



The Princess Royal Trust for Carers
Network Member

ISSUE 55

CARERS' voice

News from North Tyneside Carers' Centre

May 2010



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**North Tyneside
Carers' Centre**

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

0191 200 1111

Extended Opening Hours

We have extended our opening hours and are now open until 8pm on a Wednesday and from 9am until 1pm on a Saturday. You can ring the centre, make an appointment or call in for advice, information and support. We also have advice and information sessions at various community venues throughout the borough so you can access support closer to home. Please contact us for further information or check our website for details.

Launch of New Website

We are delighted to announce that we have launched our own website. After many years of being part of the Princess Royal Trust for Carers website, we felt we needed a site devoted completely to the needs of carers in North Tyneside. The website will provide up to date information for carers and professionals. Please take a look and let us have your views.

You can now find us at:- www.northyntsidecarers.org.uk

We would also like your help to test the site to make sure that it is easy to use and will be running sessions on computers at the Centre. The sessions will be fun and interactive so even if you have never used a computer before you can join in. For more information contact us on 200 1111 or send us an email through the contact page on our website.



www.northyntsidecarers.org.uk

New Carers Credit

Home Responsibilities Protection (HRP) will be replaced by weekly credits for parents and carers. Carers caring for a total of 20 hours per week or more will be able to apply for Carer's Credit to protect their State Pension – both the basic and State Second Pension. This will help in situations where carers currently struggle to get their State Pensions protected, for example:



1. Carers caring for 20 hours or more per week (only those caring for 35 hours or more qualify before April 2010).
2. Carers looking after someone who refuses to claim disability benefits or who finds it extremely difficult because of their condition. This would benefit those caring for people with mental illness, for example.
3. Where more than one carer is looking after someone who is severely disabled - only one can claim Carers' Allowance (but from April 2010 the other will be able to claim Carer's Credit).
4. Carers who are looking after several people but cannot claim Carer's Allowance because they do not care for any one of them for 35 hours. After April 2010 people in these situations will qualify for Carer's Credit. To claim the Carer's Credit carers must be caring for 20 hours or more a week for someone who is either:
 - in receipt of a qualifying benefit (any rate of Attendance Allowance or Constant Attendance Allowance, middle or highest DLA care component),
 - or where there is no qualifying benefit, has a signed certificate from a health or social care professional to confirm that the level of care being provided is appropriate (as in 2. above).

If you are caring for someone for 20 hours or more a week you could get the new Carer's Credit that will count towards your State Pension. Find out if you qualify by visiting www.direct.gov.uk/pensions or by calling **0800 678 1132**.

Communications Group

We would like to get a group of carers together who are interested in helping us with our newsletter and other publications we produce. The group will meet about once a month so if you are a budding writer, poet or simply have an interest in helping us ensure that the information we produce is relevant and interesting to carers please contact Julie Tait at the centre on 200 1111.

Young Carers Easter Holiday Fun

During the Easter holiday over fifty young carers enjoyed a variety of activities. The activities included Gymnastics, a football tournament, a visit to Newcastle Arena for a basketball match and a bike maintenance project at Recyke Y' Bike in Newcastle.

The gymnastics at Whitley Bay Gym Club, gave the young carers an opportunity to try new skills, and they were then able to show these off at the end of the session. The football tournament held at Whitley Bay High School involved over seventy young carers from North Tyneside, Hartlepool, Sunderland, Newcastle and Durham. It was a great day with new friends being made from all over the North East.

It was a Friday night out in Newcastle for those young carers who attended the Newcastle Eagles basketball match, thanks to Joe for helping keep us in touch with the rules of the game.

During the second week five young carers attended a two day bike maintenance project at Recyke Y' Bike in Newcastle. During the project the young carers worked on their own bikes. With the help of a Recyke Y' Bike mechanic they completed a bike MOT on the first day, then made repairs and adjustments on the second day.

Well done to all the young carers during these activities, they tried new skills, welcomed new young carers to their group and made friends with others from around the north East.



Young Carers getting to grips with bike maintenance



NHS Help Card



A new way to support patients is being launched across the NHS in the North East from April. The NHS Help Card has been designed to give extra support to people who may need it whenever they visit access points such as an NHS hospital, GP surgery, dentist, pharmacy or optician. Its aim is to improve access and patient experience at the point of service. The NHS Help Card is being launched as a region wide six month pilot across all NHS North East organisations, following a successful pilot at City Hospitals in Sunderland NHS Foundation Trust during August 2009.

The cards will be available at NHS access points across the North of Tyne area in the coming weeks for patients to pick up, and staff can answer questions about the cards or offer further support.

Each card features a blank panel on the front where people can write down any special requirements and a tick list of different languages on the reverse for those who cannot speak English.

The card holder can indicate their chosen language for interpreting and translation purposes.

The NHS Help Card can be used by anyone who needs help to access NHS services and helps to fulfill patient rights and pledges under the NHS Constitution. Look out for stands and posters in your GP practice or local NHS Centre. Further information is available at www.northeast.nhs.uk/

How will the help card be used?

People can use the NHS Help Card if, for example:

- they are unable to walk far
- they are confused, lost or don't know where to go
- they cannot speak or hear
- they do not understand English
- they have a learning disability

Family members, friends and carers can also use the NHS Help Card.

National Carers Week

National Carers Week will take place between Monday 14th June through to Sunday 20th June. The theme this year will be 'A Life of my Own' which highlights how carers may miss out on the activities that others take for granted, such as holidays, a meal out or even just a few hours chilling with no worries or responsibilities. The Centre has organised lots of activities and events during the week, please check out the leaflet that you should have received in the mail with this Newsletter and don't forget to book early for your chosen event. We look forward to seeing you.



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, regardless of their disability or illness.

Our highly trained and skilled staff team are able to provide support to both the carer and the person they are caring for. The service will, whenever possible, send the same worker to provide breaks. Breaks are available from 1 hour up to 24 hours in length, 7 days a week, 365 days a year. If you would like further information on the service please contact:

Amy Anderson, Sharing the Caring Coordinator, on (0191) 2001111 or at
amy.anderson@ntcarers.co.uk

Young Carer to Adult Carer

North Tyneside Carers' Centre has developed a support group for carers aged 18-25 years old. The aim is to help you within your role, to support you with the transition from young carer to adult carer, whilst still promoting your future goals.

Following the much appreciated feedback from the initial focus group, we have pinpointed specific areas in which we can support you.

Areas of support:

- Support with higher education and employment
- Social events
- Advice and guidance
- Assistance with forms and money management
- Volunteering and training opportunities

In connection with training and volunteering opportunities the group is planning to participate in the John Muir award. The Award is an environmental award that encourages people of all backgrounds to connect, enjoy and care for wild places through a structured yet adaptable scheme. At the end of the project everyone involved is given a certificate to put in their record of achievement or CV.

So if you have been with us a while and have enjoyed accessing the young carers project or are completely new to the centre and would like to participate or simply want more information please call Nicola Lovett Carer Support Worker on
0191 2001111

COUNSELLING SERVICE

Are you struggling to cope with the daily pressures of caring? If you would like to talk to someone North Tyneside Carers' Centre may be able to offer you support through our Counselling Service. We currently have 3 fully trained counsellors who provide a highly confidential service. They fully appreciate that requesting counselling may not have been an easy step for you, but please be reassured that they are there to offer you a safe and caring framework within which you can explore your role as a carer. They will invite you to meet with them for an initial chat where you can find out more about the service and how it may benefit you. You will then be offered six, 55 minute sessions, and more may be available if appropriate.

Each of our counsellors work different times and days of the week to ensure we meet the wide range of carers needs such as those who are in employment. We currently provide counselling on:

Wednesday morning 10:00am – 1:00pm	Wednesday evening 4:30pm – 8:00pm	Saturday morning 9:15am – 1:00pm
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All our counselling sessions are held within the Centre. If you would like to find out more or are interested in receiving the service, please contact the Centre on (0191) 200 1111 or e-mail enquiries@ntcarers.co.uk

Access to GP Surgeries

LINKs are networks of individuals, community groups and organisations who work together to improve local services. In order to find out what people's experiences of making GP appointments are LINK will be holding a series of Coffee morning style events and surveying members to gather first-hand evidence.

Look out for dates and venues of events coming soon!

They are looking for volunteers to help at these coffee mornings by surveying other people, assisting with refreshments and providing information about LINK. If you would like to help contact the team on 0191 200 1429.



Goodbye & Good Luck

The Centre would like to bid Mick Thompson, Development Manager, a fond farewell and wish him good luck for the future. Mick left the Centre in March for pastures new to work with adults who have learning disabilities in the Gateshead area. We will introduce his successor Julie Tait who has recently joined us in the next issue.



Kick-start your Autumn with confidence!

Over 300 carers in the North East region, have taken part in Caring with Confidence sessions. They are part of a Department of Health programme giving carers the chance to make a positive difference to their life and the life of 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 in September 2010 at the Rising Sun Countryside Centre.

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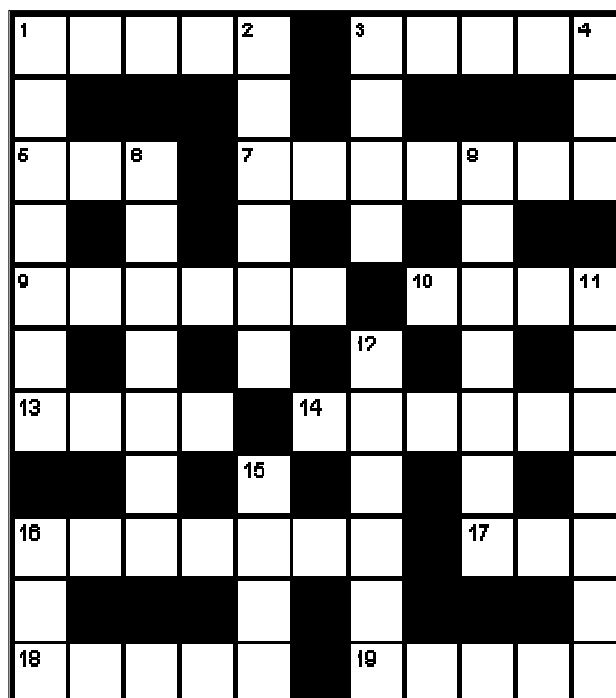
he feedback from carers so far has been brilliant – over 96% rated the sessions 'excellent' or 'good' and 93% said they would recommend them to others.

One carer who recently took part said

“The Caring with Confidence programme of small but informal sessions were both uplifting and well prepared by the staff who delivered them. The course gave me the knowledge to be able to confront most of the situations that I will come across as a carer”.

If you want to know more about Caring with Confidence or want to take part in the sessions at this fantastic venue please contact Kath Patterson at the Centre.

Quick Crossword



Across

1. African equine (5)
3. Artery (5)
5. Part of a circle (3)
7. Farm vehicle (7)
9. Embellished (6)
10. Break suddenly (4)
13. Plant support (4)
14. Lumber (6)
16. Household implement (7)
17. Make a mistake (3)
18. Awful (5)
19. Cacophonous (5)

Down

1. Avid (7)
2. Shrewd (6)
3. Slightly open (4)
4. Atmosphere (3)
6. Yield (7)
8. Well-founded (7)
11. Depict (7)
12. Stringed instrument (6)
15. Catch sight of (4)
16. Large vase (3)

Solution to Quick Crossword

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

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 200 1111**

Alternatively you can send a letter with your details to:

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



North Tyneside Carers' Centre is seeking new trustees who are interested in supporting and developing the work of the Centre. If you would like further information about the roles and responsibilities of being a trustee, please contact Claire Easton on 200 1111

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 Manager at our usual address.

The YMCA in North Shields are running a **FREE Basic Word Processing Course** on Thursdays in June & July from 9.30 a.m. – 12.30 p.m. You will learn how to use a mouse, how to copy and paste into documents, change font sizes, design posters and have free access to the Internet. Learn for pleasure OR if you require, gain a qualification. You will be supported by a qualified tutor. For more information telephone Jane on 0191 2575434 Ext 103 Places are limited so please get in touch ASAP.

Please note that due to these classes starting the computer sessions at Sure Start in Wallsend will be finishing at the end of the May.

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



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

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