



Caring Matters

for family and friend carers in Telford & Wrekin

December 2020



CARERS NEWS
FEATURES
INFORMATION LINKS
LEARNING/WORKSHOPS
... and lots more

*Seasons Greetings
to All Our Carers!*



Welcome

For us all, this year has been a time of increased worry surrounding Covid-19. From speaking to hundreds of carers over the last nine months we know many have been shielding family and friends to keep them safe. Others have experienced the virus in their home and had to cope with care concerns, finance issues and other isolating problems. And whether due to Covid or not, for some it has sadly been a time of loss and bereavement.

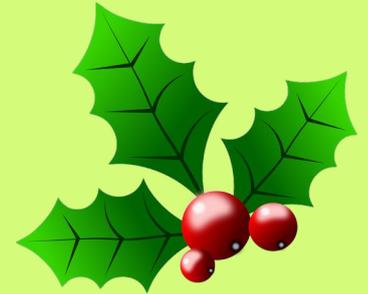
As we go to print, communities across the UK have some real hope going into the New Year. Wonderful scientists throughout the world have been working so hard and we're all so relieved that vaccines are now on the horizon.

Telford & Wrekin CVS and their project teams have been meeting the challenges and changes required throughout 2020 with their usual enthusiasm and dedication. We'll be continuing to work with the health and safety of our staff and clients at the very top of our priority list - and we'll make careful decisions about how procedures might change as we move forward into 2021. For the time being we all need to keep safe and well, and look after ourselves, our families, and others, by continuing to practice social distancing.

It was annual Carers Rights Day at the end of November. We were not able of course to hold any face-to-face events this year, but our Facebook page was busy with posts about local and national organisations who give information, advice and support in all sorts of different caring areas - it's so important for carers to know what they're entitled to and to get help when they need it.

Together with The All Age Carers Centre team - Two Sues, Lucie, Linda, Isam, Jade, Danielle, Karen and Tracey - I would like to pass on our Best Seasonal Wishes to all our Carers, however different it will be this year for you - and let's all keep everything crossed for some return to normality in 2021!

Laura Thorogood, All Age Carers Centre Manager



Christmas and New Year Opening

The WIP 'My Choice' and
All Age Carers Centre Wellbeing Checkpoint phone lines
will **BE CLOSED** on

Friday 25 Dec, Monday 28 Dec and Fri 1 January

Outside of these days hours may be reduced and if so there will be
a 24 hour recorded message giving help in case of an emergency



'Seasons Greetings' Christmas Appeal



We would usually now be planning seasonal meals or parties across our active carers groups - with trips to ice rinks and visits to Youth Club by Father Christmas.

Instead, we are so pleased to be able to deliver seasonal Wellbeing packs to some of our carers' doorsteps!

There will be Pamper Packs for our regular pre-Covid Adult Wellbeing Group attendees together with Season's Greetings Packs for carers across the age range from 5 to 95 - those who members of the team feel could do with a good 'cheer up' this Christmas!

Thank you to everyone who made a donation to help us provide something special for our carers this year. And here's a toast to a more normal Christmas season next year and hopefully back to getting together for lots of group fun! **See page 8 for more details about donations and fundraising.**

NEW 'Me Time' Creative Arts Sessions with Caris

We're pleased to be able to offer a brand new series of Adult Carer 'Me Time' creative art sessions, through a kind and generous donation from Wellington Town Council, delivered by Caris Jackson to run through the winter until February!

Caris will provide a demonstration online video and accompanying PDF instruction sheet (emailed). The dates for access to the video and titles of sessions are:

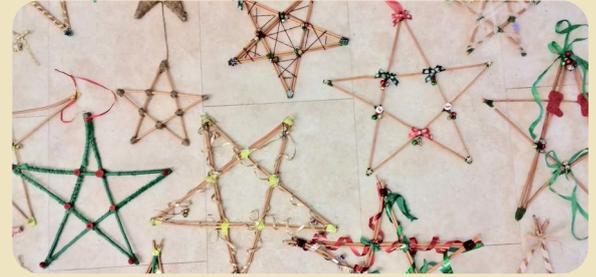
3 December - Handmade Christmas Cards

17 December - Stars - Using Natural Materials
(Christmas Break)

7 January - Tea Light Holders

21 January - Button Art

4 Feb - Dot Painting



If you'd like to book on these brilliant seasonal sessions, and to get accompanying PDF Instructions you can email Caris direct at caris.jackson@yahoo.co.uk.



NEW Online Art Sessions for young carers

As part of our funding from the **Youth Endowment Fund** we are really pleased to be able to deliver, over the winter period, new art sessions for **YOUNG CARERS** and young people within the **CVS SENDIASS** project, aged 10-14, led by artist **Caris Jackson**.

Twenty art packs will be delivered in person (socially distanced of course) to participants in the project - these will include art equipment such as pencil, watercolour paper pad, brush pens, eraser and paintbrushes.

Caris will then deliver online sessions accompanied by an fuller information leaflet, and young people will submit their work to be judged. **There will be a Voucher prize for Winner and Runner Up in each organisation!** Watch this space (and Facebook) for entries and prize winners!



CREATIVITY
takes courage



Good luck and goodbye!

We sadly had to say goodbye to Anita, who has left the Carers Centre to take up new challenges.

Anita began her journey with us through becoming a volunteer Befriender - supporting a young carer in their caring role and being a listening ear for their worries.



As a Family Resilience Worker she became a brilliant support presence for families at home and young carers at Youth Club.

We'll miss you Anita - good luck for the future!

Help to stay healthy - and happier!

The Telford & Wrekin Healthy Lifestyles Team are now booking phone and video call appointments to support people to make sustainable changes for a healthy lifestyle. Offering a FREE and CONFIDENTIAL 1-2-1 service of sessions over a 12 week period, areas include: **Healthy eating . Weight management . Increasing physical activity and exercise . Emotional health and wellbeing . Lifestyle in pregnancy . Family lifestyle . Giving up smoking (from 12+ years).**

Go to: <https://www.telford.gov.uk/healthylifestyles> or email healthylifestyles@telford.gov.uk Tel: 01952 382582



Love to relax with a good book? Need home library delivery?

If you enjoy reading or listening to books but are unable to get to the library because of your caring responsibilities, then Telford & Wrekin Libraries can deliver books to your door for free! Books are chosen according to your preferences, then a volunteer will deliver them to you every three weeks. All deliveries are socially distanced. For more information or to sign up for the Home Library Service contact here:



<https://www.telford.gov.uk/homelibraryservice>
Or email to: homelibraryservice@telford.gov.uk



Big Social Care Review 2020

The Care and Support Alliance (CSA) represents over 70 of Britain's leading charities, and has recently launched this survey to capture the experiences of people receiving care and their carers during Covid-19. If you would be happy to take part please follow this link:



<https://www.smartsurvey.co.uk/s/BigSocialCareReview2020/>

Carers Priority Pass news

We have an amended copy of our **Carers Priority Pass** from **Telford & Wrekin Council**, which includes a statement supporting those carers who may not be able to wear a face mask. If you would like a copy of the amended Carers/Personal Assistant Priority Pass, please contact our Wellbeing Checkpoint Team **01952 240209** admin@telfordcarers.org.uk



They will carry out a registration check and send you a copy. If you're not registered with us as a carer, then our team can do this for you - it usually only takes about 15 minutes and can be reassuring for carers, should you need us now, or in the future.



#sayhello Young Peoples Forum Report



We're pleased to add a link to this report, coming after the online campaign which we featured previously, which was about tackling feelings of loneliness and isolation for young people during lockdown.

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

NEW 'Valuable not Vulnerable' project needs carers

Have you been formally or informally shielding during Covid-19 lockdown?

Or do you support someone who has been shielding?

Community Catalysts are looking for people in Telford & Wrekin who would like to be part of their 'Valuable not Vulnerable' project, who will get support to connect and contribute to their local community and challenge and influence thinking - to promote a positive image of people by highlighting their strengths and skills.

The organisation wants to unlock people's passion and talents to help them make things happen and contribute to their community while they are physically distanced and also work with people to challenge and influence perceptions by capturing stories and using them in social and mainstream media - shifting thinking away from people's vulnerabilities towards their strengths and assets.

See lots more information about the project here:

<https://www.communitycatalysts.co.uk/project/valuable-not-vulnerable>
Contact on valuable@communitycatalysts.co.uk

communitycatalysts[®]
unlocking potential effecting change



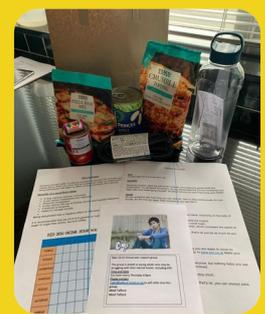
Inbetweeners 2020 News Round-Up

For all of us, 2020 has been a year of highs and lows, and for our Transition & Independence carer group, aged 16 to 24 (Inbetweeners), there have been changes in all sorts of different areas of their lives. Lucie, who supports the group reports:

"At the start of the year, we had an enjoyable evening over a takeaway, where we discussed our plans for the year ahead. If only we had known then what the year would hold! Covid lockdown arrived - time for a rethink! The group quickly adjusted and we had our monthly meetings online via this thing we'd never heard of before called Zoom!

It's been a tough year for some, with the uncertainty of exam grades and University places, employment worries and isolating families - and for many the uncertainty remains. Some of our young adult carers have been directly affected by Covid and have shown great strength and resilience. They have also continued to support each others mental wellbeing by turning up regularly to now fortnightly Zoom sessions and taking part in chats, quizzes, bingo and talks.

With a generous donation from the Freemasons, we've been able to deliver some amazing Wellbeing Packs to this age group - including cooking ingredients, pamper kits, coffee vouchers and wellbeing journals (watch out for our Christmas themed packs!)



Our NHS Health Champions graduated from their year-long programme. Sadly the final residential visit had to be cancelled - but I'm so proud of their contribution to this project and for sharing their voice with young adult carers around the country. We're especially proud of Teigan who has managed to secure herself a coveted place as a mentor for next year's NHS Champion programme. Well done Teigan - we look forward to hearing all about your new role!

We've been excited about welcoming some new members to the group and, fingers crossed, we'll all have some great future activities to look forward to including an Hive media-based project called 'Tuned In', and the next cohort of NHS Health Champions will be selected. Watch out for more news on activities on social media.

The Inbetweeners have been a joy to work with over this very difficult year and I look forward to seeing what the next year holds for us."

If you're aged 16-24 and you help care for someone, whether you're registered with the Carers Centre or not - get in touch with Lucie by text or call on 07817 090054 or email lucie.robertjot@telfordcarers.org.uk to join our group.



Inbetweeners - could you become a Mind of My Own Ambassador?

Have you already joined up to **Mind of My Own**, or are you thinking of doing so shortly? (See page 9) Are you 16+ and an Inbetweeners?

Would you like to become a **Mind of My Own Ambassador**?

We'd love you to get involved in encouraging some of our younger carers on board with MOMO - and it would be great if you could perhaps attend our youth club sometimes to have a chat about how it works, how you use MOMO, and how you think it helps you.

We need you! Please help us help the younger carers. We'd love to hear from you.

If you're interested, get in touch with Lucie on 07817 090054 or lucie.roberjot@telfordcarers.org.uk





Winter Wellbeing during Covid - the Scandi way

The Scandinavians have traditional ways of coping with a long, dark winter - and with Covid restrictions probably lasting through in some form til Spring, there may be a few things we could learn from them to help us through the coming months. We know many carers have heightened feelings of anxiety and worry at this time and it is important to lessen these negative effects on our mental health.

The concept of Danish 'hygge' (pronounced hoo-gah) has swept the globe in the last few years - it literally means 'a quality of cosiness and comfort, a feeling of contentment or wellbeing' and is something the Danes practice naturally (the other Scandinavian countries all have something similar too!)

Why not experiment yourself with these small, inexpensive ideas and you may find some moments of contentment and security in these trying times. Similar to mindfulness, hygge can focus your thoughts on 'in the moment' pleasant experiences for a while, rather than any worries or issues you may be experiencing:

Create a hygge zone, a nook for yourself that makes you feel relaxed, safe and cosy. Just the corner of a room will do - perhaps with a view out of the window. Have a comfy chair with cushions or pillow and a throw or blanket and a little table for drinks, candles and books or magazines. Why not keep a journal on your table too, and write something new every day - what you do, how you feel, what you're grateful for, the weather . . .

Do little things to indulge your senses - look through all your family photographs, notice the changing season in the garden, play some soothing music, light a scented candle, cook and eat something delicious, wear something soft and comfortable, sip a hot chocolate or a cup of tea.

If you have **traditions and routines** that you carry out in the winter (if you normally celebrate Christmas and New Year there might be quite a lot!), try and keep doing them if it's possible - these will help you feel emotionally safe and secure. Or perhaps revive some family traditions that haven't been practiced for years!



Forget tech for a while. We know that for some, social media and the internet generally can be a real pull (and support of course) but it's good to have a break, if

only for an hour or two. Keep any constant stream of 'bad news' from the media at bay as much as possible - watching or listening just once a day is probably better for our mental health, otherwise it can become overwhelming. Work on a jigsaw with your family/partner, do some Sudoku or Word Searches, knit, crochet, sew (if you can), or collect a few materials together to do some craft making (see our online Art sessions with Caris!), take photos - indoors, in your garden, on your walk - watch an uplifting wildlife documentary on TV or something that will really make you laugh out loud, sort out all your photographs and label them in albums, write a letter, or just read a book.

Take walks on your own or with your family/partner. This has been such a life saver for so many over the last nine months - fresh air, even if it's cold or wet - is so good for our mental and physical wellbeing. If you haven't got countryside or parks near you, walking the streets is good too - seeing people, noticing other peoples changing gardens, and at this time of year, all the different Christmas lights!

And last but by no means least **connect with others.** While on your walk, give a 'Good Morning/Afternoon' to everyone you pass (at a social distance of course) and smile. Just going out of the house for even half an hour and seeing others going about their daily lives can help change your perspective, relieve isolation, and settle you for the day. Call friends you may not have seen or spoken to for months or even years to see how they are and of course keep in touch with family through phone or video calling.

You don't need to buy much to experience hygge - it isn't a look, but an atmosphere - about 'being' rather than 'having', a feeling of being comfortable at home and outside, and enjoying the simple things in life, which in turn helps our emotional wellbeing.

Wherever you are and whatever you do for Christmas and through the rest of the winter, why not bring a little hygge into your life!



Mobilise Moments!

We've featured Mobilise in previous issues of the newsletter - have you joined yet?

It's a great online national resource just for family carers, with lots of information and advice (including weekly updates), virtual cuppa chat rooms, blog, podcast, carer's stories and latest research.

In addition to all the above, if you subscribe, Mobilise have now received funding from the government to launch an exciting initiative called Mobilise Moments - a new interactive way for carers to make themselves heard and receive support. Each day they ask the carers community a quick question, this is followed up with the results from the previous day, as well as providing you with a useful or uplifting 'nugget' of wisdom.

Why not join today, and get as little or as much out of what Mobilise has to offer. It's a great go-to national resource for carers for carers.

Remember what Tracey, one of our team, and a family carer, said about them: ". . . they also offer one-to-one counselling via phone or video you just click to book a slot! I've attended a cuppa morning which was completely anonymous for those who joined in with typed messages. They had self help exercises and Visualising to end with. The meeting on Friday was chatting with four other carers from different parts of the UK - amazing."

Sign up now at <https://www.mobiliseonline.co.uk>

mobilise



Planning for your future care - Advance Care Planning



Kate Manning from the NHS Shropshire CCG Sustainability and Transformation Partnership has sent us the following information about Advance Care Planning:

"As local health and care organisations in Shropshire and Telford and Wrekin we have a duty to protect the safety and dignity needs and choices of our patients and their families. This includes giving people the opportunity to discuss and be involved in planning their future care and support through Advance Care Planning (ACP).

ACP is part of normal health and care practice and gives a person, their loved ones and those who care for them, the opportunity to talk about what matters to them. The plan records their current needs and wishes and their future preferences and health priorities should they become unwell or no longer have the capacity to tell others what they would like.

It may include actions that could support them closer to home; or being cared for in another health care setting for appropriate treatment; or an informed decision, discussed with that individual, around resuscitation and other treatment.

It is up to every person to decide whether they want an ACP and these conversations can be started and supported by anyone working in health and care. An ACP can be reviewed at any time by the person with the individuals providing their care.

Anyone can have an ACP, at any age, but ideally plans should be started, written and put in place ahead of any deterioration in a person's health. This sort of planning is really important with more people living longer and with more long term illnesses.

These plans will only come into effect if the person does not have the mental capacity or is too unwell to make a decision for themselves, If they have the capacity and are able to make a decision, they will be asked what they wish to do.

To find out more about ACP, read the 'Planning for your future care' booklet available here or talk to your GP."

<https://www.england.nhs.uk/improvement-hub/publication/planning-for-your-future-care/>

NHS
Shropshire
Clinical Commissioning Group

Christmas Mincemeat Biscuits



125g softened butter
100g dark brown soft sugar
50g golden caster sugar
Half heaped tsp fine sea salt
1 medium egg
1 tsp vanilla extract
5 tbs mincemeat
220g plain flour
Half tsp bicarb

Why not use up a jar of mincemeat that's spare from your mince-pie-making to bake these tasty biscuits! So simple!

Prep: 15 mins

Cook: 10 mins (plus cooling)

Makes 12

Heat the oven to **180c fan/160c/Gas 4**. Beat the butter with both types of sugar and the salt. Beat in the egg, vanilla extract and mincemeat. Stir in the flour and bicarbonate of soda. Chill for 20 mins.

Scoop tablespoons of the mixture on to two lined baking sheets, leaving a bit of space between each so they can spread. Bake for 10-12 minutes, or until the biscuits are just firm around the edges but still soft in the middle - they will firm up as they cool. Transfer to a wire rack and leave to cool.

Send us a picture of your biscuits for the next newsletter!

Carers Partnership Board news

Unpaid carers support life, well-being and independence and reduce the burden on our local economy. The CPB are 'experts by experience' whose goal is to evaluate, challenge and improve local government strategy by advising, working alongside, training, and empowering carers, providing a link to all other carer support organisations to create a carer-friendly community through projects and innovations such as Carer Friendly Employers.

Are you a current or past family carer? Would you like to receive regular updates on what's happening for carers locally and nationally? Or perhaps you'd like to get involved by volunteering.

The Carers Partnership Board need volunteers to assist with the administration of the Board. Two posts currently vacant are for a Secretary and Treasurer. The CPB work as a forum for local charities to work together to make life easier for family carers (past and present) and develop Carer Friendly Employers and Communities.

Please do contact the Carers Partnership Board for more information on 01952 247690 or email board@cpb-tw.org.uk



We've won an Award!

Telford and Wrekin Young Carers are so proud to receive a **Telford and Wrekin Heroes, Mayor and Leader, Certificate of Recognition** award. It's an honour and a privilege for us to support our wonderful young carers within the Telford community.



Not too late to get advice for keeping warm this winter...

Don't forget, the Telford Energy Advice newsletter is packed full of free information about support for vulnerable residents of Telford to help keep them warm and safe this winter. See the full information at



<https://www.telfordcarers.org.uk/coronavirus-updates> or call 0800 677 1952 or advice@mea.aorg.uk or sign up for your own further issues of the newsletter at claire@mea.org.uk.



Donations and Fundraising

<https://www.twincl.co.uk/support/telford-carers-centre>

<https://www.virginmoneygiving/fund/telfordcarerscovid19>

Wellington Town Council have awarded the All Age Carers Centre a grant to enable us to to run 'Me Time' Art Sessions for our Adult Carers (see page 2).

We want to say a BIG thank you to the council for this generous and kind gift which will such a great support to our carers during the winter ahead, being a break from their caring role and a chance to have creative time to themselves.



Waitrose Newport have donated £333 - as part of their 'Give a Little Love' campaign - I expect you've all seen the John Lewis/ Waitrose advert by now!



One reason they chose us was our connection with Burton Borough School's fundraising for us through bag packs at the store in the past! We've got some great friends in Newport!

Thank you so much Waitrose - for your appreciation of all the work young carers in Telford & Wrekin do



We've had some brilliant donations through friends of the Rotary Club of Wellington recently.

Two refurbished laptops and two bikes were delivered to us - and the team have been busy identifying those families and individual carers who would benefit most from these lovely and so useful gifts.

A BIG THANK YOU to those who gave and also to Ken and Vic who organised everything - these gifts are going to be so appreciated by those who receive them.



TO EVERYONE WHO HAS DONATED OR CARRIED OUT FUNDRAISING FOR US THIS YEAR!

A BIG THANK YOU!

YOUR SUPPORT HAS MEANT WE WERE ABLE TO HELP ALL OUR CARERS OF EVERY AGE LIVING IN TELFORD GET THROUGH WHAT HAS BEEN A REALLY DIFFICULT TIME.



Telford and Wrekin Community Lottery



Let Us Entertain You!

Play Now To WIN 1 Of 5 Entertainment Bundles In The National Draw

Including an Amazon Echo Show 8, Echo Dot & Tablet!



£25,000 JACKPOT

- Play from just £1 per week
- Support our good cause today
- It's a WIN-WIN for you and the community

To start supporting, visit: www.twincl.co.uk and search for: Telford Carers



Supporters must be 16 years of age or older* See website for Terms and conditions enter by 19th Dec 2020

Special Christmas Young Carers Giveaway Offer! Win a £10 Amazon Voucher!



Would you like to have an app to use where you can talk about yourself - about your life, hopes, dreams, worries - really good stuff or not so good stuff - in a brilliant new way and at any time of the day - all completely private? **The One App** through Mind of My Own is a great way to express yourself and then send your thoughts and feelings to your Family Worker at The Carers Centre - and their aim will be to reply quickly - usually the same day.

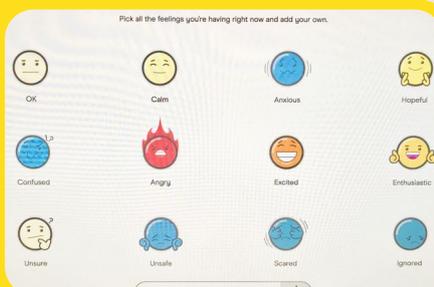
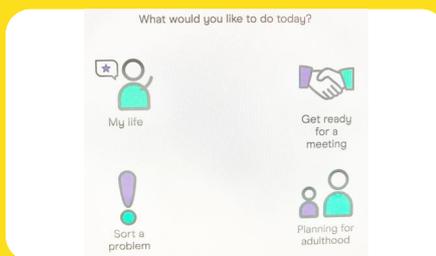
To encourage young carers to get 'signed up' to this cool app, we're having a special Christmas Giveaway Offer!

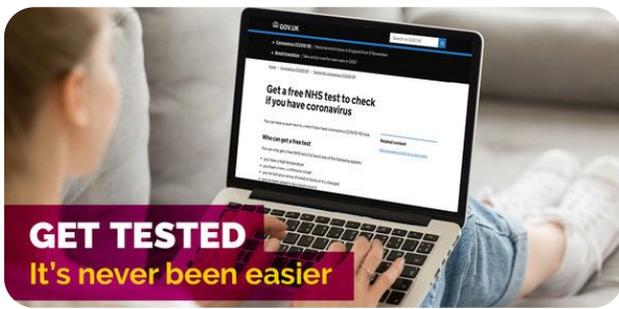
If you're 10, 11, 12, 13 or 14 years of age, and are registered as a young carer with us, **you could win a £10 Amazon voucher if you join Mind of My Own and send your first message to the Carers Centre!** As soon as we receive your message/statement we will send you your voucher. There is limited availability of vouchers - so get joining now! You'll need to set up an email address first if you haven't got one (or you can use your school one).

- Go into the Mind of My Own web page at <https://www.mindofmyown.org.uk/our-apps/for-young-people> and download the App One (Mind of My Own) from Google Play or the App Store if you want it on your (and your parents) phone or tablet.
- Watch the explanatory videos and explore the website - read all about it!
- Join up to Mind of My Own by creating your own account with your email and date of birth. You'll be asked what area you live in - say Telford; and you'll be asked to pick an organisation in that area - pick Telford IASS & Carers Centre
- And you're in!! Now all you have to do is send your first Statement or Message using the really fun picture icons to guide you! When we get your message we'll check that you're registered with us and then get back to you!

Thousands of young people like you are using Mind of My Own to express themselves through pictures and text, straight to their workers! What are you waiting for!

NB Parents/Guardians: This software has been especially developed for children and young people to use with those professionals throughout the UK who support them. It is Information Security Management System Certified and you can rest assured that it is 100% secure in terms of child safeguarding.





Your GP practice is open and safe to visit

Telford & Wrekin Council have advised residents get a Coronavirus test if you have any of these 'precautionary' symptoms:

- Headaches
- Aches and pains
- Feeling very tired for no good reason
- Sore throat
- Runny nose
- Sneezing
- Tummy ache in children

You can book at nhs.uk/coronavirus

When booking make sure you answer the question 'Why are you asking for a test' with 'My local council or health protection team has asked me (or someone) I live with to get a test, even though I do not have symptoms'.

You should still book your test if you have any of the three key Coronavirus symptoms:

- a temperature
- a new continuous cough
- a change or loss in sense of taste or smell

It's never been easier to get a test. There are now seven Coronavirus testing sites in Telford and Wrekin with lots of capacity.

During coronavirus, GP practices have adopted new ways of working to help prevent patients and staff being put at risk.

- If you have a medical concern, do not put off contacting your GP.
- To reduce the need to visit your GP practice you can use their online facility (EConsult or EMIS Triage) to securely send medical requests.
- GP practices are offering different types of appointments depending on your health concern.
- You will be offered a phone appointment first.
- You may also be offered an online appointment. This is a consultation or video call over the internet with a GP or healthcare professional.
- If you need to be seen face-to-face, you will be offered an appointment at the practice.

If you go to your GP practice:



Please wear your own face covering. If you don't have one with you, the GP practice will provide one.



Try to keep 2 metres social distance.



Hand sanitisers will be available for you to use.

For more information about booking appointments, visit your GP practice website.



Citizens Advice - NEW leaflet

Hot off the press is a new leaflet from Citizens Advice, who list information about their service including provision of FREE training on using a computer and doing things online, including shopping, video calls, looking for work and managing your Universal Credit account.



Click here for link to leaflet through our website Coronavirus page:

<https://www.telfordcarers.org.uk/coronavirus-updates> or email ruthadams@telfordcab.co.uk

Alzheimers Society - always there to help



Telford & Wrekin and Worcestershire branch of the Alzheimers Society want to reassure local carers that you can still call the local number which will get you through to a member of the team working remotely at home.

Dementia Connect

(national) is also available on the number below. If you need support, please don't hesitate to contact them.

Direct Line: 07540 920456 .

Dementia Connect 0333 150 3456



FREE Cinema Tickets for Carers

Wellington Orbit Cinema is open! We are offering **FREE** tickets (one film per Adult or Young Carer family) to attend socially distanced screenings up to Christmas!



Movies include:

- A Call to Spy
- 1917
- A Christmas Gift from Bob
- Elf
- Mank

We will also help with transport costs if anyone doesn't have a car. Limited availability - on a first come/first serve basis.

Please call Lucie if you would like to book a date to attend on 07817 090054 or email

New online courses

LearnTelford continue to deliver some interesting and useful online courses in all sorts of different areas of learning. Currently booking, the list includes:

- 12 Days of Christmas Advent Calendar
- Food Safety
- English Language Skills for Adults
- Positive Mind, Positive Life
- English for Speakers of Other Languages



learn telford

Phone them on 01952 382888 or email support@learntelford.ac.uk

Neon Trials still ongoing - tell your story?



Are you a family carer for someone with mental ill health? Initiated by the University of Nottingham,

the NEON trials would like to hear from you. NEON has collected almost 500 different mental health recovery stories from around the world, as they investigate whether accessing real-life mental health stories are helpful for people.

You are eligible to take part in the trials if you are: over 18, live in England, and care, or have cared, for someone who has experienced mental health problems. Find out more at: <https://recoverystories.uk>

Something new - Boxing & Mindfulness!

Are you interested in boxing? **Mindful Peak Performance** are a social enterprise who deliver online courses and workshops for carers and young carers that combine non-contact boxing training and mindfulness! See all the details here:

<https://www.mindfulnesspeakperformance.com>



Steps in the Right Direction - Training Opportunity Reminder

This brilliant **FREE** 6 week programme starts in January to gives over 16s practical experience working with horses and a chance to develop confidence and improve general employment related skills.

It's a fantastic opportunity to kick-start any future post-Covid plans for 2021!

There are induction sessions during the first week of January and the **deadline for applications is 16 December.**

Get in touch with Lucie at the Carers Centre now if you are interested on 07817 090054 or lucie.roberjot@telfordcarers.org.uk



All Sorts of useful links and numbers

We hope our continuing one-to-one calls go a long way towards helping those who don't have, and 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, here is a list of important contact links which we are repeating in each newsletter throughout this period for new carers - 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: Tel 07932 828333 or 07552 975676 Mon-Fri between 10am and 4pm <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/isolationsupport**

NHS Volunteers 0808 196 3646 - help with shopping/medication and other emergency supplies

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**

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**

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 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/helptoclaim** which will send enquiries through to local advisers.

Email enquiries to **case@telfordcab.co.uk** or write to **Citizens Advice Telford and Wrekin 40 Tan Bank, Wellington, TF1 1HW.** **www.nhs.uk/conditions/social-care-and-support-guide/**

For carers struggling to maintain the house/shopping/chores:

Help at Home Age UK - Age UK Tel **01743 233123**

<https://www.ageuk.org.uk/services/in-your-area/home-help>

A paid service that helps with day-to-day domestic tasks

Energy Saving MEA (Midlands Energy Agency) Tel **0800 677 1307** email advice@mea.org.uk

Supporting householders to help reduce fuel poverty and cold homes. Free advice.

Assistive Technology - Gadgets and Equipment

https://www.telford.gov.uk/info/20578/assistive_technology

Trusted Handy Help Paid help with any household jobs and repairs. Run by Wrekin Housing Trust. Tel **01952**

217200 <https://www.trustedhandyhelp.org.uk>

Information Technology - Hardware and Software

<https://abilitynet.org.uk/at-home>

Volunteers who offer free computer support to disabled and older people.

Tel **0800 269 545** Email enquiries@abilitynet.org.uk

Care by Communication Paid personal support and consultation for setting up all IT (phones, computers, laptops, alarms, billing areas).

<https://www.carebycommunication.co.uk>

Citizens Advice. FREE training on using computer, including shopping, video calls, looking for work and managing your Universal Credit account.

ruthadams@telfordcab.co.uk <https://www.telfordcarers.org.uk/coronavirus-updates>

Table 2 – Priority groups for vaccination advised by the Joint Committee on Vaccination and Immunisation

Priority group	Risk group
1	Residents in a care home for older adults Staff working in care homes for older adults
2	All those 80 years of age and over Health and social care workers
3	All those 75 years of age and over
4	All those 70 years of age and over Clinically extremely vulnerable individuals (not including pregnant women and those under 18 years of age)
5	All those 65 years of age and over
6	Adults aged 18 to 65 years in an at-risk group (Table 3)
7	All those 60 years of age and over
8	All those 55 years of age and over
9	All those 50 years of age and over

Just as we go to print, this provisional priority list has been published for vaccination groups, as the Coronavirus vaccine programme is rolled out. See a lot more detailed information on the government website here <https://www.gov.uk/government/publications/priority-groups-for-coronavirus-covid-19-vaccination-advice-from-the-jcvi-2-december-2020/>

Keep yourselves safe and well over this festive season.

Til next time

Book on Veterans Mental Health workshops

Telford and Wrekin Council are delivering 3 stand-alone Mental Health Workshops over the next few months. The aim is to provide veterans, family members, local employers and voluntary organisations with the relevant information which will help them understand more about the mental health struggles that veterans may face, and the support that's available.

Dates for the workshops are:

Tue 8 December 1-4pm

Thurs 14 January (timings to be confirmed)

If you would like to attend, please email **Cindy Mason-Morris, Armed Forces Covenant Project Support Officer** at cindy.masonmorris@telford.gov.uk or call **07458 119628**

