

Network News

Spring 2014 – Edition 67



Tareq Shahajahan and Kelly Wright – thank you and goodbye

Welcome from the Chief Executive

Hello to all our readers in Westminster and Hammersmith & Fulham and welcome to the first newsletter of 2014. The rainy start to the New Year will not be dampening our spirits as we look back at the last four months. Results from the Annual Survey sent out in September revealed a 20% increase in the number of carers who rated our service as excellent. 71% of carers who responded to the questionnaire said they felt more listened to since knowing about us and 74% of carers said they felt better able to access breaks. For a full break down of results from our last annual survey, please visit www.carers-network.co.uk/annual-survey

In October, Carers Network organised an exclusive cruise on the Thames for 52 carers. The leisurely sightseeing experience set off from Tower Pier to Greenwich and back again and included a two course meal. Joseph Frimpong who cares for his wife said *“it was a truly wonderful experience, a huge thank you to all at Carers Network”*.

Carers Network is now fully operational in Hammersmith and Fulham. Carers can expect to receive a high quality service from our team based at Bishop Creighton House, the new office premises in Hammersmith & Fulham, full details can be found on the back page.

In November, we hosted a successful Carers Rights Day event under the theme ‘Rights, Advice, Support’. Over 60 carers received information and advice on services, benefits and practical support. Disability Rights UK speaker Robbie Spence said, *“the benefits of getting useful advice and information in time is crucial for carers more so now than ever”*. The new chair for Carers Action Jarka Hinksman unveiled the branding for Carers Action. Other speakers included Dee Solanki from the Department for Work and Pensions, Emma Smale from Carers Trust and Westminster Cabinet Member for Adult and Public Health Cllr Rachael Robathan.

On 3rd December we celebrated our 23rd AGM at the Mary Sumner House in Westminster. The well attended event included guest speaker and supporter of Carers Network Dame Philippa Russell. The AGM saw several new trustees appointed onto the board, namely, Steven Bramley, Steven Barnes, Michelle Mcgrade, Gihan Salha, Jarka Hinksman, David Evans and Myrna Hayter. Chair of Carers Network Sue Reynolds-Hart said, *“with the high calibre of trustees and a strong staff team, I am confident in the future of Carers Network as an important and innovative organisation delivering frontline services for carers in Westminster and Hammersmith & Fulham”*.

We love to celebrate the festive season in style, and last year was no different. Over 50 exceptionally dressed carers enjoyed a little glitz and glamour at the Thistle Marble Arch Hotel on 1st December. Carers enjoyed a delicious three course meal and a live DJ set in the beautifully Art Deco styled Hyde Park Suite. A special thank you goes to all the staff at the Thistle Marble Arch Hotel and hotel manager Ian Peck for their kind donation. Over 70 carers in Hammersmith and Fulham enjoyed the Carers Christmas party at the Aroma Shepherd's Bush. All carers had a great time and new friendships were formed.

We also said a fond farewell to BME Carer Support Worker Tareq Shahajahan, Mental Health Carer Support Worker Kelly Wright and ex Chair of Carers Action, Etta Carnelli, all of whom will be dearly missed by staff and carers alike.

Finally, I'd like to use this opportunity to say farewell to all our carers and partners who have made my final year at Carers Network a truly memorable one. It is with some sadness that I will be leaving the post of Chief Executive at the end of February in order to relocate to the north of England. Thank you for all your support and kindness.

Annette Furley

Carers Corner aims to profile inspirational carers who have overcome various challenges to bring light to others within and outside of their caring role. In this edition we're profiling the Chair of the Standing Commission for Carers **Dame Philippa Russell** who is a friend and supporter of Carers Network. The Standing Commission for Carers is an independent advisory body responsible for providing expert advice to Government Ministers and the Carers' Strategy Cross-Government Board on progress in delivering the National Carers' Strategy. Dame Philippa Russell is also a carer for her son and husband. Here's what she had to say:



Dame Philippa Russell at last year's Carers Action Day

Tell us how you became a Dame?

I became a Dame in recognition of the work that I had done for carers and also for disabled people – adults and children. I see the Honour as an award for all of us in the world of carers and caring, not just for me.

What/who inspired you to get involved in politics?

My paediatrician, Dr Ronnie McKeith, told me that parent carers had power and they should firstly see professionals as partners and secondly work with them and other partners to change the world if we didn't like it!

What's your proudest achievement?

I think it has been enabling my disabled son to have an ordinary life. It has been hard at times, but he has a personal budget, his own home and a good life. He recently had his first art exhibition and he is a keen volunteer at several local projects. When he was born, he was offered a long-stay hospital place and no future at all. Now expectations have changed out of all expectations.

What have you learnt from being a carer?

This year I celebrate 50 years of caring – I realise that I am part of the first generation of parents whose disabled children will probably outlive us. It is a frightening thought but I have learnt that anything is possible if you believe in it and are willing to work to make it happen.

What has life taught you?

I think it has taught me to value what you have and in particular to appreciate the people you meet. The carers' world is wonderful, so many good people. I have certainly learnt the value of partnerships.

I have also learnt that laughter does solve a lot of things – the local police thought I was having a breakdown when I sat down laughing on the doorstep of my mother's house in Cumbria – she had dementia and had somehow managed to pack the cooker with tins of salmon and turn it up high. The cooker blew up, blew out the kitchen windows, brought down two ceilings and coated everything with liquid salmon. The fire brigade and police arrived thinking it was a bomb. I just had to laugh at the absurdity of the situation, not least because the pie that was legitimately in the oven blew straight through the front door and ended up sitting on the front path undamaged – except that the dog had sneaked up and was busy eating it! It was an awful thing to happen, but to this day I laugh when

I remember. My lovely mother had no idea whatsoever how much damage had been caused or that she or we could have been killed.

What would you tell your 16 year old self?

I would tell my 16 year old self, be caring, be ambitious and accept challenges.

Who or what has been your greatest influence?

I hugely admired my father who was passionate about social justice. The whole town came to his funeral when he died and I wish that he could have seen how many people had valued him.

What gets you through the day?

I try to follow the Benedictine Rule of doing something spiritual, something useful and seeing something beautiful each day. Spiritual can mean anything from reading, listening to music to meditating.

What would your motto be?

'Live the day and tomorrow will be better'.

To read the full unedited version of Dame Philippa's interview go to www.carers-network.co.uk/YourStories

If you would like to be featured in the next Carers Corner, please contact us on 020 8960 3033 or info@carers-network.co.uk

Consultation meeting with Hammersmith and Fulham

Carers Network has been awarded the contract to provide carers' services in Hammersmith and Fulham.

We are currently reviewing existing support groups and drop-ins and as part of the reviewing process we are consulting carers in Hammersmith and Fulham to see how and what can be improved.

For further information please contact Susie Yau on 020 8960 3033 or email Susie.yau@carers-network.co.uk

Consultation Process with carers in Hammersmith & Fulham

	Deadlines
Gathering carers views	19 February
Draft Report	28 February
Draft Report sent to H&F carers	7 March
Consultation meeting with H&F carers St Paul's Church, Queen Caroline St, London W6 9PJ. 11.00am–1.00pm, Lunch at 12.30	28 March
Final Recommendations	11 April
H&F carers notified in writing	25 April
Reviewed services begin	May 2014

Carers Network Support Groups and Surgeries timetable in Westminster and Hammersmith and Fulham.

Westminster

Coffee Morning for Carers of adults with learning disabilities

Last Tuesday of every other month - next meeting Tuesday 29th April from 10.30am–12.30pm
Beethoven Centre, Third Avenue London W10 4JL

Older Carers and Carers of Older People Support Group

Third Tuesday of every month 11am–1.30pm
Pickering House, Pickering Hall, Hallfield Estate London W2 6HF

Unwind and Revive Group

Last Friday of the month 1.00pm–3.00pm
The Cardinal Hume Centre, 3–7 Arneway Street Horseferry Road SW1P 2BG

Older Peoples Chill and Chat Group

Last Wednesday of every month 5.30pm–7.30pm
Please contact Lorna Hayes for details on the venue location on 020 8960 3033
lorna.hayes@carers-network.co.uk

Advice Plus

Every Monday 2.00pm–4.00pm
Beethoven Centre, Third Avenue London W10 4JL

Bangladeshi Carers Support group

First Thursday of the month 11.00am–1pm
For venue, please contact Susie Yau on 020 8960 3033

Carers Advice Surgery

◆ Every Friday 9.45am–12.45pm
City Hall, 64 Victoria Street London SW1E 6QP
◆ Every Tuesday 2.00pm–4.30pm
Harrow Road Health Centre, 209 Harrow Road London W2 5EH

Carers Advice Surgery by appointments

◆ Every Wednesday 9.30am–11.30pm
Half Penny Steps Health Centre, 427–429 Harrow Road W10 4RE
◆ Every Thursday 2.00pm–5.00pm
Garway Medical Practice, Hallfield Estate Bishops Bridge Road London W2 6HF



Carers of Older People Drop-in

Every last Tuesday of the month 10.00am–12.00pm. **Youth Club**, Churchill Gardens Road, Churchill Gardens Estate, SW1W 8RU

Carers Monthly Support Meeting at the Abbey Centre

Every third Wednesday of the month 12.30–2.30pm
The Abbey Centre, 34 Great Smith Street SW1P 3BU.
For more information please contact Phayza Fudlalla on 020 7227 0647 email: Phayza.fudlalla@theabbeycentre.org.uk

Continued overleaf...

Hammersmith and Fulham

Carers Support Groups

◆ Every Monday 12.30pm–2.30pm
Lala Brasserie, 1 Black Road
 Hammersmith London W6 9D

◆ Every Monday 3.30pm–5.00pm

St. Matthews Church

(Corner of Rosebury Road and
 Wandsworth Bridge Road)
 Fulham, London SW6 2TZ

◆ Every Wednesday
 10.30am–12.30pm

Percy Barton House

33–35 Dawes Road
 Fulham, London SW6 7D

◆ Every Wednesday
 2.00pm–4.00pm

Lala Brasserie, 1 Blacks Road
 Hammersmith, London W6 9DT

◆ Every Thursday
 10.00am–12.00pm

The Bush Theatre, The Library
 room, 7 Uxbridge Road,
 Shepherds Bush, London W12 8LJ

Coffee Morning for Carers of adults with learning disabilities

Third Wednesday of every month
 11.30–1.30pm

H&F Mencap Stamford Brook Centre

14-16 Stamford Brook
 Avenue, Stamford Brook
 London W6 0YD

Support for carers of people with substance misuse issues

This support group meets twice weekly.

◆ Wednesday 11.00am–12.30pm

Relative Connections Family

Therapy Centre, Unit 51–31
 Elkstone Road, North Kensington
 London W10 5NT

◆ Thursday 11.00am–12.30pm

Relative Connections,

Askham Family Centre, Flat 1,
 1 Askham Road, Shepherds Bush,
 London W12 ONW

Support groups for carers of people with a mental health condition

◆ Second Thursday of the month
 12.30pm–2.30pm

H&F Mind, 62 Blythe Road
 Hammersmith, London W14 0HP

◆ Last Thursday of the month
 5.30pm–7.30pm

H&F Mind, 62 Blythe Road
 Hammersmith, London, W14 0HP

Carers Drop-in service

◆ Every Tuesday 12.30pm–4.30pm
 Grove Neighbourhood Centre
 7 Bradmore Park Road,

Hammersmith, London W6 0DT

◆ Every Thursday 2.00pm–4.00pm
 Springvale Tenants Hall,

Blythe Road, West Kensington,
 London W14 0PW

◆ Every Friday 10.00am–2.00pm
 Age Concern, 105 Greyhound
 Road, London W6 8NT

Benefits resource

If you need help accessing benefits advice and/or to speak to an expert about what benefits you're entitled to, you can contact any of the following organisations online or by telephone.

Turn2us is a charity that helps people in financial need to access welfare benefits, charitable grants, an online benefits calculator and up-to-date expert advice – online or by phone. www.turn2us.org.uk

Turn2Us helpline 0808 802 2000

Gov.uk

Official government website for services and information

Disability Benefits helpline

dcpu.customer-services@dwp.gsi.gov.uk (if you're 16 or over)

midlands-dbc-customer-services@dwp.gsi.gov.uk

Telephone: 0845 712 3456

Textphone: 0845 722 4433

Attendance Allowance (AA) Disability Benefits helpline

attendance.allowanceenquiries@dwp.gsi.gov.uk

Telephone: 0845 712 3456

Textphone: 0845 722 4433

Working Families is a charity helps working parents and carers and their employers find a better balance between responsibilities at home and work.

www.workingfamilies.org.uk

Working Families helpline for Parents and Carers
 0300 012 0312

Carers Trust is an umbrella organisation for all affiliated carers centres in the UK. It provides carers with a wealth of relevant information, local services and events.

Carers Trust also provides 24-hour access to information, advice and peer support for carers in the UK, via online community carer discussion boards, blogs and chat room. Their online support team are also on hand to answer carers' enquiries via support@carers.org

Z2K (Zacchaeus Trust 2000) NextDoor, a project that offer a range of services to tenants as well as challenging the government cuts through campaigning and lobbying.

Please call 020 8964 0961 between 10.30am–4.30pm, Monday to Friday.

PIP - Personal Independence Payment Helpline

Telephone: 0845 850 3322

Textphone: 0845 601 6677

Monday to Friday, 8am to 6pm

Hft YouTube videos on PIP

If you would like tips and information about PIP, there are a number of useful videos on YouTube produced by Hft, a charity that supports people with learning disabilities.

• PIP Video 1: Rules and how people are assessed - https://www.youtube.com/watch?v=n3Knli_3U-c&hd=1%20?

• PIP Video 2: How to fill out the form - <https://www.youtube.com/watch?v=c0tWYK3rn64&hd=1>

• PIP Video 3: Going to face to face assessment <https://www.youtube.com/watch?v=BPoW-s-adrY&hd=1>



Hospital Discharge Project

Would you like the opportunity to be part of a working group discussing issues or concerns you have around hospital discharge.



Carers Network is working to improve carers hospital discharge experience in four local hospitals including St. Mary's in Paddington, Chelsea and Westminster Hospital, Hammersmith Hospital and Charing Cross Hospital.

To be part of the Carers Network Hospital Discharge Working Group please contact Francis Ngale on 020 8960 3033 or email francis.ngale@carers-network.co.uk by 11th March.



Carers Action - Westminster

Carers Action is a membership forum made up of active carers living in Westminster whose vision it is to promote and protect the rights of carers. Members attend quarterly steering group meetings and update carers on the activities of partnership boards and committee groups they've attended around Westminster. Carers Action also host regular Carers Action Days, these consultation events are open to all carers and is a recognised way for public sector organisations and commissioners to consult carers. For more information on Carers Action please visit www.carers-network.co.uk

If you would like to come along to the next meeting to learn more about the group, simply call

020 8960 3033 or email carersaction@carers-network.co.uk

ca carers action The next Carers Action Steering Group Meeting is on Tuesday 4 March

10am-12.30pm - Beethoven Centre Third Avenue London W10 4JL

Jointly

Jointly is an app brought to you by Carers UK that makes caring for someone a little easier, less stressful and a lot more organised by making communication and coordination between those who share the care as easy as a text message.

jointly You can visit www.jointlyapp.com or download the app for free and access the Jointly video, Jointly user guide and Jointly FAQs in order to find out more about Jointly.

Jointly works with circles of care. You can purchase a Jointly circle with a one-off payment of £2.99 either through the Apple or Google Play stores or at www.jointlyapp.com



Carers Forum - Hammersmith & Fulham

The next Carers Forum will be held on Tuesday 18 March (10.30am-12.30pm) at Bishop Creighton House 374-380 Lillie Rd, London SW6 7PH

The agenda for the next Carers Forum includes:

An update on the carers services in Hammersmith & Fulham

A discussion about the Future Direction of Carers Forum

If you are interested in attending, please call Cecilia at Carers Network on 020 8960 3033 or email Cecilia.faduola@carers-network.co.uk

Competitive, No Commitment Broadband for our Carers



Carers Network are pleased to announce that they have secured an exclusive arrangement enabling all of our Carers to benefit from a very competitive broadband and telephone line package without long term commitment and no hidden extra's.

Global 4, a long standing telephone company based in the UK, currently supply telephone and broadband services to our head office at The Beethoven Centre. They also service landlords A2 Dominion and their many tenants nationwide. It is through our existing connection that Global 4 has agreed to offer our carers a preferential package:

GLOBAL 4 PACKAGE - Unlimited broadband and telephone line rental for just £19.50 per month, on a 30 day rolling contract. Add calls for just £2.99. Setup cost just £69.00

If you would like to learn more, please visit: www.global4.co.uk. Alternatively, call 01403 272 910 to talk to a Customer Services representative Sasha Barnett. Please make Global 4 aware of your Carers Network connection in order to benefit from our negotiated rates.



WHAT'S ON training and events



CREATIVE THERAPY

Arts for Dementia

Re energise and inspire people in the early stages of dementia and their carers.

First Monday of the month. Runs until 4 August 2014 between 2-4pm

To book call Hayley Ovens: 020 8780 5217 or email: admin@arts4dementia.org.uk

For further information, please see: www.arts4dementia.org.uk

20 Charlwood Road London SW15 1PE

Alzheimer's Society

Singing for the brain

Free weekly sessions run until 27 March 2014, 10.30am-12.30pm

To book call Samerah: 020 8563 0001 or email: samerah.malik@alzheimers.org.uk

All Saints Margaret Church, 7 Margaret Road, London, W1W 8JG

Open Age **Free Gardening sessions for over 50 Every Thursday 10.30am-11.30am**

If you would like more information, please contact Vicky Andrews on 020 7641 5817 or email vandrews@cw.h.org.uk

Juniper House, Fourth Avenue London W10 4QX

Carers Network (Westminster)

Music Workshop with Lou Beckerman

5 March 11.30am-1.30pm

To book, please call Ellen on 020 8960 3033 or email ellen@carers-network.co.uk

Beethoven Centre, Third Avenue, London W10 4JL

Carers Network (Hammersmith & Fulham)

Music Workshop with Lou Beckerman

3 April 11.30am-1.30pm

To book, please call Ellen on 020 8960 3033 or email ellen@carers-network.co.uk

Bishop Creighton House 374-380 Lillie Rd, London SW6 7PH

Circle - Hammersmith & Fulham

Circle is a membership-based service open to over 50's, providing social activities. Open all year round. To book call 0800 112 3448

Isis Education Centre

Bulb Planting - Join in the fun and help plant 100,000 snowdrops around Hyde Park **17 March 1.30-2.30pm**

Book by the 12 March, please call Carers Network 020 8960 3033 or email

info@carers-network.co.uk

Hyde Park London, W2 2UH

Recovery College

Gathering Recovery Stories - Led by Dr Rachel Perkins

27 February 1.30-4.30pm

To book, please call 020 3214 5686

Latimer House, London W1W 6UL

HEALTH

Carers Network (Westminster)

Chair Yoga session

26 February 11am-12pm

To book, please call Ellen on 020 8960 3033 or email ellen@carers-network.co.uk

Beethoven Centre, Third Avenue, London W10 4JL

Carers Network (Hammersmith & Fulham)

Chair Yoga session

27 February 11am-12pm

To book, please call Ellen on 020 8960 3033 or email ellen@carers-network.co.uk

Bishop Creighton House

374-380 Lillie Rd, London SW6 7PH

Carers Network (Westminster) Stress Management Techniques

12 March 2-4pm

To book, please call Ellen on 020 8960 3033 or email ellen@carers-network.co.uk

Beethoven Centre, Third Avenue, London W10 4JL

Carers Network (Hammersmith & Fulham)

Stress Management Techniques

9 May 11-1pm

To book, please call Ellen on 020 8960 3033 or email ellen@carers-network.co.uk

Bishop Creighton House

374-380 Lillie Rd, London SW6 7PH

The London College of Beauty Therapy and Dementia Pathfinders LCBT

Free massage courses to family carers who are supporting anyone with dementia

Every Wednesday until 2 April 5.30-8.30pm

To book, please call Dementia Pathfinders on 08452572250 or info@dementiopathfinders.org

www.dementiopathfinders.org

47 Great Marlborough Street, London W1F 7JP

The London College of Beauty Therapy and Dementia Pathfinders LCBT

Free massage courses to family carers who are supporting anyone with dementia

Every Tuesday between 18 March-13 May 5.30pm-8.30pm

To book a place contact Dementia Pathfinders on 08452572250 or info@dementiopathfinders.org

www.dementiopathfinders.org

47 Great Marlborough Street, London W1F 7JP

Back on Track IAPT

Hammersmith and Fulham carers only

Stress Management Workshop 6 March 2-5pm

To book, please call 020 8483 2576

Gloucester House, 194 Hammersmith Road London W6 7DJ

Carers Network (Westminster)

Oral & Dental Health Training 10 April 1-2pm

To book, please call Ellen on 020 8960 3033 or email ellen@carers-network.co.uk

Beethoven Centre, Third Avenue, London W10 4JL

Carers Network (Hammersmith and Fulham)

Oral & Dental Health Training Free tips, advice and toothpaste

24 April 1-2pm

To book, please call Ellen on 020 8960 3033 or email ellen@carers-network.co.uk

Bishop Creighton House

374-380 Lillie Rd, London SW6 7PH

(continued)

National Federation of Spiritual Healing

Healing Sessions

Last Tuesday of the month 2-4pm

Drop-in (no appointment necessary)

For more information please contact John Gordon Smith 020 8740 4791

The Grove Neighbourhood Centre

Bradmore Park Road, Hammersmith, London W6

Reflexologist Specialist and Consultant (Hammersmith and Fulham)

Reflexology Sessions

Block booking course of 4 reflexology sessions at a heavily discounted price



For more information please contact 0800 996 1754 or call 020 8960 3033

Back on Track IAPT Hammersmith & Fulham

Counselling Service

Free confidential telephone service to help you talk about things outside of your family and friends. To access counselling service, please call 'Back on track' on 0300 123 1156 or visit www.backontrack.nhs.uk

Counselling Service

Free Cognitive Behavioural Therapy Counselling for Westminster carers.

To book please call Ellen O'Mahony on 020 8960 3033 or email ellen@carers-network.co.uk

SOCIAL EVENTS

Carers Special: Go London Tours

Free Tour of Marylebone:

Antiques, Beatles and Cricket tour
27 March 11am-1pm

Book by the 20 March by calling Carers Network on 020 8960 3033 or email info@carers-network.co.uk

Westminster Memory Café

Spring Tea Dance

26 March 2.30-4.30pm

For more information, please call Jasmine Scott 03701924265 or Jo Sweeney 020 3219 0910 42 Westbourne Park Road, London W2 5PH

BREAKS

Westminster Children's Society

Learning Disability Network - Short Breaks Service and home support for children and young people Open all year around

If you would like further information, please call 020 8968 7376 or email westminstersociety@wspld.org 16a Croxley Road, London W9 3HL

ADVICE AND HELP

Health Watch

Joint Mental Health Project Group
19 February 10am-12pm

To book, please call Sophie on 020 8968 70 49 or email healthwatchcwl@hestia.org 15 Marylebone Road, Westminster, London

Westminster Memory Café

Useful Gadgets for the home
26 February 2.30-4.30pm

For more information, please call Jasmine Scott 03701924265 or Jo Sweeney 020 3219 0910 42 Westbourne Park Road, London W2 5PH

Recovery College

Knowing your way around the mental health system: dealing with crisis

6 March 2-4pm

To book, please call 020 3214 5686 Latimer House, 40-48 Hanson Street London W1W 6UL

Carers Network

Telecare workshop - learn about devices for the home
8 May 11am-12pm

To book, please call Ellen on 020 8960 3033 or email ellen@carers-network.co.uk Beethoven Centre, Third Avenue, London W10 4JL



To register as a member of Carers Network call on 020 8960 3033 or email info@carers-network.co.uk



Monday to Friday 9am-5pm

Carers Network, Office 8 Beethoven Centre, Third Avenue, London W10 4JL
T: 020 8960 3033, F: 020 8962 9461,

Carers Network (Hammersmith & Fulham), Bishop Creighton House, 374-380 Lillie Road, London SW6 7PH. Helpline: 020 8753 4616

Email: info@carers-network.co.uk, www.carers-network.co.uk

facebook.com/CarersNetwork twitter.com/CarersNetwork Registered Charity No. 1097723. Company No. 4712756