

# Telford and Wrekin All Age Carers



*Continuing to ensure carers of all ages are Safe and Well*

*Newsletter No.3 May 20*

Welcome to our special fortnightly newsletter while the 'lockdown' period continues. Telford and Wrekin CVS leading the Wellbeing Independence Partnership and the All Age Carers Centre and other projects including SENDIASS, Telford Autism Hub and BBO are still continuing to successfully carry out remote working - we are contacting hundreds of clients registered through all our projects to ensure their wellbeing is considered and issues dealt with at this time. If we can help in any way at all, please do ring on the numbers provided in the contact section of this newsletter.

## What's Happening/News



It's Mental Health Awareness Week 18-24 May. We know from the hundreds of clients we have spoken to over the past few months, that the current situation has affected the mental health of many of them, from the low level anxiety that nearly all of us feel in this unusual situation, to those who need professional support at this time. The Clinical Commissioning Groups of Shropshire and Telford & Wrekin have a simple message and that's 'Be Kind'. Dr Jo Leahy, Chair of T&W CCG says "Being kind to others makes us feel good and also lifts the spirits of those who receive

acts of kindness". All our wonderful carers look after husbands, wives, mums, dads, brothers, sisters, adult children, grandparents and friends - that's kindness enough - but the whole Carers Team working remotely have been so thankful to be useful at this time, in just talking and listening with carers, giving them the information and advice they need, and letting them know that someone is thinking about them and there for them if they need help. Why not reflect on an act of kindness? Share your stories and pictures (with permission) of kindness during the week and your ideas on how you think we could build a kinder society that would support our mental health using the hashtags #KindnessMatters and #MentalHealthAwarenessWeek.

Also visit the **Mental Health and Wellbeing pages of Telford and Wrekin Council** for self-help hints and tips for managing your emotional health and wellbeing, local national support services, and a link to the Local Offer [https://www.telford.gov.uk/info/20710/mental\\_health\\_and\\_well-being](https://www.telford.gov.uk/info/20710/mental_health_and_well-being)

Our Manager, Laura Thorogood is a member of the joint **Shropshire and Telford Carers Mental Health Awareness group** who support promotion of the issues surrounding carers and their emotional health. Please get in touch with Laura if you would feel able to join the group, giving your views as a carer on mental health issues. **Contact Laura on 01952 916039 or email [laura.thorogood@telfordcarers.org.uk](mailto:laura.thorogood@telfordcarers.org.uk).**



**Carers Week (8-14 June)** is going to be a bit different this year. The national organisers agree that it's more important than ever that we come together to recognise carers role, ensuring they are valued and well-supported. Because there will be no face-to-face events, this year's theme, 'Making Caring Visible', has the aim to share and promote lots of activities online, and raise awareness amongst the public through social media on the contribution carers make - we'll be joining with all other Carers organisations nationally to make caring visible. Watch this space for more news.

**SeniorCitizensForum**  
TELFORD & THE WREKIN

Our friends at the **Senior Citizens Forum** are offering free support for the over 50s at this difficult time. **If you are feeling isolated and/or in need of some help**, please do call them - you might like a regular chat by phone, email or messaging. **Or do you need help or advice about your computer, tablet or smartphone** while you are staying at home? Do you have a problem with your device? Would you like to know more about specific tasks, such as video calling? **Contact them on 07932 828333 or 07552 975676 or email [enquiries@twseniors.org.uk](mailto:enquiries@twseniors.org.uk). Mon-Fri 10am-4pm.**

The **University Centre, Telford** are continuing to offer their public lecture series - but it's now moved online! They will be offering lectures on **Art and Witchcraft, Fake News, Sport Sociology, the Impact of Football on Cricket, Englands Summer of Sport 2017**. Their **Knitting Group**, which is open to everyone, is communicating on Facebook and Zoom and they are now sewing scrubs for nurses as well as knitting blankets for those with dementia and hats for premature babies - get in touch if you want to join in. Their **English Cafe** is open to anyone whose first language isn't English and has also moved online (Zoom). **Contact Paula Harrison, University Centre Coordinator about any of these online activities. 01952 277777 or 01902 321802 p.harrison6@wlv.ac.uk.**



The lead for **Patient Experience at SATH**, has kindly asked if we could include a request for carers to feedback as soon as possible their top tips to the SATH Patient Experience email address to enable them to promote these tips during Carers Week from 8 June and raise awareness of carers in the hospital environment. The **email address is sath.patientexperience@nhs.net**. Thank you!



The **Smallwoods Build a Bench** team are now recruiting for their July group. This popular course is going online! Materials are delivered to your door and each week, using Zoom, the small group will meet online and build items such as a hanging basket, picture frame and planter. It's a six week course and no materials are necessary but you will need the internet/wifi and an ability to use Zoom or learn to use it - help will be given. (You must be over 19 and unemployed). **Email [treasureilly@smallwoods.org.uk](mailto:treasureilly@smallwoods.org.uk) or call 07970 943726**

Our **Community Wellbeing Package** contains lots of information and contacts for supporting services surrounding practical support, wellbeing and security for carers. When registering with us you will automatically be sent the pack with your Welcome Letter and if you are in contact with us at any time during your carers journey you will be offered the pack alongside any other information, advice and support we may give you. If you would like a copy now, it will need to be sent by email in the current situation - please do call us on **01952 240209 or email on [admin@telfordcarers.org.uk](mailto:admin@telfordcarers.org.uk) for your pack.**

The pack can include:

- **Watch Alarms** Monitoring and safety services and equipment with 24 hour help at the touch of a button.
- **FLO** Messaging Service. FLO is short for Florence and is a one-way FREE text messaging service through your mobile phone. It gives you prompts, motivational messages, information and contacts, to support you at home.
- **Library Services** for carers.
- **IT Support.** Both the Senior Citizens Forum and Ability.net offer beginners/basic help with IT learning issues and equipment.
- **Handyman.** Through Wrekin Housing Trust.
- **Practical Caring Courses** - eg First Aid, Manual Handling, Dementia Awareness.
- **Employment, Training and Volunteering opportunities**
- **Energy Saving** - through Marches Energy Agency
- **Safe and Well checks**

**Healthwatch Telford and Wrekin** need your input for two surveys they are running currently. Please help by following the links and answering a few questions - it won't take long and will be so useful for their research into carers views at this difficult time.



The first is sharing your views and experiences on using **Health and Social Care Services during the Covid-19** pandemic. **You can link at <https://www.surveymonkey.co.uk/r/8QWD8G7>**. The second survey is asking people what their **overall experiences of Dental Practices** are in the local area, focusing on appointments, staffing, environment and treatment. **You can link to this at <https://www.surveymonkey.co.uk/r/GNNBNLG>**

Both surveys will be anonymous and if you wish to receive a paper copy of either please call **01952 739540 or email [telford.admin@healthwatchtelfordandwrekin.co.uk](mailto:telford.admin@healthwatchtelfordandwrekin.co.uk)**. Thank you for your time.

**STOP PRESS . In England you can be prioritised for testing as a recognised key worker if you are an unpaid carer.** To find out more go to **<https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>**.

During our ongoing Safe and Well calls to young carers families we've had a few enquiries about **young carers attending school**. We felt it might be helpful to quote the government advice for parents' benefit:

*"... Schools, and all childcare providers, are therefore being asked to continue to provide care for a limited number of children - children who are vulnerable and children whose parents are critical to the Covid-19 response and cannot be safely cared for at home. Vulnerable children include children who are supported by social care, those with safeguarding and welfare needs, including child in need plans, on child protection plans, 'looked after' children, **young carers**, disabled children and those with education, health and care plans*

## Good News Stories

We had this lovely message from the mum of one of our youngest carers, who this week had an Activity Pack delivered, through the kind donations of Mannley Estate Agents and Wellington Morrisons. She said "We received the gift parcel yesterday from the Young Carers team for my daughter. Thank you soo much for such a beautiful gesture. She loved all the goodies and said "Mummy, these are too many things, do I deserve all of this?". We were all touched by your kindness and have no words to express our gratitude. You sure know how to put smiles on everyone's faces. Thank you from all of us to all of you for thinking about us. Stay safe".



One of our WIP team members, often gets asked if she can suggest volunteering opportunities for clients during 'normal' times and just to show so many things are actually working 'near normal' we're pleased that two clients have been referred for volunteering - one as a Telephone befriender with the T&W Community Support team and another with AgeUK or as a buddy for a young carer - and all applications are now in progress!

Hayley, one of our Hospital Discharge team, reported that a carer was struggling to get through to the Helpline for shopping assistance, so Hayley arranged for someone to ring her instead, which she was very pleased about. She said "It helps take a weight off me, that you contact me and help. It's really good. Thank you".

Many of you will have seen articles we've published in the past about the Marches Energy Agency who assist people in all sorts of different ways with home energy issues. Before lockdown a representative from the agency attended our Dawley Wellbeing group. One of our carers wanted to purchase a new boiler system (with quotes at around £5000 this was not possible) but after the talk, and a personal consultation with the MEA the carer has had a new boiler and energy saving items fitted in their house, and with assessment criteria met, at no cost to the family. Although summer is here, if you're worried about your energy bills for now and in the future, **call them for free advice on 0800 677 1307 or [advice@mea.org.uk](mailto:advice@mea.org.uk)**.

The winners of our **All Carers Poetry Competition** were announced this week. Helen won the Adult competition with her poem aptly called **Coronavirus** and Grace and Ellie-Mae won the Young Carers section with their poems **Corona don't be down** and **Lockdown**. You can find them on our Facebook pages. Well done! And thank you to everyone who entered - there'll be more competition opportunities on their way soon! See their poems below.

## Wellbeing Activities

### Wellbeing Online

#### Registered Adult Support Group

An online get-together! If you have access to the internet (smart phone, laptop, tablet, PC, Mac) you can join our Introductory Session on **Thurs 28 May (1.30pm)** for about 30 mins. No technical knowledge required - all info required will be sent to you nearer the time. From your sofa, kitchen table, or garden, come with or without the person you care for! Call **07878 457141** to put your name down or for more info.



### Creative Virtual Me-Time Art Sessions

#### Registered Adults

In partnership with **Telford Senior Citizens Forum**, we're offering a series of four art sessions delivered through weekly emails and links to demonstration videos, to do at your own pace. Even if you haven't got a computer you can access the sessions. For more information contact Caris Jackson on **07515 723728/01952**





**Primary Youth Club Online (5-11) Every Wednesday 4.30pm**

**Secondary Youth Club Online (12-18) Every Wednesday 6pm**

We're continuing to have loads of fun online with our young carers sessions! Over the past few weeks the older children decided they'd like a **Scavenger Hunt**, we had **The Hive** joining us for **Tricky Tales for Busy Fingers** and we had a brilliant **Mindfulness** session for the secondary age. This week the younger children will be collecting all sorts of different leaves from their garden and creating some **Leaf Rubbings** and the secondary age will be playing **Dingbats!** Next week we are playing Verbal Games (like **I Spy, Fact or Fiction, Name Ten**) with the younger group and **Cooking** with the secondary carers. Call or text Jane if you want to 'log in' to these sessions on **07878 457141**.



**Inbetweeners Online Social Group (16-24) Mondays 3pm (currently weekly)**

The Inbetweeners online social group had a brilliant DOUBLE Zoom session this week - so great to chat, laugh and offload any worries. Please join in - everyone is so friendly! Get in touch with Lucie by email on [lucie.roberjot@telfordcarers.org.uk](mailto:lucie.roberjot@telfordcarers.org.uk) or **07878 457141**

**OPEN TO 13+ AND ADULT CARERS.** The Hive in Shrewsbury is starting a series of **Zoom Music Workshops** called MYC Music - it's going to every Tuesday at 2pm for the next few months. Learn more about playing music and writing songs. You'll be working towards creating a music video over the next couple of months. If you've no music experience or never written a song that's fine! This sounds brilliant! Get in touch with Lucie asap by email on [lucie.roberjot@telfordcarers.org.uk](mailto:lucie.roberjot@telfordcarers.org.uk) or **07878 457141**



Here's a heads-up on an exciting new project offered from our lovely friends at **The Hive** in Shrewsbury. They are planning a **photograph activity** with groups of young people aged **8-18** where they'll be documenting their lives and things that interest them during lockdown, including community activities (like Clap for Carers etc). Then once life gets back to normal, they hope to hold an exhibition of these 'lockdown diaries'. The sessions will be hosted on Zoom. Watch this space for more details! Or contact **Jane** on **07878 457141** if you're interested.

Niki and Kerry of the **Telford Eatwell** project, have made some brilliant YouTube videos with lots of different tasty and inexpensive recipes to make - go through to this link which will take you through to all the different sessions. <https://www.youtube.com/watch?v=ZwaFbr13BCU>



Our friends at Mannleys, who donated to our Activity Packs for our youngest carers, have also provided a great activity book for adult carers. Link here to our website page, and print off!

<https://www.telfordcarers.org.uk/what-s-on>

## Poems

On the last page are the winning entries for our **Poetry Competition** - we think they're brilliant and hope you enjoy them. First though, here's a lovely poem about how we all feel at the Carers Centre, written by our own team member Jade, a Family Carers Resilience worker . . .

*To all of our unsung heroes we'd just like to say,  
You haven't been forgotten and we are here to support you in every way.  
In such turbulent times take a deep breath and take a moment to smile,  
Rocky roads and uncertain paths will only be for a while  
We know the challenges that you face in your caring role,  
With each and every emotion you may feel taking its toll.  
You take each day in your stride, whether it be short or long,  
you are unbelievably courageous and you are unbelievably strong.  
We believe that credit should be given where credit is due.  
So know that you're all amazing in everything that you do.  
Remember to Listen Out and join in with the weekly claps,  
Yes, for our NHS but also all of our wonderful ladies and chaps  
Our main priority is always to support you all.  
Whether that be with an email, a virtual group or a Safe and Well call  
Please always remember that you are not alone  
If you ever feel that you need someone to talk to please pick up the phone*





## Useful Contacts

Once again, we hope our one-to-one 'phone Safe and Well checks go a long way towards helping those who don't have, and/or use, IT currently. If you have changed your email, phone (or address) since you registered with us, please do ring to give us your new information - it will only take a few minutes.

To ensure you receive all the information you need, and to have full contact with CVS, the All Age Carers Centre and other organisations over this period, here is a list of important contact links - most have telephone numbers for those without IT at home.

Main All Age Carers Centre number: **01952 240209**

All Age Carers Centre email: **admin@telfordcarers.org.uk**

Young Carers email: **info@telfordandwrekinyoungcarers.org.uk**

Main Telford and Wrekin CVS number: **01952 916035**

**Go in and 'Like'/Follow our Facebook pages - please!:**

Young Carers <https://www.facebook.com/telfordcarers>

Adult Carers <https://www.facebook.com/telfordcarerscentre>

Telford and Wrekin CVS <https://www.facebook.com/TelfordCVS>

**Go to our Website and link to the Coronavirus update page.**

<https://www.telfordcarers.org.uk/coronavirus-updates>

We also have referral forms on the home page of the website for professionals and new carers

The CarersUK site has many pages of extremely comprehensive information for carers at this time. **<https://www.carersuk.org/coronavirus-covid-19>**

**Telford Senior Citizens Forum:**

<https://twseniors.org.uk/>

**Emergency Response Carer Service 01952 385385 select Option 3** when prompted to provide care for the person you look after if you cannot. After 5pm or at weekends call **Emergency Duty Team on 01952 676500**

**General Information in relation to Health and Social Care** and not registered with a social worker call the **Wellbeing Independence Partnership 'My Choice'** on **01952 916030 or 01952 385385 option 2.**

**Shopping.** There is a general information line on **01952 382030.** Online go to **[www.telford.gov.uk/isolationssupport](http://www.telford.gov.uk/isolationssupport)**

**Emergency Welfare Assistance 01952 380400**

**Emotional Health Crisis** (potential suicide or similar) call **Mental Health Access Team 0300 124 0365**

**Mental Health Services** are extended to 24 hours during pandemic. There is a **24/7 all age mental health service** providing telephone support, advice and triage. This can be accessed via **Access 0300 124 0365.** There is also a link from the home page of **[www.mpft.nhs.uk](http://www.mpft.nhs.uk)**

For people who think they are extremely vulnerable but have not been sent a letter by the government go to **<https://www.gov.uk/coronavirus-extremely-vulnerable>**

**AgeUK** are offering a Covid asset spreadsheet which can be filtered by area/type of service etc. Most up to date version will be on AgeUK website. **<https://ageuk.org.uk/shropshireandtelford/about-us/news/articles/2020/coronavirus-covid-19-update>**

**Citizens Advice.** Two local lines and email enquiry system staffed 9-5 weekdays or national site **[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

**01952 567193** Callers will be asked about their problem and if they need more than brief information they will be called back by an adviser for a more in-depth interview.

**0300 330 1165** is the advice line

**01952 567174** is for people wanting food parcels

If you are having problems claiming **Universal Credit** call **0800 144 8 444** or national webchat support **[www.citizensadvice.org.uk/benefits/universal-credit/claiming/helpclaim](http://www.citizensadvice.org.uk/benefits/universal-credit/claiming/helpclaim)** which will send enquiries through to local advisers.

Email enquiries to **[case@telfordcab.co.uk](mailto:case@telfordcab.co.uk)** or write to **Citizens Advice Telford and Wrekin** 40 Tan Bank, Wellington, TF1 1HW.

## Coronavirus by Helen (Adult Carer)

We're on lockdown now for several weeks  
To when the virus drops after it peaks.  
When that will happen, no one knows,  
We have to wait until the graph shows.

Holidays have all gone up the spout,  
Because we're not allowed to go out.  
Sitting around, finding things to do  
Is not easy when there's only you.

We have to keep going for our mental state.  
Hope it ends soon, because at this rate,  
We'll all go bonkers being stuck in the home  
Oh how I need to be able to roam!

Oh to go to the cinema, look round the shop lanes.  
Take a holiday on boat, plane or trains.  
Go see the family and friends to give a hug.  
This staying in because of a damn bug!

## LOCKDOWN BY Ellie-Mae

Everyone in the store standing 2m apart  
Food shelves empty so I panicked at the start  
Seeing friends and family on a screen  
get given more work than I've ever seen

clapping at 8pm every Thursday night  
Praising the NHS right  
the stress of trying to buy food  
by the end of the night everyone in a mood

nobody wanting to leave their home  
everyone inside until nobody knows  
the worry in my stomach from not knowing whats going on  
hoping this will all be gone

School work getting harder and harder  
as days get shorter and shorter  
getting more and more homework  
more than I ever have schoolwork

nature is happy  
whilst humans are saving  
pollution is lower  
electric bills are higher

Saying 'I love you' from a distance  
people clapping from building to building  
started from the other side of the world  
ending up all across the world

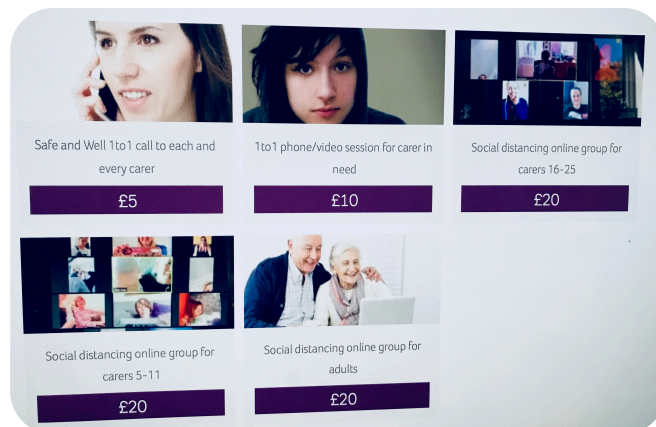
nobody to stay in tight spaces  
moving at their own paces  
disease going around  
Family staying safe and sound

## Corona don't be down by Grace (Young Carer)

Corona Corona isn't allowed  
But why does it get everyone down  
The world is healing you will soon see  
Everyone will be cheering in a 1 2 3

Nature is healing so don't be down  
Animals are coming back  
The oceans are plastic free finally  
But we have to work together as a family

TO BEAT COVID-19!



We've had some wonderful donations during this difficult period - everyone is so generous and genuinely care about Telford carers and how they might be managing. Keep an eye on our VirginMoneyGiving page for news. <https://virginmoneygiving/fund/telfordcarerscovid19>

And if you like playing the lottery don't forget about our very own Telford Community lottery - **Twincl**. It's £1 a go and 60p of that will come to the Carers Centre if you name us as your chosen charity - and you could win £25,000 top prize! <https://www.twincl.co.uk>



Our next edition will be all about Carers Week - and we're going to have lots of exciting virtual things going on - get ready for the one week in the year thats for, and all about, YOU!