

Carers Issues

Wrexham Carers Service

Winter 2011 Issue 10

Counselling

- 35 Carers received Counselling

Support Services

- 302 New Carers registered
- 180 Referrals sent to other organisations
- 472 enquiries Received

Events / Activities

- 38 events organised
- Over 100 carers attended one or more event
- 81 support groups held
- Over 100 Carers attending one or more support group

Key Achievements 2010

Training

- 15 training courses provided
- 50 Carers attended one or more training courses
- 18 Courses Wrexham Carers Service staff have attended

Promotion

- 60 events attended
- 20 presentations to other groups.
- Over 700 Carers Packs distributed
- Over 3000 Copies of our newsletter distributed
- 14 Carers Information Stands at local GP surgeries / Hospital.

Do you care for a relative or friend?

If so, have a look inside for lots of useful information and updates from Wrexham Carers Service!

If you would like any more information please get in touch on 01978 318812 or e-mail carers@avow.org



21 Egerton Street, Wrexham, LL11 1ND
21 Stryt Egerton, Wrecsam, LL11 1ND
Tel: 01978 312556
Email: info@avow.org
www.avow.org

What do we offer?

Service Offered	Where and When?	How do I get involved?
<p><u>Drop-in</u></p> <p>Call in for a chat, information, advice and support.</p>	<p>Wrexham Carers Service Office, Ty AVOW, 21 Egerton Street, Wrexham, LL11 1ND</p>	<p>Monday morning 10am-12noon (excluding bank holidays)</p> <p>Although, the door is always open so feel free to pop in anytime.</p>
<p><u>Counselling</u></p> <p>Free counselling sessions lasting 1 hour.</p>	<p>Wrexham Carers Service Office, Ty AVOW, 21 Egerton Street, Wrexham, LL11 1ND</p> <p>Every Friday, 9.30am till 12.30pm</p>	<p>Ring us on 01978 318812 or pop in for an information pack.</p> <p>Please note: Appointments are needed to attend this service.</p>
<p><u>Carer's Lunch</u></p> <p>Come along and meet other carers for chat and informal support</p>	<p>Crumbs. King Street. Wrexham. 12.30pm on the last Thursday of the month.</p>	<p>Just pop along!</p> <p>Please note: you will need to pay for your own lunch</p>
<p><u>British Red Cross Therapeutic Care Sessions</u></p> <p>Free therapeutic massage sessions lasting 30mins.</p>	<p>Ty AVOW, 21 Egerton Street. Wrexham. LL11 1ND</p> <p>The therapeutic care sessions are offered on different dates each month; usually a Friday afternoon though.</p>	<p>For more information phone us on 01978 318812.</p> <p>Please note: Appointments are needed to attend the sessions.</p>
<p><u>Reflexology</u></p> <p>Free reflexology Sessions Lasting 1 hr</p>	<p>Please see page 14 for dates available. Ty AVOW, 21 Egerton Street. Wrexham. LL11 1ND</p>	<p>To make an appointment please phone us on 01978 318812.</p>

How to Find Us

From Wrexham bus station

Turn into Lord Street and continue until the Miners statue. Turn left into Egerton Street and the AVOW building is on the left side.

From Wrexham Library Car Park

Take the footpath between the Library and the Guildhall. Cross Rhosddu Road and take the road between the Army Careers office and Arnolds. The AVOW building can be found on the right hand side of Egerton St.

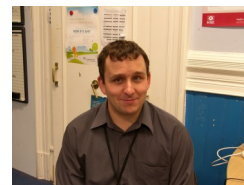


Wrexham Carers Service

Staff Changes

We are pleased to announce that we have three new members of staff:

- **Lorraine Baylis** joined the team in December as a Carers Support Worker. As well as other projects and groups, Lorraine will be covering the Monday morning drop-in and is looking forward to meeting everyone.
- **Karl Moore** will be working with the Carers Service one day a week, his role will be linking in with GP surgeries and hospitals to update the Carers Information Stands and to promote our service.
- **Chris Langford** is our Carers Administrative Assistant and is helping with all the general admin tasks within the office; such as mail outs, enquiries and meetings.



If you have just registered with Wrexham Carers Service or if this is the first time you have seen a copy of 'Carers Issues' please remember that all of the previous issues are available online at www.avow.org or from our office, just give us a ring and we can post them to you to ensure you are not missing out on any information.

And remember...

Wrexham Carers Service is open 9am -5pm Monday -Thursday, and 9 am-4.30pm Friday. So if you ever need or want to talk to someone about your caring role please do not hesitate to phone, e-mail or pop-in and see us.

If you are a Carer and are not yet registered with Wrexham Carers Service let us know and we can send you our registration questionnaire or we can complete it with you over the phone; this will ensure you receive all the latest information about training, outings and Carers Issues straight to your door.

To receive a questionnaire or to complete it over the phone please call us on 01978 318812.

Newsletter Information

We will be sending out newsletters once a quarter. If you have any ideas about anything you would like to be included, or any suggestions on how to improve it, then please let us know!

The views and opinions expressed in this publication are not necessarily those of AVOW. Whilst we make every effort to include all editorial items sent to us, we reserve the right to edit for publication.

News & Information

CARERS UK
the voice of carers

The State of Caring Assessing the state of caring in 2010-11

Carers UK is conducting a major new research survey into the impact of caring unpaid for ill, frail or disabled relatives. We are assessing carers' health, well-being and finances, and the support they receive from health and care services and their employers if they juggle work and care.

The survey brings together and updates a variety of different pieces of research carers UK has done in previous years to get a fresh picture of the state of caring in 2010-2011. Because the survey covers lots of different aspects of caring it is longer than usual, and will take around 20 minutes to complete, however these questions are important to build a really clear picture of the impact of caring.

Receiving electronic responses saves Carers UK time and resources, so if you are able to complete the survey online please visit: www.surveymonkey.com/stateofcaring However if you would like a paper copy please contact Wrexham Carers Service on 01978 318812 and we can post one out to you.

Carers UK thank you in advance for taking the time to help them. The survey will close in March 2011 and the results will be published later in the year.

DWP Department for
Work and Pensions

Disability Living Allowance reform – public consultation

This consultation seeks your views on the Government's proposals to replace Disability Living Allowance (DLA) with a new benefit – Personal Independence Payment. The Personal Independence Payment will continue to be a non-means tested, extra costs benefit. It will help disabled people remove the barriers they face to leading full and independent lives. This consultation asks for views to inform our policy for reforming DLA and introducing a new objective assessment.

The consultation applies to England, Wales and Scotland. The consultation is aimed primarily at disability organisations and disabled people, but we would like to hear from anybody who is interested.

The link to the document is: www.dwp.gov.uk/dla-reform

The closing date is: 14 February 2011.

You can also respond by post and email as follows:

DLA Reform Team. 1st Floor. Caxton House. Tothill Street. London. SW1H 9NA

Email: consultation.dlareform@dwp.gsi.gov.uk

News & Information

Welsh Assembly Government Blue Badge - Call for Evidence



WAG Blue Badge Steering Group are calling for Evidence from people with particular impairments including - autism, alzheimer's and dementia, learning difficulties and those with mental health conditions. To take this forward, therefore, the Welsh Assembly Government is calling for information about the mobility barriers faced by people from these groups. It is important to establish what factual evidence is available to help inform future policy on possible changes to the eligibility criteria of the Scheme.

Disability Wales would welcome your views and experiences to feed into this steering group.

If you have information which you are happy for us to feedback to the steering group please contact Rhyan Berrigan Policy Officer (Access and Transport)

rhyan.berrigan@disabilitywales.org or telephone 19002 885 834 (typetalk)

Responses by: 15th February ahead of WAG deadline 21st February

New FREE 'drop-in' Service for Deaf People and BSL Users

Starting on 6 January 2011 a BSL interpreter will be available at Contact Wrexham, Lord Street, to help you get information and advice about Council Services– this includes Benefits, Council Tax, Blue Badges and many other services. This will run on a trial basis until 24 March 2011.

Date (2011)	Interpreter	No need to make an appointment just call in between 1.30 and 4.00pm
Thursday, 6 Jan	Julie Roberts	
Thursday, 20 Jan	Ken Butterfield	
Thursday, 10 February	Julie Roberts	
Thursday, 24 February	Ken Butterfield	
Thursday, 10 March	Julie Roberts	
Thursday, 24 March	Ken Butterfield	

For more information contact Celia Hart, Equality Manager
Telephone: 01978 292808 or e-mail: celia.hart@wrexham.gov.uk

News & Information

Family Swimability Session - A swimming session for disabled young people or adults and their families

Fridays 6-8pm, starting 14th January 2011 at Plas Madoc Leisure and Activity Centre,
Cost: DASH rates apply to qualifying swimmers, with one carer going in free.
(Other parents/ guardians and siblings usual swimming rate applies)

For more information on the session please contact
Plas Madoc Leisure and Activity Centre on 01978 821600



A big thank you to the Wrexham Rotary Club!

We would just like to say a big thank you to the Wrexham Rotary Club for yet another fantastic Carers Christmas Dinner. Not only do the Rotary club pay for the lovely Christmas Meal at the Wynnstay Hotel for 60 Carers, they also provide the waiters and waitresses', allowing all those that attend the chance to sit back, relax and enjoy the lovely meal. So a big thank you to Brian Coles (Chairman) and all at the Rotary Club, it is very much enjoyed, looked forward too and appreciated!



Opening Doors for Mums and Dads



Gwasanaeth Gwybodaeth i Deuluoedd Wrecsam
Wrexham Family Information Service

The Opening Doors project can help you if you are:

- Unemployed or on a low income
- A couple with one or more children
- A lone parent
- A parent of a disabled child

They can help you take simple steps into learning or training with:

- Friendly advice and support
- Free training
- Free Childcare
- Help to find suitable childcare
- Travel costs
- Equipment costs

We can help you take simple steps into work:

- Help to find a job
- Free Childcare for one month when you start work
- Support to claim Working Tax Credit which can help with your childcare costs
- Free travel costs for one month

To find out more about the Opening Doors project contact:

Wrexham Family Information Service on 01978 298342 / 292094,
e-mail fis@wrexham.gov.uk or visit the website: www.wrexham.gov.uk/fis

News & Information

Do you love books but struggle to read, perhaps because of sight problems or dyslexia, or because it's getting difficult to hold a book or turn the pages?



If so you might like to try books from Calibre Audio Library. Calibre provides a free postal lending library of audio books. It's a nationwide service, with 19,000 members and all our books are recorded unabridged. You can listen to your favourites, at home or on the move and as one member commented:

'With a book I'm completely free. I can go anywhere and be anything I want!'

As it is a postal service, you can exchange your books as often as you like. And with over 8,000 titles in the library you'll never run out of new books to read. The choice includes the latest bestsellers, classic fiction, detective stories, romances, and popular non-fiction like biography and travel. There's also a Young Calibre collection for under -16s. Best of all, there's nothing to pay- no subscription, no fines, no postage costs and no charge for lost or damaged books.

The library is really easy to use. If you like to choose for yourself the books you'll read, Calibre's staff can help you to do this. But if you prefer, you can tell us what sort of books you like and we will choose for you, based on your preferences. Our books are available on MP3 digital format CDs, USB memory stick and Calibre members with sight loss can also receive them on cassette tapes. The digital format gives a better sound quality than cassettes, and most books fit onto just one disk or stick.

If you would like to know more, or if you are interested in joining the library, just phone 01296 432 339, email enquiries@calibre.org.uk or visit the website www.calibre.org.uk. We're looking forward to hearing from you, and sharing our books with you.

People with Down's syndrome and dementia

The Down's Syndrome Association have just set up an email group for 'Family Carers Of People With Down's Syndrome and Dementia'. This Group is for family carers of people with Down's syndrome who have developed dementia. It is intended as a secure and safe place to find mutual support and for the exchange of experiences and advice. If you would like to join the group, please get in touch with Stuart Mills stuart.mills@downs-syndrome.org.uk

Talk for Talk Group

From January the Talk for Talk Group will be held every Wednesday during term time in the Victoria Young People's Centre (opposite Little Theatre) 12.30-2.30pm

Dates for your diary -Feb / March / April 2011

(Our regular activities can be found on the back page)

Extra Friday Drop-in

Have you ever wanted to come to drop-in but can't make a Monday?

Well now's your chance, we will be holding two trial Friday drop-in's. Pop along and see us for a cup of tea, a chat and meet others.

When: Friday 4th February & Friday 4th of March

Time: 12-2pm

Where: AVOW, 21 Egerton Street. Wrexham.



Open University Talk 'Flexible study options for Carers'



The Open University

If you would like to find out about the Open University come along to our information talk. You will hear about the range of courses they have on offer and the different options that are available for specifically for Carers (See page 11 for more details).

When: Thursday 10th February **Time:** 6-7.30pm

Where: AVOW, 21 Egerton Street. Wrexham.

Please note: Places need to be booked for the information talk.

To reserve your space call us on 01978 318812, e-mail carers@avow.org or text 07254052565

Laughter Workshop

Do you want a laugh? If yes, come along to our Laughter Workshop!

Laughing helps us rebalance ourselves. It helps us to be healthier and relaxed by decreasing stress hormones, increasing antibodies to fight infections, lowering blood pressure, releasing endorphins which give us the "feel good factor", and improving respiration and circulation. Joyful **laughter** leaves a sense of wellbeing and relaxation, is good exercise, and is a shared experience that creates a good memory.



The workshop is relaxed, enjoyable and above all a lot of fun so come along for a giggle!

When: Tuesday 15th March **Time:** 12.45 - 2.45pm

Where: Venue to be confirmed.

Please note: Places need to be booked for the workshop.

To reserve your space call us on 01978 318812, e-mail carers@avow.org or text 07254052565

Dates for your diary -Feb / March / April 2011
(Our regular activities can be found on the back page)

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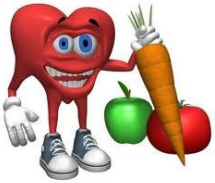
When: Thursday 24th March

Time: 12-2pm

Where: AVOW, 21 Egerton Street. Wrexham.



Big Health Day



AVOW, in conjunction with the Wrexham Health Support Group, is staging an awareness event: The Big Health Day

Having access to the right information is vital to staying healthy. By bringing together stakeholders from across the Health profession, Wrexham's first event of this kind will provide a platform for the right information to get to the right people: from the food you eat to advice on coping after a stroke and everything in between.

With Talks from Health Professionals, Smoothie Classes, Blood Pressure Checks & Many More Activities and refreshments!

When: Wednesday 30th March **Time:** 10-3pm

Where: Memorial Hall Wrexham.

Ceramic Painting



Come along and paint your own craft for Easter; you could keep it for yourself or perhaps give it as a present for Easter?

The 1st item is free but any additional items will be at a cost of £8 (cost may be cheaper on the day, depending on numbers attending), all materials are provided and help will be on hand from an experienced professional.

When: Monday 4th April **Time:** 12.30-2.30pm

Where: To be confirmed.

Please note: Places need to be booked for the activity.

To reserve your space call us on 01978 318812, e-mail carers@avow.org or text 07254052565

Training Opportunities

We continue to offer a range of free training/information sessions for carers. courses, please contact us to book your place.

We are currently awaiting dates for the courses listed below and are taking names of Carers interested. If you would like to attend or know more about any of these please contact us to let us know.

Autism Training

Caring Communication

Challenging Behaviour

Epilepsy Awareness

Deafblindness Awareness

Dementia – Increasing Understanding For Carers

Infection Control

Managing Change & Loss

Managing Violence & Aggression

Moving & Handling - 3 Day Passport or 1 Day Awareness

Palliative Care

Personal Relationships & Sexuality (Learning Disability)

Stroke Awareness

Visual Impairment



Stress Management Course

In addition to the courses already available, there may be the opportunity to run a Stress Management Course. The course will be aimed at helping people understand how to recognize and manage their own personal stress. The course will look at recognizing signs of stress, the symptoms and the risk factors.

Before we are able to arrange the course we would like to see how many people would be interested in attending. To register your interest please contact us on 01978 318812.

Did you know?

Flexible Study Options for Carers



The Open University
Y Brifysgol Agored

Research shows that many carers want to participate in learning and training opportunities, but there are often real difficulties in doing so.

The Open University in Wales offers flexible part-time distance learning so you can study from home around your caring and other commitments and work towards recognised qualifications. There are over 500 courses available to study with The Open University. With benefits including:

- * Financial support for those on low incomes or benefits (eligibility criteria applies)
- * Additional Support available for students with disabilities
- * The Open University in Wales is open access: there are no entry requirements.

There are over 500 courses available to study with The Open University.

For more information come to the Open University information session for Carers at AVOW on Thursday 10th February, 2011 6-7.30pm.

**Rhaglen Cleifion
Arbenigol Cymru**
dysgu rheoli eich
cyflwr iechyd tymor-hir



**Expert Patients
Programme Wales**
learning to manage your
long-term health condition

Looking After Me

The Expert Patient Programme Wales have a course called 'Looking After Me' which helps carers to learn ways in which they can look after their own health needs whilst they are caring for another person and to cope with that caring situation. It also helps develop the confidence for them to take greater control of their lives and it gives an opportunity to meet with others who share similar experiences.

The course consists of six sessions which last for 2½ hours and covers topics such as:

- Relaxation techniques
- Coping for depression
- Communication with family, friends and professionals
- Dealing with tiredness
- Eating healthily and exercise
- Planning for the future

Next Course:

Venue: Wrexham Memorial Hall

Tuesday 2-4.30pm

Dates: 22/2/2011 1/3/2011 8/3/2011

15/3/2011 22/3/2011 29/3/2011

For more information or to book on the Looking After Me course please contact the EPP co-ordinator on:

Tel: 01286 674236 Email: epp@gwyneddhealth.org

Website: www.eppwales.org

Did you Know?

Basic Tai Chi

Continuing on from the success of Mentro Allan—Venturing Out
Every Tuesday @ Gwersyllt Community Resource Centre
Starting 11th January, 2011 10:30 - 11:30am

£2.50 per session (If you are supporting someone else it is free)
50p for hot drink & biscuit after session

To book call Fran on 07963728449
Suitable for all abilities



Would you like to have your say about mental health services in Wrexham? Do you use mental health services or do you care for someone who does? Would you like to have a real say in how mental health services in Wrexham are run?



You can register by contacting the contact below. You will get updates about we are doing and opportunities to make a genuine difference to the way in which services are planned and delivered.

To register your interest contact: Wrexham Involvement Project, First Floor Offices
52 High Street, Mold. Flintshire. CH7 1BH
or phone 01352 752471 or e-mail: wsuci@unllais.co.uk

Learning Disability Wales - Training Calendar Autumn—Winter 2010/ 2011

- **Understanding People with Learning Disabilities - 19 January 2011**
- **Introduction to Welfare Benefits for Disabled Adults - 2 February 2011**
- **Introduction to Welfare Benefits for Disabled Children and their Families - 30 March 2011**

All of the above courses take place in Wrexham and the cost for people with a learning disability, Parents & Carers is £43.

For more information and to find out about other courses in different areas please phone - 02920681160, email - training@learningdisabilitywales.org.uk or visit their website: www.learningdisabilitywales.org.uk

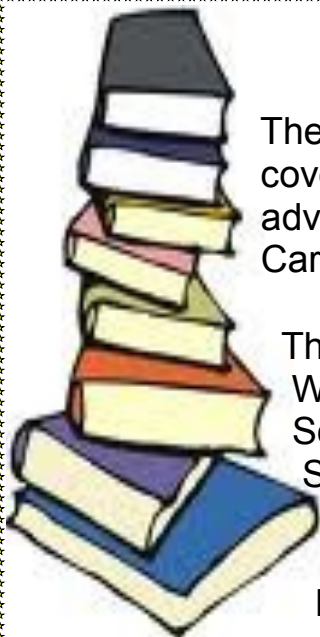
Did you know....

The Royal Philharmonic Orchestra Liverpool offer half price tickets to disabled people and their carers.

For more information contact the Box Office on 0151 709 3789

Wrexham Carers Service

Carers Collection



The Carers' Collection will be available at Wrexham Library with titles covering topics from autism and dementia through to guides providing advice on rights, benefits and the emotional aspects of being a full time Carer.

The launch of the Carers' Collection marks a partnership between Wrexham Carers Service, Wrexham County Borough Council Adult Social Care Department and Wrexham Library and Information Service.

So far, the Carers collection Selected Booklist has a wide variety of books, for example:

- Alzheimer's Society – Caring for the person with dementia: a handbook for families and other carers
- Banerji, Nicole – The accidental carer: 100 tips for meeting the challenges when caring for a stroke survivor
- Boyd, Brenda – Parenting a child with Asperger Syndrome: 200 tips and strategies
- Costello, John – Caring for someone with a long-term illness
- Jordan, Mary and Kauffmann, Judy Carole – End of life: the essential guide to caring
- Marriott, Hugh – The Selfish pig's guide to caring: how to cope with the emotional and practical aspects of caring for someone
- Mental illness: a handbook for carers
- Treasure, Janet, Smith, Grainne and Crane, Anna - Skills-based learning for caring for a loved one with an eating disorder: the new Maudsley method
- West, Sally – Your rights to money benefits 2010/2011: how to put more money in your pocket

All of the above titles, and many more, are available from Wrexham Library.

If you would like to see the full list please visit our website:

<http://www.avow.org/welcome/carers-infomation-service/latest-news>

Alternatively, you can go along to Wrexham Library or you can contact us and we can send you a copy of the Carers Collection Selected Booklist.

**Wrexham Carers Service regular groups / sessions-
(Please see page 8/9 for details of extra activities)**

Jan '11	Don't forget drop in every Monday (excl. bank holidays) @ AVOW 10-12pm
Wednesday 26th	Carers of Young Adults with Learning Difficulties Group with British Red Cross Massage Therapists available! @ AVOW 6.30 - 8pm
Thursday 27th	Parent Carer Group @ The Opportunity Centre, Plas Madoc 10.30-12.30pm
Feb '11	Don't forget drop in every Monday (excl. bank holidays) @ AVOW 10-12pm
Monday 7th	Reflexology Sessions available 1-4pm (each session lasts 1 hour) @ AVOW
Thursday 10th	Parent Carer Group @ The Opportunity Centre, Plas Madoc 10.30-12.30pm
Thursday 10th	Young Adult Carers Group @ AVOW 6-9pm
Tuesday 22nd	Carers of Substance Misusers Group @ AVOW 4-6pm
Wednesday 23rd	Carers of Young Adults with Learning Difficulties Group @ AVOW 6.30– 8pm
Thursday 24th	Parent Carer Group @ The Opportunity Centre, Plas Madoc 10.30-12.30pm
March '11	Don't forget drop in every Monday (excl. bank holidays) @ AVOW 10-12pm
Thursday 10th	Parent Carer Group @ The Opportunity Centre, Plas Madoc 10.30-12.30pm
Monday 14th	Reflexology Sessions available 1-4pm (each session lasts 1 hour) @ AVOW
Thursday 24th	Parent Carer Group @ The Opportunity Centre, Plas Madoc 10.30-12.30pm
Wednesday 30th	Carers of Young Adults with Learning Difficulties Group @ AVOW 6.30– 8pm
Thursday 31st	Young Adult Carer Group @ Venue to be confirmed 7-9pm

Details of our regular services; Counselling and Therapeutic Massage for example, can be found on page 2.

**For more information or to book a place please contact
Wrexham Carers Service on 01978 318812 or carers@avow.org**