



The Princess Royal Trust for Carers
Network Member

CARERS' voice

News from North Tyneside Carers' Centre

November 2011



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North Tyneside
Carers' Centre

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

0191 643 2298

Have your Say - A Carers Strategy for North Tyneside



The Carers' Centre is working closely with North Tyneside Council, the Primary Care Trust and other organisations supporting carers to develop a North Tyneside Carers Strategy which acknowledges and addresses the significant role of carers in the borough.

The Strategy is to identify the needs of carers living or looking after someone in North Tyneside are met and look at how we support them by ensuring:

- the differing needs of local communities; current and future demand; supply of services; and financial resources are understood and accounted for.
- carers voices are heard in decision-making that affects them.
- carers have choices and opportunities to participate in family life, social activities, employment and education.
- carers are fully informed with up to date, easily accessible and consistent information, advice and guidance.

We are holding an event on Carers Rights Day on:

Friday 2nd December at St Columbas Church in North Shields from 10:30am – 2pm to give you the opportunity to have your say on the strategy priorities. If you require a support worker to provide care to enable you to attend the event or to confirm your attendance please contact the Carers' Centre on: **0191 643 2298**.

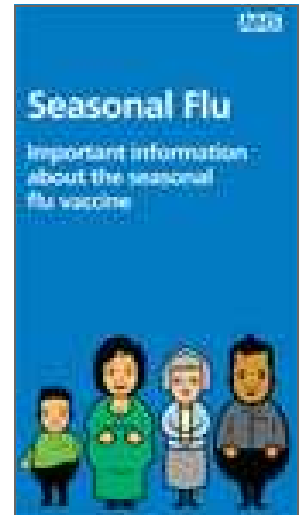
Come and see the marketplace.....At this event you will be able to meet with services who support carers in the borough.

Seasonal Flu Jabs

Protect yourself and others

Its that time of year again when we need to protect ourselves from seasonal flu (Influenza). Seasonal flu occurs every year, usually in the winter and is a highly infectious disease caused by a virus that spreads from person to person. The vaccine protects those who are most at risk from catching and spreading flu and is free of charge to the following at risk groups:

- People aged 65 or over
- All pregnant women
- Diabetes
- Chest or breathing problems e.g. asthma, bronchitis and emphysema
- Heart problems
- Kidney or liver disease
- A neurological condition such as parkinson's or motor neurone disease
- A low immune system due to disease such as cystic fibrosis or crohn's disease
- Receiving cancer treatment
- Had a stroke
- A problem with the spleen (such as sickle cell disease) or if the spleen has been removed



You should also have the vaccine if you live in a residential home or *if you are the main carer of an older or disabled person.*

The vaccine is available from your local GP. Please don't be complacent or wait until there is a flu outbreak this winter. Book your appointment as soon as possible. To find out more about the flu vaccine, please contact your GP practice or visit : www.nhs.uk



Moving Along

On Monday 7 November the Carers' Centre moved to our new premises in the YMCA building. We have moved into the offices formerly used by the Probation Service at the far end of the corridor, third floor, (turn left as you leave the lift or stairs). The new offices will allow us to expand in the coming year due to our Lottery award for the YES project (Young Carers Exceptional Stories) in partnership with the YMCA. Why not drop in for a cuppa.



We look forward to seeing you in our new abode



You are invited to The Carers Christmas Lunch

1pm on Wednesday 7th December
at

The Powder Monkey, Wiltshire Drive, Wallsend NE28 8TU



MENU

Starters

Chicken Hot rocks
Tomato and Basil Soup
& bread roll
Breaded mushrooms

Main

10z Ribeye Steak
8oz Sirloin Steak
8oz Rump Steak
Nut roast
Sliced Turkey

Dessert

Cheese, Biscuits & grapes
Warm Brownie & ice-cream
Raspberry Ripple roll &
raspberry sauce
Christmas pudding &
custard

Cost to carers - £5



Bookings will be taken from 17th November at 10am.
Please give your menu choice at time of booking
Book early to avoid disappointment



Christmas Holidays

The Centre will close at 4:30pm on Friday 23 December 2011 and re-open at 9:00am on Tuesday 3 January 2012. If you need help over the holiday period here are some useful contacts:

- <http://www.northtynesidecarers.org.uk/>
- Social work services (out of hours) - 0300 123 0812
- Carers UK's advice line - 0808 808 7777.
- Care Call North Tyneside - 0191 200 6800
- Electricity - 0800 668 877
- Northumbria Water customer care centre (issues relating to flooding, sewage etc.) - 0845 717 1100
- Gas - 0800 111 999 Leakline - 0800 393 084
- NHS Direct - 0845 46 47
- Police - 03456 043 043
- Repairs (council houses) - 0345 2000 102



We wish you all a Merry Christmas and a Happy New Year

Local Living — What's Happening in Your Area

Living Social

Living Social is a website that you can register with online and receive daily discounts and offers at local restaurants, bars, spas, theatres and more. Each day you will be sent a discounted deal that you can use in your local area or further afield if you wish. The website boasts: "Living Social offers one fantastic deal every day with discounts of up to 90%" To register or to find out more visit:

www.livingsocial.co.uk



Useful Vision is a registered charity that helps vision impaired children and families in the North East get the most out of life. Families can register with them **free of charge** to receive regular mailings about their forthcoming events.

Regular groups

- Fins and Flippers weekly pre-school swimming
- Monthly Bounce groups for babies and toddlers

Contact our Family Support Worker Susan Cullingworth at: susanc@usefulvision.org.uk for more information.

To join our mailing list or attend any of our events, register **free** by calling: **0845 604 8491** or email office@usefulvision.org.uk.

Let's Pop The Kettle On

At the Carers' Centre we understand that the life of a carer is a hectic one. It can be difficult to take time out for yourself and social activities are often pushed to the back of the long list of appointments and things to do. It is because of this that many carers become isolated and lonely.



Quite often having just a little chat with someone else who's 'been there and done that' makes you realise you're not alone. Our support groups are informal and you can access them as much or as little as you like. Throughout the month we meet for coffee, lunch and dinner in various locations throughout the borough.

The Carers' Centre has endeavoured to cater for all by hosting social events at various times and days of the week. Please have a look at the up coming events and perhaps join us for a cuppa

The Laing Art Gallery Tour

Why not join us for a tour around the Laing Art Gallery. The Laing is home to an impressive collection of art and sculpture and it is renowned for bringing the biggest names in historic, modern and contemporary art to the North East.

We have arranged a tour where you will learn more about these impressive works of art and much more. If you would like to come along please meet on:

Wednesday 23rd November 2011

Meet at the main entrance at 10.50pm
New Bridge Street,
Newcastle upon Tyne. NE1 8AG
The tour will take place at 11am and last about 45 minutes.

Places are limited so If you would like to book or to find out more please contact Julie King at the centre.

UNITE at The YMCA

Parent/Carer and toddler group (under 5's)



If you have a child with additional needs, UNITE is a safe place to come together and share your experiences with a supportive network of like minded parents. With a wide range of fun and stimulating play activities for under 5's to enjoy. Refreshments provided for all.

Wednesdays 10am -12noon

YMCA, Church Way, North Shields
Cost: £2 per family. For more details contact Vicky Williamson on 0191 2575434 x117 or email vicky@ymcanorthtyneside.org

Unite has been funded by Awards for All part of the Big Lottery Group. The YMCA also run a play scheme for 5-11 year olds and a youth group for 11-16's all for children with additional needs.

Netbuddy

www.netbuddy.org.uk



An award-winning website for parents, carers and learning disability professionals. It is a space to hunt for ideas, swap tips and access information on everything from brushing teeth to challenging behaviour.

All the information on the site is submitted by people with first-hand experience of learning disability, and is organised under quick searches such as 'Dressing & undressing' 'Out and about' 'Behaviour' and 'Routines'.

There are also practical info packs on subjects like financial help and jobs & training, plus a friendly interactive forum. "The idea for Netbuddy came about when my son was small," said Netbuddy founder Deborah Gundle, whose son has learning disabilities. "I spent so much time and energy solving day-to-day problems, which I felt sure other people had encountered. "Netbuddy works because people in the special needs community like to support each other. If there's an opportunity to help someone else, they nearly always will."

For more information go to www.netbuddy.org.uk

Mollie's Story

(Carers name has been changed)

I care for my son, who is Autistic. We moved to England a few years ago to care for my mother who sadly, has since passed away. We have had a series of unfortunate events through out our time here including being made homeless, being re housed in a rat infested house, and being burgled. I was at an all time low feeling like the world was against me and I constantly had to fight just for the simple things in life.



My focus has always been the wellbeing of my boy, because of his condition he's vulnerable and I have to be constantly watchful for his safety. I'm anxious when he's at school because he's an easy target for bullies. The pressure of being a single parent in a foreign country, the responsibility of being a carer and my 'bad luck' has caused enormous pressure, frustration and isolation to fall on to my shoulders. My situation made me feel like giving up and hiding, I didn't want to leave the house.

However after being in touch with the Carers' Centre I picked myself up. Even simple things like someone else taking the time to make me a cup of tea made me feel like I had worth. Through the centre I began attending support groups and met other carers, talking to someone else who's 'been there and done that' made me realise I was far from alone.

Today things are improving slowly, safe in the knowledge that there's support if we need it, we're taking small steps trying to build a brighter future for our little family.

If you have a story that you would like to share with other carers, we would love to hear from you.

Finding the Funds



Caring for someone often has it's rich rewards, however at the Carers' Centre we recognise that financially it can be draining. Many carers find themselves facing financial hardship which only adds stress.

If you find yourself in this situation whereby you can't afford something essential for your caring role and well being then the Carers' Centre may be able to help. North Tyneside Carers' Centre will, when appropriate, support individual carers with funding applications to charitable trusts.

As the number of carers in contact with the Centre grow, so do the numbers of requests for funding. In order to make the funding process as equitable and efficient as possible we have revised our guidelines. If you are interested in this service please contact the Carers' Centre to request a copy of our guidelines to see if you'd be eligible to apply.

Shared Lives

North Tyneside Shared Lives provides care and support for adults with learning disabilities. This is provided in approved Shared Lives Carers own homes and can be for short breaks, long term and emergency respite.

Shared Lives Carers have undergone assessment and approval and receive appropriate training and ongoing support. The Scheme is managed by North Tyneside Council and registered with the Care Quality Commission.

The Scheme enables adults with learning disabilities to stay with a family, couple or single person of their choice in a family environment and be supported to become an active member of their local community.

Do you think you could be a Shared Lives Carer?

Could you offer care and support to an adult with a learning disability within your own home?

You can provide short breaks or long term support, it's up to you!

Shared Lives Carers receive an average allowance of £391 per week.

If you are interested in becoming a Shared Lives Carer or would like to know more about the Shared Lives Scheme please contact Martin McGregor on: 0191 6435241.

Becoming a Member of the Carers Centre?

What does this mean?

All carers registered with North Tyneside Carers' Centre receive our newsletter and mailings and can attend all activities and events, including the Annual General Meeting. To ensure that our services continue to meet the needs of carers, feedback is gathered through questionnaires, surveys and events. However only carers who have become a member can vote at the Annual General Meeting, elect the Board which has overall responsibility for running the charity and can become a Board member themselves.

The Trustees on the Board are accountable to the Charity's membership, who play an active role in shaping the direction of the charity and making major decisions. If you would like to contribute to the future of the centre then please consider becoming a member.

The services of North Tyneside Carers' Centre remain available to all carers in the borough whether they are members or not, but if you are a member it really is YOUR CENTRE.

If you would like to know more please contact the centre manager Claire Easton.

****Report it using Yellow Card****



The Yellow Card Scheme is vital in helping the MHRA (Medicines and Healthcare products Regulatory Agency) monitor the safety of the medicines and vaccines that are on the market. All medicines can cause unwanted side effects in certain cases. Many side effects are mild however some can be more serious and even life threatening. Some side effects are not known about until many people have been taking the medicine for a while, that's why it is important for people to report suspected side effects. Sometimes it is difficult to tell whether a symptom is a side effect of your medicine or something else, even if your not sure please make a Yellow Card report.

What to report - you can report suspected side effects of any medicine or herbal remedy whether it was prescribed by your doctor or bought without a prescription.

You can report - a side effect that is not mentioned in the patient information leaflet supplied with the medicine; side effects that happen to you personally, your child or someone that you're responsible for or someone who asks you to make a report on their behalf. .

How are Yellow Card reports used?

The MHRA collects Yellow Card Reports from people taking medicines as well as healthcare professionals such as doctors pharmacists and nurses. The reports are used to identify side effects and other problems which might not have been previously known. If a new side effect is found the MHRA will review the way that the medicine can be used and the warnings that are given to the people taking it.

How to report a suspected side effect

Use the Yellow Card online form at www.yellowcard.gov.uk

Complete a Yellow Card form and return in the SAE provided, forms can be found at pharmacies and GP surgeries.

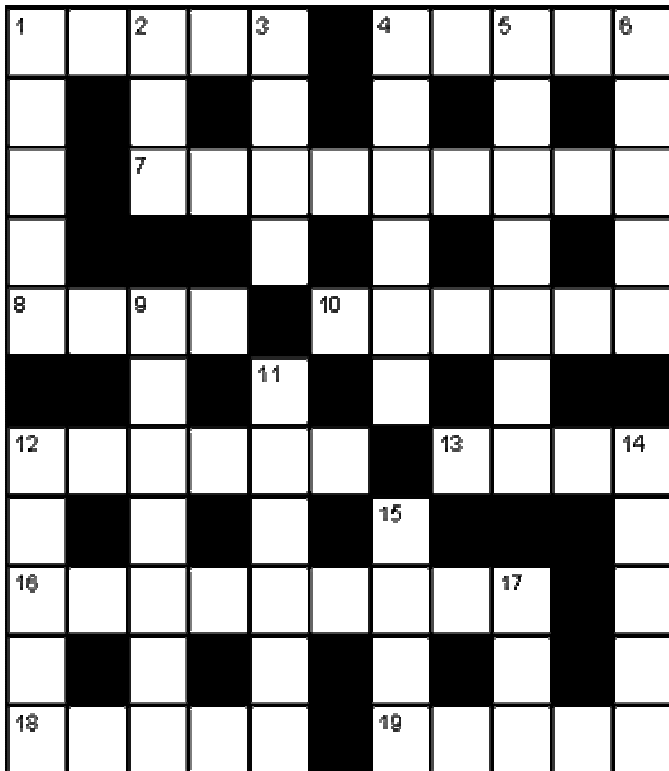
Call the Yellow Card hotline on 0808 100 3352

Trustees Step Down

The Centre would like to bid a fond farewell to two of its longest serving Trustees. Eddie Gorman and Tricia Thompson have been Trustees with the Centre for many years and have stepped down due to work and family commitments.

We would like to thank them for all of their hard work, time and dedication and wish them all the very best for the future. If you would like to become a Trustee with the Centre or to find out more, please contact the Centre Manager on our usual number.

Quick Crossword



Across

1. Twelve (5)
4. Hoard (5)
7. Unaware (9)
8. Gape (4)
10. Wore away (6)
12. Birds of prey (6)
13. Notion (4)
16. Large spider (9)
18. The lowest point of anything (5)
19. Implied (5)

Down

1. Journal (5)
2. Menagerie (3)
3. World's longest river (4)
4. Secret or hidden (6)
5. Bustling (7)
6. Abated (5)
9. Placed a bet (7)
11. Thinner (6)
12. Consumed (5)
14. Proficient (5)
15. Female relative (4)
17. Part of a circle (3)



Health and Wellbeing Forum

Your LINK (Local Involvement Network) needs to hear what you think

Come to our first health and wellbeing forum and help us speak up for better health and social care services in North Tyneside.

▶ **Tuesday 22 November, 10.30am to 12.30pm**

▶ **Main Hall, Shiremoor Centre,
Earsdon Road, Shiremoor, NE27 0HJ**

Call LINK on 0191 643 2623 or email link@voda.org.uk to book your place
www.linknorthtyneside.org.uk

- ▶ Quality of care
- ▶ Personalisation
- ▶ Shaping local care services
- ▶ Prevention
- ▶ Health and social care working together
- ▶ Role of financial services



December 2011

Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2 Coffee Morning	3	4
5	6 Parent Carer Group	7 Carers Xmas Lunch	8 Autism Support Group Support	9	10	11
12 Walking Group Evening Support Group	13 ADHD Parent Carers Group	14	15 Lunch Club	16	17	18
19	20	21	22	23	24 Centre Closed	25 Centre Closed
27 Centre Closed	27 Centre Closed	27 Centre Closed	29 Centre Closed	30 Centre Closed	31 Centre Close	

January 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1 Centre Closed
2 Centre Closed	3 Centre Re-opens Parent Carer Group	4	5	6 Coffee Morning	7	8
9	10 ADHD Parent Carers Group Carers' Forum	11 Evening Support Group	12 Autism Support Group	13	14	15
16	17	18	19 Lunch Club	20	21	22
23	24 ADHD Parent Carers Group	25	26	27	28	29
30	31					

Carers' Information & Advice Sessions

Monday	1.30pm - 4.30pm	Monkseaton Medical Centre	4th Monday of the month	Appointment basis for those residing in Whitley Bay area
Tuesday	1pm-4pm	Oxford Centre Longbenton	1st Tuesday of the month	Appointment basis - open to all.
Wednesday	9am-11am	Village Green Wallsend	3rd Wednesday of the month	Appointment basis - open to all.
	5pm-8pm	Carers' Centre YMCA, North Shields	Second & Fourth Wednesday	Appointment basis - open to all.
Friday	9am-1pm	White Swan Centre Killingworth	4th Friday of the month	Appointment basis - open to all.
Saturday	9am-1pm	Carers' Centre YMCA, North Shields	Second Saturday of the month	Appointment basis - open to all.

ADHD Parent Group

13 Dec and 10th and 24th January. For those caring for a child with ADHD. 10am –12pm at The Carers' Centre.

Autism Support Group

For those caring for someone with Autism. 10.30am-12.30pm at The Carers' Centre. 8 Dec. and 12 Jan.

Carers Lunch Club

Open to all carers. 12:30pm –1:30pm
15 Dec - The Beehive Inn, Hartley Lane, Earsdon.
19 Jan - Killingworth Arms, Killingworth Village.

Carers Coffee Morning

Open to all carers. 10 - 11:30am.
2 Dec - Starbucks Silverlink, Retail Park
6 Jan -Settle Down Café, 62 Thornton St, Newcastle.

Carers Evening Support Group

Open to all carers. Meet at 6:30pm.
12 Dec -The Hunting Lodge, Earsdon Road, Whitley Bay.
11 Jan - Davanti Italian Restaurant, 13-17 East Parade, Whitley Bay.

Parent Carers Group

6 Dec and 3 Jan. For parents caring for children with any illness or disability. Held at The Carers' Centre.

Carers' Forum

10 Jan 2012. Open to all carers. Lunch -12:30. Guest Speaker 1:15pm. Guest speakers at next Forum will be Julia Wilthew, Christians Against Poverty. Information, advice and guidance around debt and money management.

Walking Group

12 Dec - Robert Westall Way, North Shields/Tynemouth. Meet at the Carers Centre 10:15am for a 10:30am start. For details of future walks please contact the centre.

Solution to Quick Crossword

D	O	Z	E	N		C	A	C	H	E
I		O		I		O		R		A
A		O	B	L	I	V	I	O	U	S
R				E		E		W		E
Y	A	W	N		E	R	O	D	E	D
		A		L		T		E		
E	A	G	L	E	S		I	D	E	A
A		E		A		A				D
T	A	R	A	N	T	U	L	A		E
E		E		E		N		R		P
N	A	D	I	R		T	A	C	I	T

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

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 .

Useful Numbers

Age UK	0800 1696565
Disabled Access Holidays	08452570113
Benefit Enquiry Line	0800 88 2200
Disabled Persons Railcard	0845 6050525
The Energy Saving Trust	0800 512 012
Carers Direct	0808 802 0202
Carers UK Advice Line	0808 808 7777
The National Debt Line	0808 8084000
Carers Allowance Unit	0845 608 4321
Crossroads Care	0845 450 0350
Macmillan Cancer Support	08088080000

Mencap	0300 333 1111
Headway	0808 800 2244
The Children's Society	0845 300 1128
Parent Line Plus	0808 800 2222

Local Numbers

Alzheimer's Society	0191 257 1245
Age Uk	0191 280 8484
Learning Disabilities Federation	0191200 1100
NT Disability Forum	0191 200 8570
Stroke Information	0191 296 4167
Stroke Helpline	0303 303 3100

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.