



Telford & Wrekin  
Co-operative Council

Protect, care and invest  
to create a better borough



# Carers

## WELLBEING GUIDE



PUBLISHED 2024

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## 1 Introduction

### Welcome to this edition of the Carers Wellbeing Guide.

We've received some great feedback from you our local carers on previous editions of the guide, each year we enhance this one-stop guide – with even more useful information, advice and contacts to support you with challenges you may face in your day-to-day life as a carer while we are in this turbulent climate.

We want you to know we are on your side and want to support you as well as thank you for continuing your vital role as a carer, looking after your loved one(s) and enabling them to get the most out of their lives. While we face further unprecedented challenges with the cost-of-living crisis, we know caring is rewarding and fulfilling, but acknowledge it can also be very stressful and tiring. We want to support you with building your resilience and maintaining your own wellbeing.

This guide tells you in one place about the support you are entitled to as a carer and signposts to local organisations in our borough that can be of assistance to you.

We want as many carers as possible in our borough to use and benefit from this guide, please share the digital link with them and encourage them to register as a carer with Telford and Wrekin All Age Carers Centre.



## The Carers Network

The Carers Network replaces the Carers Partnership Board. Telford and Wrekin CVS launch 'The Net'. The Net will work in partnership across all sectors. It will work alongside providers of services and unpaid family carers to ensure carers have a voice and co-produce carer lead services. The Net will:



- facilitate and lead on a quarterly carers forum. A place to welcome guest speakers and deliver Question and Answer sessions on topics relevant to the varied caring role;
- have access to a monthly creative arts session to collate carer voices meaningful and creatively;
- provide comment and compliment the local All Age Carers Strategy;
- have access to a carer online chat group (outside of normal working hours).

There will be a continuous focus on carers please look out for information on how to get involved on social media and through the Carers Network. Please contact for further information [www.telfordandwrekin cvs.org.uk](http://www.telfordandwrekin cvs.org.uk)

## Getting Involved – Adult Social Care

We want the people who access Adult Social Care to work with us ensuring that those who have lived experience (experts by experience) are heard, valued, can inform, question, challenge and be involved in our developments and improving practice.



We know that people want to get involved in different ways, we understand that not everybody will want to attend meetings but may wish to feedback on subject matters relating to Adult Social Care, health services, care providers, community and voluntary services, as well as national projects around the country with the intention to improve services locally.

We've developed an Adult Social Care Co-Production Framework documenting our approach to Co-producing a better future in Telford and Wrekin which details the values and principles of co-production which are critical for our experts by experience voices to have the greatest impact for change.



If the person you care for feels that their ideas could change and shape the way we deliver Adult Social Care in Telford and Wrekin, we would welcome their application to get involved.

For more information about how to get involved visit

[www.telford.gov.uk/ascgetinvolved](http://www.telford.gov.uk/ascgetinvolved) or email [makingitreal@telford.gov.uk](mailto:makingitreal@telford.gov.uk)

## Equality

Co-production starts from the idea that no one group or person is more important than anyone else and everyone has skills, abilities and time to contribute.

## Diversity

Co-production should include everyone and be accessible to all - be as inclusive and diverse as possible.

## Co-production Framework

## Accessibility

Making everything accessible is the way to ensure that everybody has an equal chance to take part fully in an activity in the way that suits them best.

## Mutual Benefit

Ensuring people receive something back for putting something in; supporting involvement and feeling valued.



## 2 Help and support for carers

### Telford Carers Centre - You're looking after someone, but who's looking after you?

Telford and Wrekin CVS offer services to family and friend carers of all ages from five years upwards. If you look after someone who couldn't manage without you, and they live in Telford and Wrekin then we are here for you. We deliver a range of high-quality support for carers including information and advice, wellbeing support groups, social respite activities and access to grants and training. Telford All Age Carers Centre provides confidential advice, free of charge.



**Tel:** 01952 240209

**Email:** [admin@telfordcarers.org.uk](mailto:admin@telfordcarers.org.uk)

#### Getting you on board...

It's helpful and reassuring to know how things work when you register with us and to understand the alternative ways we can support you on your carers journey.

What we offer may include:

- connecting you to local services for both you and the person you care for;
- planning for emergencies;
- looking after your own wellbeing;
- having a break from caring;
- peer support;
- employment, education or training opportunities;
- wellbeing checks;
- Caring Matters magazine;
- support when your caring role comes to an end.

#### Carers Assessment

As a family or friend carer you are entitled to a Carers Assessment, whether the person you care for has had an assessment of their own needs through social care. It's not in any way about judging how well you do your caring; it's about how that caring is affecting your life and what can be done to help you. A [Carer's Assessment](#) is for adult carers over 18 years old, who are looking after another adult who is physically or mentally ill, disabled, frail or has alcohol or substance misuse issues.

It is used to assess the impact their caring role has on their life and what support could be put in place to help. In Telford and Wrekin carers assessments may be requested through Family Connect and carried out by social workers.

**Tel:** 01952 385385 (please select option 3) or if the person you care for has an allocated professional you can access an assessment through them.

For further information to find out about Carers Assessments, please visit [www.telford.gov.uk/telfordcarersassessment](http://www.telford.gov.uk/telfordcarersassessment)

## Carers Allowance

You may be eligible for Carers Allowance if you provide at least 35 hours a week caring for someone. This can include:

- helping with washing and cooking
- taking the person you care for to a Doctor's appointment
- helping with household tasks like managing bills and shopping.

For more information, please contact the Carers Allowance Unit on:

**Tel:** 0800 731 0297 **Textphone:** 0800 731 0317

**Relay UK (if you cannot hear or speak on the phone):** 18001 then 0800 731 0297 (Video relay service for British Sign Language (BSL) users)

## Do you think you are a young carer?

**If so, we are here to help you with all your questions and worries.** Young carers may have to deal with a range of illnesses with the person they care for, such as disability, chronic illness, mental health difficulties or problems with drugs or alcohol misuse



They may take on all types of caring responsibilities – cooking, cleaning, shopping and other practical homecare or personal care such as lifting, washing and personal hygiene. They may give emotional support. Many carers take on caring responsibilities that an adult would normally do. With the risk of social isolation, bullying, school attendance problems, and physical and mental ill health themselves, young carers can often find life tiring, worrying and lonely.



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# FREE EMERGENCY RESPONSE CARERS' SERVICE

## Adult social care



**The Emergency Response Carers' Service provides free immediate assistance when you are unable to help someone who is reliant on your support.**

This is a responsive and reliable replacement care service, for carers who care for an adult over the age of 18 years.

**The aim: peace of mind when a crisis occurs.** The service offers free replacement home-based support for up to 72 hours, in an emergency or crisis situation.

To access the Emergency Response Carers' Service contact:

### **Weekdays (office hours)**

**Monday to Friday from 9am to 5pm** contact Family Connect on **01952 385385**, please select option 3 and ask for the Emergency Response Carers' Service.

### **Weekends and out of office hours**

**Friday 5pm through to Monday 9am and public holidays** contact Emergency Duty Team (EDT) on **01952 676500**, ask for the Emergency Response Carers' Service.

**If you think you are a young carer or you know someone who is please get in touch with us** Telford and Wrekin CVS – Carers Centre provide confidential advice, free of charge.

**Tel:** 01952 240209

**Email:** admin@telfordcarers.org.uk

## Telford Crisis Support

*“No-one need go without the basic essentials to keep themselves and their families sheltered, fed, clean, clothed, warm, and healthy.”*

Our multi-bank support services including the following:

- Food Bank – emergency food support for those in financial crisis;
- Baby/Toddler Bank – practical support for babies and toddlers, equipment, clothing and toiletries;
- Pet Food Bank – emergency food for pet owners in financial crisis;
- School Uniform Bank – pre-loved school uniform for all

### Food Referral

To make an application for a food parcel please call 01952 380400. If you have any questions regarding an application or if you wish to speak to the Telford Crisis Support team, call 01952 586646, email admin@telfordcrisissupport.org.uk or visit <http://telfordcrisissupport.org.uk/>

### Emergency out of hours food parcel

Telford and Wrekin Interfaith Council provides emergency food parcels outside of normal food bank working hours.

### Hours of operation:

Weekdays, after 5pm / all weekends (including Bank Holidays)

Contact details:

**Mobile:** 07895 395226/07545 023519

**Website:** www.Interfaithtelford.org

**Email:** hello@InterfaithTelford.org

**Facebook:** Telford.interfaith.3

**Twitter:** @InterfaithTelf1



## Independent Living Centre

The Independent Living Centre (ILC) is funded by Telford & Wrekin Council in partnership with Telford and Wrekin CVS and can be found at Telford Town Centre within the Hazledine House shopping complex. We will always make time to listen to you and help to identify any areas where we can support you with your role as a carer.

We have a large selection of gadgets and gizmos that may enable the person you care for to do more for themselves or may indeed make life a little easier for you. Some of those things you may need to self-purchase, but we can ensure that you have tried them, and possibly speak with one of our Experts by Experience who can give honest advice about what really works. We do not sell any products at the centre so we are completely unbiased as to the advice we offer.

The centre has three designated areas, a kitchen, bathroom and bedroom. As well as the self-purchase items on display, the rooms also have equipment that after an assessment may be provided to you on a long-term loan basis to help you within your own home.

Technology changes rapidly, especially in the past few years. There are far more things available to help people to stay in their own homes without formal support. We understand how daunting it can be to try to research and understand all of these things; therefore, we have a dedicated team at the centre who can support you to identify what there is and if it would be suitable for you, how it works, what it may cost and to offer continued advice. They are available on Wednesdays for drop in advice or you can arrange an appointment if you would prefer.

Our Sensory Team are also available at the Independent Living Centre on Wednesdays to offer specialist advice with hearing or sight loss including using equipment or helping you connect with community groups. Our Experts by Experience work closely with our Sensory and Assistive Technology Team, they can offer open and honest advice about what really works and can help you to remain independent.

What we find most useful about the space here is that it often helps people to open up and have a good conversation about the things that they may struggle with or worry about. This applies to both carers and those they care for. You do not need to book an appointment and can drop in which can help encourage those who may

be hesitant to engage with any formal service. If a formal support service is needed, we can also support you through the care assessment process at the Independent Living Centre to make your experience seamless and without having to engage with numerous departments. Our team looks forward to meeting you.

### The Virtual House

Our virtual house is an interactive tour showing examples of equipment and solutions that may be helpful to you or a family member to do daily activities around the home. If you would like to view and try some of this equipment in person before purchasing you can do so by visiting the Independent Living Centre, where you can talk to a member of our team about the items.

Independent Living Centre, Unit 3A Hazeldine House,  
Telford Town Centre, Telford

**Tel:** 01952 457181

**Email:** [ILCTelford@telford.gov.uk](mailto:ILCTelford@telford.gov.uk)

**Web:** <https://livewell.telford.gov.uk/ILC>

**Text (SMS):** 07797 875385



Scan  
with your  
smart  
phone

### Age UK Shropshire Telford & Wrekin

Age UK Shropshire Telford & Wrekin offers lots of services for older people and their carers.



- Information, advice and advocacy – help with benefits, form filling, advice on aids, in the home and a wide range of advice sheets.
- Winter warmth advice – free home energy checks and advice and support to keep your home warm and save on energy costs.
- Practical help at home – support to remain independent at home (this is a charged for service).
- Telephone befriending – a regular call with a volunteer to chat, usually weekly.
- Social activities in the community – activities in the community or online including, reading, walking, craft, dance, exercise and social groups.
- Volunteering opportunities.
- Dementia support services for both carer and cared for.
- Day centres for older isolated individuals to meet together for hot lunches and activities.
- Digital inclusion to help people to understand their IT better and to increase skills and confidence.

- A wide range of activities, groups and classes to maintain physical and mental wellbeing.
- A Trusted Assessor service providing advice and access to low-level equipment in the home.
- Digital support – help to get online safely in your home.

**Tel:** 01743 233123

**Email:** [enquiries@ageukstw.org.uk](mailto:enquiries@ageukstw.org.uk)

You can also find a wide range of information on our website  
[www.ageukshropshireandtelford.org.uk](http://www.ageukshropshireandtelford.org.uk)

## Special Educational Needs and Disability (SEND) Local Offer

Visit the Telford & Wrekin SEND Local Offer website to find an extensive range of information for parents, carers and professionals. Telford & Wrekin's Local Offer aims to provide information on what services you can expect from local agencies including education, health and social care. [www.telfordsend.org.uk](http://www.telfordsend.org.uk)



## PODS (Parents Opening Doors) Charity

Involving and supporting families who have a child or young person with a disability or additional needs (aged 0-25 years). We host the Department for Education recognised Parent Carer Forum; in addition the wider Charity offers the following services:

- befriending scheme;
- SEND Information;
- family groups/support;
- workshops and drop-ins;
- inclusive trips and events;
- fundraising to include more information and access;
- preparing for adulthood.



More information and access [www.podstelford.org](http://www.podstelford.org)

Facebook [www.facebook.com/PODSTelfordopenpage](https://www.facebook.com/PODSTelfordopenpage)

**Email:** [support@podstelford.org](mailto:support@podstelford.org)

**Tel:** 01952 458047



## Dementia Enhanced Care Team – Admiral Nurses

Admiral Nurses offer individualised support for family carers and people with dementia, which entails comprehensive assessment of need and provision of a range of therapeutic approaches designed to promote well-being and equip family carers with skills and information.

The service is available to carers of people with dementia who are registered to a Telford and Wrekin GP. Direct care is not provided for the person who has dementia. The service is not available to under 18-year-olds who are referred to Red Cross or Young Carers.

We provide:

- guidance on how appropriate services and sources of support can be accessed in local areas;
- liaison with other professionals and organisations to ensure that families obtain coordinated support;
- practical advice to help carers to develop and improve skills in giving care;
- psychological support to help family carers and people with dementia understand and deal with their feelings and emotions;
- referral to treatment and support services;
- skilled assessments of the needs of family carers and individuals with dementia;
- therapeutic, psycho-educational and social support groups for family carers.

Self-referral to the service (for carers):

**Tel:** 01952 580479

**Email:** [www.shropscommunityhealth.nhs.uk/dementia](http://www.shropscommunityhealth.nhs.uk/dementia)

## Alzheimer's Society Dementia Support

We provide expert information, training, and support services to all those who need our help and we are creating a more dementia-friendly society so people with the condition can live without fear and prejudice.



If you have any concerns about dementia, visit [www.alzheimers.org.uk](http://www.alzheimers.org.uk) or call **Dementia Connect**, telephone support lines available 7 days a week seeking information and peer support, 0333 150 3456 Mon-Wed 9am-8pm, Thurs-Fri 9am-5pm, Sat-Sun 10am-4pm.

Our Dementia Link Workers offer information and practical guidance to help you understand the condition, cope with day-to-day challenges and prepare for the future. Face-to-face, over the phone or in writing they will help you to:

- remain independent and stay active for as long as possible;
- get the information and advice you need to make informed decisions about your wellbeing;
- find other local services which can help improve your life.

Get in touch **Tel:** 01952 250392 or **Email:** shropshire@alzheimers.org.uk

## Parkinson's UK – Parkinson's Support Group

We offer a wide variety of activities at our Support Group for people with Parkinson's and their carers including:

- friendship and support;
- an opportunity to meet people in similar situations;
- a range of speakers at the monthly meetings;
- day trips and outings for members;
- indoor bowling, as part of regular exercise;
- fortnightly Physiotherapy sessions, every first and third Friday of the month, with a qualified physiotherapist;
- fortnightly Speech Therapy, every second and fourth Friday, with a qualified Speech Therapist.

The Parkinson's Support Group meets at Hadley Community Centre on the last Tuesday of every month at 1pm to 3pm. Refreshments are provided – come and join us.

**Email:** carolscott123@supanet.com

**Mobile:** 07854 845967

**Address:** Hadley Community Centre, 30 High Street, Hadley, Telford TF1 5NL





## Contacting Adult Social Care

We are here to provide information, advice and support to you and those important to you.

You may already have regular contact with your allocated worker, if you don't and are worried about something or your circumstances have changed, please get in touch with us.



### The Wellbeing Independence Partnership

The Wellbeing Independence Partnership is the first point of contact for enquiries relating to Adult Social

Care in Telford and Wrekin. It is an information and advice service for adults with care and support needs who are not known to statutory services.



Our friendly and knowledgeable staff provide information, advice and guidance for the general public about health and social care. We work with people to identify their strengths and help them to stay independent for longer with access to community-based solutions to ensure individuals get the right help, at the right time, from the right service. To find out more and to access an array of community led support please contact us, our phone lines are open Monday to Friday from 9am-5pm.

**Tel:** 01952 916030

**Email:** [wip@tandwcvs.org.uk](mailto:wip@tandwcvs.org.uk)

## Occupational Therapy Services in Telford and Wrekin

### Independent Living Centre and the Virtual House

Within the Independent Living Centre we have recreated a bathroom, bedroom and kitchen, as well as having a staircase and stair lift where we can assess you with access to a variety of equipment. We are currently offering these assessments as booked appointments. The centre is open for you to come and try equipment or

aids that you might be considering purchasing. Alternatively you can look at the [Telford & Wrekin Council Virtual House](#) tour where you can look at items in situ and access fact sheets that will guide you if you decide to purchase items for yourself.

## Equipment and Adaptations

The Occupational Therapy Team will assess you at home if your needs are more complex. We will assess the difficulties you have completing daily living tasks and consider equipment or techniques that may make these tasks easier for you. In some circumstances, when equipment has not helped, we may look at how we can adapt your home to make life easier for you. This may be simple, minor adaptations like a second stair rail or grab rails in the bathroom, it might be a stair lift, or it might be a more complex adaptation such as wet room or home lifts. All adaptations are subject to landlord approval if you do not own your own home and major adaptations are also subject to a financial eligibility assessment.

## Smarter Care

Our role is to support unpaid, informal carers to continue in their role safely. We will assess you and your carer and provide solutions that may support you. We may just need to give you some advice about basic moving and handling and how to look after your back, and sometimes we may need to consider pieces of equipment or an adaptation to make things safer and better for both of you. We will demonstrate how to do things safely and help improve your confidence in providing care for your loved one. We may also talk to you about risk management and ways to reduce risk of injury to yourself or the person you care for.

To be referred for an Occupational Therapy Assessment for any of these services please contact WIP on **Tel:** 01952 916030 or **Email:** [wip@tandwcvcs.org.uk](mailto:wip@tandwcvcs.org.uk). Please note, if you would like a Smarter Care assessment then we need the details for the person and all carers involved.

## Family Connect (Adults) and Adult Safeguarding

We support people who are already known to adult social care as well as providing advice, guidance and support to professionals and the public on an array of adult social care services. Our Family Connect Community Support Advisors are also the first point of contact for all new referrals for people who require statutory care and support or safeguarding. Enquiries from people who are not already known to adult social care are supported by our colleagues in the Wellbeing Independence Partnership who can provide a holistic service.

Reasons why you would contact Family Connect directly:

- If you wish to make an urgent referral for care and support and/or occupational therapy.
- If you already receive services from adult social care and your circumstances have changed.
- If you want to report concerns of abuse, neglect or harm or you are at risk – you need to report it. However, if someone is in immediate risk of harm please contact the police.

Our friendly and knowledgeable advisors are available Monday to Friday 9am-5pm:

**Tel:** 01952 385385 (select option 3 when prompted)

**Email:** familyconnect@telford.gov.uk

**Text (SMS):** 07797 875385

## Older People's and Physical Disabilities Teams

If you are caring for an older adult or somebody with a physical disability who currently receives support you can contact your allocated professional (for example; Social Worker, Adult Social Care Practitioner or Occupational Therapist), please call us using the following phone numbers and we will transfer you to your allocated professional if they are available:

- East and West Locality Hubs - 01952 381250

If you or the person you care for has been referred for an assessment, you can contact the teams on 01952 381250 for an update on progress or to inform us of any changes to your circumstances.

## Learning Disability and Autism Team

If you care for someone with a Learning Disability and/or Autism, the Learning Disability and Autism Team for adults are here to help.

You might already have regular contact with your allocated worker, if you don't and you are worried about something, or your circumstances have changed, you can attend booked appointments by contacting the Independent Living Centre 01952 457181. If further information or an assessment is required, please contact the team or make contact with Family Connect.



Contact the Learning Disability and Autism Team on **Tel:** 01952 383054 or through Family Connect **Tel:** 01952 385385 (please select option 3).

### Learning Disability

Across all services in Telford and Wrekin we want to promote independence of people with learning disabilities and help people to live well. People with learning disabilities, and their families, in Telford and Wrekin should be able to access advice, information, care and support that is aspirational, modern and meaningful. Visit [www.telford.gov.uk/LD](http://www.telford.gov.uk/LD) to find out more.

### Autism

Autism is a spectrum condition that affects people in different ways, and, like all people, autistic people have their own strengths and weaknesses. The National Autistic Society state “autism is a life-long developmental disability which affects how people communicate, interact with the world and experience their senses. One in 100 people are on the spectrum and there are around 700,000 autistic adults and children in the UK.” Visit [www.telford.gov.uk/autism](http://www.telford.gov.uk/autism) or [www.telfordautismhub.org.uk/contact-us](http://www.telfordautismhub.org.uk/contact-us) to find out more about the Autism offer.

### Mental Health Team

If you care for someone who receives support with their mental health, you may already be in regular contact with their worker from our mental health social work team or possibly their care coordinator from the Midlands Partnership Foundation NHS Trust. If you are unsure and are worried about the person’s mental health, you can contact their GP surgery for some advice or alternatively contact the ACCESS Team from the Midlands Partnership Foundation NHS Trust. The team is available 24 hours a day, 365 days a year.

**Tel:** 0808 196 4501

**Email:** [access.shropshire@mpft.nhs.uk](mailto:access.shropshire@mpft.nhs.uk)

This is the main contact for all mental health related enquiries. If you are still unsure or are having problems getting the right support at the right time please contact the Family Connect Team on 01952 385385 (select option 3) our workers will be happy to advise you or ask someone from the mental health social work team to call you back. Visit [www.telford.gov.uk/mentalhealth](http://www.telford.gov.uk/mentalhealth) to find out more.



## Out of hours – Emergency Duty Team (EDT)

EDT provides an emergency social work service for urgent situations which arise out of normal office hours, and which cannot be left with an appropriate degree of safety until the next normal working day. The service operates Monday to Thursday 5pm to 9am and from 5pm Friday through to 9am Monday. The service also operates during public holidays.

**Tel:** 01952 676500

## Live Well Telford

Visit Live Well Telford to find local support services and activities for residents of all ages, many right on your doorstep. Available through <https://livewell.telford.gov.uk> on any internet enabled device (smart phone/tablet/computer), in libraries or internet cafes, available 24/7, 365 days a year.



**SCAN ME**

## Community Support from Telford & Wrekin Council Community Services

There is a range of support available to communities, organisations, groups, clubs and individuals across Telford and Wrekin. This includes support for individuals or organisations:

- who are looking to do more in their community, such as volunteering?
- who are interested in setting up a club or group, such as a youth group or parent and toddler group?
- who are considering setting up a community business or social enterprise?
- who need help to achieve more or adapt into a different type of group, such as moving to a charitable status?
- to find funding or grants to help them be sustainable.
- to find out about community-based activities and services taking place in their local area.

**Telephone:** 01952 382245

**Email:** [cpt@telford.gov.uk](mailto:cpt@telford.gov.uk)

## Helping to support *and* connect communities

Looking to do more  
in your community?

Wanting to  
set up a local  
group or club?


Looking for  
funding to help  
with a local  
group, business  
or enterprise?

Interested in  
volunteering?

Wanting to  
know what  
activities and  
groups are in  
your area?

### 3 Health

Looking after your physical and mental health is even more important during this time. The impact of caring for a loved one can lead to carers not having the time to look after their own physical and mental health, which is just as important. Taking the time to look after yourself will support you to continue in caring for your loved one.



**Boost your immunity  
with the Flu vaccine  
and Covid-19 booster.**

People aged 50 and over can now book their Covid-19 and flu vaccination in Shropshire, Telford and Wrekin by calling **NHS 119**.



## Healthy Lifestyles

The Healthy Lifestyles team provides a free personal service to motivate, encourage and support local people to make changes to improve their health and wellbeing.

The Healthy Lifestyles service offers six 1-2-1 sessions over a 12 week period supporting the areas of:

- eat better;
- drink less;
- exercise more;
- reduce your weight;
- improve your wellbeing;
- lower your blood pressure and cholesterol;
- reduce risk of developing type 2 diabetes.

The Healthy Lifestyles Service also offers a free stop smoking service to support you in setting a quit date, managing nicotine withdrawal symptoms and cravings to help you quit smoking for good. Please contact us on the below email address to request an appointment.

Advisors work closely with the community and connect clients with a variety of ongoing support within the locality they live. All support from the Healthy Lifestyles Team is completely free and confidential. Please note our Healthy Lifestyle Advisors are not medically trained. For more information, please visit [www.telford.gov.uk/healthylifestyles](http://www.telford.gov.uk/healthylifestyles)

**Email:** [healthylifestyles@telford.gov.uk](mailto:healthylifestyles@telford.gov.uk)

**Online referral:** [www.telford.gov.uk/hiform](http://www.telford.gov.uk/hiform)

**Telephone:** 01952 382582

**Facebook:** @HealthyTelford

*Or scan here  
to book online*  
>>>



## Learning Disabilities – annual health checks

It is important that everyone over the age of 14 who is on their doctors learning disability register has an annual health check. An annual health check can help you stay well by talking to a doctor or nurse about your health.

**Web:** [www.nhs.uk/conditions/learning-disabilities/annual-health-checks/](http://www.nhs.uk/conditions/learning-disabilities/annual-health-checks/)

## Seated Exercise

It is important to keep moving and change position from time to time, in order to prevent aches and pains from developing. Here are some good seated exercises that can be completed at home for less mobile people.

### Finger Fan

Hold the hands out in front and spread the fingers apart as far as possible. Maintain for the count of 5, relax and repeat.

### Shoulder Blade Squeeze

Link hand behind the chair and pull the shoulders back. Squeeze shoulders together and straighten arms, hold, release and repeat.

### Back and Arm Stretch

Clasp the hands together and extend the arms straight above the head. Lean to the left, then to the right and stretch hard several times.

### Shoulder Roll

Roll the shoulders backwards and forwards several times.

### Neck Stretch

Bend the head forward and slowly turn it like a pendulum to look up to the right and then to the left. Then, with the head in a neutral position, slowly turn the head to look down to the left and to the right. Repeat several times.

### Wrist Stretches

Straighten both arms out in front and, with one hand, bend the wrist of the other hand up.

### Trunk Twist

Fold the arms and twist the trunk to the left and then to the right.

### Hand Bend

Place your elbows on the table and, with one hand, gently take the opposite hand and bend it back towards the forearm. Repeat with the other hand.



## Telford & Wrekin Leisure Services



We have a number of leisure facilities located across the borough helping people to do more, enjoy more and feel better. Our facilities include seven Aspirations Health & Fitness facilities, four swimming pools, an ice rink in the heart of Southwater, a snowboard and ski centre, a golf facility and an award-winning Town Park.

Young Carers can apply for a new category of the TLC Card. Giving the same level of discount as a standard resident card with the added benefit of free ice skating at Telford Ice Rink. Public swimming across all our pool sites is also available where carers are admitted free of charge in their supportive capacity.

Carers and those supported by a carer would need to show the eligibility for the TLC concessionary status. Please follow the link for further TLC information [www.telfordloyaltycard.co.uk](http://www.telfordloyaltycard.co.uk)

Leisure website: [www.telfordandwrekinleisure.co.uk](http://www.telfordandwrekinleisure.co.uk)

**Email:** [leisure@telford.gov.uk](mailto:leisure@telford.gov.uk)

**Tel:** 01952 382621 (Monday – Friday 9am-5pm) general enquiries

## Health Support Groups

Find details of Health Support Groups available on Live Well Telford

<https://livewell.telford.gov.uk/supportgroups>

## Mental Health Support

We recognise the significant role unpaid carers continue to play in supporting their loved ones to remain safe. If you are a carer and feel you would benefit from speaking to someone about your caring role and the impact on you, you can request a Carers Assessment from Family Connect on **Tel:** 01952 385385 (option 3).

There are a number of support services available to carers including:

- personalised support for the person you care for;
- Telford Mind counselling service;
- one-off Carers Direct Payment;
- Carers Contact Centre.

## Calm Café

# Calm Cafe

Our Calm Cafe's offer people living in Telford and Wrekin support with their emotional and mental health, a space to meet like-minded people and gain support from trained staff.

The Café is open four evenings a week 5pm to 8pm at the following locations; Meeting Point House, Sutton Hill and Oakengates. If you need any further information or would like some support to attend please call:

Monday	Tuesday	Wednesday	Thursday
5pm-8pm	5pm-8pm	5pm-8pm	5pm-8pm
Outpost Oakengates	Meeting Point House	Hub on the Hill	Meeting Point House
TF2 6EP	TF3 4HS	TF7 4HG	TF3 4HS

**Tel:** 07434 869248

**Email:** talk2@telford-mind.co.uk

## Branches

Listening and supporting people when they have mental health issues by offering a range of services to promote better mental health, including peer support. Branches will help in a crisis, whilst also supporting recovery by helping people to develop skills for work and life. Services include:

- listening service for one to one support;
- drop in;
- groups and activities for recovery;
- training and development to build skills for life;
- a safe place to provide support in a mental health crisis.

## Who will support me?

The services will be delivered by the Telford After Care Team in conjunction with the Mental Health Alliance. Paid staff and volunteers with lived experience are trained to provide high quality support.

**Tel:** 01952 899205

The service runs Monday to Friday 9am to 5pm



## Veterans Cafe

Calm Cafes for Veterans provide an opportunity to offer an early intervention service to those who are experiencing poor emotional and mental health. They aim to fill the void caused by isolation and detachment after Service whilst also providing a platform for social interaction and comradery. The Cafes are run by Telford Mind with trained staff who are able to signpost veterans to Service, and non-Service, Charities and Groups where necessary.

The Cafes are available on a drop-in basis so there is no need to book:

**Dawley:** every second and fourth Monday of the month, 2pm-4pm at Dawley House, 22 Burton Street, Dawley, TF4 2ES

**Madeley:** every first Friday of the month, 11am-1pm, at Jubilee House, 74 High Street, Madeley, TF7 5AH

Both sites are wheelchair accessible and have parking close by.

For further information, please email [talk2@telford-mind.co.uk](mailto:talk2@telford-mind.co.uk) or phone 07434 869248

## Challenging Perceptions

Challenging Perceptions is a registered charity, we provide services for children and young people with mental health, learning disabilities and Autism needs. The services we offer are:

- youth wellbeing peer support group for 6-16-year-olds;
- SEND parent and toddler group – a group to support under 5s at all stages of diagnosis;
- wellbeing drop-ins;
- befriending;
- advocacy;
- childrens Autism cooking;
- service user forum;
- winter warm packs;
- sensory room accessible at an affordable cost;
- sensory toy shop;
- wellbeing pack for school holidays;
- strategic work with local authority and NHS.





**Email:** [info@challengingperceptions.co.uk](mailto:info@challengingperceptions.co.uk)

**Tel:** 01952 897 333

**Website:** [www.cptelford.co.uk](http://www.cptelford.co.uk)

**Address:** Challenging Perceptions, Park Lane Centre, Park Lane, Woodside, Telford, TF7 5QZ

## Healthwatch Telford and Wrekin



Healthwatch Telford and Wrekin is the independent local champion for people who use NHS health services plus adults and childrens social care services in Telford and Wrekin.

We do this by collecting peoples experiences, information of how well services provide the support you need to live as independently as possible.

We have the power to make sure that decision makers involved in providing services to support your wellbeing and independence listen to local feedback and put people at the heart of care.

We offer a free and optionally anonymous signposting service to people who need advice or help, whether it's for them or someone they know. Our work focuses on understanding the needs, experiences and concerns of people who use NHS health services, plus adults and children's social care services.

We run many projects including surveys to gather your experiences which we then collate and produce a report and present this to service providers, recommending change when needed. Our effectiveness relies heavily on the feedback we receive.

The work of our volunteers helps us to gather people's experiences and to make a difference. We are looking for more volunteers to come and support our efforts and make a difference too. Training and support is provided for all.

**Visit:** [www.healthwatchtelfordandwrekin.co.uk](http://www.healthwatchtelfordandwrekin.co.uk)

**Email:** [info@healthwatchtelfordandwrekin.co.uk](mailto:info@healthwatchtelfordandwrekin.co.uk)

**Call:** 01952 739 540



## 4 Maximising benefits – ensuring you are claiming the benefits you are entitled to

If you regularly spend time caring for someone, you may be eligible for specific benefits related to caring, to find out more and how to apply visit [www.gov.uk/browse/benefits/help-for-carers](http://www.gov.uk/browse/benefits/help-for-carers)

GOV.UK recommends using these free benefits calculators to find out what benefits you are entitled to, visit [www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators)

### Turn2us – check your benefit entitlement?

Use our free and confidential Benefits Calculator to find out what benefits you are entitled to claim.

### Better Off calculator

Through just a few simple steps you can see how much benefit you are eligible for and how much better off you might be in work. You can also see how changes in your household budget can affect your income. You can use the calculator for free, but if you want to save and compare calculations, you need to set up an account.

### Entitled to – what are you entitled to?

Find out what you might be able to claim, enter your details and you'll receive an estimate of your entitlement to benefits.

### Attendance Allowance

The person you care for may be eligible for Attendance Allowance which helps with extra costs if they have a disability severe enough that they need someone to help look after them. For more information visit: [www.gov.uk/attendance-allowance](http://www.gov.uk/attendance-allowance)

### NOT SURE WHICH WAY TO TURN?

We can help you find direction.

citizens  
advice Telford &  
the Wrekin

FREE | CONFIDENTIAL | INDEPENDENT | IMPARTIAL



# Cost of living support



## Worried about money?

There's lots we can do to help.



[www.telford.gov.uk/costofliving](http://www.telford.gov.uk/costofliving)

## Cost of Living support and advice

**With energy bills, inflation and other costs of living forecast to continue to rise steeply, households are feeling increasing financial pressures, both locally and across the country.**

To make it easier for Telford and Wrekin residents to find out about the range of support available to help with the cost of living crisis, Telford & Wrekin Council has created an online hub as a one-stop-shop for information and help available from the council and trusted partners.

The new hub [www.telford.gov.uk/costofliving](http://www.telford.gov.uk/costofliving) includes links to help, support and advice around benefits and finances, bills and affordable warmth, food costs and general wellbeing. Although the new information hub is web-based, free internet access is available in Southwater, Wellington, Madeley and Newport libraries for people who can't get online at home.

## What can Citizens Advice do for you?

- **Benefits Advice** Our advisers can provide support with benefits checks, claiming Universal Credit, completing benefits forms and advice on all other benefits, including how to challenge any refusal. For Universal Credit support contact Help to Claim 0800 144 8444. For other benefits advice use our main contact line: 01952 567193.
- **Employment Advice**
- **Money and Debt Advice**
- **Housing Advice**
- **Family and Relationship Advice**

If our lines are busy, please email us at [case@telfordcab.co.uk](mailto:case@telfordcab.co.uk) including your name, number and brief details of your enquiry.

## Financial support and advice for pensioners

[www.telford.gov.uk/pensioners](http://www.telford.gov.uk/pensioners) If you are unable to access the internet, please call our switch board on 01952 380000 to be directed to the most appropriate service to help you.



## Welfare and Financial support for armed forces, veterans and their families.

There are many organisations that provide further support, advice and grants to serving armed forces personnel, veterans and their families. For more information about each organisation visit [www.telford.gov.uk/armedforcescovenant](http://www.telford.gov.uk/armedforcescovenant)

## Severn Trent – The Big Difference Scheme

Help to reduce the amount you pay for your bill. **The support you could get** – you could get up to 70% off the average Severn Trent bill. The Big Difference Scheme will assess your household income when you apply. That assessment determines how big a reduction you are able to get. **Your Big Difference Scheme payment plan** – if your application is successful, you'll get a new payment plan. The scheme runs for 12 months at a time. You'll have to apply again at the end of each year-long period.

To apply visit [www.stwater.co.uk/bigdifferencescheme](http://www.stwater.co.uk/bigdifferencescheme)

# 5 Wellbeing

## Loneliness

We all feel lonely from time to time. Feelings of loneliness are personal, so everyone's experience of loneliness will be different.

## Year of Wellbeing

Improving how you feel is about making small achievable changes over time, take a look at the Year of Wellbeing webpages to view information and advice about:

- improving your wellbeing;
- connecting with others;
- sleep;
- eating well;
- mindfulness;
- being active;
- learning and much more.

Visit [www.telford.gov.uk/wellbeing](http://www.telford.gov.uk/wellbeing)

Further information on loneliness can be accessed on the Mind Website [www.mind.org.uk/information-support/tips-for-everyday-living/loneliness/about-loneliness/](http://www.mind.org.uk/information-support/tips-for-everyday-living/loneliness/about-loneliness/)

If you feel you would benefit from some support, please contact Telford Mind.

**Tel:** 07434 869248

**Email:** talk2@telford-mind.co.uk

**Website:** www.telford-mind.co.uk

Telford offers a variety of activities and you can see what's in your local community by visiting <https://livewell.telford.gov.uk/adultsthistodoc>



## Take time to focus on activities you enjoy at home.

### Stay connected with others

- Stay in touch with friends, family, neighbours, clubs, and your community by phone or meeting for a walk. It can be useful to keep a list of these phone numbers to remind us to call.
- Asking for help with shopping and running errands.
- Volunteer to get or become a phone befriender to others.

### Stay on top of difficult feelings and worries

- Try to focus on things in your control.
- Limit how much news you watch or listen to and use trusted sources (BBC/ITV).
- Take time to chat about how you're feeling with others, it can really help.

### Plan practical things

- Keep up with your usual everyday activities and interests at home.
- Make a 'to do list' for each day: writing shopping lists, making calls, order repeat prescriptions.
- Continue accessing treatment and support for health conditions from your GP.

### Take time to notice and feel joy

- Take time to focus on activities you enjoy at home.
- Remembering important people and better times can be helpful, such as looking at holiday photographs.
- Set yourself a goal, learn a new skill, or take on a challenge.
- Take note of things that bring you joy and share with others or record in a diary.

### Staying active

Being active improves how we feel, a regular activity can go a long way to improving wellbeing. Small amounts of regular physical activity will improve your wellbeing – especially if it's doing something you enjoy.

There are lots of groups and clubs you can join in Telford to keep yourself active such as walking, swimming, yoga, cycling, cricket and many more, you can view these by visiting <https://livewell.telford.gov.uk/stayingactive>

## Forum 50+ Telford – Befriending Services

The Forum offers support to the over 50s assisting with:

- tackling loneliness and isolation;
- anxiety and low confidence;
- companionship through telephone calls, home visits, helping you to get out and about, whether for a short walk, shopping or for a cuppa or by meeting others through regular social activities;
- help in the home and managing everyday tasks;
- regular social groups and exercise classes;
- help with computers and smart phones;
- a range of volunteer roles;
- support for carers and those living with long term conditions including dementia.



**Telephone:** 07932 828333 / 07552 975676

**Email:** info@forum50plus.org.uk

**Website:** www.forum50plus.org.uk



## Help to get online

More and more services are becoming internet based, but not everyone has access to the internet at home.

Telford & Wrekin Council offers many ways to access the internet for free, from internet access at libraries and community buildings, to free-to-borrow iPads and other devices, plus training to use them.

You can find out more at <https://livewell.telford.gov.uk/telfordgetdigital>

## Borrow an iPad lending scheme

You might feel confident using the internet, but simply don't have the device to get online.

Why not borrow an iPad? Our iPad lending scheme allows you to borrow a device for FREE for four weeks – you only need a library card to do so!

Visit [www.telford.gov.uk/ipad](http://www.telford.gov.uk/ipad) to find out more.



## Carers UK

Share and Learn online sessions - Carers UK are running a series of fun and relaxed online sessions where visiting speakers share tips and skills on a range of topics.

View details of the upcoming sessions and how to join in by visiting [www.carersuk.org/help-and-advice/get-support/share-and-learn-online-sessions](http://www.carersuk.org/help-and-advice/get-support/share-and-learn-online-sessions)

Care for a Cuppa video chat every Monday, to join follow the link [www.carersuk.org/help-and-advice/get-support/online-meetups](http://www.carersuk.org/help-and-advice/get-support/online-meetups)

## Telford & Wrekin Libraries – Digital Library and Home Library Services

We have libraries located throughout the borough with a wide variety of books available, including books in large print and audiobooks on CD. It is free to join the library, and with your membership you can also access our digital services including eBooks, eAudio and eMagazines. [Please visit our website](#) for more information.



Alternatively, we may be able to deliver a selection of books to your home via our Home Library Service. If you wish to use this service or find out more, please contact us via email or telephone.

**Website:** [www.telford.gov.uk/libraries](http://www.telford.gov.uk/libraries)

**General library enquiries:** [libraryenquiries@telford.gov.uk](mailto:libraryenquiries@telford.gov.uk)

**Home Library Service enquiries:** [homelibraryservice@telford.gov.uk](mailto:homelibraryservice@telford.gov.uk)

**Tel:** 01952 382915

## Telford and Wrekin CVS

We work in partnership to advise, connect and inspire people in Telford to improve lives in communities.

We provide information, advice and guidance on a range of subjects for both adults and children living across Telford. Our family carers are from as young as five and upwards to our adult carers. We provide a range of emotional and practical support and focus on a 'Think Family' approach.





We support people within our community that may be considered vulnerable, including those with autism, children and young people with disabilities and special educational needs.

**Website:** [www.telfordandwrekin cvs.org.uk](http://www.telfordandwrekin cvs.org.uk)

**Tel:** 01952 916035

**Email:** [admin@tandw cvs.org.uk](mailto:admin@tandw cvs.org.uk)

## Telford Theatre – Adults Essential Companion Scheme

The Essential Companion is someone who is able to help the person with a disability, by the means of mobility or guidance, to use and enjoy the services at Telford Theatre. The aim of the scheme is to facilitate the safety and enjoyment of the person with a disability



The scheme allows members to obtain a ticket, free of charge, for the Essential Companion. To join, the person with a disability, or their appointed representative, must complete the application form. The contact details on the form should be those of the person with a disability not of the Essential Companion.

To complete the application, visit:

[www.telfordtheatre.com/your-visit/assistance-scheme](http://www.telfordtheatre.com/your-visit/assistance-scheme)

If you have difficulty completing the form, or would like more information, please contact Theatre Enquiries on 01952 382370.

## Cinema Exhibitors Association (CEA) Card

The CEA Card is a UK-wide scheme which enables a disabled cinema customer to receive a complimentary ticket for someone to go with them when they visit a cinema (all cinemas in Telford and Wrekin are participating in this scheme)

**Web:** [www.ceacard.co.uk](http://www.ceacard.co.uk)





## Learn Telford

learn telford

Learn Telford encompasses adult and community learning to support individuals and families in localities to access activities to raise aspiration, educational attainment to support mental health and wellbeing and support into learning/employment. Our courses are designed to meet the needs of local communities but embed core skills that are needed to support well-being including confidence building and resilience.

**Website:** [www.learntelford.ac.uk](http://www.learntelford.ac.uk)

**Tel:** 01952 382888

## Volunteering in Telford and Wrekin

As a co-operative council we believe our residents have an important role to play in volunteering and supporting the local community. Becoming a volunteer can be personally rewarding and help you to ‘give something back’ to your community, examples of just some of the ways you can volunteer are:

- caring for a friend or member of the family;
- caring for animals and wildlife;
- setting up a volunteer scheme at your workplace;
- spending time mentoring and befriending a young person;
- working outdoors to improve the environment;
- working on local community projects;
- becoming a school or college governor.

As a volunteer you can give your time to help charities and community groups make a difference, but volunteering can also provide you with many benefits too, including:

- the chance to have fun doing something you’ve never tried before;
- increased confidence;
- a sense of satisfaction and achievement;
- the opportunity to make new friends and contacts with diverse backgrounds and experiences;
- increased job and career prospects and new skills – over seventy per cent of employers would hire a candidate with volunteering experience over someone who has never volunteered.

So why not give it a try! <https://volunteertelford.co.uk>



Telford & Wrekin  
Co-operative Council

Protect, care and invest  
to create a better borough



LIVE  
WELL  
TELFORD



# We're recruiting PAs

## What does PA stand for?

**Pretty Amazing!** A Personal Assistant (PA) role is varied, tasks can range from supporting someone to take part in their hobby or going to the cinema, to making a meal, or providing personal care. It will depend on the individual you are helping.

You don't always need experience or qualifications to do the role, it's more important to connect with the person you are supporting.

**FIND OUT MORE AT**

<https://livewell.telford.gov.uk/PA>

## Thinking about returning back to work

### Telford Job Box

Job Box is a Telford & Wrekin Council initiative supporting residents of all ages to find work. It could be your first job, a new opportunity to develop your career or if you are returning to the job market perhaps after redundancy.



Whether that's assistance finding a new job, interview support or developing your skills – our Job Box team can help. We understand everyone's circumstances are different, so we would always recommend getting in touch to discuss your personal situation.

**Tel:** 01952 382888

**Email:** [telfordjobbox@telford.gov.uk](mailto:telfordjobbox@telford.gov.uk)

### Micro Providers

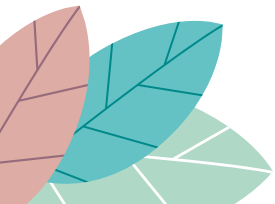
#### What is a Micro-Provider?

Care and support services are changing and Micro-Providers are a key part of that change!

Micro Providers are self-employed individuals or they can be a team of up to eight, to help support people following their Care Act assessment via a Direct Payment. Support can be provided in a variety of ways e.g. accessing the community, education and employment.

A Micro Provider will work with an individual to be involved in many aspects of a person's life and may be asked to provide support in the home, at leisure or at work to suit specific needs. This offers greater flexibility in the way support is offered and managed to a person.

Becoming a Micro Provider is a great way of meeting someone's care and support needs in a way that is suited to them.



## Want to set up as a Micro Provider?

You can get free information, guidance and access to an expanding market from Telford & Wrekin Council's Micro Provider Scheme to set up and sustain your business, including help with start-up costs and networking opportunities.

If you wish to know more about becoming a Micro Provider, you can:

Drop in to the Independent Living Centre – Unit 3a Hazledine House, Central Square, Telford Town Centre, TF3 4JL on a Tuesday

Visit Micro Providers website <https://livewell.telford.gov.uk/>

**Email:** ILCtelford@Telford.gov.uk

**Phone:** 01952 457181



## Getting out and about

### Concessionary travel

If the person you care for is unable to travel without your assistance, they are entitled to a special travel pass called +C that entitles a companion/carer to travel with them on production of entitlement or an underlying entitlement to a carers allowance. The companion/carer does not need to be the same person every time. Visit [www.telford.gov.uk/info/20174/public\\_transport/499/concessionary\\_travel](http://www.telford.gov.uk/info/20174/public_transport/499/concessionary_travel) to find out more and apply.

### Dial a Ride

The Dial-a-Ride scheme offers a door-to-door service for residents who cannot access conventional public transport due to mobility problems or are over the age of 70. Dial-a-Ride is available Mondays to Fridays, excluding bank holidays, and can take you to most places in the urban area of Telford (excluding hospital appointments). All trips must be pre booked. Carers are advised to book the passenger plus carer when ringing and the fare for carers is £3. For more information or to apply visit [www.telford.gov.uk/info/20174/public\\_transport/3547/dial-a-ride](http://www.telford.gov.uk/info/20174/public_transport/3547/dial-a-ride)



## 6 Preparing for Winter and Summer

The weather over winter can be unpredictable and can sometimes stop us getting out and about. Here are some winter ready tips:

- check your boiler has been serviced;
- 21°C is the ideal temperature for your living room, and 18°C for your bedroom;
- make sure you can access and turn off any stopcocks in case you need to stop your pipes from freezing and bursting;
- having a torch, candles and blanket handy is good in case there are power cuts;
- spare batteries are always handy to have, like for the TV remote, torch and hearing aids;
- if you have a mobile phone, make sure it is fully charged at home before heading out;
- stock up your medicine cupboard and check you have enough prescription medication;
- keep salt handy to put on steps or paths when it's icy outside;
- for drivers, check your vehicle is winter ready. Top up anti-freeze screen wash, check your tyres and keep a torch, warm clothes and something hi-vis in the boot just in case.

### NHS UK – how to stay well in winter

Cold weather can make some health problems worse and even lead to serious complications, especially if you are 65 or older, or if you have a long-term health condition. Visit the NHS website [www.nhs.uk/live-well/healthy-body/keep-warm-keep-well](https://www.nhs.uk/live-well/healthy-body/keep-warm-keep-well) to find out how to stay well during the winter months.



## Telford Energy Advice

Free and impartial energy advice on:

- keeping warm at home;
- energy bills, tariffs and suppliers;
- heating and hot water;
- insulation and heating grants;
- advice at events (or virtual events).

**Telford Energy Advice (TEA)** provides a free and impartial energy advice service open to all Telford and Wrekin residents. There is a free phone line or you can email to speak to a trained advisor. There is the option of a follow up home visit or ongoing casework support where required.

We have partnered up with **Telford Crisis Support (TCS)** to help us tackle the cost-of-living crisis. TCS can provide support with essentials like food, baby and toddler items and much more.

### Home energy checks and free low-cost measures

TEA provide and fit low-cost energy saving measures such as LED light bulbs, draught proofing and reflective radiator panels to householders in need; in addition to wider advice on improving the energy efficiency of the home.

### Home Energy Efficiency Grants

There is help available for energy efficiency improvements to the home. We offer a 'trusted broker' service, advising and referring householders on the best source of funding and supporting them through the process. Funding is usually targeted at low income or vulnerable households.

The **Home Upgrade Grant** is currently open to applications. The funding is for households who do not heat their home with mains-gas appliances (e.g. electric storage heaters or oil boilers). Energy efficiency measures are available, such as insulation and/or renewable low-carbon heating. Telford Energy Advice will be able to offer you tailored advice specific to your circumstances to check whether you might be eligible for funding.



## Contact Us

Please contact us to find out if you may be eligible. We accept referrals on behalf of residents from friends, family and professionals; or residents can contact us directly.

**Tel:** 0800 677 1952

**Email:** tea@mea.org.uk

**Website:** www.mea.org.uk

**Facebook:** @TelfordEnergyAdvice

**Instagram:** @marchesenergyagency



### Don't

**Don't** leave lights on in rooms which are not being used.

**Don't** leave appliances on standby. Switch them off at the wall.

**Don't** let draughts under doors make your house cold.

**Don't** half fill your dishwasher.



**Don't** turn your thermostat up too high.

**Don't** forget to turn your lights off.



### Do

**Do** switch to LED light bulbs which are more energy – efficient and cost less.

**Do** use a power strip with a master on/off switch to make sure all devices are turned off.

**Do** insulate your home with low-cost measures, like draught excluders.

**Do** make sure your dishwasher is fully loaded before setting it off. Choose ECO mode if you can.

**Do** set temperatures for your comfort between 18-21 degrees and use your timers and TRV's.

**Do** purchase energy-saving light bulbs. They last up to 10 times longer than traditional bulbs, and use around 80% less energy.





## Benefits during Winter

### Winter Fuel Payments

If you were born on or before 25 September 1956 you could get between £250 and £600 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'. The amount you'll get includes a 'Pensioner Cost of Living Payment'. This is between £150 and £300.

You will get your Winter Fuel Payment automatically (you do not need to claim) if you're eligible and either:

- get the State Pension
- get another social security benefit (not including Adult Disability Payment from the Scottish Government, Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit)

If you've got a Winter Fuel Payment before, you do not need to claim again unless you've deferred your State Pension or moved abroad.

**Web:** [www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment)

### Council Tax Reduction

Council Tax Reduction is a local scheme designed to help people on low incomes pay their Council Tax. Pensioner claims for Council Tax Reduction are determined according to a national scheme, which is set by the government.

**Web:** [www.telford.gov.uk/counciltaxreduction](http://www.telford.gov.uk/counciltaxreduction)

### GOV.UK – Beat the Heat

Beat the Heat offers advice and information on how to stay safe in hot weather, including how to keep your home cool.

It tells you who is at greatest risk of ill health from the heat, how to recognise when you or someone's health may be affected, and what to do if you or someone else becomes unwell as a result of the heat. Visit [www.gov.uk/government/publications/heatwave-plan-for-england/beat-the-heat-staying-safe-in-hot-weather](http://www.gov.uk/government/publications/heatwave-plan-for-england/beat-the-heat-staying-safe-in-hot-weather)



## 7 Safety

### Shropshire Fire & Rescue

Local fire crews or the prevention team members can visit you at home at a time to suit you to conduct our free Safe & Well Visit. We discuss fire safety, test and/or fit smoke alarms where required and discuss other aspects of wellbeing. We can refer to our partner agencies if we identify a need for further help or support. Our staff carry ID so don't be afraid to ask for it.

To request your free Safe & Well Visit call 01743 260200 and leave your details with the operator and they will be passed to the relevant fire station.

### Follow the STOP Fire Message

- S** Have a **Smoke alarm** on every floor of your home.
- T** **Test** your smoke alarms weekly.
- O** Be aware of the **Obvious** dangers in your home.
- P** **Plan** your escape route, should a fire occur.

### Staying safe online

We all want to feel safe when using the internet. Age UK have produced some useful guides aimed at beginners and intermediates that help you look out for scams, keep your accounts secure, and feel confident online.

Visit [www.ageuk.org.uk/information-advice/work-learning/technology-internet/digital-instruction-guides/](http://www.ageuk.org.uk/information-advice/work-learning/technology-internet/digital-instruction-guides/) to view and download these.

### Crimestoppers UK

Criminal activity can be reported anonymously via the Crimestoppers website <https://crimestoppers-uk.org/> or telephone 0800 555 111

### Police

- 999 emergency
- 101 non-emergency

### UK Power Cut

If you experience a power cut, **simply call** 105 for free.

## Gas Emergency

If you smell gas, think you have a gas leak, or are worried that fumes containing carbon monoxide are escaping from a gas appliance, please call the free National Gas Emergency Service emergency line immediately.

**Tel:** 0800 111 999

## Severn Trent – Leakline

Report leaks by calling the Leakline number on 0800 783 4444 or report the leak using our online form at [stwater.co.uk/reportaleak](http://stwater.co.uk/reportaleak)

## MyTelford app

The MyTelford app is a portal to over 100 different council services that you can access quickly and easily from your phone or device.

Free to download, the app offers access to report potholes, request a new bin and to find lots of local information such as leisure offers and the latest news from in and around the borough and more.

The MyTelford app also gives you direct access to let the relevant team know if you have had a change of circumstance, need council tax support or to apply for travel passes.

For more information, head to [www.telford.gov.uk/info/20328/my\\_telford](http://www.telford.gov.uk/info/20328/my_telford)



# Be Scam Aware

**Scammers are clever. We're all worried about money - don't let them take yours.**

Find out how to spot scams, report them and get help at [citizensadvice.org.uk/ScamsAdvice](http://citizensadvice.org.uk/ScamsAdvice)

If you've been scammed:  
Call our Consumer Service on 0808 223 1133 for support  
Report it to Action Fraud on 0300 123 2040

citizens  
advice



## Scam awareness

More information can be found on the Telford & Wrekin Council website

[www.telford.gov.uk/info/20440/scams\\_awareness](http://www.telford.gov.uk/info/20440/scams_awareness)

## Trading Standards Accredited

Telford & Wrekin Council's Trading Standards team run the Trading Standards Accredited scheme for locally based traders. The aim of the scheme is to support local businesses and give consumers access to traders they can rely on.

The scheme includes businesses such as plumbers, painters and decorators, electricians, builders and gardeners who offer services ranging from simple repairs to large scale building projects. In addition, the scheme is open to all other business sectors.

Members sign up to a Code of Practice which sets out minimum standards for customer care and standards of workmanship. In the event of a problem, members have agreed to work with Trading Standards in accordance with a Complaint Resolution Procedure.

For more information visit the website

[www.telford.gov.uk/info/20353/trading\\_standards/808/trading\\_standards\\_accredited](http://www.telford.gov.uk/info/20353/trading_standards/808/trading_standards_accredited)

**All information contained within this document was correct at the time of publishing but please check with the services upon making contact.**

## Useful contacts:

### Information, advice and assessments:

Carers Contact Centre	01952 240209
Independent Living Centre	01952 457181
Wellbeing Independence Partnership	01952 916030
Family Connect (Adults) and Adult Safeguarding	01952 385385 (option 3)
Older People's and Physical Disabilities Team	01952 381250
Learning Disability and Autism Team	01952 383054

### Emergencies:

Carers Emergency Service	01952 385385 (Option 3)
*Please ask for the Emergency Response Service	
Adult Safeguarding	01952 385385 (Option 3)
Out of hours, Emergency Duty Team	01952 676500
Telford Crisis Support Food Parcel	01952 380400
Emergency out of hours food parcel	07895 395226 or 07545 023519

### Mental health support:

ACCESS Team (Midlands Partnership Foundation Trust)	0808 196 4501
Telford Mind	07434 869248
Calm Cafes	07434 869248
Veterans Calm Cafes	01952 384772
Branches	01952 899205
Challenging Perceptions	01952 897333

### Dementia support:

Admiral Nurses	01952 580479
Alzheimer's Society	01952 250392
Dementia Connect	0333 150 3456

### Support services:

Healthwatch Telford and Wrekin	01952 739540
Age UK Shropshire, Telford and Wrekin	01743 233123
Parents Opening Doors Service	01952 458047
Parkinson's Support Group	07854 845967

## Grants and benefits:

Carers Allowance Unit	0800 731 0297
Citizens Advice – benefits line	01952 567193
Telford Energy Advice	0800 677 1952
Winter Fuel Payment Helpline	0800 731 0160

## Wellbeing and community activities:

Forum 50+	07932 828333 or 07552 975676
Telford & Wrekin Libraries	01952 382915
Telford and Wrekin CVS	01952 916035
Telford Theatre (formerly The Place)	01952 382370
Telford and Wrekin Community support	01952 382245
Healthy Lifestyles Service	01952 382582
Telford and Wrekin Leisure Services	01952 382621
Learn Telford/Job Box	01952 382888
Micro Provider Scheme	01952 457181

## Community transport services:

Telford and Wrekin Fleet Services	01952 388000
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## Home safety and utility contacts:

Shropshire Fire & Rescue Safe & Well home checks	01743 260200
UK Power Cut	105
Gas Emergency	0800 111 999
Severn Trent Leakline	0800 783 444

## Reporting crime and concerns:

Crimestoppers UK	0800 555 111
Action Fraud	0300 123 2040
Police emergency	999
Police non-emergency	101

# NOTES



# NOTES

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# NOTES

# Carers

## WELLBEING GUIDE

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