

Hillingdon Carers

Supporting 3,907 Carers in Hillingdon

Winter 2011

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Christmas & New Year opening times

Mon 26 & Tues 27—**CLOSED**

Weds 28, Thurs 29 & Fri 30— **TELEPHONE ONLY** (between 9am—5pm)

Happy New Year 2012

Mon 2 Jan 2012—**CLOSED**

Tues 3 Jan - Normal opening times



Anniversary AGM and Carers Forum

More than 70 Carers and Members of Hillingdon Carers joined Trustees, volunteers, staff and guests for the 15th Annual General Meeting and Carers Forum on 29th September 2011.

The event was an opportunity to look back at the achievements of Hillingdon Carers since it was set up by local carers in 1996. In addition to the usual AGM business, the Carers Forum looked forward to the coming years by discussing the Trustee's Plan for the charity's activities.

As a result we now know that carers at the event approve of the Strategic Aims for the charity, but consider the most important one to be **'Achieving more support for Carers with high needs'**

The 5 Strategic Aims in the Hillingdon Carers Strategic Plan are:

- Finding more Carers who don't know they are Carers
- Increased assistance choosing best services
- Giving Carers a greater voice influencing services
- More support for children and young adult Carers across the whole Borough
- More support for Carers with high needs

The final version of the Strategic Plan for Hillingdon Carers will be approved by the Trustees by the end of the year and will then be available to carers, partners, supporters and anyone else who is interested in our charitable activities.

To see results of the Evaluation of the AGM go to our website on www.hillingdoncarers.org.uk



Are you caring for more than one person?

Have you informed Hillingdon Carers to update your records?



Carers Support Groups

To find local support groups in Hillingdon go to: www.hillingdoncarers.org.uk or pick up a copy of **Carers Support Groups** from our Advice Centre.



Information & Advice

Hillingdon Carers Staff

Information & Advice Team

Julie Simmonds
Denise Kelliher
Pami Singh
Madeleine Jarvis



Health & Wellbeing Team

Nicky Jeffries
Nadia Evans
Jag Madahar
Husna Bibi

Supporting Carers

Young Carers Team

Jo Burns
Dan Lawlee
Paula Pritchard
Carole Goodall

Community
Legal Service



Management

Claire Thomas—Chief Executive
Julie Moody—Administrator
Jane Farwell—Finance Manager

Winter warmth tips

Here are some useful tips on how to keep well and warm this winter:

- Try to keep a constant temperature of 18-21°C (64-70°F) in all rooms. If this is not possible or affordable, keep one room warm but pre heat the bed and bedroom before you go to bed.
- Make sure you have hot food and drink every day.
- Take a little exercise every day.
- Wrap up warmly before going out, no matter how short the trip.
- Keep warm in bed at night.

During winter make sure any older people you know are safe and well. Pop in and see them on a regular basis.

Hillingdon Carers Outreach

If you cannot come to the office we may be at a venue near you. Come and meet us at any of these places:

One Stop Shop

49-51 Station Road, Hayes 01895 556004
1st and 3rd Monday of each month
10.00am - 12.00 noon

Yeading Library

Yeading Lane, Hayes 020 8573 0261
Please call office for more information

Asha Day Centre

Hayes Community Campus, Hayes 020 8569 2792
Once a month – contact the office for more information

Carers at the Wellbeing Centre

Boots, The Chimes Shopping Centre, Uxbridge
1st Thursday of each month 5.30pm - 7.00pm



Don't forget Digital Switchover April 2012

The switchover to digital television in the London area will take place on **4 April 2012**.

Visit www.digitaluk.co.uk or call **08456 505050** for more information or help.

Older and disabled viewers can get help from the Help Scheme, for more information contact www.helpscheme.co.uk or call **0800 408 7654**

TeleCareLine

"...gives us peace of mind"

24-hour support system that helps you or a loved one feel safer at home. It can:

- call for help at the push of a button
- detect smoke, fire or flood
- act as a reminder to take medication

For more information, call **01895 556633**



www.hillingdon.gov.uk/telecareline

Safeguarding Vulnerable People



Everyone should expect to live a life free from abuse and neglect. Abuse can come in many forms, including physical, sexual, emotional and financial, and can affect both children and adults.

If you are worried about someone and you think they might be being abused, you can report it confidentially by visiting www.hillingdon.gov.uk/reportabuse or by calling **Hillingdon Social Care Direct** on **01895 556633**.

If you think a crime has taken place, or needs immediate **Police** action, dial **999**.

Health & Wellbeing

Carers Training

Hillingdon Carers have developed a rolling programme of training sessions to support Carers in their caring role.

**Moving & Handling
Being a Carer
First Aid Awareness
Wheelchair & Blind Awareness**

If you are interested please contact Nicky on 01895 811206

Life skills

Do you struggle with day to day chores, such as Ironing, basic cooking, sewing, cash machines or writing cheques?

Maybe someone else dealt with these matters and you now need support.

If you are interested please contact Nicky on 01895 811206

Therapeutic Care with British Red Cross



The British Red Cross Therapeutic Care for Carers is designed to bring relief from stress and to encourage a good sense of wellbeing.

This service is offered in pleasant surroundings with a gentle perfume of aromatherapy oils and the sound of soothing music.

If you are interested please contact Nadia or Jag on 01895 811206

Life Story Book

Would you like to attend a workshop to create a 'Life Story book' for the person cared for, especially for people suffering with dementia.

Please contact Nicky 01895 811206

Come and join us at one of our Carers Cafes:

New Coffee Morning

Hillingdon Carers
126 High Street, Uxbridge

1st & 3rd Monday of each month
10.30am-12.00noon

Starting 16th January 2012

West Drayton Café

Southlands Arts Centre
West Drayton

1st Thursday of each month
1.30-3.00pm

Northwood Café

Emmanuel Church
Northwood

2nd Tuesday of each month
2.00-3.30pm



For further information contact the office on 01895 811206

Hillingdon Carers Arts Project

Register your interest now!!

Contact Hillingdon Carers 01895 811206 and request an application form

French Polishing

Learn the traditional technique of French polishing and restore a small wooden item brought from home.

Dates and time: Wed 11, 18, 25 January, 1 & 8 February 10.00am – 1.00pm

Location: Harlington, Hayes

Floral Art

How to use flowers for display purposes to give maximum impact.

Dates & time: Wed 22, 29 February, 7, 14 & 21 March 10.00am – 1.00pm

Location: Ruislip

Printing

Learn the techniques of relief printing, collograph and lino printing to produce unique pieces of art.

Dates & time: Thurs 2, 9, 23 February, 1, 8 & 15 March 10.00am – 1.00pm

Location: Uxbridge

Funded by the Arts for Carers Project and provided free of charge to Carers

Young Carers

Creepy Caves...

The Young Carers had a scarily good October half term when they enjoyed a trip to the Hellfire Caves in West Wycombe. Our group of witches, wizards, vampires and skeletons had a spooky tour of the caves where they met some friendly ghosts, made potions and took part in a fancy dress competition.



Campus Capers...

A group of our older Young Carers had the opportunity to spend a night at Brunel University to sample university life and learn more about the campus.

We all had a tiring but really fun time and we managed to squeeze in badminton, cake decorating, a tour of the campus, talks with student carers and a connexions presentation into our 24 hour visit!



Tuesday Club...

We are now running an after school club for Young Carers at South Ruislip Young People's Centre. The club runs every Tuesday (term-time) from 3.30 – 6pm.

For more information about any of our activities or Saturday Club, please contact the Young Carers on 01895 811206.

Do you know anyone who would like to volunteer at our Saturday Club—contact Dan Lawlee on 01895 811206



A Big Thank You to...

Northwood Hills United Reform Church donation went to help support teenage Young Carers in the north of the borough at our new after school club at South Ruislip Young People's Centre.

Whilst we make no charge for the majority of our services, the Centre does rely on charitable funding and is pleased to accept donations to enable us to continue to support Carers in the London Borough of Hillingdon.

If you wish to donate to Hillingdon Carers, contact the Chief Executive.

Customer Care

At Hillingdon Carers we try to give each Carer the very best service. Occasionally things can go wrong.

If you have a complaint, which cannot be resolved by talking to the member of staff concerned, please phone (01895 811206) or write to the Chief Executive.

We welcome any suggestions, comments or improvements we can make to our services.

Thank you

The Board of Directors and Staff wish to thank all our funders, donors, fundraisers, volunteers, carers, professionals and members for their on going support to Hillingdon Carers and making it possible to continue to provide valuable services for Carers.

How to get in touch with Hillingdon Carers

By Post: Luther Bouch House, 126 High Street, Uxbridge UB8 1JT

Telephone: 01895 811206

Advice Centre: 126 High Street, Uxbridge, UB8 1JT

By Fax: 01895 258062

Email: office@hillingdoncarers.org.uk

Internet: www.hillingdoncarers.org.uk

Advice Centre Opening Times

Mon	10am - 2pm
Tues	10am - 4pm
Weds	10am - 4pm
Thurs	10am - 4pm
Fri	10am - 4pm



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