

Network News

62nd Edition Summer 2012

Dear carers

Welcome to the 62nd issue of Network News bringing you up to date information on carer' issues and events.

We can't wait to tell you about the exciting things we've been up to in the last quarter, and some of the promising prospects ahead. In January Carers Network was awarded two quality marks, one from the Princess Royal Trust for Carers and the other from PQASSO (Practical Quality Assurance System for Small Organisations). We were also one of only three London carers centres selected to represent carers at the Department of Health Standing Commission on Carers. We received great feedback on the quality of our service, especially about how well we involve carers.

Congratulations to Etta Carnelli who was nominated in this years Volunteer Awards Scheme under the category of Transformed Volunteer Award. Although Etta did not win, her nomination was rewarded with a guest seat at the Volunteer Awards ceremony at the Landmark Hotel. Well done to her!

Over the few weeks we have successfully increased our volunteer capacity by 60%, made up mostly of enthusiastic carers, so thank you! We have also recruited three new members of staff. Please welcome Ellen O'Mahony, our new Administration, Data and Information Officer, Francis Tienga Ngale our new Carers Support and Primary Care Liaison Worker and Tayib Etti our new Finance Officer. We also said farewell to Christian Gikunoo and Gemma Nicholls who we wish the best of luck to in their new careers.

Finally, Kelly Wright our Mental Health Support Worker, currently on maternity leave, gave birth to a bouncing baby boy in January - a massive congratulations to her and her new family.

Annette Furley – Interim Chief Executive



Carers Week 2012 - In sickness and in Health

From 18th - 24th June carers can look forward to a plethora of carers' activities around Westminster and Kensington & Chelsea to celebrate **Carers Week 2012**. *'In sickness and in health'* is the theme this year as for many, caring can take a huge toll on their health. Carers can often be over looked or feel guilty for taking time out for themselves and as a consequence health can deteriorate.

Carers Network Westminster have put together a series of fun and thoughtful activities that will give carers a chance to reflect, unwind and create more 'me' time, contributing to their good health and well-being. Working alongside Westminster Health Trainers, Open Age Hubs, Lush Cosmetics, Munro Complementary Health Co – op (to name a few) we're set to deliver a nutritious program, gift wrapped to revitalize your mind, body and soul.

Please find enclosed a Carers Week 2012 programme. Booking of activities is essential.

For more information please contact Cecilia Faduola
on 0208 960 3033 or email cecilia.faduola@carers-network.co.uk

New Counselling Service

Carers Network Westminster is working with a qualified psychologist to deliver free Cognitive Behavioural Therapy Counselling. Suitability is assessed before sessions commence.

Appointments will run weekly at the Queens Park Estate Office on Bruckner Street London W10 4EY.

To book please call Susie Yau on 020 8960 3033 or email

susie.yau@carers-network.co.uk

Please note: 48 hour period is required for all cancellations

Westminster LINK changes to HealthWatch

From April 2013 Westminster LINK (Local Involvement Network) will be replaced by local Westminster HealthWatch - the new independent consumer champion for service users and carers across health and social care. The aim of this local HealthWatch will be to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided where they live.

To find out more contact Jill Mulelly – LINK Team Manager 020 7535 0487

Carers Training Programme

Carers Network Westminster is launching a Carers Training Programme in September engineered to fit around your interests and needs. To enable us to know what kind of training you want, we are asking carers to complete the short Carers Training Programme Questionnaire enclosed.

All completed questionnaire must be returned to us by July 31st 2012 so that we have time to design and put the programme in place

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



Making our mark

Congratulations to Carers Network Westminster for successfully achieving the PQASSO Quality Mark Level 1. In order to qualify we had to demonstrate high standards in 12 key areas including 'being a user led centre' and 'managing money well'. After being externally assessed a report was produced with the final results. Not only does our report show that we are a reputable organisation, but also that we are willing to make improvements wherever necessary.



Carers Personal Budget

The Carers Personal Budget Scheme has now reopened.

If you missed the deadline in the last round, you now have another chance. The Carers Personal Budget is a one off payment of up to £500 that will help you in your caring role or enable you to take a break from your caring role.

Contact Carers Network Westminster on 020 8960 3033 or email info@carers-network.co.uk



Do you have an oxygen tank at home?

If you are supplied with oxygen tanks in your home, then from April 2012 you must inform your local fire station. This is vital information for the fire brigade to know, in case they're ever called out to your property in an emergency.

To contact your local Fire Station in Westminster please ring 020 8555 1200 and dial extension number for:

- Paddington Fire Station #84748
- Soho Fire Station #84745
- Westminster Fire Station #84743

Support Groups and Surgeries	Dates	Time	Venue	Contact person
Learning Disability Carers	Coffee Mornings are held on the last Tuesday of the month, every two months	10.30am-12.30pm	Room 11 Beethoven Centre, Third Ave. London W10 4JL	Lorna Hayes 020 8960 3033
Older Carers and Carers of Older People	Support Groups are held on the third Thursday of every month	11.00am – 1.30pm	Lancaster Hall Hotel, 35 Craven Terrace London W2 3EL	Lorna Hayes 020 8960 3033
Older Carers and Carers of Older People – Drop	Every fourth Wednesday of the month	10am – 12pm	Churchill Hall, 1 st Floor Churchill Gardens Estate SW1V 3AL	Lorna or Tareq 020 8969 3033
Unwind and Revive Group	Meeting every last Friday of the month	1.00pm-3.00pm	Norton House, 10 Arneway Street, London SW1P 2BG	Lorna Hayes 020 8960 3033
Mental Health Carers information surgeries – Drop In	South Westminster held every second Thursday afternoon of the month	1.30pm - 4.30pm	Gordon Hospital Bloomburg Street London SW1V 2RH	Kirsty Anderson 020 8960 3033
Evening Group (for mental health carers)	Every last Wednesday of the month Membership only	6.00pm – 8.00pm	Soho Centre for Health and Social Care Frith Street London W1D 3HZ	Kirsty Anderson 020 8960 3033
Afternoon Group (for mental health carers)	Every third Thursday of the month Membership only	1.30pm – 3.30pm	Lancaster Hall Hotel, 35 Craven Terrace, London W2 3EL	Kirsty Anderson 020 8960 3033
Carers Surgery	Every Friday	9.45am - 1.00pm	City Hall 64 Victoria Street London SW1E 6QP	Tareq Shahajahan 020 8960 3033
Bangladeshi Carers Support Group	Support Group meet on the first Thursday of every month	11.00am – 1.00pm	Beethoven Centre, Third Ave. London W10 4JL	Tareq Shahajahan 020 8960 3033
Carers Surgery	Every Wednesday. The 1st hour is a drop – by appointment thereafter	10am – 1pm	Half Penny Steps Health Centre 427 -429 Harrow Road London W10 4RE	Tareq or Lorna 020 8960 3033
Carers Surgery	Every Thursday – Meetings by appointment only	2-5pm	The Garway Medical Practice Hall field Estate Bishops Bridge Road London W2 6HF	Susie Yau 020 8960 3033
Carers Surgery	Every Tuesday Meetings by appointment only	2.15pm-4.30pm	Harrow Road Health Centre 209 Harrow Road, W2 5EH	Susie Yau 020 8960 3033
Advice Plus	Every Monday Drop In	2 – 4pm	Beethoven Centre, Third Ave. London W10 4JL	Carers Network Westminster – Staff member

Our promise to you

We, at Carers Network Westminster are committed to providing excellent customer care. This means providing good quality services in a friendly, efficient and helpful way, striving to improve services by ensuring good communication and a positive attitude to carers.

Our **Customer Care statement** is our way of promising you an excellent service.

To read our full statement please visit www.carers-network.co.uk

Does your GP care about carers?

The Royal College of General Practitioners, in partnership with the Carers Trust, is looking for GPs who provide the best support to unpaid carers. Nominate your GP or surgery for this special award by writing to:

Caring about Carers Award 2012

Royal College of General Practitioners

Suite 3 Fosse House, East Anton Court Icknield Way, Andover SP10 5RG. Or email: caringaboutcarers@rcgp.org.uk

Remember to include:

- Your name, address, telephone number
- Your doctor's name and surgery contact details
- How they support you in your caring role

Carers Network Westminster

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Third Avenue
London W10 4JL

Phone: 020 8960 3033

Fax: 020 8962 9461

Email: info@carers-network.co.uk

Website: www.carers-network.co.uk

Facebook.com/carersnetworkwestminster

Twitter.com/cnwestminster

Opening Hours

9.00am – 5pm

Monday - Friday

Charity Number 1097723

Carers Network Westminster Staff Team

Annette Furley	Interim Chief Executive
Susie Yau	Carers Support Manager
Tayib Etti	Finance Officer
Cecilia Faduola	Communications & Stakeholder Engagement Manager
Kirsty Anderson (Currently covering for Kelly Wright, who is on maternity leave)	Mental Health Support Development Worker
Tareq Shahajahan	Information and Outreach Worker for Older People and Learning Disability
Francis Tienga Ngale	Carers Support and Primary Care Liaison Worker
Lorna Hayes	Carers Support and Development Worker for Older People and Learning Disability
Ellen O'Mahony	Administration, Data and Information Officer

Because you've got to be in 'it' to win it

Play the **Carers Lottery Club** for only £1 per game* and you could be a winner! Draws takes place every second Friday of the month at Beethoven Centre Third Ave London W10 3RJ. Contact Cecilia Faduola on 020 8960 3033 or email cecilia.faduola@carers-network.co.uk

* Players must play for a minimum of 12 games .Open to anyone over 18 years. Staff and trustees are excluded.

