


Magazine




**ONE
IN SIX**
adults are
now providing
unpaid care

The Lancashire Carers Service offers support to Carers through the delivery of:

- ✓ Carers Assessments
- ✓ Peace of Mind 4 Carers Plans
- ✓ One to One and group support
- ✓ Magazines twice a year detailing local groups, activities and courses
- ✓ Access to online and app-based information and support
- ✓ Support to access community and Health and Wellbeing services
- ✓ A 24/7 Volunteer manned Carers Help and Talk (CHAT) Line
- ✓ Support for former Carers
- ✓ Volunteering opportunities for Carers, including volunteering for the CHAT Line
- ✓ Access to training opportunities
- ✓ Access to wellbeing and emotional support therapies
- ✓ Opportunity to join our Carers Community Network Platform

Judith's Story



A Stroke survivor and her Carer's story

Life stopped on Mothering Sunday in 2017 when mum had a stroke, no warning of what happened overnight, leaving her dependent for all her needs. She has been cared for at home by me her daughter for over four years. Stroke can affect people in many ways, everyone thought because mum was home from hospital all was fine. Mum is in her 90s and has made little improvement over the years. I was made redundant and had to give up my full-time job to care for her, my goal is to keep her comfortable and find ways to cheer her days, she loves flowers and watching the birds in the garden. As well as keeping mum happy I needed to find ways to keep my mind active, so found ways to volunteer from home for the Stroke association and Alzheimer's society reviewing research proposals. Volunteering opportunities from home have increased over the last 18 months, I now chat to other stroke survivors and their carers for the Stroke Association "Here for You" service. Some positives have come out of the Covid pandemic.

How has The Lancashire Carers Service helped?

Looking after mum for four years, and adding lockdown into the mix, I was starting to feel very worn-down and alone. I started to look for support networks for carers, thankfully by chance I found The Lancashire Carers Service, which is local to me, not that locality mattered when on the Zoom calls but talking to staff and other carers gave me an instant connection. I understand much of this online support has been set up during lockdown. This has been a great asset for me and will continue to be so. I was not able to get out to meet people, even before the pandemic. Now I can join in the zoom sessions or text coffee and chat sessions where I meet other people and I am getting to know a few regulars. There are relaxation classes which I have attended and when I can, I attend the online quiz which is great fun. Just a few of the many great opportunities available digitally. In addition, there are people to message online through the Carers Community Network, which has also been a great source of support.

It has been great to talk with people who understand and listen to the stories of others. Sadly so many carers have similar concerns and worries. I have also followed the links made available for online study with Nelson and Colne college and completed a course in "Emotional Resilience" which was interesting. The Lancashire Carers Service have invited me to join the Carer forum group with the Lancashire Carers Service and Lancashire Teaching Hospitals which gives me an interest and hopefully may help to improve outcomes for carers.

I want to thank Lancashire Carers Service for helping me through the last few months, the staff are always so positive and cheerful, the service is providing so

many opportunities to be involved and helping me to keep my mind active and feeling connected to the outside world.

How do you adapt as you learn about Caring for a parent?

The tables were turned as I came to terms with caring for my mum after her stroke. Even in my fifties my mum still looked out for me, she was always there as a friend for a cuppa and a natter to put the world to rights. Suddenly that all changed, mum was in hospital for five and a half weeks after her stroke, we were given the impression she would not live for many more months. Mum already lived with us, so things were put in place to bring her home for her end-of-life care, the hospital bed, hoists, feeding pump etc were delivered and carers arranged for 4 visits a day. That was four years ago, so I must be doing something right! I do all the caring with no outside help. She still cannot talk, eat, or move from her bed but on a good day she can raise a smile.

That first evening mum was home was a terrifying realisation that I was totally responsible for keeping her alive. It was like bringing home a new baby but one you could not lift or comfort. As the months turned into years, I have learnt to care for her and keep her comfortable. However, I must say I feel Mum and I were abandoned by the system. I am not sure if this is because of mum's age, she is now 92, or because I am taking care of her. I keep being told "you are doing such a good job taking care of her"

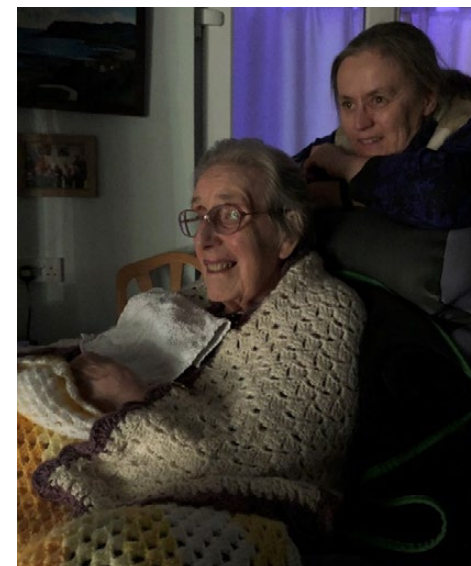
I have learnt that sitting back and expecting everything to drop into place is not how care in the community works. I get so frustrated when people just do not think or take the time to find out about mum's condition before doing a check-up visit. This may sound trivial but taking a call on my mobile when one of the professional asks "Hello is that Gladys?" {mum's name} after four years it is hard

and having to repeat over and over mum's situation. I try to keep positive, not always easy, and try to remember the motto "You have to laugh, or you would cry!"

What does the future hold?

I take each day one at a time to care for mum with her ups and downs. I suppose my life is on hold while caring for her, but I am thankful she is at home with us. Hopefully she is comfortable and feels loved. Over the last few years mum has met her first great granddaughters; one in the UK the other via zoom in Australia, a third great grandson is on the way soon.

I keep myself busy while mum sleeps trying to help others with my volunteering roles and continue to expand my knowledge by doing online learning courses, through Lancashire Carers Service and any other opportunities that I see, including the Carers Community Network, and of course the great anxiety soothers; baking, gardening, crocheting and the joy of looking after my daughter's puppy while she is at work. I do not deny it is hard caring for mum, but I have much to be thankful for.



Welcome

Welcome to the Autumn edition of the Lancashire Carers Service Magazine. We hope that this finds you safe and well and that you have been able to enjoy the summer months, hopefully you have been able to attend some of our groups or activities and had the opportunity to meet up with friends and family.

We have included lots of information in the magazine for you which we hope you will find useful. We are continuing to offer our face-to-face groups, coffee and chats and activities whilst it is safe to do so, if you have access to the internet, please keep an eye on our social media pages for any changes you can follow us on Facebook, or visit our website.

Please call us to book your place on any activities or training or if you need extra information about any of the activities in the magazine.

You can always keep up to date with our service offer and new opportunities by visiting our websites www.ncompass.org.uk and www.carerslinklancashire.co.uk.

As always, we are here if you need us. Please don't hesitate to contact us if we can be of any help.

Stay safe and take care.

Contact us today

We really welcome and value your feedback, comments and suggestions. There are various ways that you can get in touch with us, these details are included below.

 www.n-compass.org.uk/our-services/carers

 enquiries@lancscarers.co.uk

 0345 688 7113 option 2

 @lancscarers

 carerslinklancashire.co.uk

 info@carerslinklancashire.co.uk

 0345 688 7113 option 1

 @carerslinklancashire



Our Support

Carers Line

A team of knowledgeable and skilled Service Access Advisors are available Monday-Friday 9:00am-5:00pm to help with your enquiries. To talk to a Service Access Advisor, please call **0345 688 7113**.

Support from a dedicated Carers Assessment and Support Officer

Discuss with a dedicated member of our team about how being a Carer affects you and highlight any support you may need. We can provide you with information and support to access a break and can facilitate access to community health and wellbeing services, activities and much more. We have specialist Assessment and Support Officers in fields such as mental health, dementia, ethnicity, and health services.

Carers Assessment

An assessment for you with an Assessment and Support Officer, even if the person you care for is not receiving care and support from Lancashire County Council. The assessment will include information on; the person you care for, your caring role, your ability to access education, work, leisure, cultural activities, the impact on your health and wellbeing and whether you are willing and able to carry on with all parts of your caring role. The assessment can take

place over the telephone or face-to-face. Following your assessment, you may be eligible for a Carer's Personal Budget to improve your health and wellbeing.

Carer's Personal Budgets are subject to an annual review of your Carers assessment.

Peace of Mind 4 Carers Plan

With an Assessment and Support Officer and the person you care for, you can put together a plan in the event of an emergency where you are unable to carry out your caring role. The plan will include information on; property access arrangements, medical conditions and disabilities, care, medication routine and the details of people who can be contacted in an emergency. An option for up to 72 hours free replacement care from a care provider may be available for emergencies where you are taken into hospital unexpectedly or are involved in an incident involving emergency services and no support is available from family or friends. Once completed, a copy of your plan will be sent to you. Plans can be activated 24 hours a day, 7 days a week, 365 days a year. A plan can be completed over the telephone or face to face. To activate your plan please call **0800 840 3166**.

We no longer prompt you to review your plan. Please call us on **0345 688 7113** if there are any changes.



Pen Pals

Do you prefer written words to emails, texts and video-calls? Would you like to be matched to a trained volunteer who would then exchange hand-written letters with you once a month using good old-fashioned pen, paper, and The Post Office! This service might provide a bit of support for you at a time of loneliness, or it could simply provide a much-needed boost to your wellbeing.

The Volunteer Hub at n-compass will provide a freepost reply envelope with each letter you receive, so you will not have to pay postage. The Volunteer Hub administer the freepost re-direction, so that the addresses for both you and the volunteer are kept confidential and un-shared. You are free to write about whatever you feel is appropriate (weather, TV, events, poetry, books, sport, etc) and your communications will remain private (unless the volunteer has a safeguarding concern).

If you are a carer and would like to take advantage of this free service, please contact Neil Sladen on **07902 703028** (Mon-Wed) or email volunteering@n-compass.org.uk.



Volunteer with us

The Lancashire Carers Service has several volunteer roles designed to support Carers to give back to their community.

The Carers Help and Talk (CHAT) Line is our telephone helpline service set up to offer emotional support to Carers, 24 hours a day. It is manned entirely by Volunteers who work from the comfort of their home... this is just one of the many ways you can get involved in volunteering!

We believe absolutely everyone has something valuable to offer, and with a variety of volunteering roles, there's something for everyone at n-compass. If you are interested to hear more, we would love to hear from you! Please call **0345 0138 208** or email volunteering@n-compass.org.uk.

Carers Help and Talk (CHAT) Line

Are there times when you want to talk but feel that there is no one to talk to? Don't suffer in silence- call the Carers Help and Talk (CHAT) Line. All calls are answered by Volunteers who can offer understanding with regards to the common challenges faced by Carers. The CHAT Line is available 24 hours a day, 7 days a week, 365 days a year. To talk to a Volunteer please call **0333 103 9747** (Free). In the event that a Volunteer is not immediately available to answer your call, please do try again

Outgoing CHAT Line regular calls

Would you like to receive a phone-call once a week from the same volunteer? Our trained volunteers offer a listening ear to carers, provide emotional support, or just friendly chat. You propose a convenient time and day for the weekly call and The Volunteer Hub will match you with a suitable volunteer. Volunteers will only be given your first name and will contact you via a switchboard to keep your phone number private. Email volunteering@n-compass.org.uk.





Carer Activities

Regular Zoom Activities for Carers

Weekly Sessions

Evening Coffee and Chat

Every Tuesday at 7.00pm – 8.00pm (via Zoom)

Zoom Link: <https://zoom.us/j/95950538168?pwd=WIUvdmlJR1lyM2ExUE5XN1VLRzdjUT09>

Meeting ID: 959 5053 8168 Password: 559497

General Knowledge Quiz

Every Wednesday at 7.30pm (via Zoom)

Zoom Link: <https://zoom.us/j/92248677156?pwd=ZlJabIR3OGJnOXg4TTBBc3dYeVpwdz09>

Meeting ID: 922 4867 7156 Password: 269978

Morning Coffee and Chat

Every Wednesday at 11.00am – 12.00pm (via Zoom)

Zoom Link: <https://zoom.us/j/93208032733?pwd=WDFtTjNFbXptNzlxSGlVQjhOZzZDQT09>

Meeting ID: 932 0803 2733 Password: 223945

Zoom Specials

Good Mental Health for Christmas

Thursday 11/11/2021 - 11.00am (via Zoom)

Everyone has mental wellbeing but might not be aware of the things we can do to take care of ourselves, before we put ourselves at risk of Depression or Anxiety. This is an opportunity to take part in an informal discussion around emotional wellbeing, after a difficult 18 months. Come along, get involved or just listen to our talk on what mental wellbeing is and talking through some of the techniques that can be used to help us prepare to de-stress and relax during the Christmas festivities. Charlotte Marsden (Psychological Practitioner) will be sharing lots of tips including progressive muscle relaxation, mindfulness and the five ways to wellbeing.

Zoom Link: <https://us06web.zoom.us/j/81907858331?pwd=QXZqMUZHM3NuUmRUM0JSUEJXc3ZaQT09>

Meeting ID: 819 0785 8331 Password: 261984

Sara Challice Book Reading followed by Q&A

Monday 07/02/2021 - 2.00pm (via Zoom)

Bestselling author Sara Challice shares her own story with you followed by an open Question and answer session.

Are you caring for a loved one, often feeling stressed with little time to yourself? Would you like to regain balance and enjoy life? Most carers fall either mentally or physically unwell from the pressures of caring. So many issues can arise. Sara cared for her husband for 13 years after he was diagnosed with a brain tumour. After falling ill from the stress of caring, she then discovered new ways not only to regain her health, but to start enjoying life again.

Please email enquiries@lancscarers.co.uk or call our Service Access team on 0345 688 7113 to secure your place – you will be provided with joining instructions

Free copies of Saras book, *Who Cares*, will be made available to the 1st 10 carers who register, attend the workshop and provide feedback on the session.



Coffee & Chats

These sessions are an opportunity to meet and chat with other Carers and former Carers, speak to a Carers Engagement Officer and take a well-earned break from your caring role whilst enjoying a FREE (non-alcoholic) drink. If you have never been to a Coffee and Chat before don't worry! Everyone has been a 'first timer'. A friendly member of our team will be there to greet you and offer a warm introduction.

If you would like to attend, **you must book your place in advance** as places will be limited and we need to ensure we are adhering to Covid-19 guidelines (if applicable).

Please email enquiries@lancscarers.co.uk or call our Service Access team on **0345 688 7113** to secure your place.

Please note that coffee and chats are intended for **registered carers only** to have a well-deserved break from their caring roles, therefore we unfortunately cannot accommodate requests for, your cared for, loved ones or family members to attend with you.

Venue	The Larder, 50 Lancaster Road, Preston, PR1 1DD	Raffles Coffee House, St Georges Shopping Centre Preston BAME	Avant Garden Centre, Wigan Road, Leyland, PR25 5XW	Brookes Bistro Brookside Living Aughton Street Ormskirk L39 3BT
Time	10:00am – 11:30am	10:00am – 11:30am	10:00am – 11:30am	11:00am – 12:30am
Dates Please book your place in advance	3rd November	4th November	17th November	22nd November
	1st December	2nd December	15th December	
	5th January	6th January	19th January	24th January
	2nd February	3rd February	16th February	28th February
	2nd March	3rd March	16th March	28th March
	6th April	7th April	20th April	25th April

Venue	Burnside Garden Centre, New Lane, Thornton Cleveleys, FY5 5NH	Booths Café, Main Drive, St Annes FY8 3UT	Sainsburys Café Cable Street, Lancaster LA1 1HH	Booths Café Scotland Rd Carnforth LA5 9JZ
Time	10.00am – 11:30am	2.00pm – 3:30pm	10.00am – 11:30am	10.00am – 11:30am
Dates Please book your place in advance	10th November	10th November	11th November	25th November
	8th December	8th December	9th December	
	12th January	12th January	13th January	27th January
	9th February	9th February	10th February	24th February
	9th March	9th March	10th March	24th March
	13th April	13th April	14th April	28th April



Other Activities

Please note that all activities are intended for registered carers only to have a well-deserved break from their caring roles, therefore we unfortunately cannot accommodate requests for your cared for, loved ones or family members to attend with you.



Christmas Tree Craft Activity

Date: Tuesday 23/11/2021, 2:00pm
Dobbies Garden Centre, Blackpool Rd, Newton, Preston PR4 0XL

Date: Monday 06/12/2021, 11:30am
Ashton Methodist Church, Wellington Rd, Ashton-on-Ribble, Preston PR2 1BU

The wooden Christmas Tree decoration workshop has been popular with Carers in previous years. Suitable for anyone who fancies doing something different and you get to take your own personalised tree home with you.

Places will be limited; Please email enquiries@lancscarers.co.uk or call our Service Access team on **0345 688 7113** to secure your place.



Lytham Hall Festive Afternoon Tea

Date: Monday 29/11/2021, 1:00pm
Lytham Hall Tea Room, Ballam Road, Lytham FY8 4JX

Come and join us at the historic parkland of Lytham Hall; the finest Georgian house in Lancashire for afternoon tea - you can enjoy a fruit scone with jam and clotted cream, an assortment of cakes, 4 assorted finger sandwiches (yes of course the crusts are cut off!), dressed salad cup and crisps and includes your choice of tea, or coffee if you prefer.

Places will be limited; Please email enquiries@lancscarers.co.uk or call our Service Access team on **0345 688 7113** to secure your place.



Christmas Wreath Making

Date: Saturday 04/12/21,
9:30am – 12:30pm
St Paul's Church Hall, Church Lane, Farrington Moss, Leyland, PR26 6RD

Do you fancy making your own Christmas door wreath led by a fully qualified florist? This is a 3-hour workshop which is suitable for beginners as step-by-step instructions will be given. All materials are included to make a lovely door wreath, seasonal refreshments and festive music are also on the agenda!

Places will be limited; Please email enquiries@lancscarers.co.uk or call our Service Access team on **0345 688 7113** to secure your place.



The Boat House Brasserie Christmas Lunch

Date: Monday 06/12/21, 12:45pm
Manor House Farm, Diamond Jubilee Rd, Rufford, Ormskirk, L40 1TD

Start the festive season with Christmas Lunch at the Boathouse in the relaxed friendly atmosphere in the Brasserie.

Places will be limited; Please email enquiries@lancscarers.co.uk or call our Service Access team on **0345 688 7113** to secure your place.





Georgian Hall Afternoon Tea

Date: Thursday 9/12/2021, 1:00pm
Lytham Hall Library, Ballam Road,
Lytham FY8 4JX

Afternoon tea will be served in the stunning ambience of Lytham Hall's library. This luxury afternoon tea will be a welcome treat and the opportunity to meet up with other Carers – You will enjoy a selection of beautiful sandwiches with exclusive fillings such as smoked salmon & cream cheese, roast beef & horseradish, egg & cress mayonnaise, roast ham & potting shed pickle, and savoury cheese & celery. A selection of cakes, desserts and fresh fruit jelly, scones with jams and clotted cream and of course a few extras!

Places will be limited; Please email enquiries@lancscarers.co.uk or call our Service Access team on **0345 688 7113** to secure your place.



The Mill Christmas Lunch Get Together

Date: Monday 13/12/2021, 2:00pm
The Mill Cafe, St Catherine's Park, Tudor
Croft, Lostock Hall, Preston PR5 5BF

Set in the stunning grounds of St Catherine's Park, the café will be serving up our Carers Christmas Lunch using ingredients from local Lancashire suppliers and growers.

Places will be limited; Please email enquiries@lancscarers.co.uk or call our Service Access team on **0345 688 7113** to secure your place.



Barton Grange Christmas Afternoon Tea

Date: Monday 20/12/2021, 2:00pm
Barton Grange Garden Centre, Garstang
Rd, Brock, Preston PR3 0BT

Come and join us for a 'blooming' lovely Christmas afternoon tea at this very popular Garden Centre surrounded by the beautiful Lancashire countryside.

Register your interest today as places will be limited. We are unable to confirm the event at this time as Barton Grange are not yet taking bookings due to Covid restrictions. Once we have a firm confirmation of our booking, we will contact you to confirm that you have secured a place.

Places will be limited; Please email enquiries@lancscarers.co.uk or call our Service Access team on **0345 688 7113** to register your interest.



New Year Treat 30-Minute Massage

Date: Available throughout January
Shaw Hill Golf & Spa Hotel, Whittle
Le Woods, Near Buckshaw, Chorley,
Lancashire, PR6 7PP

Treat yourself to a relaxing 30-minute massage. Your therapist will use Elemis cleansing mineral salts, oil blends rich in actives and transportative aromatics are combined with an unparalleled level of expertise in massage and conditioning. For healthy, revitalised skin and deeply eased muscles.

For information regarding dates and to secure your place please email enquiries@lancscarers.co.uk or call our Service Access team on **0345 688 7113**, places will be limited.





Glazey Days Pottery Painting Workshop

**Date: Tuesday 1st February 2022, 10:00am – 11:30am
126 Bold Street, Fleetwood, FY7 6HW**

Why not try something out of the ordinary and join us for this creative workshop. You will get to choose your pottery item then get creative with paint - paints are water-based, nontoxic and safe for any age. You will have plenty of time to let your imagination go wild and create your masterpiece, once your pottery has been painted you will leave it with the team who will then glaze and fire your creation on their on-site kiln, this will then be posted out to you when ready.

Places will be limited; Please email enquiries@lancscarers.co.uk or call our Service Access team on **0345 688 7113** to secure your place.

'Me time' Spa & Lunch

**Date: Monday 21st February 2022, 11:00am
Lancaster House, Green Lane, Ellel,
Lancaster LA1 4GJ**

Sit back and relax in the indoor spa bath or enjoy views over the Lancashire countryside in the outdoor hot tub. Step into the steam room to improve circulation and promote skin health with humid heat; or if you prefer dry heat, you can sit back in the sauna and soothe aches and pains away. Followed by lunch and drink to finish your experience.

Places will be limited; Please email enquiries@lancscarers.co.uk or call our Service Access team on **0345 688 7113** to secure your place.

Signature Massage

**Date: Available throughout March
new Medispa, 36 Derby Street West,
Ormskirk, Lancashire, L39 3NH**

Medispa's signature 25 Minute massage will ease away aches and melt away stress. This combination of Eastern and Western massage techniques will relax and energise you. The aromatherapy Elixirs we use will be customised to your individual needs. As deep or light as required.

For information regarding dates and to secure your place please email enquiries@lancscarers.co.uk or call our Service Access team on **0345 688 7113**, places will be limited.

April Treat 30-Minute Massage

**Date: Available throughout April
Dalmeny Resort Hotel, 19-33 South
Promenade, Lytham Saint Annes FY8 1LX**

Enjoy a relaxing afternoon by the sea with a 30-minute massage including use of the spa facilities... Eucalyptus steam room, dry heat sauna, whirlpool spa and swimming pool.

For information regarding dates and to secure your place please email enquiries@lancscarers.co.uk or call our Service Access team on **0345 688 7113**, places will be limited.





National Carers Rights Day – A Date for Your Diary

Carers Rights Day 2021 will be held on Thursday 25th November. 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 local and national Carer's organisations to:

- Ensure Carers are aware of their rights
- Let Carers know where to get help and support
- Raise awareness of the needs of carers

Come and join our question-and-answer session to find out more!

Zoom Link: <https://us06web.zoom.us/j/81584528708?pwd=K3o0TTl4ZjFQcXhucERlU1QWFhPQT09>

Meeting ID: **815 8452 8708**

Passcode: **538062**

Managing services on behalf of someone else – Tips from Carers

Do you need help to arrange services on behalf of the person(s) you care for? If you're caring for someone, you may want to help manage their affairs, if they are unable to, or find out how to plan to do this in the future.

Carers UK has created three factsheets based on carers' insights and experiences – offering tips on managing health matters, power of attorney, and dealing with services from banks to utility providers.

You can access the factsheets and find our more information visit:

www.carersuk.org/help-and-advice/practical-support/managing-someone-s-affairs

Email: advice@carersuk.org

Call: **020 7378 4999**



The Lancashire Carers Service Media Platforms

Social Media

Facebook

Our Facebook page is going from strength to strength. We now have more than 400 followers to our page which is full of up-to-date information and articles of interest to Carers, and you will also be able to find links and advertisements to a variety of activities. Please have a look at and “like” and “follow” our Facebook page by logging into Facebook and searching for The Lancashire Carers Service or [@lancscarers](#).



Carers Community Network Platform*

This is a virtual community where you can meet other Carers, share ideas, experiences, sources of information and support each other through these difficult times by being able to talk about the issues that are most important to you. You can also share some of the tips that have helped you to manage your wellbeing.

It only takes a minute to sign up and once you have done this, head over to your profile where you can add a photo and a quick introduction if you wish to. We currently have over 1000 active members who are looking forward to connecting with you!

*Please be aware, that to access the Carers Community Network Platform, you will need to be invited. Please contact the Service Access Team on **0345 688 7113** who will be happy to support you with this. You will just need to provide them with your name and email address.



The Lancashire Carers Service in partnership with Carers UK:

The Lancashire Carers Service has teamed up with **Carers UK** to offer Carers within our area a comprehensive solution that brings together Carers UK's digital products and online resources with our own information and support for Carers on a single webpage.

To get **FREE** access to all the products and support resources, click on the link or visit [carersdigital.org](#) and use our access code: **DGTL2947**. The resource has lots of features including money advice, self-care, nutrition, Carers Rights, technology and a self-advocacy guide. Sign-up today!



The Lancashire Carers Service

Partnership News and Useful Information



Carers Count

Carers Count is a service provided by Cloverleaf Advocacy, an independent charity that provides advocacy and carers information, advice, and support services. Cloverleaf Advocacy have been commissioned by Lancashire County Council to provide an Independent Carers Advocacy Service in Lancashire.

What is Advocacy?

‘Advocacy’ is all about people having more control over their own lives. We help people to make their own decisions, speak up about what they want and need, and achieve their own goals.

Our work includes supporting people to feel more in control of the social care and health processes they are involved in. Advocates will work alongside you, at your pace. They are not there to tell you what to do or make decisions for you. Advocates will never do anything about you, without you!

What could an Advocate do for me?

- Help you to find out information and understand more about how social care and health processes work
- Support you to understand and uphold your rights as a carer
- Help you to access other services you might need
- Support you through assessments
- Listen to what is important to you
- Discuss your options and choices and Support you at meetings
- Help you to speak out and have your voice heard
- Work with you to challenge any decisions made about you

Contact Details

If you think that advocacy could help you, or someone you know who is a carer, please get in touch

🌐 www.carerscount.org.uk

✉ advocacy@carerscount.org.uk

☎ 0300 012 0231

Want to have your say?

Cloverleaf-advocacy are excited to offer people who have lived mental health experience their say to help shape services across Lancashire.

Anyone who would like to be involved to please make contact through the various methods listed on the Facebook page:

<https://www.facebook.com/CloverleafLancsAdvocacySupportService>

Lancashire Parent Carer Forum



Lancashire Parent Carer Forum (LPCF) exists to empower families of children and young people who are living with additional needs and/or disabilities, whether diagnosed or not, from 0 to 25 years and are living in, or receiving services from providers, in the County of Lancashire. The Forum will champion equality, fairness, and support for all. The forum brings together parents and carers from across Lancashire with an aim to ensure the needs of our children and young people are met as well as providing mutual support.

LPCF Purpose

LPCF aims to be a voice to inform service providers of the needs of children and young people with additional needs and disabilities and their families. LPCF will facilitate two-way communication between parents and carers, young people and children and the services provided for children and young people with additional needs and disabilities. The Forum will work to provide feedback on services, offer constructive challenge to current services and input into decision making and planning for future service provision.

The LPCF believes that, by working co-operatively with local service providers, parents and carers can contribute to improvements in the services delivered for children and young people with additional needs and disabilities and their families:

- Through regular communication with parents and carers ensuring they are able to decide whether to be involved in a piece of work/consultation
- Ensuring a diverse Forum membership and representation of diverse views from children and young people with additional needs and disabilities and parents and carers from all backgrounds and sectors of the community
- Promoting a reputation and image of the LPCF which reflects its aims and values

The Lancashire Parent Carer forum fully welcome all parent/carers and grandparents. Members of the forum help by gathering and sharing the collective voice of parent/cares to influence change in policy and practice. This enables the forum to work to achieve positive outcomes, influence change and help make a difference. If you would like to get involved or find out more check out their website www.lancashireparentcarerforum.org.uk/ or Facebook page [@LancashireParentCarerForum](https://www.facebook.com/LancashireParentCarerForum).

LPCF Run by parents for parents – Join the conversation!

Follow the event page on Facebook [@LancashireParentCarerForum](https://www.facebook.com/LancashireParentCarerForum) for details of any special events or Zoom Chat Rooms, Facebook is where you will also find the link to join, alternatively email lpadmin@lancscarers.co.uk.

FREE PPE FOR CARERS WHO DO NOT LIVE WITH THE PERSON THEY CARE FOR



The Lancashire Carers Service is helping Carers protect themselves and the people they support from COVID-19 by providing free PPE such as face masks, gloves and aprons, if they need it.

To learn more or apply for PPE
call 0345 688 7113 option 2 or
send an email to Enquiries@lancscarers.co.uk



Disability Hate Crime



Are you:-

- Feeling vulnerable and insecure?
- Feeling isolated and afraid?
- Feeling unsure where to turn?



WE ARE HERE TO HELP!

We can:-

- Give individual emotional support
- Link with the police on your behalf
- Find other help and support for you
- Be there for you



If it doesn't feel right, if it doesn't look right—CONTACT US!

WE ARE AVAILABLE MONDAY -
FRIDAY 9.30am—4pm

By post to 103, Church Street
Preston PR1 3BS

#supporttoreport

By phone or text on **078410 17472**
Email: hatecrime@disability-equality.org.uk
www.disability-equality.org.uk

Charity Number: 1114622 Company Number: 5506903

Always contact the police in an emergency

Help shape the future of your local health services

Health leaders in West Lancashire, Southport and Formby are inviting people to share their views and experiences of local healthcare by getting involved with Shaping Care Together, a programme of work designed to improve hospital services.

Like NHS services across the country, our local hospitals face significant challenges. Some have been with us for years while the urgency of others has been made clear during the Covid-19 pandemic.

Shaping Care Together will explore how health and care services are accessible, effective, and operated by skilled staff to meet everyone's needs. Care should be integrated with other services so that patients are supported by the services they need as quickly and safely as possible.

Views are being sought on what currently works well at Southport and Ormskirk hospitals as well as in primary and community healthcare services and in particular, what steps should be taken to improve the following:

- Frail and elderly care
- When you have an urgent or emergency care need
- Services for children including those who have complex needs
- Services for women who are pregnant and for the new-born
- Gynaecology – dealing with women's reproductive system
- Sexual health services for all genders
- Planned care, such as follow-up outpatient and/or subsequent admissions as part of ongoing treatment



Despite the challenges our hospitals face, local access to care has been improved by providing services in the community during the evenings and at weekends.

Shaping Care Together is the first stage of a process to understand patient views and experiences before any proposals to solve the challenges faced are considered. This programme will last throughout 2021 and there will be many opportunities for local people to have their say. No decisions have yet been made and they are seeking views which will inform their thinking and proposals for change.

Over the coming months there will be lots of different ways for people to get involved but first views can be shared on the dedicated website, you can fill in the survey or find out more information here: <https://yoursayshapingcaretogether.co.uk>.

(If you would prefer a paper copy of the questionnaire, please call **01695 588025**)

Shaping Care Together is led by NHS West Lancashire CCG, NHS Southport and Formby CCG, and Southport and Ormskirk Hospital NHS Trust.

Lancashire and South Cumbria New Hospitals Programme

Do you have views on the development of hospitals in your area?
We'd like to hear from you.

Healthwatch Together is working to engage people in the Lancashire & South Cumbria New Hospitals Programme. It's a once-in-a-generation opportunity to build brand new hospital facilities in our local area. And we're asking for your views.

What's it all about?

Hospitals are for everyone; they're part of our community and part of our lives. We all use them. Our loved ones use them. And now you have the opportunity to help shape something new for our region.

Working with NHS engagement partners, we're encouraging our communities to be part of the conversation, as we explore what the New Hospitals Programme could mean for Lancashire and Cumbria.

You can directly influence the future of healthcare in our area by being a part of the conversation.

How can I have my say?

This is your chance to discuss your hopes, fears and desires for new hospital facilities, and to comment and vote on the ideas of others.

Taking part is easy. It all starts by registering your interest below. We'll then get in touch to tell you more about the ways you can share your views, including online focus groups and conversations with our friendly team.

You'll also hear from our colleagues at The New Hospitals Programme Engagement Team, who will invite you to be part of their online platform along with other opportunities to have your say.

Getting involved is quick and easy and a powerful way to have your voice heard on a truly important topic.

Register to take part here: healthwatchlancashire.co.uk/lancashire-and-south-cumbria-new-hospitals-programme/



Free Legal Consultations

We are excited to be working in partnership with Birchall Blackburn Law - This partnership allows us to bring carers the very best advice and information around legal issues including LPA's, Probate, Wills and Court of Protection.

Please take this opportunity to receive a 30 min FREE telephone consultation!

Contact our Service Access Team to book your appointment on **0345 6887113** or email at enquiries@lancscarers.co.uk.

Bramwell Estate Planning

Lasting Powers of Attorney (LPA)

Give someone you trust the authority to make Financial & Medical decisions on your behalf.

Stephen is a local LPA advisor with a low cost solution.



Home Visits
for your
convenience



Bramwell
ESTATE PLANNING
Get Your Affairs in Order

Call Stephen
on:
01772 367900
www.bramwellep.co.uk

The Wildlife Trusts

mYplace is a Free Ecotherapy Project working with adults and young people across the Northwest and run by the Lancashire Wildlife Trust.

Join us and improve your wellbeing, learn new skills, participate in free training, make new friends, and do something good for your local wildlife. All mYplace sessions incorporate the 5 Ways to Wellbeing.... 5 things that if you try and do them every day – they are guaranteed to make you feel better and live longer!

mYplace & The 5 Ways to Wellbeing:

Connect

We work in small groups helping people connect with nature and each other. You can join a session across the Northwest either online or outside in a beautiful green space local to you.

Be Active

All our sessions (online or outside) involve an element of getting people moving. However, you do not need to be particularly fit, super skinny or strong to get involved. Our walks are short, the practical activities are varied and accessible for all and as we also offer online sessions you don't even need to leave your house to get involved.

Take Notice

Rediscovering the small things is one of life's greatest pleasures. Our sessions encourage you to stop and really look at wildlife, up to the sky, down to the ground or within yourself for a bit of mindfulness.

Keep Learning

You will be amazed by what you discover on a mYplace session, a new bit of information about nature and wildlife, a seemingly useless but interesting fact shared by a fellow participant, a skill that you didn't know you had, something in common with someone in the group that leads to friendship.

Give

When you join a mYplace session you are giving something back to our world and to each other. We talk about, and take action for, wildlife; you can be part of something bigger than yourself while simultaneously supporting others through opening up about wellbeing.

"mYplace sessions have consistently been crucial to my recovery from Depression, Anxiety and Self Isolation. They provide a non-judgemental space with people from different backgrounds. I like to think of mYplace as a kind of living mindfulness, mYplace sessions are about noticing the world around you, connecting with people and with nature, and giving something back both to people and nature. mYplace sessions provide you with new skills and an opportunity to come out of your shell, they help with your confidence and believing in yourself. I cannot recommend them highly enough." Graham, mYplace Participant Preston.

For more information or to self-refer please visit: www.lancswt.org.uk/mYplace

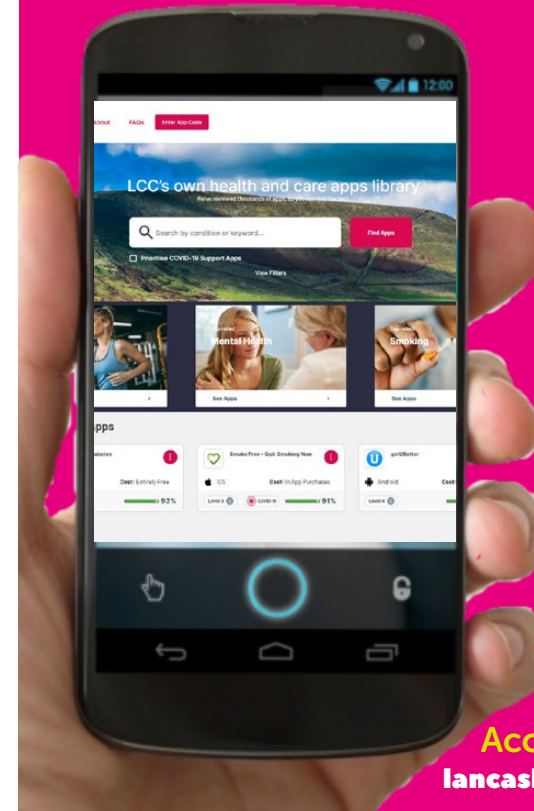
Digital Health Unlocked

OCHRA a Health & Care App Library built just for YOU

As we continue to get used to new ways of living and working, digital health is becoming more and more valuable as we look after ourselves. Because there are so many digital health tools out there - apps alone numbering over 350,000 - we might need a bit of help finding those that are the best and the safest for us to use.

So with this in mind Lancashire County Council has commissioned a library of independently reviewed apps just for YOU. This is a library of apps that have been independently reviewed for Clinical/Professional Assurance, Data & Privacy and Usability & Accessibility.

It's EASY just enter a word that describes your need or a condition into the search bar and click find Apps! You can use filters to help you find the right app for you, your budget and your locality. If you're interested in a particular app you can read more about what it does, and how it has been reviewed.



Access YOUR library of Apps:
lancashirecountycouncil.orcha.co.uk



Carers UK and Regina Blitz announce new partnership

Carers UK and Regina Blitz have today launched a new six-month partnership raising awareness of caring and highlighting the importance of breaks for unpaid carers.

The partnership aims to help people who are looking after someone identify themselves as carers. Carers UK research has found that the majority of carers take over two years to recognise their caring role. Earlier identification means carers will be able access the help and support they need sooner. The partnership will be promoted on packs of Regina Blitz household towels, a Sofidel brand, in supermarkets across the UK. The on-pack text will help unpaid carers to self-identify by explaining the kinds of tasks a carer might do.

As part of the partnership Regina Blitz will be running a Breaks for Unpaid Carers Giveaway, giving carers the chance to win a free break – from cinema tickets and recipe boxes to hotel stays and spa days. Research released for Carers Week 2021 found that 72% of carers have not had any breaks during the pandemic, and 69% said that this had worsened their mental health. The breaks giveaway will enable prize winners to take some time for themselves away from their caring responsibilities – something that's essential for their mental health and wellbeing.

Tell your story here: <https://carersbreaks.regina.uk.com/>

Alzheimer's Society

Relaxed and fun virtual meetings for people with dementia and their carers who live in the community. The dementia cafes provide an opportunity to meet with other people in a similar situation, make new friends, access information, activities and share experiences. Please contact the Alzheimer's society for further details on **01772 788 700** or email them: centrallancashire@alzheimers.org.uk.

The activities handbook: Supporting someone with dementia to stay active and involved

The Alzheimer's Society has created a handbook for anyone who is caring for a person with dementia. It will help you suggest enjoyable and engaging activities for the person you're caring for.

When you're supporting or spending time with a person with dementia, you may wonder what might help them to live well. Activities can provide ways for someone to carry on being the person they are however their dementia affects them.

Activities can also be an opportunity for carers and people with dementia to do things together and to connect with each other.

The activities handbook contains sections on:

- Choosing activities
- Helping a person with dementia enjoy activities
- Social, physical and outdoor activities
- Activities at home
- Online activities
- Other useful organisations



You can download it from their website www.alzheimers.org.uk or call **0333 150 3456**. Handbook Code 77AC

Dementia Hubs

The Dementia hubs that operate in Central and North Lancashire provide a one stop shop for support and information from a wide range of local services designed to help those affected by Dementia. Contact the Dementia Hubs for more information

The Bay Information Hub - [The Bay Information Hub | Facebook](#)

The Fylde Coast Dementia Hub - [The Fylde Coast Dementia Hub | Facebook](#)

West Lancs Dementia Hub - www.ageuk.org.uk/lancashire/our-services/west-lancs-dementia-hub

Carnforth Memory Support Group - Carnforth.icc@mbht.nhs.uk

Charnley Fold, Preston - Support for Preston and South Ribble residents is available through Age Concern based at Charnley Fold, Cottage Lane, Preston PR2 6YA. Contact the team on **01772 620 876**.



The Young Onset Dementia Action group

The Young Onset Dementia Action group is made up of professionals from a number of organisations, people of working age with dementia and their Carers. If you or someone you care for has been diagnosed with young onset dementia and lives in the Central Lancashire area, we would like to hear about how you feel services could improve and what would make a difference. We also run a monthly support group, which in the past ran from 5pm to 7pm at Charnley Fold in Bamber Bridge, we are now hosting the meetings online via Teams on the 2nd Tuesday of the month 5pm to 6.30pm and a small number of participants can meet face to face.

If you would like to be involved, please get in touch, Tel: Lisa Storey (Memory Assessment Service) Tel **01772 401621** ask to speak to her about the YODA Social Group.

Dementia Radio

We are m4d Radio. A group of 5 themed radio stations available 24 hours a day, 365 days a year playing music that evokes memories. Choose your era below, listen and enjoy...



Available via the internet <https://m4dradio.com>



Six key things to know about Dementia

Christina Neal is a writer and editor who cared for her late mother Hazel, who had vascular dementia, for nine years. She is the author of the highly acclaimed book, Dementia Care: A Guide.

In the web-link below Christina reveals six key things she wished she knew about dementia when her mum was first diagnosed.

Which key things do you feel a new carer could benefit from knowing at the start of their caring journey?

<https://dementiahelpuk.com/six-key-things-to-know-about-dementia/>



MEN'S SHED FLEETWOOD

Mens Shed Fleetwood

Fleetwood Men's Shed are a group with an open arms policy offering peer support, help, advice and friendship to all our members. We aim to support our community with regular meet ups and varied activities... the kettle is always on, pop in for a cuppa.

To find out more Contact Tony O Neill directly on **07783 997186**.

Email: mensshedfleetwood@yahoo.com
mensshedfleetwood@gmail.com

Postal Address: 35 Adelaide Street,
Fleetwood, FY7 6AD



VETERANS' GATEWAY

Veterans' Gateway

A directory of services all aimed at supporting veterans, military personnel, armed forces, and their families. You can search by service type and by area, there is everything from employment, finances, housing advice to mental and physical health support. They also have a smart phone app which can be downloaded.

Please see: <https://www.veteransgateway.org.uk>



LET'S
KEEP
TALKING



The pandemic
has landed some
overwhelming
changes on us.

Break free of them and
talk to loved ones about
a way forward.

If you're struggling to cope then call the
LSCFT mental health crisis line **0800 953 0110**
or text **HELLO** to the Wellbeing & Mental
Health Texting Service on **07860 022 846**
or call Samaritans on 116 123

Scan the QR
code for a list
of services in
your area



healthierlsc.co.uk/MentalHealthSupport

Discounts for Carers

There are a number of discount and special offer cards for Carers which may be useful to you. Visit each website for more information on the offers...

Discounts for carers have a huge range of discounts, money-saving deals and vouchers, join for free at <https://discountsforcarers.com/>

CarerSmart offer, benefits and discounts to Carers and people with care needs www.carersmart.org

Cinema CEA card is an annual card you pay for that gets a carer a free ticket when they accompany the person they care for. www.ceacard.co.uk

Merlin annual pass has a complimentary pass for carers. www.merlinannualpass.co.uk

The National Trust has an Essential Companion card that allows you free entry if you are with the person you care for www.nationaltrust.org.uk/features/access-for-everyone

The Max Card is a discount card for families who have children / young people (aged 0-25) with additional needs. You can see the offers on their website: mymaxcard.co.uk

Fuel Advice



Trained Energy Advisers are able to help with:
Running out of credit on prepayment meters
Understanding energy bills - Ways to reduce the cost of energy - Smart meters - benefits and installation - Energy Debt.

To find out more about the Energy Advice Service and to make a self-referral, visit www.citizensadvice.lancashirewest.org.uk

Your library at home

Find out what's available for you and your family at home from our libraries. There's something for everyone.



There are a wide range of online resources available from the digital library, including eBooks, audiobooks, and magazines. There are also online educational resources for parents and children. Find out about Lancashire libraries at: www.lancashire.gov.uk/libraries-and-archives/libraries/

Secure your 2022 carers caravan holiday today with a £30 deposit!



GRANGE-OVER-SANDS
Haven Lakeland Leisure

BLACKPOOL
Haven Marton Mere

HEYSHAM
Parkdean Ocean Edge

Start planning next years get away!

Prices start from £190 for a 3 night stay with an option to pay in instalments. Holiday season is April 2022 to October 2022. For more info visit: www.carerslinklancashire.co.uk/carers-caravan Call 01254 387444 to check availability and pay your deposit.

Puzzle Page

Word Search

P	Y	R	Y	T	I	N	U	M	M	O	C	M	F	O
B	L	Y	T	S	E	N	O	H	H	W	R	U	R	T
S	I	T	R	E	E	S	H	W	B	A	I	V	I	I
I	M	A	Q	Y	O	Q	C	N	F	I	Q	R	E	V
J	A	M	E	F	L	W	S	R	D	Z	D	W	N	D
K	F	L	O	W	E	R	S	E	E	L	B	S	D	U
A	P	Q	Z	T	Z	Y	C	E	H	X	E	E	S	N
C	N	V	N	K	V	I	T	E	K	L	A	R	H	W
H	T	I	J	Y	R	Z	R	L	I	N	W	U	I	E
O	D	R	M	C	H	O	F	T	A	Y	E	T	P	A
I	Y	A	U	A	E	R	X	O	H	Y	A	A	N	T
C	N	S	Y	S	L	E	J	L	O	T	O	N	M	H
E	B	L	Y	I	T	S	C	C	L	D	R	L	O	E
S	G	X	U	L	F	Y	E	A	Z	H	O	A	Y	R
W	X	S	B	L	N	T	K	D	X	W	B	C	E	T

- | | | |
|-----------|------------|----------|
| Animals | Farm | Loyalty |
| Choices | Flowers | Nature |
| Circus | Food | Textiles |
| Community | Friendship | Trees |
| Earth | Heroes | Trust |
| Family | Honesty | Weather |

Maze

		6		2				7
	2			1		9		4
		8			4			
6	8	2	7	3				1
4				6	2	8	7	3
			1			7		
1		5		7				6
8				9		2		

Answers on Page 40

Fill in the Missing Numbers

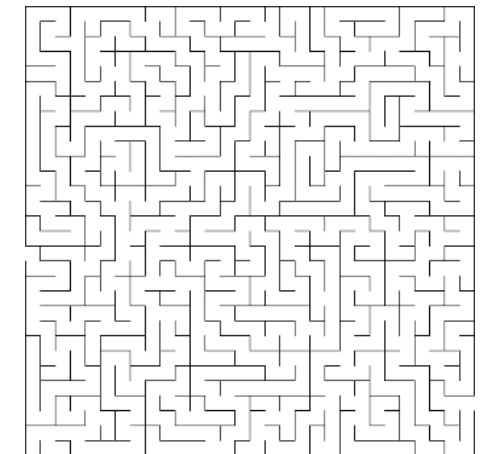
	-		-		-		-31
+		+		-		-	
7	-		+		-		-10
+		+		-		+	
10	÷		×		+		36
+		×		×		+	
	-		÷		+		5
33		105		-20		6	

The missing values are the whole numbers between 1 and 16

Each number is only used once
Each row is a math equation
Each column is a math equation

Remember that multiplication and division are performed before addition and subtraction.

Sudoku





Useful Contact Numbers

The Carers' Hub Lancashire
0345 688 7113

Carers Help and Talk (CHAT) Line
0333 103 9747

Social Care (24 hour service)
0300 123 6720

Care Navigators (Booking Respite)
0300 123 670

Lancashire Advocacy Hub
0330 0022 200

**Lancashire Care (NHS) Wellbeing
and Mental Health Helpline**
0800 915 4640

Carers UK Advice Line
0808 808 7777

**Alzheimer's Society National
Dementia Helpline**
0300 22 11 22

Age UK Lancashire
0300 303 1234

NHS 111 Service for non-emergencies
111

NHS Carers Direct Helpline
0300 123 1053

Job Centre Plus
0800 055 6688
Text phone 0800 023 4888

Just Good Friends
07557734233

Welfare Rights
300 123 6739

Attendance Allowance Helpline
0800 731 0122
Text phone 0800 731 0317

Blue Badge Applications
0300 123 6736

Carers Allowance Unit
0800 731 0297
Text phone 0800 731 0317

Disability Living Allowance
(if you born on or after 8th April 1948)
Helpline 0800 121 4600
Text phone 0800 121 4523

Disability Living Allowance
(if you born before 8th April 1948)
Helpline 0800 731 0122
Text phone 0800 731 0317

Personal Independent Payment
Enquiries 0800 917 2222
Text phone 0800 917 7777

Citizen's Advice Fylde
0300 330 1166

Citizen's Advice Wyre
0344 245 1294

Citizen's Advice Lancashire North
0344 488 9622

Citizen's Advice Lancashire Central
0300 330 1172

Citizen's Advice Lancashire West
0344 245 1294

Help and advice from the Government and other organisations

Find out what support you can get if you're affected by coronavirus. Go to the website <https://www.gov.uk/find-coronavirus-support> and use this service to find out what help and advice you can get from the government and other organisations. You can use it for yourself or someone else.

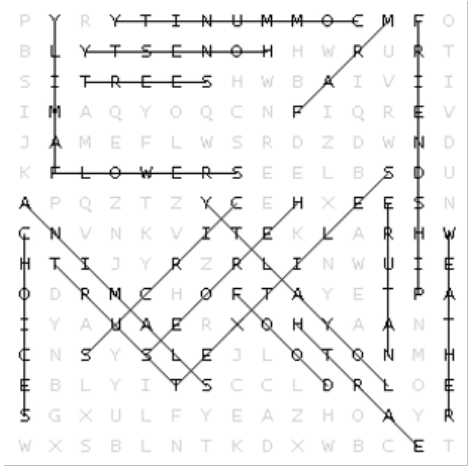
You can find support with:

- Paying your bills, rent, or mortgage
- Getting food
- Being made redundant or unemployed, or not having any work
- What to do if you're worried about going in to work
- Having somewhere to live
- Mental health and wellbeing, including information for children



Puzzle Answers

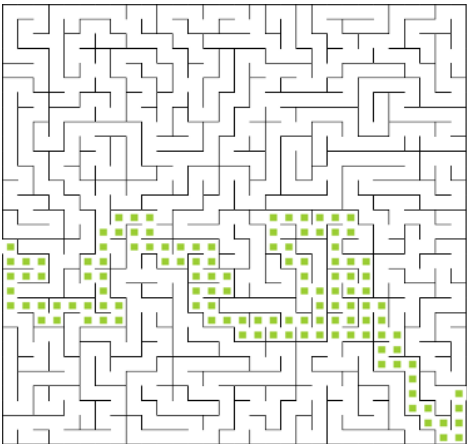
Word Search Answers



Missing Numbers Answers

4	-	14	-	13	-	8	-31
+		+		-		-	
7	-	11	+	3	-	9	-10
+		+		-		+	
10	÷	5	×	15	+	6	36
+		×		×		+	
12	-	16	÷	2	+	1	5
33		105		-20		6	

Maze Answers



Sudoku Answers

9	4	6	8	2	3	1	5	7
5	2	3	6	1	7	9	8	4
7	1	8	9	5	4	3	2	6
6	8	2	7	3	9	5	4	1
3	5	7	4	8	1	6	9	2
4	9	1	5	6	2	8	7	3
2	6	9	1	4	5	7	3	8
1	3	5	2	7	8	4	6	9
8	7	4	3	9	6	2	1	5

Disclaimer

Please note that whilst The Lancashire Carers Service do our best to print accurate information; times, dates and venues may be subject to change, and you are advised to check on our Facebook page or call before attending.

Every care has been taken in the publication of this newsletter. However, The Lancashire Carers Service will not be liable for inconvenience caused as a result of inaccuracy or error within these pages. The information contained in this newsletter is for general information only and does not constitute advice on personal health or any other matter.