Newsletter

If you do not want to receive this newsletter in the future, or would prefer to receive it via email, rather than in print, please phone our office and we will amend your preferences.

Similarly contact us if you no longer want us to support you in your caring role.

We would like to thank the following for their continued support:

- Cumberland / Westmorland & Furness Councils
- The Scott Trust
- North Lakes Hotel & Spa, Red Barn Retreat and **Vybrant Beauty for pamper sessions**
- Our AMAZING Volunteers
- The National Lottery



Our Statement of Intent

"Carer Support Carlisle & Eden is committed to identifying and eliminating prejudice and all forms of discrimination, direct and indirect, which restrict or hinder the promotion of equal opportunities, the provision of equal treatment and the positive valuing of diversity throughout all areas of its work and activities." We welcome any comments. suggestions or criticisms about our work as a means of giving good service. Comments should be sent to the Chief Officer of Carer Support Carlisle & Eden in the first instance at enquiries@carlisle-eden-carers.org.uk.

Accessibility: We will do what is reasonable to provide information in alternative formats on request. If we encounter difficulties meeting your request, we will discuss the best solution for you. Please contact us on 01768 890280.

Whilst every care is taken to ensure that the information is correct, we cannot accept liability for omissions or inaccuracies or for any consequences arising therefrom. Nor can we take responsibility for the quality of any of the services or products mentioned. Any opinions expressed are those of the authors and not necessarily of Carer Support Carlisle & Eden.

HOW TO CONTACT US:

1. In person or by letter at:

Carer Support Carlisle & Eden The Office, Mardale Road, Penrith, **CA11 9EH**

Carer Support Carlisle & Eden Unit C, Moorhouse Courtyard, Warwick-on-Eden, Carlisle, CA4 8PA

2. By E-Mail:

enquiries@carlisle-eden-carers.org.uk

4. By Phone:

Penrith: 01768 890280 Carlisle: 01228 580214

Chief Officer:

Dani Leslie

Lead Support Workers:

Jenny Soulsby (Eden) Debbie Simmons (Carlisle)

Support Workers:

Amy King (E)

Angela Allen (E)

Ashleigh Scott (C)

Cath Middlemore (C)

Carin Murray (C)

Jayne Povey (C)

Patsy Newsome (E)

Paula Stewart (C)

Steph Connor (E)

Sue Radcliffe (E)

Volunteer Coordinators:

Sue Munro (Eden) Carolyn Greenhalgh (Carlisle)

Admin / Finance Manager:

Heather Westerman

Admin / Finance Assistant:

Lucy Huggett

A Network Partner of

Follow us on Facebook, Instagram and X for all up to date news and events!















Newsletter

January 2025





A Warm Welcome is waiting for everyone.

Warm Spots are places in your local community that offer a warm, welcoming space where you can meet and connect with others during the winter. They are run by different organisations in the local community including village halls, libraries, cafes, churches and more. Some will provide refreshments and have the ability to signpost you to other local organisations.

You can find your nearest local hotspots, along with their opening times. here:-

Warm Welcome

Warm Welcome Spaces website

www.warmwelcome.uk/ find-a-space

Cumberland Council website and search for 'Warm Spots' www.cumberland.gov.uk

Westmorland and Furness Council website

www.westmorlandandfurness.gov .uk/warmspots

Volunteer News & Views

As many of you will know we have a fantastic and dedicated team of volunteers who support us in both our Carlisle and Eden areas.

Our volunteers help us in numerous ways including delivering our sitting service, making companionship calls, home visits for IT support, in office admin, assisting with Young and Adult Carer Trips and Activities, and organising/attending our Coffee Hubs.

Without our volunteers we wouldn't be able to provide such a wide variety of additional services and we are truly grateful for the time and energy they give to our organisation.

In December, we held a couple of Christmas lunches for both Carlisle and Eden volunteers to allow us to catch up with one another and say thank you face to face (instead of our usual emails and phone calls!).

It was lovely to see the volunteers who were able to attend, and to all our Volunteers, we would like to thank you and wish you a very Happy New Year!



Charity Reg No: 1101719 Company Reg No: 4929903

www.carlisle-eden-carers.org.uk



| Inside this issue: | Page |
|--|------|
| Warm Spots | 1 |
| Volunteer News and Views | 1 |
| ReciteME on our website! | 2 |
| AbilityNet - Free technology home help | 3 |
| Sibstar - Dementia Debit Card | 3 |
| Pension Credit | 4 |
| Cumberland Infirmary Parking Rules | 4 |
| Winter warming soup recipe | 5 |
| Pharmacy First | 6 |
| Cumberland Falls Prevention Session | 6 |
| Quiz Corner | 7 |
| Student counselling service | 7 |
| Parent Carer corner | 8 |
| Eden Hubs | 9 |
| Family and Friends Hub | 9 |
| Highlights 2024 | 10 |
| Carlisle Hubs and new team members | 11 |

FUNDRAISING

With continued funding cuts, donations are becoming increasingly crucial to continue and INCREASE the services and activities we provide. We want to make a difference, making your caring role easier.

Please, consider supporting us so we can continue our work supporting Carers through a donation, memorial funding or a legacy.

Recite Me



We recently installed an Accessibility Toolbar on our website which will allow visitors to customise our web pages and access content in a way that works best for them.

The Recite Me Toolbar offers multiple functions, such as: -

- Screen reader which will play aloud text when you move the cursor over paragraphs/ images
- Language translation and playback
- Text customisation including font, text size and colour
- Focus tools including ruler, screen mask, text only mode
- Reading aids including page summariser, dictionary, magnifier

All these functions will help provide an inclusive online experience to support the needs of everyone. Head to our website and try the toolbar out for yourself!



Carers' Hubs and Clubs Carlisle

| Based in Carlisle | | | |
|-----------------------------|---|---|--|
| Hub | Venue | Date and Time | |
| *New Venue* Carlisle Hub | Tullie House Café Tullie House, Abbey St, Carlisle, CA3 8TP | * New Day & Time * Tuesday 10.30am-12pm (1 st Tues of the month) 4 th Feb, 4 th March, 1 st April, 6 th May, 3 rd June, 1 st July. | |
| Houghton Hub | Houghton Garden Centre, CA6 4JB | Tuesday 10.30am-12pm (3 rd Tues of the month) 21 st Jan, 18 th Feb, 18 th Mar, 15 th April, 20 th May, 17 th June, 15 th July. | |
| Brampton Hub | The Howard Arms, 1 Front St, Brampton, CA8 1NG | Wednesday 10.30am-12pm (2 nd Wed of the month) 8 th Jan, 12 th Feb, 12 th Mar, 9 th April, 14 th May, 11 th June, 9 th July. | |
| Denton Holme Hub | Cornerstone Coffee Shop, Carlisle, CA2 5EH | Wednesday 1pm- 2.30pm (4 th Wed of the month) 22 nd Jan, 26 th Feb, 26 th Mar, 23 rd April, 28 th May, 25 th June, 23 rd July. | |



Hi! I'm Ashleigh Scott. I recently joined the team in October as a Support Worker based in Carlisle. I am local to the Carlisle area and have lived here all my life. In my spare time I enjoy going on trips away, in and outside of the UK. I also enjoy arts and crafts as well as spending time with my family and friends. Previously I have worked as a domiciliary care worker which I really enjoyed. I wanted to try something different and face some new challenges so made the transition to Carer Support Carlisle and Eden. I have been thoroughly enjoying my new role so far and I am looking forward to meeting and providing support to more of my Carers. I love chatting to different people and listening to all the stories they have



I'm Paula Stewart, a Support Worker based in Carlisle. I have lived within the county from a young child after my father retired from the army and we returned to the UK. Previously I worked within children social care and caring for children that have been awarded to the court, supporting this transition for them and enabling them to accomplish their life's journey without prejudice. I am greatly looking forward to supporting Carers with their journey here in Carlisle.

10. CHESTERFIELD

8. 60 9. 5 10. 10 11. 11 12. 9 3/4 13. Route 66 Anagram Answers 1. LINCOLN 2. BRIGHTON 3. NORTHAMPTON 4. BLACKBURN 5. MANCHESTER 6. IPSWICH 7. LEICESTER 8. MACCLESFIELD 9. CHELTENHAM

Numbers Quiz Answers 1. Klingon 2. 22 3. K 4. 44th 5. 10 6. 20 7. 4 (2 Brothers & 2 Sisters)

19. Smarties 20. Match Makers

Quiz Answers:

Chocolates & Sweet Quiz Answers 1. Quality st 2. Penguin 3. After Eight 4. Topic 5. Roses 6. Heroes 7. Picnic 8. Turkish Delight 9. Dime Bar 10. Black Magic 11. Mars 12. Curly Wurly 13. Jelly Babies 14. Snickers 15. Whisper 16. Crème Egg 17. Freddo 18. Marshmallows

Highlights from 2024



Christmas Lunch and Wreath Making

The whole afternoon was lovely, the tables were beautifully set out and the food was perfect."



Christmas Crafts

It was a lovely workshop and I enjoyed talking to everyone whilst doing the crafts.









Young Carers Halloween

'It was very fun and relaxing, come along and join us, it's so fun!



Young Carers Christmas

'It was so amazing to see everyone coming together and doing things they love.







AbilityNet provides technology support and information for disabled and older people to help you get the most from your computer / smartphone / tablets etc.

They have volunteers who provide FREE, tailored, 1-2-1 impartial advice and support to make sure you are able to connect to the internet, connect with other people online and give you access to essential services.

You may need help to set up a new device, connect to the internet, have a problem with a computer virus or require support to connect to family and friends online.

Their friendly volunteers are DBS checked and can assist you by phone, over the internet or at home.

Volunteers are able to help with most computer systems, laptops, tablets, smartphones and other smart devices such as Smart TVs, Alexa speakers and Google Home devices. They can assist you with things such as: -

- setting up online shopping
- connecting mobiles / ipads / laptops / e-readers to the internet

For free advice and support or to book a volunteer visit call

0300 180 0028

Or visit

https://abilitynet.org.uk/freetech-support-and-info/ request-free-it-support-home



motor impairments whether you're disabled or living with a long term condition.

specialist advice on adapting technology for those living with vision, hearing, cognitive or

Sibstar is a flexible debit card and app helping families living with dementia manage their everyday spending.

Sibstar is simple and easy to use. All you need to do is download, activate and manage in the app.



Download the Sibstar app and a card will be sent to you in the post.



When your card arrives, you can activate this in the app and add money to your Sibstar account by setting up a direct debit from your bank account.



You then need to manage your options. You can: -

- switch on/off cashpoint withdrawals and online payments
- set daily / monthly / cashpoint limits
- set up daily auto top ups.

£4.99 a month (plus a one-off set up fee of £4.99) You can cancel at any time.

Caring for a loved one with dementia comes with a myriad of challenges, and managing their finances safely is a crucial aspect of their wellbeing.

It is important to be respectful of their independence but know when it may be time to help or oversee their finances.

Sibstar is there to help you avoid scams or overspending and notifies you each time the card is used.

Find out more at www.sibstar.co.uk.



Are you over State Pension age, or know someone who is?



PENSION CREDIT tops up pension income and can help with day-to-day living costs.

If you are over State Pension age, you may be eligible to claim Pension Credit, even if you own your home or have savings. People who claim Pension Credit may also be able to get:

- The Winter Fuel Payment and other help with heating costs
- Help with rent and Council Tax
- A free TV Licence for those aged 75 or over
- Help with the cost of NHS services, such as NHS dental treatment, glasses and transport costs for hospital appointments

You could be eligible for Pension Credit if your weekly income is below £218.15 or, if you have a partner who lives with you, £332.95.

Qualifying income level may be higher in some circumstances.

Check your eligibility at gov.uk/pension-credit or by calling 0800 99 1234

Cumberland Infirmary Parking Rules

Visitor car parks now use **automatic number plate recognition (ANPR)**, this means visitors will no longer need to collect a ticket or pay and display on arrival. The system automatically reads your number plate when you enter the car park.

Upon leaving, you can either pay by:

- Putting your number plate into the payment machine found at the car park. The system will find you and will know how long you have parked for and charge you accordingly. You can pay using cash or cards.
- Using express pay: you can pay by using your phone to scan a QR code and following the Prompts.

Blue badge holders will be able to validate their visit at the Mitie reception desk in the Atrium.

It is recommended you allow plenty of time to find a parking spot before your appointment. When you enter the car park there is a 15 minute grace period where you will not be charged - this is to make sure you can find a space. You can exit for free if you leave within these 15 minutes. Likewise, when you have paid, you have a 15 minute grace period to leave the car park.

If you stay beyond 15 minutes after you have paid you will incur further cost.

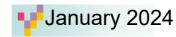
For more information on 'exemptions and special permits' please head to their website. www.ncic.nhs.uk/locations/ cumberland-infirmary/carparking



If you think you've received an unfair parking charge, contact UK Parking Control (UKPC)

https://ukpcappeals.co.uk





Carers' Hubs and Clubs Eden

| Carer Support Carlisle and Eden Hubs | | | |
|--|---|--|--|
| Hub | Venue | Date and Time | |
| Court Thorn Hub | Court Thorn Surgery, Low Hesket, CA4 0HP | Monday 1pm-3pm (1 st Mon of month, not Bank Holidays) 6 th Jan, 3 rd Feb, 3 rd March, 7 th April, 2 nd June, 7 th July. | |
| Penrith Hub | The George Hotel, Devonshire St, Penrith, CA11 7SU | Tuesday 10.30am-12pm (1 st Tues of the month) 7 th Jan, 4 th Feb, 4 th March, 1st April, 6th May, 3rd June, 1st July. | |
| Men's Hub | Various venues, please contact the office | Tuesday 1.30pm-3.30pm (2 nd Tues of the month) 14 th Jan, 11 th Feb, 11 th March, 8 th April, 13 th May, 10 th June, 8 th July. | |
| *NEW VENUE* Penrith Coffee & Lunch Hub | Cosy Cup Café, Devonshire Arcade, 29 Devonshire St, Penrith CA11 7SX | *New Day & Time* Thursday 11.45am (3 rd Thurs of the month) 16 th Jan, 20 th Feb, 20 th March,17 th April, 22 nd May, 19 th June, 17 th July. | |
| Alston Hub | The Chat Room, Front Street, Alston, CA9 3SE | Thursday 10am-11.30am (Last Thurs of the month) 30 th Jan, 27 th Feb, 27 th March, 24 th April, 29 th May, 26 th June, 31 st July. | |
| Kirkby Stephen Memory Club | Methodist Church Hall, High St, CA17 4SG | Thursday 10.30am-12pm 9 th Jan, 23 rd Jan, 6 th Feb, 20 th Feb, 6 th March, 20 th March, 3 rd April, 17 th April, 1 st May, 15 th May, 29 th May, 12 th June. | |
| Appleby Memory Club | Methodist Church on The Sands, Appleby, CA16 6XR | Wednesday 10.30am-12pm 8 th Jan, 26 th Feb, 26 th March, 9 th April, please contact the office for further dates. | |



What do we do:

The carer hubs will provide families/ friends with a safe relaxed space to feel understood, listened to and supported.

Each week we will be offering a session to support you in your caring role. Leaflets are available in the hub with a detailed breakdown of the dates and topics of each session so please pop in to see us, there is no need to book.

Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

Do you provide care and support for someone with a mental health diagnosis?

If so, please pop in for a chat and see if our Caring for Carers Programme is appropriate for you.

We have information and resources available in the hub to support you in your caring role.

Where and when:

Botcherby Community Centre in Carlisle (Victoria Road, Carlisle CA1 2UR),
every Thursday
from
5th December 2024 - 20th February 2025.

EXCITING NEWS:

An Eden based Friends & Family Hub will be starting on Weds 26th March, 13:00-15:00 and held in our Eden office meeting room. For session information, please contact our office.







Calling all Parent Carers! NEW GROUP ALERT!

Each and every one of you are experts in your children's care needs. You all have a huge amount of experience of dealing with the challenges faced by a child with special needs, the pressures of navigating the systems, and fighting for the best possible support. We feel it would be a great benefit to many people if we could organise a way for you all to meet up to share this knowledge with each other, in an informal setting, and talk to people who understand how you feel from personal experience.

With this in mind we would very much like to re-start a regular parent Carers group which would be held at a café in Penrith once monthly. We are now able to offer 1 free hot or soft drink per Carer.

To help me to organise this, I would love to gauge the amount of interest we would have from you, so if you would like to participate in this please email me at:

steph@carlisle-eden-carers.org.uk

Monday 10th February 2025 to register your interest and give me your suggestions of when you think would be a good time to hold it.

I look forward to hearing from you and hopefully getting this started!

Steph Connor Support Worker in Eden



The What Now? programme

The What Now? programme is delivered by the Family Autism Information Advice and Guidance Service.

Your local Family Autism Advisors are there to answer your questions and provide you with Information. The service also delivers the What Now? programme to parents and adult family Carers whose child(ren) has / have an autistic diagnosis and are of school age up to 19.

The aims of the 'What Now?' programme are:

- To help parents and adult family carers develop an understanding of their autistic child and how they see the world.
- To bring parents and adult family carers together to explore common difficulties and reduce isolation
- To provide support and information about autism
- To share tips and strategies in managing behaviour

To book a place or enquire about future What Now? programme's, parents and adult family members can contact the Carlisle & Eden Autism Family Adviser on:

01228 674 393 or enquiries@carlislemencap.co.uk



You can read more about what Mencap can offer on their website www.carlislemencap.co.uk/

Family Fund

The Family Fund gives discretionary grants to families with severely disabled children under 18, so if you're likely to qualify, get your application in before your child turns 18. They have their own definition of 'severely disabled'. The grants are for things not supplied by statutory authorities and they encourage requests from young people that are particularly relevant to their age group such as driving lessons, laptops and equipment for college.

Families on certain benefits can apply – the benefits include Universal Credit (UC), tax credits, incomerelated Employment and Support Allowance (ESA), income-based Jobseeker's Allowance (JSA), Income Support, Pension Credit and Housing Benefit.

For more information visit www.familyfund.org.uk



Winter Warming Soup Recipe

Hi everyone,

One Christmas, after my guests had left, I looked in the fridge and found various leftovers, including cucumber which I don't like! As I love a bowl of warming soup in the winter, I decided to make up a recipe. This has become one of my favourite soups, and it's one of the few times I actually choose to buy and cook cucumber! There's often a batch stored in plastic boxes in my freezer, as it's easy to double up the amounts.

I hope you enjoy! Felicity

Lentil and bacon soup recipe

- 1 onion, chopped
- 1 carrot, chopped
- 1/2 cucumber, chopped
- At least 1lb tomatoes, roughly chopped
- Generous amount streaky bacon, chopped Handful red lentils
 - Small amount chorizo, chopped small
- 2 stock cubes veg or ham or 1 of each
 - Cooking oil
 - Lemon juice

Lentil Prep - or follow the packet instructions Rinse the lentils in a sieve under cold water and put them into a good-sized pan. Add plenty of cold water and bring to the boil. Stir a few times while they're heating up otherwise the lentils might stick. Boil - not simmer - for 10 mins, stirring occasionally, then drain.

For a vegetarian / vegan option, substitute the bacon/chorizo/ham/stock for a bunch of other vegetables! You can also use avocado oil or olive oil.

Method

- 1. Use the stock cubes to make stock according to the packet instructions. Keep this for later.
- 2. In a large pan with about a tablespoon of oil, fry the bacon over a high heat, stirring so it doesn't stick. If there's a white liquid after the bacon is cooked, drain it off and discard. Put the bacon in a bowl for later.
- 3. If the oil had been used up, add a bit more to the pan and put the onion and carrot in. Turn the heat down, cover and soften the veg for about 10 mins. Stir once or twice so it doesn't stick.
- 4. While the veg is cooking, prepare the lentils (see **Lentil Prep** at the end).
- 5. When the veg has softened, remove the pan lid and add the chorizo. Stir it all around for about two mins, until the chorizo is gently browned.
- 6. To the pan add the drained lentils, cucumber, tomatoes, cooked bacon and stock. Add some boiling water if you need to. Bring to the boil, cover and simmer for 20 to 30 mins. It's ready when the carrots are cooked through.
- 7. Let it cool and blend briefly so the soup still has some texture.
- 8. Use lemon juice and pepper to season the soup to taste. Only add salt if the lemon juice hasn't worked.

Got an Itch? Tickly cough? Tummy trouble?

Your local pharmacy may treat the following:

UTI's non pregnant women 16-64 years
Shingles 18 years +
Impetigo 1 year +
Sore throat 5 years +
Sinusitis 12 years +

Infected insect bites 1 year + Earache 1 to 17 years

Additional conditions can be treated, without the need to visit a GP. Ask a member of your pharmacy team about the minor ailments scheme.

Step 1

Go to your local community pharmacy (chemist) about your illness and they will offer advice.

Step 2

If needed, you will be offered treatment and if you qualify, this will be given free of charge.

Step 3

A suitable medicine may be offered to you.*

*You qualify for free treatment if you do not pay for your prescriptions.



Find further information at: www.thinkpharmacyfirst.health



Cumberland Falls Prevention Session

On **Thursday 13th Feb 2025**, we are offering a Falls Prevention Session for Carers based in Cumberland. It will be led by Moira Dudson (Senior Occupational Therapist).

The session will provide you with lots of useful tips to take home that will hopefully have a positive impact on your caring role.

The session will cover: -

- Falls and prevention of falls
- The role of an Occupational Therapist in Adult Social Care
- Advice and information on safe moving and handling practices.

Are you caring for someone who has trips, slips or falls?

Head to your

local pharmacy

Pharmacists across the North East

and North Cumbria can offer advice

having a prescription from your GP!

Please ask your Pharmacy team

for more details and eligibility.

of common conditions* - just like

and FREE treatment for a wide range

Did you know?

Or maybe they are unstable on their feet?

Falls Prevention Session Thurs 13th Feb 1pm to 3pm Carlisle Office

Register your interest by contacting the Carlisle Office on 01228 580214 before Wed 5th February.

Places are limited and will be allocated after this date.

January 2024

Name the Chocolates & Sweet!

- 1. High Class Road
- 2. Batman's Enemy
- 3. 9-10-11
- 4. Talking Point
- Garden Flowers
- 6. Spiderman, Superman
- 7. Al fresco meal
- 8. Eastern Happiness
- 9. 10 Cent Pub
- 10. Dark Arts
- 11. Roman God of War
- 12. Pigs Tail perhaps?
- 13. Wobbly Infants
- 14. NOT laughing out loud
- 15. Talk Quietly
- 16. How do you eat yours?
- 17. Chocolate Jumper
- 18. Nice Toasted
- 19. Clever Folk
- 20. Dating Agency

33)

Quiz Corner



Numbers Quiz!

- 1. Wa, Cha, Wej, loS, Vagh, is counting from one to five in which language?
- 2. How many yards are there in a chain?
- 3. In scrabble, which is the only letter worth 5 points?
- 4. President Obama was what number President of the United States?
- 5. How many years married for a Tin anniversary?
- 6. Which Number is between 5 & 1 on a dart board?
- 7. In the movie Home Alone how many siblings does Kevin have?
- B. How many months are there in 5 years?
- 9. How many interlocking Olympic rings are there?
- 10. In the bible, how many Plagues of Egypt were there?
- 11. Which number Apollo mission was the spaceflight that landed the first two men on the Moon?
- 12. From which platform does Harry Potter go to Hogwarts?
- 13. What's the number of the famous highway that goes through California, Arizona, New Mexico, Texas, Oklahoma, Missouri and Illinois?

<u>Can you solve these anagrams?</u> Hint they are all English Towns or Cities!

- 1. NCLLOIN
- 2. IHNOTRBG
- 3. OTAPNNOHMTR
- 4. LCBUBRNKA
- 5. TEMHRACNES

- 6. HISWCPI7. IEECLETSR
- 8. MDALCECILFES
- 9. HAEHLNTECM
- 10. DCLHESEIFTRE
- Answers can be found on page 11!

Student Counselling Service

In May 2024, we joined with University of Cumbria – Lancaster offering placements for students studying the PgDip / MA Counselling & Psychotherapy course; to provide free counselling sessions for our Carers aged 18+.

To access the counselling, you must be registered with ourselves and have had a Carers Assessment. Please contact your Support Worker and they will discuss the counselling sessions; how they work and eligibility.



Face to face sessions are offered in both our Carlisle & Penrith office.

We are also able to offer a limited number of Zoom sessions, delivered by our Counselling Volunteer, who is a practicing Counsellor.

We do currently have a waiting list but if this is something you feel you would benefit from, please contact your Support Worker for more information.

Please note: Not everyone will be eligible to receive this service as we do have specific criteria to adhere to.