





## Seasons Greetings to all our carers and their families

LOOK INSIDE FOR DETAILS ON

Carers Rights Day Event!

Our new/transformed Carer Groups for 2024 as well as exciting Christmas celebration trips and pamper day - book your place without delay!

Our lovely Havering Team send you all best wishes for a warm and wonderful Christmas!



Our Caring for Carers 'Community Connecting Day' on Thursday 28th September at the Romford Baptist Church was a huge success.

The focus of the day was supporting Carers health & wellbeing in a relaxing safe environment, sharing and enjoying the whole experience including a wonderful buffet.

Huge thanks to everyone that helped to make it such a success!

**Emergency Contact Numbers** 

**NHS: 111** 

Medical Emergency: 999
SANE: 0300 304 7000
Samaritans: 116123

**Adult Social Care: 01708 432 000** 

**Christmas Opening Times** 

Monday 25th December Christmas Day closed Tuesday 26th December Boxing Day closed Wednesday 27th December open 10-12 noon Thursday 28th December open 10-12 noon Friday 29th December open 10-12 noon Monday 1st January 2024 New Years Day closed





www.haveringcarershub.org.uk • info@haveringcarershub.org.uk
T: @haveringcarers • F: @haveringcarers'hub





Vaccination

Vaccination is the most important thing we can do to protect ourselves and our children against ill health. It prevents up to 3 million deaths worldwide every year. Since vaccines were introduced in the UK, diseases like smallpox, polio and tetanus that used to kill or disable millions of people are either gone or seen very rarely. Other diseases like measles and diphtheria have been reduced by up to 99.9%. However, if people stop having vaccines, it's possible for infectious diseases to quickly spread again. We are now seeing diseases like measles spreading in our communities and last year evidence from sewage samples suggested polio was spreading too. The NHS encourages people to take up the offer when invited, or contact their GP if they think they might be behind. There are almost no circumstances where a vaccination would not be recommended to a child.

Information for parents - Most routine vaccinations that will protect your child from diseases including measles, mumps, diphtheria, hepatitis B, polio, tetanus and whooping cough are given by your GP before they start school. However, you can catch up at any time if your child has missed vaccinations and you can easily check if you aren't sure. You can search 'NHS child vaccines' online or visit nhs.uk/child-vaccines to see which vaccinations are given when. You can check your child's health record (red book) or contact your GP to see if they are up to date. Your GP can also arrange for you to catch up with vaccinations. If your child had first vaccinations abroad it is important you still have routine vaccinations here, and your GP can help arrange that. If you're not registered with a GP, you can register online (anyone can register and you don't need ID or proof of address). Information about why vaccines are safe and really important is here: www.nhs.uk/conditions/vaccinations/why-vaccination-is-safe-and-important/

#### How do carers get flu jab?

If you receive a carer's allowance or you look after somebody who would not be able to manage without your support if you fall ill, speak to your GP or pharmacist about getting vaccinated - along with the person you care for.

#### **COVID AUTUMN BOOSTER**

A dose of the COVID-19 vaccine is being offered this autumn to people aged 65 and over, residents in care homes for older people, anyone aged 6 months and over in a clinical risk group, families of individuals with weakened immune systems, those who care for vulnerable individuals and frontline health and social care staff. Vaccinations began on 11th September for those most at risk, including adult care home residents and people who are immunosuppressed. From 18th September the NHS started to invite people in priority order of risk and those eligible should have been able to book an appointment on the National Booking Service. For more information visit https://healthmedia.blog.gov.uk/2023/08/08/covid-autumn-booster-vaccine-2023-everything-you-need-to-know/

#### HAVE YOUR CONTACT DETAILS CHANGED?

Keeping in touch is more important than ever now. If your address has changed and this newsletter has been forwarded on to you by Royal Mail or new occupier please let us know so we can send your newsletter and important information to your new address. If your mobile or home phone number has changed please let us know. We would especially like to know your email address to update our records. Alternatively, if you have sadly lost your cared for and wish to be taken off our mailing list please contact us and we will remove your details.

You can either contact us on the office phone on 01708 961111 or by email at info@haveringcarershub.org.uk

#### Don't dismiss the early signs of a heart attack

A squeezing across the chest • A feeling of unease

The early symptoms of a heart attack don't always feel severe

But it's never too early to call 999 and describe your symptoms

BSL users can make a BSL video relay call to 999 using the 999 BSL website or app. Visit **999BSL.co.uk** 

Text relay users can call **18000** to contact 999

If you are a BSL user, deaf, have hearing loss or a speech impairment you can text 999 by registering your phone in advance. Visit **www.emergencysms.co.uk** 

Help the NHS to help you - Call 999

#### **CARERS RIGHTS DAY THURSDAY 23RD NOVEMBER 2023**

This Carers Rights Day the focus is on supporting people to prepare for the future through the theme: Caring for Your Future.

Whether you are a new carer or have been caring for someone for a while, it's important that you understand your rights and are able to access the support that is available to you as soon as you need it. Many people are taking on more caring responsibilities for their relatives and friends who are disabled, ill or older and who need support. Each year Carers Rights Day helps:

- ENSURE CARERS ARE AWARE OF THEIR RIGHTS
- LETS CARERS KNOW WHERE TO GET HELP AND SUPPORT
- RAISES AWARENESS OF THE NEEDS OF CARERS

Caers Hub can support you in your caring role...





## **Carers Rights** HAVERING 'Conversation Day'

**Thursday 23rd November** 

#### **Carers Rights Day**

Carers Rights Day is about raising awareness of carers' rights and entitlements, to help carers get the support they need.



#### Come and Join Us

At:

1:00 - 2:30pm **Thursday Lunch Club** Fairkytes Fry's Gallery

51-59 Billet Lane, Hornchurch **RM11 1AX** 

We'll continue to campaign for better rights for all carers!

New rights, right around the corner



#### In October 2022, Havering Talking Therapies launched the Carers Group

It had been a long-held ambition of NELFT Havering Carers Lead, Tarek Seeraullee to have a safe, therapeutic space for carers to explore and get help with their mental health. After many in-depth discussions with Tarek, Havering Talking Therapies passionately agreed that there should be a designated resource for our service users who are carers.

Our work with the Havering Carers Hub also provided us with an unrivalled insight into the experiences of carers and the challenges that they face on a daily basis. After further discussions and much planning, Havering Talking Therapies created a five-week carers group based on Cognitive Behavioural Therapy (CBT).

Each week of the Carers Group is based on a different mental health topic and treatment content is based on CBT, which has been adapted to factor in the challenges of a caring role.

#### **GROUP OUTLINE:**

Week One Introduction to CBT

Week Two Low mood

Week Three Worry and stress management

Week Four Negative thoughts both in general and in relation to the caring role

Week Five Staying well plan and a guide for the future

So far, the Carers Group has been a triumphant addition to the treatment options that are available within Havering Talking Therapies. We have continuously received positive feedback on how the group has helped carers and the benefits that they have received after attending the five weeks.

One client said: "The group has really helped me. I have a lot going on at the moment and the CBT skills have helped me to be more relaxed and calmer. I find myself giving advice to others from what I have learned from the group and I like doing this. I would definitely recommend the group. We are trying to arrange a pre-Christmas lunch with each other and hope to stay in touch."

Others that have attended the group often echo this feedback. Not only does the group provide vital CBT skills that help individuals provide a caring role, it also offers an opportunity to share personal experiences with those that understand.

Themes like sadness, frustration and exhaustion are regularly spoken about within the group. Fellow participants can empathise with these emotions and thus, show and know that "it's not just me".

Another client said: "The course has helped me and I now feel less anxious. Having the sheets to refer back to will be a great reminder when feeling low. It has also provided me with more friends".

We have welcomed service users from different ages, races, cultures and genders. A universal bond that each person holds - being a carer - quickly masks any differences.

At the heart of the group, is the fact that each carer is an individual too with needs and hopes. We often see participants start enjoying their hobbies and creative activities again. Some even bring their creations or crafts for other group members to enjoy.

The Carers Group has just passed its one-year anniversary and we are pleased to say that many carers have left the group feeling lighter, listened to and better connected.

If you feel that you could benefit from the Carers Group, then please consider self-referring to Havering Talking Therapies by completing the self-referral form at

https://www.talkingtherapies.nelft.nhs.uk/havering/

Or by calling 0300 300 1554 option 2. Alternatively, your GP could also refer you to our service.

Written by Anthony Myers, Psychological Wellbeing Practitioner and Havering Talking Therapies Step 2 Carers Lead



## Carers Chatter "Time For You"



Our group provides a warm welcome in an informal relaxed atmosphere. Enjoy 'Time For You' with other carers with a cuppa and biscuits

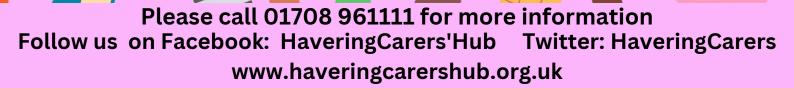


#### Venue:

Salvation Army 49 High Street, Romford Essex, RM1 1JJ

Join us on a Wednesday between 10:30 to 12:30 on the following







# Carers' Voice VOICES Group MAILERS

Come and Join Us Wednesdays 11:00 - 12:30pm On

> 10th January 2024 13th March 2024 8th May 2024

Salvation Army 49 High Street, Romford Essex, RM1 1JJ

(These meetings will also be at Salvation Army - Shared with 'Time for You' Group)

Havering Carers' Voice is a group of carers who work with The Havering Carers' Hub, the Council and its partners to ensure that carers' have their say.

To make sure that carers across the borough are fully represented in the group, we are looking for new members to join us.

- Are you a good listener?
- Can you demonstrate empathy when meeting with other carers?
- Are you willing to share your experiences as a carer?
- Are you willing to feedback constructively on your experiences as a carer in order to improve local services?
- Do you value other people and their opinions?
- Are you able to keep sensitive information confidential when required to by the local authority or general public?
- Are you aged 18 or over?

If you are interested in supporting the Carers' Voice then please call us on 01708 961111





## COULD YOU BE A VOLUNTEER FLOOD WARDEN?

Havering Volunteer Centre are looking for people to become volunteer flood wardens in Havering. The London Borough of Havering has experienced repeated flood incidents, so having established flood wardens can help people prepare for flood events in those areas identified as most at risk. As a flood warden you would

have a key role in helping to develop a Community Flood Plan for your area. You would play a crucial part in putting that plan into action in the event of flooding.

If you would like to become a flood warden in your local area please contact us at volunteering@haveringvc.org.uk

#### **HEALTHCARE TRAVEL COSTS SCHEME (HTCS)**

If you're referred to hospital or other NHS premises for specialist NHS treatment or diagnostic tests by a doctor, dentist or another primary care health professional, you may be able to claim a refund of reasonable travel costs under the Healthcare Travel Costs Scheme (HTCS).

This page explains who's eligible for the scheme and how to make a claim.

If you have questions about help with health costs, contact the NHS Business Services Authority (NHSBSA) online or call **0300 330 1343**. They will respond to your queries Monday to Friday, 8am to 6pm and Saturday, 9am to 3pm.

#### WHO CAN CLAIM FOR HELP WITH TRAVEL COSTS?

To qualify for help with travel costs under the HTCS, you must meet 3 criteria:

- 1. At the time of your appointment, you or your partner (including civil partners) must receive one of the qualifying benefits or allowances, or meet the eligibility criteria for the NHS Low Income Scheme.
- 2. You must have a referral for specialist care from a healthcare professional to a specialist or a hospital for further NHS treatment or tests (often referred to as secondary care).
- 3. Your appointment must be on a separate visit to when the referral was made. This applies whether your treatment is provided at a different location (hospital or clinic) or on the same premises as where the GP or another health professional issued the referral.

#### CHILDREN AND OTHER DEPENDANTS

You can claim travel costs for your children if you're eligible for any of the benefits described under condition 1 and your child has been referred for treatment as outlined in condition 2 and condition 3 above.

If your child is aged 16 or over, they may make their own claim under the Low Income Scheme.



#### **HELP AVAILABLE WITHIN HAVERING • CARERS' SUPPORT**

Do you provide 'unpaid' care to a friend or a family member who needs care due to a lifelong condition, frailty, illness, disability, serious injury, mental health issues or dementia and feel you are unable to cope without support?

Are you an Adult Carer who looks after someone over the age of 18 years and one of you resides in the Borough of Havering? The Havering Carers' Hub is here to support you.

You may want a listening ear to share your anxiety and concerns. Our team is able to offer you emotional support, and advice as well as provide you with relevant information and sign-post or refer you to other organisations both voluntary and statutory who may be able to help.

You can telephone on: 01708 961111 or email us on info@haveringcarershub.org.uk - we are always here to help.

#### HAVE YOU EXPERIENCED DOMESTIC OR SEXUAL ABUSE?

You are not alone. Access confidential, expert support for all Londoners

Women and Girls Network Sexual Violence Helpline

Respect's Men's Advice Line

0808 801 0770 · www.wgn.org.uk

0808 801 0327 · www.mensadviceline.org.uk



#### 24/7 Rape and Sexual Abuse Support Line

run by Rape Crisis South London and Rape Crisis England and Wales 0808 500 2222 · www.247sexualabusesupport.org.uk

The 24-hour National Domestic Abuse Helpline

run by Refuge 0808 200 0247 · www.nationaldahelpline.org.uk



## Rochester Dickensian Christmas Festival

#### 2ND DECEMBER 2023

Pick up at Becontree Leisure Centre at 8.00am then picking up at YMCA Romford at 8.30am. Leaving Rochester at 4.00pm,

TICKETS ARE £12.50 PER PERSON

Please call the office on 01708 96 1111 to book your place.











Carers Christmas Party

Friday 15 December 12-3PM

Dagenham & Redbridge FC,

Victoria Road, RM10 7XL

Buffet Lunch/Music/ Dancing

Please book your place by calling 01708 96 1111



## CARERS PAMPER DAY









TREATMENTS WILL BE AT: BARKING & DAGENHAM COLLEGE, DAGENHAM ROAD, RM7 0XU





#### Treatments available:

- Manicure
- Pedicure
- Facial Treatments
- Hairdressing
- Full Body/Hot Stone Massage
- Eyelash & Brow Tinting & Shaping

## MONDAY 11 & THURS 14 DECEMBER 2023

PLEASE CALL OUR DAGENHAM OFFICE TO BOOK YOUR TREATMENT ON 0208 593 4422



TO SECURE
YOUR
TREATMENT A
£5 REFUNDABLE
DEPOSIT IS
NEEDED.





## Can you get help with NHS costs?

If you're on a low income you could get help with NHS costs.

The NHS Low Income Scheme could help you pay for

- NHS prescriptions
- NHS dental treatment
- sight tests, glasses and contact lenses
- travel to receive NHS treatment
- NHS wigs and fabric supports

Find out more and apply at **www.nhsbsa.nhs.uk/hc1** or scan the QR code



You may be automatically entitled to help with NHS costs, check in less than 5 minutes at **www.nhsbsa.nhs.uk/check** 

#### **CEA CARD**

Many cinemas provide free tickets for unpaid carers when you accompany the person you care for. To access this, you usually need to have what is known as a CEA Card. These are issued through a national scheme run by the UK Cinema Association.

They cost £6 and last for one year. To be eligible for a CEA Card, the person you care for must be aged 5 years old or above and receive one of these benefits - Disability Living Allowance (DLA), Attendance Allowance (AA), Personal Independence Payment (PIP), Adult/Child Disability Payment (ADP), Armed Forces Independence Payment (AFIP) or hold a Severely Sight Impaired Registration.

For more information visit www.ceacard.co.uk

### New Blood Test Clinic For People With Disabilities Aged 12 And Up

This Clinic has been started to help people who find it hard to have a blood test, might be frightened of needles, might dislike too many people or loud noises or might not like going to clinics. If you or somebody you know has a disability and needs a blood test this service may help you. They are flexible for fasting patients.

You can contact the local team on **0300 300 1531** and they will undertake a brief assessment of needs.

#### **HOW CAN I FIND OUT ABOUT GRANTS FOR UNPAID CARERS?**

You can find out more about grants for unpaid carers through Turn2Us at **www.turn2us.org.uk** This tool is free and simple to use. If you would rather speak to someone directly, call **0808 802 2000**.



#### WHO QUALIFIES FOR A GRANT?

All charitable funds have specific qualifying rules (or eligibility criteria) that an individual has to meet in order to get help from that fund. Each fund's qualifying rules will be specific to them.

In general, you will have to be in financial need or on a low income. This may differ from charity to charity. Other conditions to get a grant from a fund might depend on things such as:

- Having particular disabilities or illnesses
- Working or previously having worked in specific jobs or industries
- Living in a particular area of the UK, such as a village, town, city, local council area, county, parish (past or present) or country
- Being of a particular age group Some funds also help the dependants of people their fund supports *e.g. their partners, ex-partners or dependent children*.

#### GRANTS AND NO RECOURSE TO PUBLIC FUNDS

If you cannot claim welfare benefits because of your status in the UK this does not stop you from applying for a charitable fund. This is because most funds help people who cannot claim benefits.







Come and join our new group in Hornchurch!

## THURSDAY LUNCH CLUB

18th January
22nd February
21st March
18th April
16th May
20th June
1-2.30PM

Fairkytes Fry's Gallery
51-59 Billet Lane, Hornchurch,
RM11 1AX

Come along and enjoy a cuppa, chat and a biscuit, make new friends, meet other Carers and enjoy some 'me' time.

(You are also welcome to bring your own lunch)

For more information phone one of our friendly team on 01708 961111

or check our website www.haveringcarershub.org.uk

# Carers' Support Group CARERS' HUB CARERS'

Our Carers Support Groups continues to grow, it's lovely to see so many existing and new carers, supporting each other, over a cuppa and of course a biscuit or two!

You can join us at our Awareness Workshops, which will cover a different topic each month. See below.



At

#### **Havering Museum**

19-21 High Street, Romford, RM1 1JU

Our group runs from 10:30 to 12:30pm on a Wednesday for the following dates:

#### Workshops:

Mobility Exercise
My Health Matters
Metropolitan Police
F Barnes Solicitors
Social Care
Celebrating 'Carers'

24th January 28th February 27th March 24th April 29th May 26th June



Participate in our workshops

(Worskshops will take place 11:00-12:30pm)

Should you require any further information then please call us on 01708 961111

Follow us on Facebook: HaveringCarers'Hub Twitter: HaveringCarers www.haveringcarershub.org.uk





## Mental Health Carers Support Group

If you care for someone with Mental Health Issues then please join us at Romford Baptist Church

At: Main Road, Romford Essex, RM1 3BL



6:30 to 8:30pm Last Tuesday of Every Month

This support group is for people who care for family or friends who have Mental Health Concerns
We provide a warm welcome in an informal relaxed atmosphere, with positive support and understanding Would be great to see you there!



To find out more please contact us on 01708 961111



Email: info@haveringcarershub.org.uk



Barking, Havering and Redbridge **University Hospitals** 



#### **Digital Drop In**

Are you struggling to use the internet, would you like to increase you digital skills to gain some medical information, book GP appointments and understand the NHS app, if so please join us at; **Harold Hill Library** 19a Farnham Road RM3 8ED For more information contact

Dee - 07444760754







### **PHYSICA ACTIVITY &** WELLBEING **VIDEOS**

We know that when it comes to being active. time constraints and other barriers mean it can sometimes be challenging to be able to do full-length exercise sessions or go to leisure facilities at a fixed time every week. So Carers UK have created a series of short video workouts and bitesize functional exercises that feature real carers alongside instructors. The videos will help you to be active in a way that works for you, and at a time that's convenient, while offering an inclusive and fun way to feel the physical and mental benefits. These video workouts cover a range of activities and are inclusive of all ages and fitness abilities.

It's better to start slowly and build up gradually if you're new to exercise. And remember to drink water while you're exercising and make sure you have plenty of space around you.

> To find out more visit www.carersuk.org

#### **EATING WELL AND GOOD NUTRITION**

We all know that what you eat and drink plays a huge role in your health and wellbeing. But knowing exactly what to prepare for someone you care for can be confusing, especially if they have complex medical needs. For example, they may have lost their sense of taste or have difficulty swallowing or digesting certain foods.

Carers UK has teamed up with nutrition company Nutricia to support you with these challenges. These resources, offering dietary tips and insights, cover a wide range of conditions.



#### **DOWNLOADABLE GUIDES TO HELP**

Sometimes, the condition someone has will determine what type of nutrition is best for them. You can download free copies of Carers UK and Nutricia information leaflets listed below on managing caring and nutrition by visiting the Carers UK website: www.carersuk.org

- Eating Well With Dementia
- The Importance Of Eating Well For Carers

• The Role Of Good Nutrition When Caring For Someone

- Eating Well With Cancer
- Eating Well And Stroke

- Speaking To Your GP
- Understanding The Nutrition Gap
- Eating And Chronic **Obstructive Pulmonary Disease**





#### Carers Centre SA Ltd Training Calendar 2024



PLEASE BE AWARE THAT HAVERING CARERS ARE VERY WELCOME TO ATTEND ANY OF THESE COURSES, JUST NOTE VENUE & TIME AND BOOK YOUR PLACE AS SOON AS POSSIBLE BY CALLING THE OFFICE NUMBER BELOW

#### Venue:

#### Carers Centre - 334 Heathway, Dagenham, Essex RM10 8NJ

(Limited parking at rear of office, restrictions apply on surrounding roads)

Date	Topic	Times
Monday 29th January	Basic Counselling Skills	10:00 - 12:30
Saturday 24th February	Basic First Aid	09:00 - 4:00
Wednesday 20th March	Conciliation Training	10:00 - 1:00
Monday 13th May	Basic Counselling Skills	10:00 - 12:30
Monday 21st October	Basic Counselling Skills	10:00 - 12:30

#### Venue:

## Memory Lane Resource Centre-234a Porters Avenue, Dagenham, Essex, RM8 2EQ

(Limited Parking available on site, restrictions apply in Ilchester Road, no restrictions on Porters Avenue)

Date	Topic	Times
Saturday 3rd February	Lifting and Handling	10:00 - 3:00
Monday 22nd April	Dementia Awareness Training	10:00 - 1:30
Monday 29th April	Preparing For The Future	10:00 - 1:30
Saturday 18th May	Lifting and Handling	10:00 - 3:00
Saturday 14th September	Basic First aid	09:00 - 4:00
Monday 4th November	Dementia Awareness Training	10:00 - 1:30
Monday 11th November	Preparing For The Future	10:00 - 1:30

(Tea, coffee and biscuits will be provided for all training. You are welcome to bring your own lunch for the full day courses)

To book your place please call us on 01708 961111





#### **Events Calendar January to June 2024**



## MENTAL HEALTH CARERS' SUPPORT GROUP

6:30-8:30pm (Evening)
Romford Baptist Church

30th January 27th February 26th March 30th April 28th May 25th June

### LOOK OUT FOR CARERS WEEK EVENTS

**10TH-16TH JUNE 2024** 

#### MEN'S CARERS' SUPPORT GROUP

12:30-2:00pm Golden Lion Romford

26th January 23rd February 29th March 26th April 31st May 28th June

#### CARERS' SUPPORT

8

### AWARENESS WORKSHOPS See Topics Below

10:30-12:30pm Havering Museum Romford

24th January Mobility Exercise
28th February My Health Matters
27th March Metropolitan Police
24th April F Barnes Solicitors
29th May Social Care
26th June Celebrating "Carers"

New

#### CARERS' CHATTER "TIME FOR YOU"

10:30-12:30pm Salvation Army Romford

10th January 14th February 13th March 10th April 8th May 12th June

New

#### CARERS' VOICE GROUP

11:00 -12:30pm Salvation Army Romford 10th January 13th March 8th Mav

## TLC THURSDAY LUNCH CLUB

1-2:30pm Fairkytes Gallery Hornchurch

18th January 22nd February 21st March 18th April 16th May 20th June

#### **OUR CARERS TELL US**

"WE FIND YOUR GROUPS TO BE A WELCOMING AND SAFE PLACE"

#### TURKISH CARERS' SUPPORT GROUP

1:30-3;30pm Coffee Co Hornchurch

23rd January 27th February 26th March 30th April 28th May 25th June

Please contact us on 01708 961111 for further information!



www.haveringcarershub.org.uk



