



The Princess Royal Trust
for Carers



Newsletter

December 2007

Contents

Welcome	Page 2	Camden Area Forums	Page 6
Carers Rights Day Camden Events	Page 2	Good Neighbour Scheme	Page 6
Older Voices Team	Page 2	Jacky Hyams Book	Page 6
Carers Liaison Group	Page 3-4	When Caring Comes to an End	Page 6
Tax Breaks and Vouchers for Working Carers	Page 4	Adult Social Care New Contacts	Page 7
Stroke Care Training	Page 4	Mencap's Free Wills Service	Page 7
New support for People with Learning Disabilities	Page 4	The Kiloran Trust	Page 8
Telecare Services	Page 5	Carers Health Day	Page 8
News from Carers UK	Page 5	Keep Able	Page 9
		Carers Groups	Page 9
		Staff/Phone Numbers	Page 10

WELCOME

Welcome to the December edition of Camden Carers Centre Newsletter.

December 7th is **Carers Rights Day**. Events will be being held across the country to highlight what carers can claim in terms of benefits and how their caring role can be supported by practices such as flexible working times. In law carers have relatively few rights so it is important that those that do exist are used.

It is estimated that £660 million of carers benefits goes unclaimed each year. Every year more than two million people become carers for the first time. Those new to caring need straightforward and accessible information about their entitlements.

In Camden carers will be able to check out about their rights and benefit entitlements at events being held in the early part of December - see right.

There is also a report from the last Carers Liaison Group meeting which focused on housing issues for carers. A very powerful personal account was given by a carer of the enormous impact that housing problems had had on herself and her disabled daughter - see pages 3-4

Again we would urge those of you who have not done so to join the **Carers Information Register**.

Please do not assume that as you are on the mailing list that you automatically go onto the Register - you do have to complete and return the Carers Information Register form that is enclosed with this mailing. No stamp is required as we have a freepost address.

Finally all of us at Camden Carers Centre would like to send you Seasons Greetings and wish you all a happy and successful 2008

CARERS RIGHTS DAY EVENTS IN CAMDEN

Staff from Camden Carers Centre will be holding **Information stalls** on the ground floor of the **Royal Free Hospital, Pond Street NW3** on **Wednesday 5th December 10.00-4.00** and at **University College Hospital** in the Atrium on **Friday 7th December**. Welfare Rights Advisors will also be available.

On **Wednesday 12th December** from **11.30-1.30** Camden Carers Centre will be hosting an **'Information and Relaxation'** event at **Kentish Town Congregational Church Hall, Kelly St. NW1**

There will be presentations on carers' benefits and you will be able to check up on individual enquiries. Seasonal snacks will also be available and head and shoulder massage.

OLDER VOICES TEAM

The Older Voices Team provides the lead in the Council for active engagement of older people in Camden in the provision of activities and services. They aim to ensure that the views and experiences of older people are valued and influence the work of service providers and policy makers. They are part of the Promoting Independence Group. For more information contact:

Older Voices Team
79, Camden Road
NW1 9ES
020 7974 3265

sophie.martin@camden.gov.uk
www.camden.gov.uk/olderpeople

NOTES OF CAMDEN CARERS LIAISON GROUP MEETING 4 OCTOBER 2007

Bev Chambers (carer), gave a presentation on 'Housing - Allocation, Transfers, Adaptations and Repairs'

Bev Chambers spoke about her experiences regarding housing. She is now in suitable accommodation that meets the needs of her and her disabled daughter, but this is the culmination of what was a long and difficult process.

From 2000 to 2006, Bev and her daughter were housed in a two-storey property with a lift to enable her daughter access the top floor. However, due to design faults, the lift broke down. It proved impossible to fix and this caused a great deal of distress, either confining her daughter to the ground floor or obliging Bev to carry a 13-year-old upstairs. (Ironically, Social Services said they couldn't supply a care worker to do this as it raised health and safety concerns). Consequently Bev applied to be re-housed.

The shortage of property, combined with the assessment, allocation, and bidding procedures for Choice Based Lettings, meant a long time spent on the waiting list. Bev discovered that their place on the list was based on points, not medical need. After assessment for medical need they went to the top of the list. However, some of the properties they were offered had steps up to the door, or were not on the ground floor, or had gated access. As her daughter uses a wheelchair, none of these was suitable. A potential property was found, but planning permission for changes was required. The application was granted in February 2006 and 9 months later the family was able to move in.

The situation, lasting almost two years, affected her daughter badly. It took a toll on her physical and mental/emotional health, plus her education suffered. This all added to the stress that Bev faced as a carer. Eventually a ground-floor flat that met her daughter's needs was offered. Bev's daughter is now able to live a more independent life and her health and education are beginning to flourish again.

Presentations were given by council officers on housing issues: allocation, self-assessment online and the repairs service. A pamphlet was circulated on housing investment.

Allocations employs an Occupational Therapist to identify properties that can be adapted for wheelchair users and offer medical assessment for carers. From Monday 1st October the allocation scheme changed regarding succession of tenancy and incorporation of 'non-statutory succession'. If the cared-for tenant has died, their carer is now entitled to succeed to the tenancy if he or she has lived in the home for at least 12 months and it is their only main home.

Self-assessment online is now available, or for those without internet access it can also be carried out over the phone by council officers.

Repairs service and prioritisation of emergency repairs, including definition of vulnerability:
all tenants over 65; those registered to receive a care package; victims of domestic violence or harassment. Vulnerable tenants will be entitled to 'enhanced service' which means that recharging for certain repairs and services will not apply - eg, a blocked sink or locking oneself out.

Repairs, Monday to Friday, 9 to 5 is on **020 7974 1212** or **online** at **www.camden.gov.uk**. The out-of-hours service is based at Cressy Road.

In the Q & A session several people raised the issue of carers either not having access to the internet, or have but find their time restricted by caring responsibilities. This matter was discussed at length.

Regarding succession it was made clear that a flat that has been converted for a disabled person's use will not be eligible for succession of tenancy to an able-bodied survivor, but another suitable property will be offered in its place.

LIAISON GROUP MEETING NOTES continued

Carers also raised the need for direct contact with people when making enquiries. Carers would like to be able to speak to a key person and not to have to go through endless different officers in different departments.

The Chair suggested having a Carer's Champion who could highlight the needs of carers within the council. This idea was welcomed. It was also suggested that a liaison body involving carers' contact officers from different departments, plus perhaps an actual carer could be very useful.

The next Carers Liaison Group meeting will be on Tuesday 26 February 2008

TAX BREAKS AND VOUCHERS FOR WORKING CARERS

A group of leading employers including BT, John Lewis and IBM have told the prime minister, Gordon Brown and the chancellor, Alistair Darling that employees with caring responsibilities should be able to receive part of their salary as tax-free care vouchers, which they could then spend on services to help with care.

They argue that the UK's rapidly ageing society is creating a "massive demand" for care services, reducing the number of people of working age and draining the workforce of crucial skills. With care responsibilities peaking between the ages of 45 and 65, they say, employers and government must find ways to help people to continue to work in later life whilst balancing their caring roles. Three in five people will care for someone during their lives, and within 30 years more than 25% of the population will be over the age of 65. The number of carers is set to rise to nine million

As reported in the Guardian (Nov. 7th) the voucher scheme has won some support in government and the Conservatives have requested information on the proposal. However, it is understood that the Treasury has yet to be convinced.

ARE YOU CARING FOR SOMEONE WHO HAS HAD A STROKE?

Camden Carers Centre (CCC) and the Stroke Association will be holding an information and training day for carers of people who have experienced a stroke. The aim of the day is to increase carers' understanding of the effects of a stroke on the person and how to manage the changes in your life that come about because of living with someone who has had a stroke - both practically and emotionally.

Carers who have attended the day before found them to be very useful:-

'very informative and held in an informal way'

'covered all subjects relevant to us and opened our eyes to others'

The course will be held on January 16th at Kentish Town Congregational Church Hall. For more information and to book a place contact **Sarah Omonisa**

CCC Family and Carer Support Worker (Stroke) at the **Royal Free Hospital: 7794 0500 ext. 36705** or **mobile 07981 056 087**
sarah.omonisa@camden.gov.uk

NEW SUPPORT FOR PEOPLE WITH LEARNING DISABILITIES THAT HAVE COMPLEX OR HIGH SUPPORT NEEDS

Camden People First now offer advocacy support to those people with complex needs. Jill Clarke is now in post and is the advocacy worker for people with high support needs. Please contact Jill for further information.

Camden People First
37, Greenwood Place
NW5 1LB
020 7482 3539

jill.clarkecamdenpeoplefirst@virgin.net

TELECARE SERVICES

What is this you may ask?

Essentially it is a range of electronic safety features which can be installed in the home.

Some of these will be quite familiar

- for example having a sprinkler system that is activated in the event of fire. Others are much more innovative – such as sensors that can prevent cookers being left on by mistake.

All have been devised with the aim of reducing stress for carers and supporting people who want to live independently.

At the recent Carers UK *New Horizons* conference it was explained how telecare has the potential to transform the lives of carers and service users.

What sort of solutions does telecare offer for carers?

Sarah, like 50% of people with learning disabilities, also has epilepsy. Sarah's mother, Joan used to sleep in the same room as her daughter due to the risk of seizures, which could sometimes occur up to five times in one night. Joan couldn't get a good night's sleep due to the constant worry of what would happen if she didn't wake up. Joan had an epilepsy sensor fitted in Sarah's bed, allowing her to return to her own room for the first time in 15 years, reassured that she would be alerted if Sarah needed her help.

In Camden telecare services are available via a Community Care assessment and in line with other Camden services free to those people who come into the substantial or critical bands of care needs. From spring 2008 the telecare services will be available for a weekly fee (£6.50-£8.50) to those people who do not fall into the substantial or critical bands.

Further information will be circulated next year.

NEWS FROM CARERS UK

Following Carers UK's *Real Change – not short change* campaign, the Government has announced that it is increasing the earnings limit for Carers Allowance from £87 to £95 as of the 1st October. Carers UK argued that carers were losing out because of rises in the National Minimum Wage.

Every time the National Minimum Wage rose, carers were often forced off benefit or forced to give up work because the increase was out of step with the rise in how much they were allowed to earn and still keep the Carer Allowance. In previous years the National Minimum Wage changed in October but the earnings limit was not increased until April.

The Government has said that this will be an interim measure until the review of the National Carers Strategy is complete.

Carers UK launched a research report in May 2007 as part of its 'Real Change not Short Change' campaign that showed that carers were struggling to make ends meet, were having trouble juggling work and care, and felt undervalued and unrecognized by the different rules that existed for carers' benefits and taxes. The campaign is calling for the overhaul of carers' benefits and support for carers to work.

Carers can sign up to the **Real Change not Short Change** campaign at www.carersuk.org or by contacting **Carers UK** on **020 7490 8818**

CAMDEN AREA FORUMS

Have your say – Area Forums are a new way to encourage communities to influence decisions affecting their local area, and to work with ward councillors to resolve problems. The first round of meetings will take place around the borough from September-December 2007, along with online participation for those unable to attend.

For more information and details of meetings contact:

Area Forums
Room 305
Town Hall
Judd Street WC1H 9JE
020 7974 2608/2621
area.forums@camden.gov.uk
www.camden.gov.uk/areaforums

GOOD NEIGHBOUR SCHEME - COVENT GARDEN AND SOUTH BLOOMSBURY

The Good Neighbour Scheme has recently set up a Home Visiting Scheme for Older People.

Older people have to be living alone in order to be considered for the scheme and living within the area bordered by Gt. Russell St., Kingsway, Shelton St. and Charing Cross Rd.

For more information contact:
Helen McMurray or Olive Leonard
020 7404 2820
goodneighbour@coventgarden.org.uk



JACKY HYAMS “TIME TO HELP YOUR PARENTS”

Jacky Hyams:
“Time to Help Your Parents”
**- a practical guide to recognising problems
and providing support**

Jacky Hyams is a carer who is resident in Camden and has had connections with Camden Carers for some years.

Jacky cares for her mother and has written this informative and down to earth book out of her own experiences. From practical issues such as nutrition, finding help and making the home safer to the bigger, more complex issues such as independence, changing roles and finances, this book will help you tackle them.

The book is published by **Piatkus** at **£9.99**

WHEN CARING COMES TO AN END

Carers UK have produced a very helpful information booklet on the issues to be faced when your caring role comes to an end. The booklet is for carers who are experiencing significant change in their lives. It outlines the support available and the steps you can take to help you through each situation.

The booklet is divided into three main sections:

- When the person you care for moves into residential or nursing care
- When the person you care for dies
- Life after caring

Each section covers relevant information about benefits, as well as looking at the practical support available and where to go for more help. There is also a section at the end of the booklet that gives details of other useful organizations and services.

The booklet is available from:

Carers UK
20/25 Glasshouse Yard EC1A 4JT
020 7490 8824
info@carersuk.org
www.carersuk.org

ADULT SOCIAL CARE IN CAMDEN NEW CONTACT DETAILS

A new Information and Access team has been set up to respond to adult social care needs. The team will provide:

Better information and advice on the full range of care options available to local people, especially if they are not eligible for Council support

A web based 'catalogue' of care services. The information will be simple, clear and available to all, including service users, carers, families and care professionals. This could be anything from the shopping service to day centres.

A simpler referral process designed to resolve people's needs as quickly as possible. Where needs are more complex, users will be referred to one of the two new care management teams for a more detailed assessment.

Telephone

020 7974 4000 - a single phone number for information, advice on social care options and assessment for support

Visit

Adult Social Care Offices at

79 Camden Road - a fully accessible information and access point if you prefer face to face contact

Write to

Information and Access

79 Camden Road NW1 9ES or

Email

adultsocialcare@camden.gov.uk

with any requests for advice or help with adult social care in Camden

Please let us know at Camden Carers Centre how you are finding the new service.

MENCAP'S FREE WILLS AND TRUSTS ADVICE SERVICE

For carers of people with learning disabilities Mencap can provide:

- An in-house will and trust solicitor to give advice free of charge
- Free seminars across the country to give advice in person
- A recommended solicitor directory
- Free information booklets including Leaving Money by Will
- The Mencap Trust Company, which manages left to someone with a learning disability

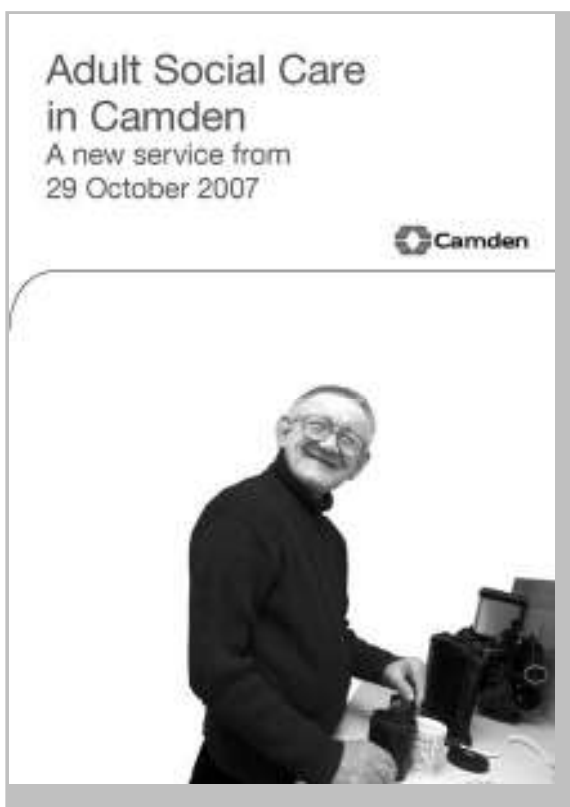
For further information contact:

**Mencap Wills and Trusts Team
Mencap**

123, Golden Lane EC18 1AA

020 7696 6925

legaciesweb@mencap.org.uk



THE KILORAN TRUST – A PLACE OF RESPITE FOR CARERS

Kiloran offers full time carers a 5 night break in their West London house.

The house has 4 en-suite spacious bedrooms and is informal and friendly. You will have your own TV and tea/coffee tray as well as the comfort of a downstairs living room with big fireplace and a south facing garden. Delicious home made food is available – breakfast is available at any time allowing you to have a long undisturbed lie in. You can spend your time doing what you want - sight-seeing, resting, shopping, walking in the parks or along the river. Good listening is always available - some carers need to unburden - to talk about the stresses they are under at home. This is always welcome.

The cost which covers all meals and accommodation is £50/night or £250 for a five night break. For those on low benefits Kiloran can help set up arrangements to get the cost of the stay covered.

Breaks run from Monday (from 2pm)
through to Saturday (departure by 11am)

For more information contact

Sue Riley or **Ralph Goulding** on **020 7602 7404**

Kiloran Trust

157, Blythe Road W14 0HL

KILTRUST@AOL.COM

www.kilorantrust.org.uk



Just a reminder about the **Flexible Breaks Scheme**. Carers can apply for up to £300 to cover the cost of a break – ideal for a few days at Kiloran.

Contact **Caroline Allouf** at **Camden Carers Centre** on **7388 5422** for more information. Please note that Caroline works on the Flexible Breaks Scheme Mondays

Carers Health Day

Just in time to prepare you for the stresses and strains of the season Jill Pay will be hosting a

Stress Management Day for Carers on Thursday 13th December

Jill will demonstrate some simple techniques for reducing stress levels and you will have the opportunity to look at what simple changes you might make to your daily life to make things more manageable for yourself.

There will be plenty of opportunity for discussion and assessment of individual needs.

A delicious buffet lunch will be provided followed by a relaxing head and shoulder massage.

The Health Day will be held at

Kentish Town Congregational Church Hall, Kelly St NW1

to book a place please contact

Deborah Knight on **7388 5422**

admin@camdencarers.org.uk

KEEP ABLE

If you are looking for equipment or gadgets to help you or the person you care for take a look at what **Keep Able** has to offer.

Keep Able is the UK's largest mobility retailer stocking a huge range of products that can assist with day to day living.

Anything from powered wheelchairs and stairlifts to small but very useful items such as a 'light touch pen' - a pen that writes with minimal pressure for those with limited hand strength.

Different ways to order

In store:

You can either visit the store yourself where there are trained staff to assist you

In home:

if you are considering purchasing a larger item, a trained representative will bring the product to your home for you to try

By phone:

A real person at the end of the 'phone to assist you

Internet:

The internet site offers over 2,500 healthcare products and is available 24 hrs/day

Catalogue:

Keep Able have put their most popular products into a Mail Order catalogue.

The nearest store is at:

**615-619 Watford Way
Apex Corner NW7 3JN**

Tel: 020 8210 0810

For advice from a trained member of staff or to order a mail order catalogue call

08705 202 122

Website www.keepable.co.uk



CARERS GROUPS RUN BY CAMDEN CARERS CENTRE

Carers support groups are an opportunity to meet socially with other local Carers. They are a chance to share advice and experiences, listen and obtain information from and about Camden Carers Centre. Groups are friendly and welcoming to new members, so please contact us for more information. Camden Carers Centre runs the following groups:

For all Carers - Fleet Road group

It meets on the 2nd and 4th Wednesday of the month from 10.30am-12noon at the Hampstead Group Practice, 75 Fleet Road, NW3 2QU.

For information contact Claire Wheeler on 020 7388 5422.

For Carers of those who have experienced a stroke

The group meets on the 2nd Wednesday of the month from 2.30pm-4pm at Kentish Town Congregational Church, Kelly Street, NW1.

Contact Sarah Omonisa on 020 7794 0500 Ext. 36705 and 07981 056 087 (mobile).

For Bangladeshi Carers

It meets every 4-6 weeks.

For information contact Razia Choudhury on 020 7388 5520.



We would very much like to publish letters, poems or articles by Carers in the Newsletter; please contact Deborah Knight on 020 7388 5422

Camden Carers Centre takes care in compiling the Newsletter and responsibility cannot be taken for any action arising from information given on the pages.

CAMDEN CARERS CENTRE STAFF

Staff based at Camden Carers Centre 5 Crowndale Road, NW1 1TU

Director

Claire Wheeler Tel 020 7388 5422
Email claire@camdencarers.org.uk

Asian Carers Development Worker

Razia Choudhury Tel 020 7388 5520.
Email razia@camdencarers.org.uk

African and Caribbean Carers Worker

Lucy Raymond Tel 020 7383 7156
Email lucy@camdencarers.org.uk

Carers Support Worker – Person-Centred Planning:

Prodeepta Okell Tel 020 7387 4979
Email prodeepta@camdencarers.org.uk

Office Administrator

Deborah Knight Tel 020 7388 5422
Email admin@camdencarers.org.uk

Staff member based at Swiss Cottage Community Centre 19 Winchester Road NW3

North West Camden Carers Support Worker

Jean Wallace Tel 020 7586 5405
Email jeanwallacecamdencarers@fsmail.net

Staff based at Royal Free Hospital

Carers Support Workers – Hospital Discharge Project

Naomi Feather Monday-Wednesday
Tel 020 7794 0500 Ext 36705 and 07951 586 334 (mobile)
Email naomi.feather@camden.gov.uk

Caroline Allouf: Wednesday-Friday
Tel. 020 7794 0500 Ext. 36705 and 0785 243 1234 (mobile)
Email caroline.allouf@camden.gov.uk

Sarah Omonisa (Stroke) Monday-Friday
Tel. 020 7794 0500 Ext. 36705 and 07981 056 087 (mobile)
Email sarah.omonisa@camden.gov.uk

Staff member based at St Pancras and University College Hospitals

Carers Support Worker – Hospital Discharge Project

Jo Standen Monday-Friday
Tel. 020 7530 3586 and 07805 253 641 (mobile)
Email jo@camdencarers.org.uk

Camden Carers Centre also employs a Counsellor, Evelyn Blumenthal, one day a week.
For information about the counselling service please contact Claire Wheeler on 020 7388 5422

CAMDEN CARERS CENTRE
5 Crowndale Road NW1 1TU

Tel 020 7388 5422 Fax 020 7388 5503

www.camdencarers.org.uk admin@camdencarers.org.uk



The Princess Royal Trust
for Carers

Camden Carers Centre

Carers Rights Event

The meeting will be held on

Wednesday 12th December from **11.30am-1.30pm**

Kentish Town Congregational Church (upstairs hall)
Kelly Street NW1
(see map overleaf)

Information and Relaxation

There will be presentations on carers' benefits and you will be able to check up on individual enquiries

Head and shoulder massage will be available and seasonal snacks will be provided

Please return the reply slip to

Camden Carers Centre
5 Crowndale Road
NW1 1TU

by 3rd December

Thank you



I would like to attend the Carers Rights Event on Wednesday 12th December

I would like a head and shoulder massage please tick box

I would like a Welfare Benefits check please tick box

Name

Address

Tel

I would like financial help with sitters costs transport
please tick - we will contact you

