

B-E-E CARING

Produced & Distributed by **Carers of Epsom**
Supporting Carers in Banstead, Epsom & Ewell



December 2011 & January 2012



*Happy Christmas and a
Peaceful New Year to you all*

All at Carers of Epsom wish all our Carers and their families Seasons Greetings and also to our colleagues in the statutory and voluntary sector. We hope you have enjoyed the events and outings, along with the home visits and advocacy and back care advice we have provided over the last year, and we hope that we will be able to see more of you in the New Year. Please have a look at our up and coming events and if you can join us, we look forward to seeing you.

Carers Events

CARERS LUNCHES - DROP IN

12noon—2.00 pm
Wednesday 14th December at
Zizzi, Banstead
&
Tuesday 31st January at
Ewell Court Coffee Shop
(in the nursery)
12noon to 2.000 pm

COFFEE MEETINGS DROP IN

Tuesday 6th December
at 10—11.30 am
&
Wednesday 18th January
(slightly longer meeting)
at 10.30—12.30pm
Costa Coffee, Epsom

Christmas Lunch

The Rubbing House
Epsom Downs
Tuesday 10th January
2012 at 12 noon

Christmas Office Closing

Last day in the office
23rd December reopens
3rd January



The Difference Between Orange Juice From Concentrate And Fresh Orange Juice

Do you look at the box of fruit juice you pick up in the supermarket to see if it is 'from concentrate' or 'not from concentrate'?

Most of the cartons look the same but there is a difference in the way in which the drink is delivered into the carton.

Juice from concentrate has fruit which have been picked, squeezed and concentrated by having the natural water in the juice evaporated in the country of origin.

The juice is then frozen and shipped to where it is going to be sold and then reconstituted to its original strength by adding the same amount of water which meets the standards set down by the EU. Most of the orange juice is reconstituted.

Not from concentrate is juice taken from the fruit, squeezed in the country of origin and then pasteurized and frozen. It can also be aseptically packed for shipment to the country where it will be sold. Such juice can be stored for up to one year.

Stoneleigh Through the Roof Group invites you to their Christmas tea on Saturday 3rd December 3.00—5.00 pm at the Stoneleigh Baptist Church, the Glade, Stoneleigh, KT17 2HL
Tea & refreshments will be served and there will be music & games.
RSVP to Paula Smith 0208 337 2957 ptwinsmith@xalt.co.uk by **26 November 2011**, or 6 Longwood Court, the Avenue, Worcester Park KT4 7EJ
"Through the roof" supporting those affected by disability.



The Abolition of the Cheque

The Payments Council is the body that sets strategies for any payment system in the UK and they had a target to abolish the use of cheques from 2018.

However the decision has been reversed and the Council has said that cheques will be available 'for long as customers need them'.

New magazine to stimulate memories!



Lifetime is a new large-print magazine for older people who like reading, but who are beginning to have trouble with their memories. It's written and published by Jude Irwin, whose parents both have dementia. "I kept wishing there was something they could read easily that would be interesting for them," says Jude, who is a writer and designer. "I noticed ordinary magazines and newspapers were too 'busy' and the text was too small. So I decided to create a monthly magazine for people like them, based on their own memories of the past. The first issue features both mum and dad, and it's already opened up a whole new world for us. It stimulates endless topics of conversation and they are both thrilled to see themselves in print. They can read the magazine on their own or share it with others, and each conversation brings up something new. I hope more families will benefit from *Lifetime*, as we have. I also hope more readers - or their families on their behalf - will come forward with their own stories and pictures, so they

will see themselves in the pages of *Lifetime*.

Jude is giving away free copies of the October 2011 issue while stocks last, to get *Lifetime* known about. After that, issues cost £1.65 each, plus postage, or £12.95 including postage for six months' subscription. If you'd like to know more, or would like to subscribe, please go to www.lifetime-memorymag.co.uk, email Jude at : theworddoctor@btinternet.com or call her on 01434 600889.

Jude Irwin is a Hexham-based writer and plain English specialist, trading as Word Doctor www.worddoctoronline.com -Lifetime is a commercial venture, but the aim is to give a percentage of any profits to local dementia club Chrysalis at Tynedale.

*We would like to say a
BIG THANK YOU
To everyone at
WORK ACTION
Who do a great job distributing
our newsletter every
month.*

SAMARITANS

Samaritans have Christmas covered

Samaritans, the emotional health helpline renowned for its around-the-clock availability, will 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

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

Professional Nail Care Service—Julie Harris 07932 510855

Julie offers professional nail care for people in the community who find it difficult to cut their own nails.

Fully trained whilst at Age Concern, Julie is able to cut and file all types of nails from straight forward to more complex.

Julie also offers treatment of hard skin and a foot cream/massage is provided too.

Julie can visit you at home or in a residential care.

PRICES:

Nail care, cutting and filing
£15.00 (this includes a nail care pack). Treatment of hard skin, foot cream and massage
£5.00 (only available with nail cutting).

UNABLE TO TREAT: if on war-fairn, diabetic type 1, steroids, ulcers and very poor circulation.

interAktive

interAktive is an independent charity with around 170 member families, all whom have a child (or children) on the autism spectrum, or a child with a similar communication difficulty. The group enables children to experience a range of activities that may, in the normal course of events, be difficult for them to access. It also provides opportunities for members to enjoy outings as a whole family. Parents and carers all face common difficulties, but sharing experiences can be invaluable. interactive has been operating since 1994 and has strong links with professionals in the fields of medicine and education, and with local specialist schools.

For more information they can be contacted by:

- Post: P O Box 55, Banstead, Surrey, SM7 1WW
- Phone: 07876 762178
- Email: info@interaktive.org.uk

They also have a website
www.interaktive.org.uk



Using a Wheelchair or Mobility Scooter on Arriva's bus services

Easy access for all.....

Arriva is making it easier for everyone to get around and many services are now operated by low-floor vehicles. Under the Disability Discrimination Act (DDA) all single deck buses will be low floor by 2016, and double decker buses by 2017.

This a customer service policy for persons with reduced mobility who wish to take their wheelchair or mobility scooter on a bus service outside London. It incorporates the CPT Code for the use and acceptance of mobility scooters on low-floor buses. A separate leaflet is available on the Code—please contact Arriva Customer Services for information. They recognise that some disabled customers may not be confident about using public transport, especially if for the first time, or if they travel infrequently. Arriva's Customer Services on 0844 800 4411 (8am-6pm Mondays to Fridays) can provide

general advice including whether accessible buses operate on the route(s) that wheelchair or scooter users wish to travel.

This policy does not apply to services that they operate under contract to Transport for London.

Registering a death? Tell Us

Since June '11 the new "Tell Us Once" service has made it easier for you to tell all council and government departments when someone dies.

Any death that takes place in Surrey must be formally registered with the local registrar. In addition to registering the death, the Registrar will also be able to offer the "Tell Us Once" service at their offices across the country to relatives.

With your permission they will be able to contact the council services that need to know. They hope that the "Tell Us Once" service will make things easier and take away some of the stress for the bereaved. This free service will inform the following services:

- Council tax
- Adult Social Services
- Blue Badge
- Electrical register

- Housing and council tax benefits
- Libraries
- DWP (State pensions & benefits)
- HMRC (Tax Credits)
- Identity & Passport Service
- DVLA (driving licence)

Registrars are available by appointment for only the registration of deaths at Leatherhead Register Officer or Caterham Library.

More information will be available from council offices, libraries and Registration offices from June onwards .



CUPPA & CHAT

Is the run up to Christmas putting extra pressure on your caring situation?

Do you ever feel Caring is getting on top of you?

Do you need someone to talk to who understands what being a Carer REALLY means?

Would you like to talk through your current situation to see if anything more can be done to make Caring easier for you?

Or just need a 'shoulder to cry on'?

If you answered yes to any of the above, why not invite Heidi or Maria round for a cup of tea and a chat?

Please don't sit at home feeling nothing can be done, just call

01372 722269

now and make a date, Heidi & Maria are waiting to hear from you.

Digital TV Switchover Help Scheme (run by the BBC).

Help is at hand to switch to digital TV. TV is switching to digital all over the UK and soon the traditional TV signal will be switched off in your area. If you don't have digital TV by the time of switchover, you will lose your TV channels. This is scheduled to happen in Surrey in April 2012.

For further information on the Switchover Help Scheme visit www.helpscheme.co.uk or call 0800 40 85 900.

Textphone users can call 0800 40 85 936. Digital UK has launched an information campaign to provide support and advice around switchover, so if you are concerned about switchover and do not qualify for the Help Scheme then simply visit digitaluk.co.uk or call 08456 50 50 50.

TAKE A BREAK SCHEME



The Take a Break scheme runs all year and may apply at any time. Carers are invited to apply for financial help to enable them to have a break from their caring role. This could be a holiday, a gym membership, a course of massages, driving lessons and anything that the carer feels would provide them with a break from their caring role.

For more details and application forms please call us in the office.

Back Care Advisory Service



This is a free service which is aimed at Carers who would like information or advice on all aspects of Lifting, Moving and Handling. The main objective is to prevent or minimise back pain and there is no restriction on how many times the Advisor can visit.

Advisors will visit carer's at home to carry out a risk assessment to identify any moving and handling issues or problems. Recommendations and suggestions on methods to improve ways of lifting, moving and handling will then be made.

Advisors can also give back care exercises to help maintain a healthy back.

If you would like more information or to make an appointment with the Back Care Advisors please contact them on 01372 729947

USEFUL PHONE NUMBERS

ACTION FOR CARERS & EMPLOYMENT	01737 244220
ACTION FOR CARERS (SURREY)	01483 302748
AGE CONCERN - BANSTEAD	01737 352156
AGE CONCERN - EPSOM	01372 732456
AGE CONCERN - TRANSPORT	01372 728758
AIDS HELPLINE	0800 567 123
ALZHEIMER'S MID SURREY	01372 729988
BENEFITS AGENCY ENQUIRY LINE for Claim Forms	0800 882200
BRIGITTE TRUST	01306 880862
CITIZENS ADVICE BUREAU - Banstead	0844 4111444
Epsom	0844 4111444
CONTINANCE SERVICE	01372 734 841
CRUISE BEREAVEMENT CARE	020 8393 7238
DISABILITY EQUIPMENT REGISTER	01454 318818
DISABILITY EQUIPMENT SHOP	01306 741500
DISABILITY INFORMATION CENTRE EPSOM (DICE)	01372 735243
EAST SURREY CROSSROADS	01883 714641
EPSOM & EWELL BOROUGH COUNCIL	01372 732000
EPSOM/EWELL HARD OF HEARING SUPPORT GRP.	01372 721061
FAMILYLINE	0808 800 5678
MDF, THE BI POLAR ORGANISATION	020 7793 2600
ME: National Support Centre	01708 378050
Sutton ME/CFS Support Group	020 8287 6206
MEALS ON WHEELS	01372 720563
MENCAP - National Centre	0207 454 0454
MENCAP - Mid Surrey	01737 353953
MENCAP Leisure Service (short breaks for carers)	01737 230149
MOTOR NEURONE SOCIETY	01737 353281
MID SURREY CROSSROADS	01372 363300
MULTIPLE SCLEROSIS NORTH SURREY BRANCH	0845 045 0847
NHS HEALTHLINE	0845 46 47
PALS (Patient Advisory Service)	01372 384397
PARKINSONS SOCIETY	020 8337 6088
PENSION SERVICE	0845 60 60 265
PHAB CLUB	01372 729492
PUFFINS SPORTS CLUB FOR DISABLED	0208 393 9477
REIGATE & BANSTEAD BOROUGH COUNCIL	01737 276000
RETHINK (Schizophrenia help)	0845 456 0455
ROY CASTLE LUNG CANCER HELPLINE	0800 358 7200
SAMARITANS National	08457 90 90 90
Local	01372 375555
SOCIAL SERVICES	
Adult Social Care	0300 200 1005
Children's Social Care	0300 200 1006
Emergency Duty Team	01483 517898
UK EPILEPSY HELPLINE	01494 601400
VOLUNTARY ASSOC.FOR SURREY DISABLED	01306 741500

USEFUL WEBSITES

Action for Carers Surrey	www.carersnet.org.uk
Age UK	www.ageuk.org.uk
BBC News (Health)	www.bbc.co.uk/1/hi/health/default.stm
Brigitte Trust	www.brigitte-trust.org
Cancer Help UK	www.cancerhelp.org.uk
Care Choices	www.carechoices.co.uk
Care Quality Commission	www.cqc.org.uk
Department of Work & Pensions	www.dwp.gov.uk
Department of Health	www.dh.gov.uk
Directgov	www.direct.gov.uk
Expert Patients Programme	www.expertpatients.co.uk
The Kings Fund	www.kingsfund.org.uk
Mind	www.mind.org.uk
Multiple Sclerosis North Surrey Branch	www.mssociety.org.uk/northsurrey
National Autistic Society	www.nas.org.uk
Parliamentary & health Service Ombudsman	www.ombudsman.org.uk
Pension Service	www.thepensionservice.gov.uk
Princess Royal Trust for Carers	www.carers.org
RNIB	www.rnib.org.uk
SID - Social Information On Disability	www.asksid.org.uk
Stonewall	www.stonewall.org.uk
Surrey 50+ Network	www.surrey50plus.org.uk
Surrey Adult Linked Disability Registers	www.surreycc.gov.uk
Surrey Association for Visual Impairment	www.surreywebsight.org.uk
Voluntary Association for Surrey Disabled	www.vasd.org.uk

Carers of Epsom

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The office is usually staffed weekdays
10am-12noon
Ansafone at other times

'TheTeam' at Carers of Epsom prepared this edition of the Newsletter. **Whilst every effort has been made to be as accurate as possible, Carers of Epsom shall not be held liable for the accuracy and completeness of the information in this newsletter.**

Carers of Epsom was established in 1988

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