



The Princess Royal Trust for Carers
Network Member

CARERS' voice

News from North Tyneside Carers' Centre

March 2011



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North Tyneside Carers' Centre

Third Floor,
YMCA building,
Church Way,
North Shields,
NE29 0AB

0191 643 2298

Kick-start your Spring with Confidence!

Over four hundred carers in the North East region have taken part in Caring with Confidence sessions giving them the chance to make a positive difference to their life and to the person they care for. We are delighted that carers in North Tyneside will again be given the opportunity to take part in the free sessions starting on April 4th at the Carers' Centre.

The feedback from carers so far has been brilliant. Over 98% of those taking part so far have rated the sessions 'excellent' or 'good' and 99% said they would recommend the course to other carers.

Caring with Confidence will help develop your caring knowledge and skills. There are seven generic sessions. You can choose which ones to attend or you can do them all. There will also be an introductory session *Finding Your Way*. The course will cover useful elements such as *coping strategies, caring day to day, resources and communicating with professionals*.

Contact the centre to book your place or to find out more.

Mondays - 11am - 2pm

April 4th, 11th

May 9th 16th 23rd

June 6th 13th 20th

Lunch will be included



ADHD Carers' Support Group

A support group run by parents of children with ADHD meets twice monthly at the Centre. This is an informal group open to all parents who have a child with ADHD or suspect this condition may be contributing to their child's difficulties. Being a parent of a child with ADHD can be exhausting as well as leaving you feeling quite isolated. ADHD is often poorly understood, both within families and the wider community. Frequently parents are having to defend their child's behaviour whilst other people deny ADHD as being a recognisable disability and describes the child's difficulties as being the result of poor parenting or "naughty child syndrome"!

The group share information about how best to help their children and what resources are available to support them. They have good links with the specialist ADHD nurse from the CAMHS team, who like them is keen to see services become better coordinated for the benefit of their children.

Meeting Times

2nd Wednesday of the month
10am –12pm at the Carers' Centre

4th Wednesday of the month
6:30pm-8pm at the Carers' Centre

"All Together Better"

North Tyneside Parent Carer Forum for parents and carers of children with disabilities and/or additional needs in North Tyneside. There are lots of ways to get involved. You can :

- Become a member of the Parent Carer Forum.
- Come along to a Focus Group or a local Parent Carer Forum event to meet other parent/carers and have your say.
- Consider joining the Parent Carer Forum Management Committee (this used to be called the Parent Steering Group)
- Share your ideas and views via email, post, phone or text.

You can make a difference!

All Together Better is for parent/carers of children/young people, aged 0 - 25, who have disabilities or additional needs. Our aim is to encourage participation, to ensure your views are heard when services are being developed and reviewed locally. We do this by working in partnership with families, the Local Authority and Health service providers.

www.alltogetherbetter.info
info@alltogetherbetter.info
07581 626210 (voicemail or text)

"Walk with Us"



The Centre is delighted to inform you that the Carers' Walks are back. They will begin on **April 11th** with an easy walk through the Royal Quays Marina, Chirton Dene and finishing off at the Parks Leisure Centre for refreshments. The next walk will take place on **May 9th** going to Dockwray Square, Fish Quay and Tynemouth finishing at the Clock Tower Café in Tynemouth Park. The walks are easy level, 2 ½ to 3 miles. If you would like more information please contact the Centre.

Parent Carer Group

North Tyneside Carers' Centre hold regular monthly informal **Parent Carer Group** sessions. If you are a parent or guardian who cares for a child with a disability or illness, why not drop in and enjoy a cuppa and a chat and meet up with other parents to share your experiences. The sessions are carer led and offer practical and emotional support.



First Tuesday of the month (no booking required)

9:30am – 12pm

If you would like to attend, but a Tuesday is inconvenient for you, please let us know as we may be able to change the day it is held

At The Carers' Centre

Skills for Life and Work at TyneMet College

TyneMet provides a wide range of courses designed to help you return to learning, find employment or develop your skills.

Skills for Employment:

- BTEC Awards in Employability Skills
- Certificate of Personal Effectiveness
- ICT Functional Skills
- ITQ
- Award in Substance Misuse Awareness
- Award in Exploring Enterprise Skills.

Skills for Life:

- Adult literacy and numeracy. To help pass the national test
- Literacy – reading, comprehension, understanding writing techniques and spelling, punctuation and grammar.
- Numeracy – interpreting and calculating

English for Speakers of Other Languages or ESOL:

This is the course for you if English isn't your main language and you want to improve your language skills. Contact Dawn Duffy, Partnership Consultant.

0191 229 5246 dawn.duffy@tynemet.ac.uk - www.tynemet.ac.uk

Do You Need A Break From Your Caring Role? Sharing the Caring Could Help!

Sharing the Caring is a well established service that gives carers the opportunity to have a break from their caring role. The service gives carers the chance to take time out by providing workers who give support, care and stimulation to the person cared for.

For further information on the service please contact

Amy Anderson on 643 2298 or amy.anderson@ntcarers.co.uk

LEGACIES

What is a Legacy?

A legacy is a very special way of supporting a charity which involves leaving a gift donation in your will. You can state the amount that you want to leave or a percentage of your estate.

What are the benefits?

A bequest (either cash or property) to the Centre will enable you to make a planned donation, after ensuring your dependents are cared for, and reduce the amount of Inheritance Tax they may be liable for. A legacy allows North Tyneside Carers' Centre to continue our important work in helping to support and continue improving the lives of young and adult carers in North Tyneside.

How do I leave a Legacy?

It's easy to include a gift to North Tyneside Carers' Centre in your will but you should always consult a professional such as a solicitor or financial adviser to be sure it reflects your exact intentions and you understand tax implications. A legacy of any size really makes a difference in our ability to support carers in North Tyneside. When you are next considering writing or updating your will, all you would have to do is contact your professional advisers and tell them the sum (or percentage of your estate) that you would like to leave us. Your adviser will need only our charity name, address and registered charity number.

Further information

If you would like to find out more about leaving a legacy to North Tyneside Carers' Centre, please contact the Centre Manger, Claire Easton on 0191 6432295.

Changes in Housing Benefit Legislation

Important news for people who need overnight care and who live in a privately rented tenancy

From April 2011 a change to Housing Benefit rules may mean more benefit for some people who need overnight care.

Currently when Housing Benefit is calculated for claimants who live in a privately rented tenancy, the number of bedrooms the household needs is taken into account. This does not include a bedroom for a carer who is required to provide over night support to either the claimant or their partner.

From April this rule has changed and a claim can include a bedroom for a carer, where a claimant rents their home from a private landlord, and care is being provided by someone who does not live in the household.

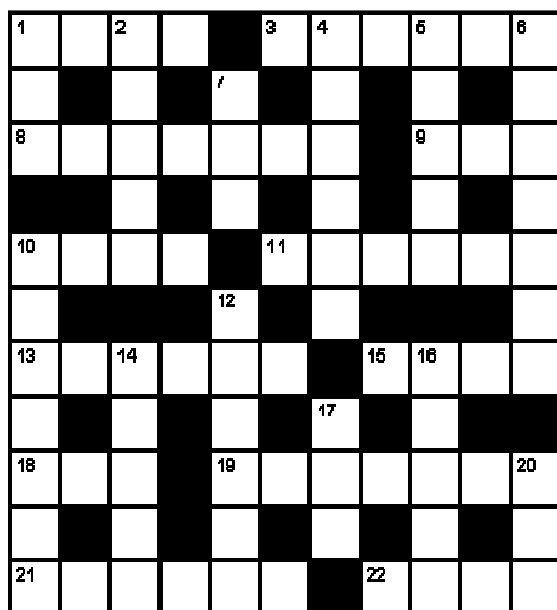
To qualify they will need to show:

- They need, and are provided with overnight care, and
- The overnight care is provided by someone who does not live with them, and
- There is a bedroom available for that carer to use.

If you think you this applies to you please telephone North Tyneside Council Contact Centre on:

0345 2000104 or call into any Customer Service Centre.

*Tracy Vasey (Revenue and Benefit Service)
North Tyneside Council*



Quick Crossword

Across

1. Nil (4)
3. Cask (6)
8. Security device (7)
9. Water barrier (3)
10. Terse (4)
11. Rudderless (6)
13. Technical terminology (6)
15. Zealous (4)
18. Written record of events (3)
19. Countries (7)
21. Currency unit (6)
22. Labyrinth (4)

Down

1. Fastner (3)
2. Detection instrument (5)
4. Japanese martial art (6)
5. Armbones (5)
6. Restricted (7)
7. Adult male swan (3)
10. Coaxed (7)
12. Part of the eye (6)
14. Majestic (5)
16. Stringed instrument (5)
17. Consumed (3)
20. Litigate (3)

Work Focused Support for Carers



Work Focused Support for Carers (WFSC) is a voluntary scheme designed to help people who wish to combine paid work with their caring role. You can choose to take part at any time, even if you don't feel ready to work now, but intend to in the future, you can still take advantage of the support available.

(WFSC) is available to carers who:

- Do not work or work less than 16 hours a week
- Are aged 18 or over
- Are not able to get help from other Jobcentre Plus employment support programmes such as New Deal or Pathways to Work

If you are in receipt of benefits they will not be affected by taking part in WFSC. If you find a job you are interested in, your personal advisor will be able to inform you how your benefits will be affected if you start work and help you apply for any in-work benefits or tax credits if appropriate. Your advisor can help you with advice on training, finding a job, child and local replacement care. If you start work your advisor can continue to provide support and advice.

Jobcentre Plus may be able to help pay for replacement care while you attend appointments with the personal advisor or take part in training and job interviews.

To find out more visit: www.direct.gov/carersemployment or call 0845 604 3719 to arrange an appointment with an advisor at your nearest Jobcentre.

Activity/Group	When	Where
ADHD parent carer group	2nd Wednesday of the month 10am-12pm 4th Wednesday of the month 6.30-8pm 9 March and 13 April 23 March and 27 April	Carers' Centre
Autism support group	2nd Thursday of each month 10am–12pm 10 March 2011 14 April 2011	Carers' Centre
Carers lunch club. (Open to all carers)	Meet at 12.30pm Thursday 18 March 2011 Thursday 22 April 2011	The Newton, Benton Park The Pavillion, Backworth
Carers coffee morning	10am—12pm Thursday 6 January 2011 Thursday 3 February 2011	Carers' Centre
Carers evening support group (open to all carers)	Monday 14 March. 6:30pm Monday 11 April .6:30pm Monday 9 May. 6:30pm	The Kings Arms, Seaton Sluice Cumberland arms, Ouseburn, Newcastle. Shiremoor Farm, N. Shields
Mental health carers support group	Wednesdays 6pm - 8pm £5 contribution required. March 30 2011 April 27 2011	Jewellery Making The Spread Eagle, Preston Village
Parent carer group	First Tuesday of the month 9.30am-12pm 5 April 2011 3 May 2011	Carers' Centre
Carers' forum	Tuesday 12 April 2011 Keith Metcalf (Researcher) Local Involvement Network (Link)	Carers' Centre
Walking group	Meet at Centre 10.15am Monday April 11 Monday May 9	Royal Quays Marina Fish Quay & Tynemouth



'E-Quality Street'

Due to poor weather conditions in December the Carers' Rights Day event was cancelled and will now take place on Friday April 15th.

Our 'E-Quality Street' session and treasure hunt at the Carers' Centre will be fun and interactive, the theme being "Know your Rights". In difficult financial times and with public services under pressure, there has never been a more important time for carers to know their rights and access all the financial and practical support they are entitled to. If you would like to take part or find out more please give us a call on:

0191 643 2298 or email
julie.tait@ntcarers.co.uk

Friday 15th April 11.30am - 2pm
 Coffee/tea and light bites

People Into Employment

If you are a carer and finding it hard to return to work People Into Employment (P.I.E.) could be just the job for you. P.I.E. is an independent, impartial and informal project which supports carers and former carers who want to return to work. Support is tailored to suit the individual and can include training, vocational experience and voluntary work. Staff can meet with you in a venue in your community to offer you support throughout.

We will be holding a workshop at the Centre on **Thursday 17th March 10:30am-12:30pm**

If you would like to find out more about what they can offer.

For more information please contact Julie Tait at the Centre.

Carers' Surgeries

Monday	1.30pm - 4.30pm	Monkseaton Medical Centre	4 th Monday of the month	Appointment basis – patients only.
Tuesday	9am - 12pm	Village Green, Wallsend	4 th Tuesday of the month	Appointment basis - open to all.
	11.45am - 1.45pm	Quadrant East, North Tyneside Council	2 nd Tuesday of the Month	Appointment basis. Open to anyone working at Cobalt.
	1pm – 4pm	Oxford Centre, Longbenton	1 st Tuesday of the month	Appointment basis – open to all.
Wednesday	5pm – 8pm	Carers Centre, YMCA Building, North Shields	Every Wednesday	Appointment basis – open to all.
Friday	10am - 12pm	Collingwood Surgery, North Shields	1 st Friday of the month	Appointment basis – patients only.
	9am – 1pm	White Swan Centre, Killingworth	2 nd & 4 th Friday of the month	Appointment basis – open to all.
Saturday	9am – 1pm	Carers Centre, YMCA Building, North Shields	Every Saturday	Appointment basis – open to all.

Incapacity Benefit Reassessment Update

Last year the Government announced plans to reassess customers claiming Incapacity Benefit, Severe Disablement Allowance and Income Support to see if they are able to work.

The programme will be rolled out Nationally, with a limited introductory phase starting at the end of February 2011. Full national roll-out will begin in April 2011 and will be completed by March 2014.

Evidence points to the negative impacts of being without work and is supportive of work being good for those with and without a disability or illness.

The re-assessment is a key part of the Government's reform agenda to create and deliver a twenty first century welfare system, by ensuring that those people who can work are given the correct help and support to do so.

Customers will receive a letter when a re-assessment is due.

The majority of those claiming incapacity benefit will undergo a Work Capability Assessment (WCA) to determine their future benefit entitlement. Those assessed as being fully capable of work will be invited to make a claim for Jobseeker's Allowance (JSA) whilst seeking work, or remain on Income Support (IS) if they satisfy an alternative condition of entitlement.

Those who cannot work or have limited capability to work will be able to claim Employment and Support Allowance (ESA).

The assessment will identify the most severely disabled people and those with the most severe health conditions.

They will not have to take up any work-related support unless they wish to do so.

Those who are assessed as being able to eventually return to work will be given the opportunity to take part in prescribed activity in order to retain their full benefit; this will include access to the Work Programme. The Work Programme will be a single package of support providing personalised help for everyone who finds themselves out of work regardless of the benefit they claim, and will be available from summer 2011.

For further information please view the DWP Adviser web site

<http://www.dwp.gov.uk/adviser/updates/ib-reassessing-claims/ib-reassessment-process/>

or call: 0800 88 22 00.

Staff Member nominated...

Northumberland, Tyne and Wear NHS Foundation Trust have announced the launch of nominations for their second "Shining a Light on Excellence Staff Awards".

Paula Edwards our Mental Health Development Worker has been nominated for a Partnership Working Award, recognising the work that she has done collaboratively with the Crisis assessment team. The event is being held on 17th March at the Hilton Hotel in Newcastle.

Congratulations Paula and
Good Luck!

Police advice to avoid Bogus Callers

Most callers to your home are genuine, but there are those who are not and precautions need to be taken to prevent bogus callers getting into your home.

Using the following advice will help to beat bogus callers:



- Keep front and back doors locked (with keys taken out), even when at home
- Stop and think if anyone is expected
- Look through a spy hole or window to identify the caller
- Put the door chain or door bar on first before opening the door, and keep it on whilst talking to the caller
- Check their identity card carefully even if the caller has a pre-arranged appointment (close the door whilst doing this)
- Never use a telephone number given by the caller – find the number in your telephone directory.
- If you are not comfortable ask the caller to return when someone is with you.
- If you are not sure **DO NOT LET THEM IN**

Genuine callers will not mind waiting whilst their identities are being verified. Utility companies or councils now offer a password identification system. Any callers from one of these companies should be able to give a pre arranged password as additional proof of identity. Further information about password schemes can be obtained by contacting individual companies.

REMEMBER TREAT EVERY STRANGER WITH CAUTION. IF YOU ARE SUSPICIOUS ABOUT A CALLER INFORM THE POLICE ON 03456 043043 OR IN AN EMERGENCY DIAL 999.

Crafternoon

Our first Crafternoon session during February went really well, and we were impressed by the range of skills our carers have!

The crafts included making baskets and knitting with three needles! It was a lovely opportunity for carers to get together, have a cuppa and some cake, and help each other craft.

We'll be having another Crafternoon on;

Thursday 31st March from 1pm – 3.30pm.

Don't worry if you've never crafted, or haven't made anything for a while, there'll be someone here to help and give a few tips! You don't need to pre-book, or stay for the full session, just pop in if you would like to. If you would like more information please contact Giselle at the centre on (0191) 6432298



Have you heard about Groupon?

Groupon is a website that you can register with online and receive discounts and offers on a variety of restaurants, breaks and beauty treatments both in your area and further afield.

The website boasts:

“See your city in a brand new light with Groupon! New and diverse deals every day on restaurants, leisure, spa, beauty and sport. Guarantee excitement for up to 70% less! Just imagine the joys of an exclusive spa day or a four course meal for half price. Your Groupon experience can only take place when a minimum number of people buy the deal. It's only possible to enjoy a high-end deal for a knock-down price when enough people buy it.”

To register or to find out more visit: www.groupon.co.uk

Baffled by Personal Budgets?

The start of personal budgets for social care needs by North Tyneside Council has been the most important change in social care for a generation.

Personal budgets and direct payments are a way of taking control of the services you or the person you care for receive to meet your needs and live as independently as possible.

Whether you welcome or disagree with personalisation, everyone agrees that people need clear and understandable information if they are going to make decisions about the social care they receive.

Some voluntary organisations in the borough have reported that the information around personalisation, personal budgets and direct payments is not as clear or as available as they would like.

North Tyneside LINK, the local health and social care watchdog, are researching how the information around personal budgets

and adult social care can be improved. If you have thoughts or experiences you would like to share then please email Keith Metcalf at:

keithwmetcalf@gmail.com or telephone North Tyneside LINK on (0191) 200 1429 and leave your name and contact details and Keith will return your call.

The Carers' forum will also be looking at carer's experiences of personalisation and how they think information from the Council and others can be improved. Everyone is welcome, lunch will be included.

Keith Metcalf, Researcher,
North Tyneside LINK.

If you cannot attend the Forum and have information that you would like to share please do not hesitate to contact Keith or ring the centre.

**Carers' Forum Tuesday 12th April
Lunch 12:30pm Guest speaker 1:15pm**

Post versus email - we need your help

As a society, we are becoming increasingly conscious of the environmental impact of our actions. Recycling has become second-nature for most of us, and lowering or offsetting our carbon footprint (a measure of the impact our activities have on the environment) is becoming more popular than ever. The Carers' Centre is reviewing our environmental impact and is asking you to help us by considering how you receive information from us. We are aware that many carers do not have easy access to emails or that some of you may prefer to receive printed information and we will of course continue to provide information in this way to those who wish.

However we are asking you to consider the following;

We currently print and send out 1800 newsletters and also send out updates in between newsletters as and when we receive information, which is sometimes at short notice. This incurs a significant amount of cost both in monetary terms, in staff time and in terms of the amount of paper this uses up. We would be grateful if you could consider whether you need to receive information by post or whether you could perhaps receive it via email. This would potentially help the centre and you in the following ways:

- Enable us to get information to you instantly – for example when information about a meeting, a course, or event is sent to us, we can forward it straight on.
 - Help the environment by reducing the amount of newsletters printed.
 - Reduce printing and postage costs.

Even if you prefer the newsletter by post perhaps you could consider receiving other information by email which would allow us to get it to you quickly. If you would like to receive all or some communications by email please contact us on enquiries@ntcarers.co.uk or ring the Centre.

Where's Walter????

In this newsletter edition we are having a fun section and would like to introduce you to Walter!

Who's Walter?

Walter is quite unmistakable with his striped top, bobble hat and oversized spectacles!

Where's Walter?

Who knows! That is your mission! Walter will be hidden in one of the pages of this Newsletter and we would like you to find him.

The Deal!

All names of carers with the correct whereabouts' of Walter will be put into a prize draw where there will be three lucky winners.

“Good Luck”



Telephone 0191 643 2298

Closing Date 31st March

Solution to Quick Crossword

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

Any Views or opinions expressed in Carers' Voice are those of the author and may not necessarily be those of North Tyneside Carers' Centre

Complaints Policy

North Tyneside Carers' Centre is committed to providing a high quality service to the people it serves.

Occasionally we may fail to meet our usual high standards for whatever reason and we would like to know if and when this has happened, in order that we can rectify and make the necessary improvements.

If you have any concerns, we would be interested in hearing from you. Please address any complaints to The Centre

Aromatherapy Charges

Due to the economic climate and the competitive market in seeking funding we will be increasing our aromatherapy session costs from £5 to £6 from 1st April 2011.

If you have any enquiries regarding aromatherapy, please contact the Centre on (0191) 6432298.



Nat West Community Award

The Centre has been awarded £1,000 by Nat West Community Fund in an online and public vote throughout their local branches. The award was made as part of their commitment to support the communities in which they work. The money will be used by the centre for carers activities and breaks. **Thank you to all who voted.**

If you have any difficulties reading our Newsletter, please contact us so that we can make arrangements to help you with this.

MAILING LIST

If you do not subscribe to this newsletter and would like to receive future editions, please contact us:

enquires@ntcarers.co.uk

or telephone: **0191 643 2298**

Alternatively you can send a letter:

**North Tyneside Carers' Centre
Third Floor, YMCA building, Church Way, North Shields. NE29 0AB**