 20, April 17, May 15 | Heywood Library, Church Street, Heywood OL10 1LL | 1.30 pm-3.30 pm |
| Mood Swings | A self-help group providing a contact point for those with depression, mood disorders, bi-polar and their partners, relatives and Carers. | Held 4th Tuesday of the month Feb 27, March 27, April 24, May 22 | Recovery Republic Wellness Centre York Street, Heywood OL10 4NR | 7.00 pm-9.00 pm |
| Aashiyana Carers Group | A place for Carers from south Asian communities to meet other Carers and receive up to date advice and information. | Held quarterly next meeting Wednesday April 25 | Gateway Leisure Ltd 2 Kenion Street, Rochdale OL16 1SN | 10.00 am-1.00 pm |



DATES FOR YOUR DIARY

- **Volunteer Recruitment Days** - Monday 19th March 10-11.30am at Khubsurat House, Castlemere Street, Rochdale, OL11 3SE and Wednesday 18th April 10-11.30am at Rochdale Town Hall, Clock Tower Dining Room, Rochdale OL16 1AB. Come along to find out more about our volunteer opportunities.

- **National Carers Week 2018** - Monday 11 to 17 June 2018. More information to follow in our next newsletter about all the events and activities Rochdale Carers Hub will be offering across the borough during this week.

See our next newsletter for details of new events, trips and training for Carers.

Job Opportunities for Carers

Are you interested in working in the Care Sector? PossAbilities has full and part time opportunities for Personal Assistants in Heywood, Middleton, Oldham, Runcorn, Widnes and Todmorden. See www.possabilities.org.uk

A day in the life of a Personal Assistant -Tanya says it is the most exciting thing she has ever done.



"We support three ladies with learning disabilities, who share their own property. Whether their needs involve personal care, working out what to wear, what to eat or where to go, Tanya refers to each person's Personal Support Plan. We have to keep up to date with risk assessments, financial checks, medication sheets and daily diaries, but we are well trained and we constantly go on refresher training. The best part of the job is making a difference and I love my job".

If this is something that interests you and you would like to work in this field for a few hours per week, part time or full time please get in touch. PossAbilities can arrange to meet you, observe you in a care situation and do all the necessary checks prior to a vacancy.

At this point you may be entered onto a register so when a vacancy becomes available you can be offered a position.

Carers Rights Day

The Carers Hub Rochdale held an event on Carers Rights Day at The Royal Toby on Friday 24th November. An excellent, well attended and informative event with over 200 people attending.

There was a range of information stalls, health checks, pamper sessions, presentations and a performance from the Carers Choir. A great day for all our local Carers! Although next year we will need a bigger room!



Carers Emergency Cards

In partnership with Rochdale Council, Carers' Hub Rochdale is now able to offer any Carers who register with them a new 'Carers Emergency Card'.

This Carers Emergency Card replaces the old card that existed through Eldercare, so if you have one of these cards please destroy this and contact The Carers' Hub to request a new Carers Emergency Card. The new card enables you to add your nominated contacts on the back of the card so if anything happens to you whilst you are away from home and you have somebody there that needs care and support, contact can be made to the two contacts you have nominated.



FREE Legal Sessions

Zoe Bell, Associate Solicitor of AST Hampsons, is offering a **FREE ½ hour session** to Carers concerned about matters such as; Wills, Trusts, Power of Attorney and Court of Protection.

These sessions are being held on the first Tuesday of every month at 7 South Parade, Rochdale OL16 1LR. Contact **The Carers' Hub Rochdale** to reserve your appointment on **0345 0138 208** or email: enquiries@rochdalecarers.co.uk

Carers Rights & Entitlements

What is changing in 2018?

In April 2018 the **Carer's Allowance earnings limit** will increase to **£120** including deductions.

Carer's Allowance will increase to **£64.60** alongside other benefit uprating. For full information on all of the changes visit **Carers UK** home page.

GP Appointments in Rochdale

In need of an appointment outside of usual GP opening hours?

The HMR (Heywood, Middleton and Rochdale) seven day access service, in partnership with BARDOC, went live in early December 2015 allowing patients to have access to evening, weekend and bank holiday appointments.

The service gives patients more flexibility in where, when and how they use local health services. It helps those who struggle to get to the doctors during the week, because of work and family commitments.

While patients may not get to see their own doctor during these hours, the GP or nurse they do see will have access to the patient's medical record, subject to their consent.

If you have any questions about the service, please contact a member of the team.

Appointments are available at the following times:

- **6.30pm - 9pm weekdays**

- **8am - 6pm Saturdays and bank holidays**

- **10am - 1pm Sundays**

For appointments please phone **0161 763 8292**.

Appointments are available at hubs across the borough currently at North Manchester Hospital, Royal Oldham, Fairfield Hospital and Rochdale Infirmary.

Did you know there is free Wi-Fi available at the above named hospitals?

Discounts for Carers

- The CEA Card is a national card scheme developed for UK cinemas by the UK Cinema Association. The Card enables a disabled cinema guest to receive a complimentary ticket for someone to go with them when they visit a participating cinema. If you have questions about the card and how it works you can contact **01244 526 016**.
- Autism friendly cinema screenings are available at **ODEON, Cineworld** and **Vue**. Sunday mornings throughout the month, films suitable for all audiences are screened in a sensory friendly and inclusive environment. These adjustments aim to reduce over-stimulation and create a welcoming environment. Check with your local cinema before visiting.
- **Chester Zoo** will allow one free pass for Carers who accompany a full paying child or adult.
- **Link4Life** - If any person with a disability or long term illness requires a Carer to accompany them during their visit please notify the centre. No charge will be made for Carers to use the facilities on the basis that they are there solely to accompany and support the relevant person. This applies only to the use of Link4Life centres on advertised activities.
- Carers can sometimes get travel concessions to accompany a person with disabilities on public transport. For example, if the person has a **Disabled Person's Railcard**, this qualifies the Carer to a discount when they travel with them by train.

• Warm Home Discount Scheme

You could get **£140** off your electricity bill for winter 2017 to 2018 under the **Warm Home Discount Scheme**. The money isn't paid to you - it's a one-off discount on your electricity bill, between September and March.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out.

Eligibility:

There are 2 ways to qualify for the **Warm Home Discount Scheme**:

- you receive the Guarantee Credit element of Pension Credit - known as the 'core group'.
- you're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'.

Warm Home Discount Team

Telephone: **0800 731 0214**
open Monday to Friday, 8:30am to 4:30pm.

• Council Tax for Carers

contact Rochdale Borough Council on **0300 303 8886** to see if you may be eligible.

RADAR Keys

RADAR keys allow you to access over 9,000 accessible toilets across the country.

RADAR keys can be bought from the following council buildings for **£3.50**:

Heywood Library - customer services desk

Middleton Library - customer services desk

Number One Riverside - front reception desk

There is no form to fill in and no evidence of disability is required. Please note they only accept cash payments.

USEFUL NUMBERS

Adult Care Services **0300 303 8886**

Childcare Services **0300 303 0440**

In an EMERGENCY at all other times including bank holidays, the Emergency Duty Team **0300 303 8875**

Rochdale Citizens Advice Bureau Advice Line **0300 330 1153**

Falls Prevention Team **01706 676419**

NHS Patient Advice and Liaison Service (PALS) **0161 212 6270**

Carers UK **020 7378 4999**

Carers Direct **0300 125 1053**

Greater Manchester Public Transport (Disabled Travel Pass) **0161 244 1050**

Blue badge (Disabled Parking Permit) **0300 303 8870**

The Royal British Legion (Serving and Veteran Personnel) **0808 802 8080**

Health and Social Care Regulator (Care Quality Commission) **03000 616161**

Turn2us (National Charity providing information about Charitable Grants) **0808 802 2000**

Rochdale Link4Life (Leisure and Sports) **01706 926232**

Greater Manchester Fire and Rescue Service (Safe and Well visits) **0800 555 815**

Thinking Ahead (Mental Health and Wellbeing Service) **01706 751180**

Carers Allowance Unit **0800 731 0297**

Personal Independence Payment **0800 917 2222**

Attendance Allowance **0800 731 0122**

Disability Living Allowance **0800 731 0122**



Wider Health and Social Care Changes Update

The delivery of health and social care services across the borough of Rochdale are being transformed under the new Local Care Organisation (LCO).

Rochdale's new LCO, which will be fully operational from this April, will bring together all primary, secondary and community health, mental health, social care and voluntary and private sector providers.

Through pioneering partnership work, neighbourhood teams of health and social care professionals will deliver innovative services and models of care. It will provide residents with more integrated and coordinated care, in a location of their choice.

The radical changes follow the landmark devolution agreement in 2015, when NHS organisations and local authorities across Greater Manchester agreed to take charge of the local health and social care agenda.

The LCO will deliver five key priorities:-

- **Ensure people have early help and support**
- **Enable people's health needs to be managed at home and in the community**

- **Deliver care at a neighbourhood level, at home or in a community setting**
- **Deliver community services, with better integrated care**
- **Support individuals and communities to take more control over their own health**

In the coming years, thanks to these changes, people across the borough will live longer and healthier lives, with a reduction in health inequalities between Rochdale and other areas across Greater Manchester.

Teresa Jennings, chief executive of N-Compass Northwest, said: "This is just the start of an exciting journey that will redefine, enhance and improve our care services across the borough. The feedback we receive from our Carers tells us that people want more and better health services closer to home, within their local communities. These are exciting plans and, as a direct result of these visionary services, the fact that people will live longer, healthier lives can only be a good thing."

Further news on the LCO and how local Carers can benefit from the new services will be outlined over the coming weeks.



The YOUNG Carers' Hub Rochdale helps to ensure that Young Carers between the ages of 5 and 18 years old are identified and provided with support in their caring role.

Support from a dedicated YOUNG Carers Support Worker who will;

- Listen to you and help you and your family to think about what would make a difference
- Give you information about the illness or disability of the person you care for
- Help you get advice and support for the person you care for

ONE
IN EIGHT
people in the UK
are Carers

Supporting those that care

- Help you to get in touch with other services
- Help you take a break from your caring role
- Introduce you to other Young Carers
- Help you to access support in school or college
- Help you be listened to and have your voice heard
- Talk to you about ways in which you can take a break and have some fun by supporting you to access group work and activities

News, Information & Advice

Kooth

Stephanie, a worker from **'Kooth'** visited the Young Carers Group to share information about counselling services for young people. The service can be found easily by putting **www.Kooth.com** in your search bar on your laptop, tablet or computer.

Kooth offers online counselling, support and advice to all young people in Rochdale aged 11-25 years. This service is a safe, confidential

and non-stigmatizing way for young people to access counselling, advice and support online. There is no referral process as young people are able to access it themselves. This very popular service is used by large numbers of young people across the country. It is staffed by fully trained and qualified counsellors and emotional well-being practitioners. Available until 10pm each night, 365 days per year, it provides much needed in and out of hours' service for advice and support.

We hope you have had a good festive break. The staff at The Young Carers' Hub Rochdale wish you a happy 2018!

Young Carers (5-12 years) school holidays

In October half term an Arts and Craft group for younger end Carers took place at the "Startree Studios" providing a chance to be creative, use concentration and listening skills. Outdoor play afterwards provided some welcome exercise.

December 2017

An extremely busy month for The Young Carers Hub Rochdale with extra events and the coordination of support for our 'Christmas Project'

A film night was held at the weekly group. The film chosen by the Young people was Home Alone. Popcorn and drinks were on offer.

Fifty Young Carers and family members joined staff at Middleton Arena for the Sleeping Beauty Pantomime. This is the most popular event of the year. Transport was arranged for those who would have otherwise struggled to attend.

The Christmas Project has taken place for many years. Dean Sherriff -a member of our 'friends committee' sends a letter early in November asking our regular supporters to join once again in making Christmas special for our families.

The Christmas Project

This support takes the form of hampers, chocolates, vouchers, gifts and finances to provide fresh food. Every year we are astounded by the generosity of the Rochdale Community. This year 24 different Churches and Organisations have been involved and were given information about The Carers Hub to share with members.



We would like to thank all the people who have worked hard once again to make sure that children and their families are able to feel special at Christmas time. Your kindness does make a huge difference! Thank You. We would also like the opportunity to say a big thank you to our 'Friends of Families' committee for their support throughout the year.

Activity Groups

Rochdale Young Carers Forum - Monday Evening (Term Time only)

Rochdale Young Carers Forum is a jointly run session between the Young Carers' Hub Rochdale and Rochdale Youth Service to ensure that Young Carers living in the Rochdale Borough are able to access support. This group allows Young Carers to take a break from their caring role, the chance to meet other Young People with caring responsibilities and to make a contribution to raising awareness of Carers issues.

The joint working of the services brings together opportunities for the Young Carers to have a safe environment to discuss similar experiences, for group support to target identified need for Young Carers; for example confidence building, health needs, skill building and 1-1 support for Young Carers.

The group is for Young People that are aged 12 plus who have had a Young Carers assessment and have identified a need for specialist group work.

New Year New Start

We started January with a celebration meal for our older group of Carers. We called this evening New Year New Start. An evening of fun, food and Friendship.

February Half Term

We are planning a range of activities for Young Carers in February half term including bowling amongst other things.

YOUNG
carers'
HUB

Rochdale

Coffee and Chats

Parents and families joined in a festive coffee morning with Young Carers Hub staff at Gordon Riggs Garden Centre to partake in a morning of fun.

They were also able to access support for all Carer's issues and were offered some shopping support. The Monday group had made festive bags for the morning where each parent took home a "Party Bag".

More coffee mornings will be arranged throughout the year.



A Special Mention

Sehar and Caitlyn represented Young Carers at Carers Rights Day events and RMBC Scrutiny Committee. They both really helped in making sure the voice of Young Carers was heard. Their input was really appreciated and some wonderful comments were made about their confidence and knowledge.

What is the YOUNG Carers' Hub Rochdale?

We help to ensure that Young Carers between the ages of 5 and 18 are identified and provided with support in their caring role.



Who is a Young Carer?

A Young Carer is somebody that looks after another person because they need help due to an illness or disability, a mental health problem or a drug or alcohol dependency.

Supporting those that care

If you think you are a Young Carer and would like more information, get in touch, or ask someone else to do this for you.

How to get in touch

Address: **Freepost The Carers Hub Rochdale**

General Email: enquiries@rochdalecarers.co.uk

Web: ncompassnorthwest.co.uk/what-we-do/carers-support

Telephone: **0345 0138 208**

Opening Times: **Monday - Friday 8.00am - 6.00pm**

What caring tasks do Young Carers carry out ?

Young Carers may help the person they care for by:-

Doing housework and cooking

Shopping

Keeping them company and cheering them up

Helping them to eat, get washed and dressed or in and out of bed

Helping to attend appointments



Helping with medication

Collecting benefits and paying bills

Helping them to communicate

Ensuring they are safe and getting help in an emergency

Reading letters