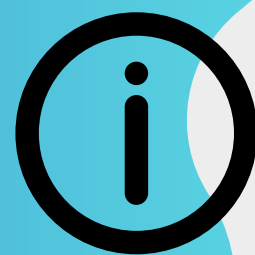




TELFORD AND WREKIN ALL AGED CARERS CENTRE

Supporting Unpaid Family Carers



ADULT CARERS NEWSLETTER

Carers news, updates and information

The All Age Carers Centre provides Information, Advice and Guidance for unpaid family carers.

We support adult carers to improve their quality of life and feel more confident in their caring role. Support is tailored to individual needs, circumstances and preferences.

We have a dedicated Carers phone line manned 5 days a week, 9-4:30pm (answerphone available outside of these hours). Offering free, confidential advice.



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 Call us: 01952 240209

 E-mail: admin@telfordcarers.org.uk

 telfordcarers.org.uk

 facebook.com/telfordcarers





MEET THE TEAM!



Our excellent team want you to know we are here to support you! The frontline Carer's Centre team are friendly, approachable and knowledgeable. We have a broad mix of current professional skills in different areas of information, Advice and Guidance.

Nadine Buchanan



Family Resilience
Worker

Jade Meredith



Family Resilience
Worker

Sam Vickers



Family Resilience
Worker

Lorna Troon



Creative Activities
Assistant

Esmee Cooke



All Age Carers Centre
Team Leader

Gemma Naylor



Carer's Views
Assistant

Abbie Guest



Community Link
Worker



Andrea Harrison



Community Link
Worker

Anna Bliss



Community Link
Worker



We're delighted to introduce two new members of the Carers Centre team!

They are both looking forward to getting to know carers across Telford and Wrekin and supporting the development of our services. Please join us in giving them both a very warm welcome.

WHAT WE'VE BEEN UP TO...

Our Carers have had a busy few months! There have been the usual well-being walks, coffee and catch ups, games days, as well as guest speakers, high ropes and Halloween craft events. We also held our spooktacular annual Charity Day Fundraiser in Telford Town Centre – huge **thank you** to all who popped along and joined in with the day's events!



Disability Benefits talk



Halloween Crafts



Charity Day



Marches Energy



Inbetweeners Rock Painting

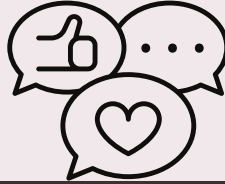


Wellbeing Crafts



Wellbeing Walks

CARERS VIEWS



We care, because you care!

Let's Discuss Communication!

Communication is a prevalent concern we often hear about from unpaid carers. Many express that communication across services is inadequate, and accessing information can be both challenging and time-consuming. This situation can result in feelings of anger, frustration, hopelessness, and dismay.

We acknowledge that this is a significant issue. It was highlighted at the recent Carers Partnership Board and will be prioritised as we work towards improvements and drive change. It's crucial that effective communication becomes a reality, not just a hope, for all unpaid carers in Telford and Wrekin.

If you have any thoughts or ideas on how we can enhance communication throughout the borough, we would love to hear from you. Feel free to reach out to us through the usual channels, either by phone or email, or social media

You said:

"Carers Centre staff need to be trained more thoroughly on learning disabilities and autism"

We did:

Hosted an all-staff training session with experts by experience, adult social care, T&W Council and Citizens Advice

**Share
your
Thoughts**

Good communication is the bridge between confusion and clarity.

Nat Turner

"You all do an amazing job, and I've got a lot of great information, as well as a good chats at the friendly meeting. Thank you all"- Unpaid Carer

We are always keen to hear from Unpaid carers in Telford and Wrekin and value your feedback and comments.

There are several ways you can do this; email: admin@telfordcarers.org.uk, call 01952 240209 or fill out the feedback form using the QR code or the link below <https://forms.office.com/e/3McUxBQxcq>

*thank
★ you ★*

The All Age Carers Centre Service



DATES FOR YOUR DIARY!



Hadley

Hadley Community Centre,
30 High Street, Hadley, TF1 5NL

10.00-12.00PM

Thursday 11th December

Thursday 8th January

Thursday 5th February

Thursday 4th March

To book your place, please contact

Lorna 01952 240209

lorna.troon@tandwcvcs.org.uk

Let's Talk Live Well Hub

You can find our LD Navigator representing
CVS at The Anstice every week

Wednesday 10am-1pm

Madeley Community Library, The Anstice,
1 Anstice Square, Madeley TF7 5BD

For more information visit our Facebook
or call the Carers Centre

01952 240209

Further info at

<https://livewell.telford.gov.uk/Services/4358/Live-Well-Hubs>



Our carers groups offer a welcoming space to connect with others, share experiences and find support. Whether you're looking for a friendly chat or practical advice, we run a range of activities to help you take a break and look after yourself

Newport

Newport Baptist Church,
Water Lane, Newport,

TF10 7LD

10.30-12.30PM

Thursday 27th November 2025

Thursday 29th January

Thursday 26th February

Thursday 26th March

To book your place, please contact

Jade 01952 240209

jade.meredith@tandwcvcs.org.uk

Did you know that if you're a carer in receipt of carer's allowance, or are the main carer of an elderly or disabled person, you are eligible for a free flu vaccine to protect your health and the health of the people/person you care for?

Getting flu is miserable at the best of times, but for vulnerable people it can be very serious and many people die each year from flu. It's has arrived early this year, and Australia, which gets the flu season earlier than us, has experienced its worse flu season ever.

The flu vaccine is safe, free and will help protect people over winter. You can book [here](#). More information on the flu vaccine for carers is available here: [Flu vaccination guidance for carers](#)

DATES FOR YOUR DIARY... CONTINUED



Information boards and contact details available at GP Surgeries across the Borough and at Princess Royal Hospital Apley Castle, Telford TF1 6TF

Come along to one of our groups for a chat, share information and experiences and discover what there is across your community to make you feel connected!

Independent Living Centre

3A Hazeldine House, Telford Town Centre,
Telford TF3 4JL
Every Friday
10:30-12:30pm

or

1.30-3.30 on last Friday of every month
Carer and cared for welcome to attend this session!

Shawburch

Shawburch Medical Centre,
Brandon Road, Admaston,
TF5 0DU

2:00-3:30PM

Wednesday 19th November 2025

Wednesday 17th December

Wednesday 14th January

Wednesday 11th February

Wednesday 11th March

To book your place please contact Lorna
01952 240209

lorna.troon@tandwcvvs.org.uk

The Maples

Randlay Avenue, Randlay, Telford,
TF3 2LH

10.30-12.30

Tuesday 2nd December

Tuesday 6th January

Tuesday 3rd February

Tuesday 3rd March

To book your place, please contact
Jade 01952 240209

jade.meredith@tandwcvvs.org.uk

Inbetweeners Group

3A Hazeldine House, Telford Town
Centre, Telford, TF3 4JL

We have a dedicated 'Inbetweeners' social group for our Adult Carers aged 16-25. Usually held on the third Wednesday of every month 17:30-19:00 (variations in duration and location are subject to activity)

Thursday 18th Dec - Telford Panto

Wednesday 21st Jan - TBC

Wednesday 18th Feb - TBC

Wednesday 18th March - TBC

For more information- please contact us on 01952 240209
admin@telfordcarers.org.uk

UPCOMING EVENTS

BROOKSIDE COMMUNITY CENTRE

AFTER SCHOOL ART CLUB AND SUPPER

EVERY FRIDAY
3:00PM - 17:00PM

£3.50

ABOUT US

We will have crafts to get creative, enjoy and take home. Then supper will be served. Our menu, hot drinks and cakes also available. We aim to take the after school pressure away from parents and carers. Everyone is welcome whether your children are 2 years old or 16!

Drop in any time up until 4.00pm to give you enough time to create and eat!

EVERYONE WELCOME

EMAIL OR FB MESSAGE TO BOOK
molly.brookes@tandwcvcs.org.uk

Looking for a safe, fun, and creative space for your child after school?

Warm Welcome Tuesdays
Every Tuesday, 1-2PM

FREE

Come along for a free bowl of homemade soup, bread & Butter, and a warm welcome.
Local residents invited – no need to book, just drop in!

Enjoy good food, friendly faces, and a cosy space to connect.
Limited availability

FOR CARERS AGED 16-25



PANTOMIME

THIS CHRISTMAS, YOU'RE INVITED TO THE BIGGEST BALL OF ALL AT TELFORD INTERNATIONAL CENTRE. JOIN CINDERELLA AND HER FRIENDS IN THIS MAGICAL FAIRY-TALE FOR ALL THE FAMILY.

Thursday 18th December at 6:30pm

£5 contribution



Protect, care and invest to create a better borough



Everyone welcome!
Come in for a chat and a cuppa

ਸਤ ਸ੍ਰੀ ਅਕਾਲ

Cześć

Drop in to speak with a range of services offering **FREE** advice and information to support your health and wellbeing.

1st Friday of every month,
Donnington Community Hub,
TF2 7PR 9.30–11.30am

Come and talk to us about:

- Healthy lifestyle advice – blood pressure checks
- Caring, SEND and additional needs
- Help with using your phone, tablet or laptop
- Adult social care and independent living
- Wellbeing
- Cancer awareness
- Family Hubs – support, signposting and workshops for families
- Money Matter Benefits, debt and housing support
- Feeling isolated, anxious, or dealing with long-term condition
- Advice and support for people serving in the Armed Forces and Veterans



Dates

DEC	JAN	FEB	MAR	APR
5	9	6	6	3
MAY	JUN	JUL	AUG	SEPT
1	5	3	7	4



Carers Rights Day 2025

We were supported by volunteers from Phoenix Group, facilitated by Employee Volunteering, who very kindly gave up their time to help and made a very generous donation to make the day possible!

employee
volunteering

Phoenix



"I felt truly valued being recognised as a carer by the service. The time I spent in the Family Zone made me feel like a priority for the day, which is a rare experience. The treatment offered was a lovely opportunity to pause, breathe, and focus on myself.

The staff were particularly great at making the day feel personal, and I genuinely felt celebrated as a carer." – Carer Feedback



Big thanks to our volunteer Amber for giving up her time to help with the Maples Brunch!

Huge congrats to Alan and Helen, our quiz champions! Please enjoy your prizes of eternal bragging rights and the warm admiration of everyone else who almost had those answers!

Spotlight on...



**Open Monday-Friday
9am-4pm**

NEW



What an exciting few weeks we have had at the new Sunflower Café in Brookside! We have been warmly welcomed into the centre and we are now ready to offer a community café, groups and support for everyone who visits!

Alongside our daily café service, we continue to offer our catering offer. We are now providing buffets for corporate events, as well as cakes for special occasions. We are pleased to be supporting another local community with a healthy, affordable menu and weekly support sessions.

A big thank you to our volunteers who moved over to Brookside with us. Their hard work and commitment throughout the move has been hugely appreciated!

The café continues to be a calm and welcoming Safe Space. Our weekly sessions are ongoing, including the soup kitchen, the over-65 meal offer and the After-School Art Club. These activities bring people together and offer simple ways to connect and take care of wellbeing.

As we look ahead, we remain committed to providing a safe, friendly place for everyone and supporting the local community through our services and activities.

To find out more about our café, events or catering services, please drop in and see us, or visit our Facebook page for updates. We look forward to welcoming you soon!

USEFUL CONTACTS

Personal Details

Please contact us if your personal details have changed since registering (such as your email, phone number, or address) or if you wish to be removed from the mailing list, let us know so we can keep our records up to date. It will only take a few minutes! If your circumstances have changed and you are no longer in a caring role for whatever reason, please do let us know and we can remove your details from our database. **Remember-** you are still eligible for support via the Carer's Centre for a year after the person you have cared for has passed away.

To ensure you receive all the information you need, here is a list of important contact links we think you will find useful:



Main Telford and Wrekin CVS number: 01952 916035

Telford and Wrekin CVS: <https://www.telfordandwrekin CVS.org.uk/>

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

Telford and Wrekin CVS Email: admin@tandwcvS.org.uk

All Age Carers Centre number: 01952 240209

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

Referral forms can be found on the homepage for new carers.

All Age Carers Centre Email: admin@telfordcarers.org.uk

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

Young Carers Email: info@telfordandwrekin youngcarers.org.uk

Carers UK <https://www.carersuk.org/> provide further information, advice and support.

Forum 50 <https://forum50plus.org.uk/> support people over 50 in the Telford & Wrekin area, helping them to maintain wellbeing and independence.

Age UK <https://www.ageuk.org.uk/> or 0800 678 1602 provide services and support at a national and local level to inspire, enable and support older people.

Emergency Response Service: 01952 385385 select Option 3 when prompted. Free immediate assistance when you are unable to help someone who is reliant on your support. After 5pm or at weekends call **Emergency Duty Team:** 01952 676500

Family Connect: 01952 385385 option 2. For general Information in relation to Health and Social Care and not registered with a social worker

Emergency Welfare Assistance: <https://telford-gwa.egovhub.net/Gwa/launch> or 01952 380400.

Mental Health Access Team: 0300 124 0365 for emotional health crisis (suicide or similar)

Telford Mind: 01952 588367

<https://www.mpft.nhs.uk/services/mental-health-community-services>

Citizens Advice www.citizensadvice.org.uk or the following numbers:

Advice line: 0808 278 7988 **Local line:** 01952 567193 **Food bank referrals:** 01952 567193

Universal Credit <https://www.citizensadvice.org.uk/benefits/universal-credit/claiming/helptoclaim/> or 0800 144 8 444.