

B-E-E CARING

Produced & Distributed by Carers of Epsom

Supporting Carers in Banstead, Epsom & Ewell



DECEMBER 2009



Merry  *Christmas*

We wish all our readers a very Happy and Peaceful Christmas.

We hope you enjoy having a go at our Christmas Quiz over the festive season. Also we would like to remind you that our offices will be closed between 24th December and 4th January.

Please remember that although our offices will be closed, Social Services can be contacted, in an emergency, throughout the holidays on 01483 517898 and Samaritans will be open and can be contacted on 01372 375555

CARERS CALENDAR DECEMBER



EVENING MEETING

Wed. 16th Dec. 8-10pm

The Haywain, Dorking Road,
Epsom

24th DECEMBER - OFFICE
CLOSED

4TH JANUARY - OFFICE RE-
OPENS

CARERS LUNCH - EPSOM

Thurs 14th January - 12 noon

The Vestry, Church Street,
Epsom.

CARERS LUNCH - BANSTEAD

Tues 2nd February - 12 noon

The Woolpack 186 High St.
Banstead, SM7 2NZ

Lunch meetings and outings are intended to give Carers an opportunity to get together for lively conversation, a chance to have a relaxing break, let off steam or pick up/share some useful tips.

All Carers are very welcome and a Support Worker is always available for a chat or to request information or help.

HEIDI REFLECTS ON HER FIRST YEAR

Well, its almost a year since I began in my position as Carer Support Worker - and what a busy and rewarding year it has been.

I have attended numerous training courses and have met many professionals from the local services, such as Care Managers, Day Centre staff and Crossroads, and now feel I have a large and continuously expanding experience base to help me offer support to carers.

In carrying out my role as Carer Support Worker I have met lots of you, both at our social events and on home visits, when I have been able to chat on a private one to one basis and really find out about each individual's carers caring needs and offer help and support as appropriate.

As I enter my second year in post, my objective is to continue to meet up to chat and support all our 'regulars' at our coffee mornings, lunch meetings, outings and events. I also hope to speak on the telephone or meet with carers I have not yet had the opportunity to meet.

A large part of our service is listening to carers and helping them to let off steam and talk through their situation and making suggestions to help them to find the best way forward for them.

If you would like help or advice, a chat to let off steam, or just wish to introduce yourself please contact me (Heidi) at the office on 01372 722269.

I look forward to hearing from you.

Heidi Dendy
Carer Support Worker

BACK CARE ADVISORY SERVICE

Our Back Care Advisory Service is open to any carer who feels that they could benefit from advice on lifting, moving and handling. We give practical advice on how to look after your back.

If you would like more information on Back Care or to make an appointment with a Back Care Advisor, please contact us on 01372 729947

HOW TO HANDLE SEASONAL HOLIDAY DEPRESSION

Christmas & New Year can be for some, a time of year that brings depression and sadness.

People suffer depression caused by various things, including past failures, loneliness, and unknown future, to name a few. Some suffer seasonal affective disorder (SAD) caused by fewer hours of natural sunlight. By taking the steps below, you can help yourself to handle some of the stress and depression that the holiday season may bring.

1. **Make a list of plans** Certain things occur every single year. Prioritize your activities in order of importance and include, at the top of your list, the ones that give you good feelings. If you put less favourable ones at the bottom, it will be your choice to do them or not, depending on how they make you feel.
2. Keep your expectations realistic. Remember that some things are inevitable or unlikely to alter.
3. If possible, do special things for other people. This could give you an uplifting feeling and may help you put your own thoughts into perspective.
4. Leave your mistakes in the past. Dwelling on them won't make them right, so don't waste mind space on going over them. Let go of them finally, if possible.
5. Even when its cold outside, try to get some fresh air. Outdoor light is very important in the winter. Try to get at least 10 minutes a day.
6. Take care of yourself by taking vitamin C. Please ask your doctor before taking any vitamin supplements. Risks vary and can increase based on your health and age.
7. Often, depression during the holiday season comes from being alone. Perhaps there are people at your local church in similar situations. Or contact Carers of Epsom for details of support groups.

Heidi Dendy
Carer Support Worker

SAMARITANS

Samaritans have Christmas covered

Samaritans, the emotional health helpline renowned for its around-the-clock availability, be manning the phones as usual throughout the festive season.

Christmas and New Year can be an extremely difficult time for people who are lonely, unhappy or simply emotionally drained. The holiday season is particularly hard on those who have experienced loss or who do not have family support at this special time of year. Watching others celebrate only emphasises feelings of emptiness and isolation.

The Samaritans service can be contacted at any time of day or night, every day of the year, and are a lifeline for people who do not know where to turn in times of crisis or despair.

Samaritans promise to help callers explore their feelings and anxieties without giving advice or judging, and is a completely confidential service, no one will ever know.

If you are in trouble or distress at any time over this festive season, or know someone who is, make a note of the Samaritans number:

01372 375555

You can also email the Samaritans and they will usually reply within 24 hours.

Email: jo@samaritans.org.

For more information go to their website:

www.samaritans.org/~leatherhead

TAKE A BREAK



We administer this scheme to help carers get an all important break.

The scheme runs all year round and you may apply at any time.

If you haven't had a break for a while and would like help to organise a break please call us at the office and we will arrange for our Support Worker to talk through your situation with you and help you get a break.

Message to you all



Just to say thank you to all Carers who have supported our events and outings throughout this year.

We hope that through our drop in's, lunches, outings, home visits and Take a Break, we have made a small difference to your daily lives as Carers.

Also, a thank you goes out to other voluntary groups and statutory organisations that we have worked with. Without Work Action our monthly newsletter would not go out on time!

A BIG THANK YOU!

Finally, we hope to carry on in 2010 and with your input and ideas, make the organisation stronger and more user led.

Maria Jordan
Snr. Carer Support Worker

ADVOCACY FOR EDUCATION SERVICE IN ENGLAND & WALES

For many parents, understanding their entitlements and the processes involved in getting their child's special educational needs met is confusing and complex. Parents can struggle to get the right kind of educational provision for their child.

The Advocacy for Education Service provides advice and advocacy on special educational needs provision and entitlements for families of children with an autism spectrum disorder.

They aim to:

- Provide accurate information, support and advice on special educational needs provision and entitlements through their **education advice line**; advisers endeavour to help parents obtain appropriate educational provision for their child and give advice on issues including getting extra help at school, statutory assessments, statementing, annual reviews, exclusions and admissions.
- Offer telephone support and advice on preparing for Special Educational Needs and Disability Tribunals, and representation at Tribunal where appropriate through their tribunal support scheme

- Encourage parents to be confident partners in their child's education, and assist them to make informed choices and decisions
- Identify special educational needs issues faced by parents to feed into their campaigning and policy work.

For advice on educational provision for parents and carers whose children have autism or Asperger syndrome call:

0845 070 4002

Masonic Samaritan Fund Providing Grants to Carers

The Masonic Samaritan Fund exists to relieve the distress of Freemasons, their wives, partners, widows and dependants, who need financial help with the costs of medical treatment and respite care (both home based and residential).

This Fund makes grants to Carers with a masonic link to enable them to have regular short breaks, while the person they care for is looked after in their own home.

The Fund will consider applications for respite care when:

- ⌘ Local Authority funding does not meet the full cost of the care required
- ⌘ Local Authority provision is insufficient
- ⌘ Local Authority deems an individual capable of funding their own care, but he or she is within the financial criteria applied by the fund.

The Fund's application process is very straight-forward.

Applicants:

1. Must have a Masonic link. They will either be a freemason themselves, were active in freemasonry in the past, or are the wife, partner, dependant or widow of a freemason.
2. Are expected to have received a Carers Assessment from their Local Authority, or to have requested this.
3. Will be visited in their home usually by their local Almoner who will complete simple forms with them.
4. The application process includes a financial assessment,

but the Fund's criteria are far more generous than those of Local Authorities

For more information please contact the Masonic Samaritan Fund
Tel: 0207 404 1550
Email: grants@msfund.org.uk
Website: www.msfund.org.uk

PARENT CARERS

Thank you to those Carers that took the time to complete and return our recent questionnaire. Your responses have shown that you would like to meet with other parent carers and that meeting for coffee during school hours was the most popular option.

I intend to hold a coffee meeting early in the New Year, probably at Starbucks or similar.

Please keep an eye open for further details in our newsletters.

Heidi Dendy
Carer Support Worker

AIMING HIGH FOR DISABLED CHILDREN

Partnership with Parents has obtained funding to develop participation networks in Surrey, so that parents and carers can directly influence the development of services for disabled children and young people in the county.

Carers of Epsom would like to arrange an informal meeting for carers of disabled children with representatives from Partnership with Parents who would provide information about social services, eligibility criteria and the Surrey Children's Disability Register to give everyone who attends.

If you would like to attend a meeting with us and a Partnership with Parents representative please contact Heidi Dendy in the office on

01372 722269

Please reply by 14th December.

Funerals: Coping with the Cost of Grief

Following the death of a loved one, carers have to cope with organising the funeral or celebration of life, that their loved one would have wished for.

If the deceased person has left a will expressing their wishes, this can help those left behind at this very stressful time.

Covering the cost of a funeral can also lead to a great deal of anguish at this time.

Here is some information which it is hoped will be of help to Carers and their loved ones in planning for this event:

Pre-Payment Funeral Plans

A great number of people purchase their funeral in advance through a pre-purchase funeral plan. As well as taking some of the weight of organising the funeral off the shoulders of relatives, this can be a way of making your wishes known in advance. Depending on the plan, you may be putting money away to be used flexibly, or tying yourself to a particular funeral director and package of services. If you are thinking of buying a plan, it's worth shopping around and finding out what will happen to your plan if, for example, you move house - or if you die before payments are complete. Find out what services won't be included in the purchase price. These may include the cost of a grave plot and disbursements to ministers, for example.

If you are a Carer who has to cope with the cost of a funeral of a loved one this information maybe of help to you.

How do I pay for the funeral?

Normally the cost of a funeral is paid for from the deceased's estate. It's worth checking their possessions for any life insurance documents, personal pension schemes from current or previous jobs - or a pre-paid funeral plan. If the deceased person had a building society account or bank account this will be frozen (unless it's a joint account). However, up to £5000 of funds may be released on production of a Death Certificate.

Some employers pension schemes pay a lump sum to help with funeral costs. In the event that there's no money to pay for the funeral, the

costs will have to be met by those organising it.

Can I get help towards the cost?

If you or your partner are claiming social security benefits then you may be entitled to help towards the cost of the funeral by way of a funeral payment from the Social fund.

You should ask your social security benefit office about these payments. Any Funeral Payment will be paid back if the deceased leaves an estate, but this does not include a house or personal possessions that are left to a widow or widower.

The above article has been reproduced from Carer Support Elmbridge Winter Newsletter

Advice for Carers concerned about Swine Flu



This autumn and winter we are likely to see an increase in the number of cases of Swine Flu. Advice and information can be obtained by calling the National Pandemic Flu Service. If needed, anti-viral medication can be collected without prescription.

You should contact your GP directly by phone, if you are concerned about serious underlying illness, if a person's condition suddenly becomes worse, or is still getting worse after 7 days (5 days for a child).

To make contingency plans, or if you should be unable to continue caring due to illness, call Social Services on **03456 00909**

Request a Carers Assessment, and ask about the Carer Registration Scheme.

The ME Association

ME, also known as Chronic Fatigue Syndrome, affects up to 240,000 people in the UK, of whom 25,000 are children.

Research

The ME Association has funded a wide range of clinical research in the UK. One of their main aims is to find diagnostic tests, treatments and cures for the condition through research which does not centre on psychiatric or psychological approaches.

Information and Support

ME Connect Service is staffed by volunteers who really know about ME/CFS and how to listen. Its telephone helplines are open every day of the year, including over Christmas and the Bank Holidays, between 10am-12noon, 2-4pm and 7-9pm.

ME Connect aims to answer every letter, email and fax within 10 working days.

For more information and support contact ME Connect Service:

Phone: 0870 444 1835

Email:

meconnect@meassociation.org.uk

Fax: 01280 821602

SCAM WARNING

The Trading Standards Office are making people aware of the following scam.

A card is posted through your door from a company called PDS (Parcel Delivery Service) suggesting they were unable to deliver a parcel and that you need to contact them on 0906 6611911 (a premium rate number).

DO NOT call this number as this is a mail scam originating from Belize. If you call the number and you start to hear a recorded message you will already have been billed £15 for the phone call.

If you do receive a card with these details please contact Royal Mail Fraud on 0207 239 6655.

UNWANTED MAIL & PHONE CALLS

Register with the following services to avoid unwanted mail & calls.

Telephone Preference Service

This is a free service to prevent nuisance sales calls. Register your details with them and unwanted calls should cease after 28 days.

Phone 0845 070 0707

Mailing Preference Service

This also is a free service which can help stop up to 95% of unwanted mail.

Write to the Mail Preference Service, Freepost 29, LON 20771, London W1E 0ZT

FREE COURSE FOR CARERS **CARING WITH CONFIDENCE**

The Experts Patients Programme CIC are working with the Department of Health to deliver Caring with Confidence.

What is Caring with Confidence?

If you are looking after a friend or relative, this course can help you to make a positive difference to your life and that of the person you care for.

Caring with Confidence is aimed at improving support for carers aged 18 and over in England. You can develop your caring knowledge and skills by:

- ◆ Taking part in free local group sessions
- ◆ Completing self-study workbooks
- ◆ Accessing online sessions

Or a combination of all three.

EPP CIC are able to offer these courses free of charge to carers. The full cost of the programme and tutors is met by the Department of Health. The Department of Health may also cover alternative care arrangements and travel expenses for carers. Each course is a 3 hour session in one day. The course is suitable for all carers. There are a total of 7 modules available.

Within the seven module programme, the modules are:

- ◆ Finding your way
- ◆ Caring and life
- ◆ Caring day to day
- ◆ Caring and me
- ◆ Caring and resources
- ◆ Caring and coping
- ◆ Caring and communication

To find out more about local group sessions

call 08000 849 2349 or visit www.caringwithconfidence.net

To find out more and register for a self-study workbook

call 01223 400 393
Administered by the National Extension College (NEC)

To find out more and register for online sessions visit

www.caringwithconfidenceonline.net

PEACH MUFFINS

This is a WI recipe - so should be good!



Ingredients

- 250 gm Self Raising flour, sieved with 1 tspn baking powder
- 125 gm caster sugar
- 2 eggs
- 90mls sunflower oil
- 125 gm Alpro soya plain yoghurt
- 2 teaspoons almond essence or vanilla extract
- 1 large peach cut into 1cm pieces, or tinned equivalent

Pre-heat oven to 200°C/Gas 6.

Put muffin cases in a bun tray.

Method

1. Add the caster sugar and peach to the sieved ingredients.
2. Mix the oil into the yoghurt and add the beaten eggs to the mixture.
3. Stir in the almond essence or vanilla extract.
4. Gently - in a figure of 8, combine the wet ingredients with the dry - DO NOT OVER MIX.
5. Fill the muffin cases two-thirds full.
6. Bake in the oven for 15-20 minutes.
7. Turn out onto a baking tray to cool.

INSTEAD OF CARDS

Why not make something special

Whilst we have always given cards for all special occasions it is actually a great idea to do something different. It's not just about saving money, alternative ideas are actually more appreciated. More and more people are saying cards are a waste of money.

Photographs are very personal and can be turned into a gift as well as a card. Grandparents especially love the fact that a card is hand made and love photos of the family to display and show off to neighbours and visitors.

Bake a **Cake** and put a special message on it in icing.

Biscuits, fudge & mince pies are easily made and inexpensive. They can be wrapped in foil of cellophane with ribbon.

Drawings get the children to draw a portrait of the family and write a message on it. This can be framed by the person as a keepsake.

A packet of seeds with a hand painted pot is a great way to send your wishes.

Lottery ticket or a scratch card the recipient could win a cash prize, if not at least the money goes to charity.

Multiple Sclerosis Society

Physiotherapy Vacancies

There are currently vacancies for people seeking specialist Multiple Sclerosis physiotherapy.

There is a choice of Wednesday evening 7.30-9.30pm or Friday afternoon 12.45-2.45pm sessions at The Poplars, West Park Hospital, Epsom.

£12 per session

To book a place please telephone 0845 045 0847

Pams MS Support Group

A self help support group for anyone living with Multiple Sclerosis and their families and friends.

All are welcome at the informal get-togethers:

- on the first Wednesday of the month from 8pm at the **Cap in Hand** Public House, Hook Rise, Surbiton
- and on the third Tuesday of the month at 12noon in **Seasons Coffee Shop** Squires Nursery, Woodstock Lane North, Long Ditton KT6 5HN

PAMS also has outings including a boat trip, theatre & museum visits and a BBQ.

There is a £5 annual membership fee.

For further information please ring Jacky Chevallier on 020 8949 5202 or Helen Nixon on 020 8391 2926 or visit their website:

www.pams.co.uk

**Books on Wheels
the library service for
housebound people**



If you are housebound because of illness or disability this service can arrange for books and audio material to be brought to you on a regular basis by a volunteer.

They have a good selection of books in large print as well as standard print. They stock a large range of talking tapes and CDs which can be played on a standard machine.

There is no charge for this service and they also offer a free request service. Alternative, friends, neighbours or relatives who visit the library can be registered to borrow books for you.

Separate arrangements are made for people living in residential and nursing homes.

For more information please contact Books on Wheels on 01483 541518

**ROUGH GUIDE TO
ACCESSIBLE BRITAIN 2009
Free guidebook to Britain's
best venues for disabled
people available now.**

The new Rough Guide to Accessible Britain contains details of over 175 of the UK's best attractions catering for disabled people.

This free guide features everything from the Scottish Gliding Centre for 'walking on air' experiences, to shopping in London's Spitalfields market for British holidaymakers and day trippers regardless of their mobility or accessibility considerations.

The book is **FREE** to Blue Badge holders by calling 0800 953 7070 or by visiting www.accessibleguide.co.uk

The book is not available in the shops.

**OUT OF HOURS SERVICE
Emergency Dental Treatment.**



During working hours any Surrey resident should contact their normal dental practice for emergency NHS care. If they do not have a regular dentist they may phone Surrey Dental Helpline on 0845 271 20 40. The Helpline will carry out telephone triage and should the patient require an emergency appointment they will try to allocate one in the community at a practice in the patients' area. The PCT has agreed with a number of practices across Surrey to provide emergency slots in this way.

Out of hours Helpline - 0845 271 20 40 This is a 24 hour service. The Helpline will triage the calls and try and find an appointment at a dental practice the next working day, or where appropriate an out of hours appointment at one of the Dental Access Centres in East Surrey Hospital. In extreme cases patients may be advised to attend A & E. The A&E will not tend to dental emergencies that are not immediately threatening to the overall health of the patient.

The above three articles were reproduced from East Surrey Carers support Associations newsletter, Caring Matters, with thanks.

**PREPARING FOR HOSPITAL
TREATMENT**

One of our carers recently got 'caught out' when the person they care for had to go and have a cataract operation.

On the face of it, it appeared to be a pretty straightforward exercise. But it turned out to be quite a feat of planning, which had to be done at the last minute in a panic.

The person having the operation lives with his wife who cannot be left alone, so arrangements were made within the family for someone to sit with the wife and for another member of the family to drive the patient and a carer to the hospital for the procedure.

When he was discharged they found he could not be left alone overnight and he would need drops putting in his eye four times a day for four weeks.

Although the family are very supportive they either work full time or are looking after young children or live too far away, and could not be there four times a day to administer the drops.

If they had known in advance of the aftercare needs, they could have arranged for the couple to stay in a residential home for a couple of weeks while the husband recovered.

If you find yourself supporting someone who is due to have medical treatment don't forget to ask lots of questions regarding the treatment and aftercare to make sure you can put in place plans to avoid having to arrange care at the last minute.

**SNORING
Don't just put up with it**



It is very hard to cope if your sleep is continually disturbed. While snoring is often seen as a bit of a joke, it isn't to those living with it.

A visit to the GP is a good start, to rule out any serious cause.

Your dentist may be able to give advice about moulded mouth guards.

The British Snoring and Sleep Apnoea Association is a not-for-profit organisation dedicated to helping snorers and their partners improve their sleep, returning them again to peaceful nights together.

The aims of the association, founded in 1991, are to promote public awareness that snoring and sleep apnoea are generally treatable complaints and that help is available. They offer information on causes and treatments and this can be obtained from their website or by telephone to one of their helpline advisors. They also have a close working relationship with the medical profession and provide them and their patients with their expert help and information.

For more information contact:
British Snoring & Sleep Apnoea Association
Castle Court
41 London Road,
Reigate, RH2 9RJ

Tel: 01737 245638

Fax: 0870 052 9212

Email: info@britishsnoring.co.uk

Web: www.britishsnoring.co.uk

TAXIS AND CAR HIRE



As you may need to use a taxi or hire a car during the festive season, listed below are some local taxis, including a couple of wheelchair accessible ones.

BY TAXIS - Wheelchair Accessible
4-7 seater. 07961 454359

SUNRISE TAXIS (Mole Valley District)

Facilities to carry two wheelchair users plus two seated passengers and luggage. 07787 532 840

CATHIES CARS (Epsom)
07800 538 454

TAXI RANK EPSOM
01372 723619

ADAPTED CAR HIRE

Hire out vehicles adapted for disabled people. They will collect and deliver the vehicle to your door. Hire on a daily, weekly or monthly basis. Phone 0845 6862 007

VOLUNTARY ASSOCIATION FOR SURREY DISABLED

Have two Renault Kangoos for hire
Phone 01306 741500

WHEELCHAIR TRAVEL

Offer adapted vehicles for self drive. Full service includes chauffeur and guide if required.

www.wheelchair-travel.co.uk

The above firms are listed for your information, but we have not checked them out and therefore cannot recommend them.

SID Social Information on Disability



SID run a free, independent, information service answering enquiries on anything to do with living with a disability, including providing an opportunity to buy or sell second-hand disability equipment locally.

To buy or advertise disability equipment look on their website

www.asksid.org.uk or Freephone
0800 0439395

For the Information Service call
0800 0439395 9.30am-12.30pm
each weekday morning or email
SID at info@asksid.org.uk

ALZHEIMER'S SOCIETY Mid-Surrey Outreach

This organisation offer:

- ◆ Advice on confusion and dementia
- ◆ Information about benefits and the law
- ◆ Details about local help
- ◆ Ongoing support and advice
- ◆ Volunteers to give carers a break

If you would like more information on this service, please contact:
Alzheimer's Society
The Meadows Day Hospital
West Park
Horton Lane
Epsom, KT19 8PB
Telephone 01372 729988

December Anniversaries

2nd 1697 St Pauls Cathedral, rebuilt by Sir Christopher Wren, was opened.

3rd 1810 The British captured Mauritius from the French.

4th 1798 William Pitt the Younger, introduced income tax to Britain to finance the wars with France.

5th 1766 James Christie, founder of Christie's auctioneers, held his first sale in London.

6th 1921 The Irish Free State was created removing Southern Ireland from the UK

7th 1431 Henry 6th of England was crowned King of France.

8th 1863 Englishman Tom King defeated American John Heenan to become the first heavyweight boxing champion of the world.

9th 1868 Gladstone became British prime minister for the first of his four terms.

11th 1769 Venetian blinds were patented by Englishman Edward Bran

12th 1955 British engineer Christopher Cockerell patented the hovercraft.

13th 1577 Francis Drake set off in the Golden Hind from Plymouth on his round the world voyage.

14th 1918 Women (over 30) voted for the first time in Britain in a General Election.

17th 1986 The world's first heart, lung and liver transplant took place at Papworth, Cambridge.

23rd 1922 The BBC began daily news broadcasts.

24th 1914 The first ever air raid on Britain took place when a German aeroplane dropped a bomb on Dover.

27th 1831 Charles Darwin set sail in the Beagle on his voyage of scientific discovery.

28th 1950 The Peak District became the first National Park in Britain.

31st 1695 The Window Tax was imposed in Britain resulting in the bricking up of many windows throughout the country.

Former Carers Corner

Support

We are pleased to be able to continue to offer our support to newly bereaved former carers for the first year and welcome them to join carers at their monthly lunch meeting.

Outings/events

Former carers are welcome to apply to join trips and events, but priority for places will be given to carers. We may have to ask former carers for a contribution to the cost of the event/outing.

Moving on

There are numerous local clubs, societies and organisations offering a vast variety of activities, who are keen to attract new members and volunteer helpers.

With more time on your hands perhaps now would be a good time to consider exploring some new activities, or taking up something you have always wanted to do.