

THANK YOU

Eden Carers would like to thank the following for their continued support:

- * Cumbria County Council—Adult Social Care
- * Cumbria Country Council—Children's Service
- * North Lakes Hotel & Spa for pamper sessions
- * Big Lottery
- * Cash for Kids
- * Sainsbury's Penrith for flowers
- * Eden Carers Volunteers
- * Penrith Soroptomists for administering the Annual User Survey
- * Joanna Griffiths at The Retreat, Greystoke for therapy treatments

Donate now

You may have noticed the appearance of our 'Donate Button' on our emails and social media.

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. So please, consider supporting us enabling us to continue to support Carers; through a donation, memorial funding or a legacy.

Eden Carers Statement of Intent

"Eden Carers 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." Eden Carers welcomes any comments, suggestions or criticisms about their work as a means of giving good service. Comments should be sent to the Chairman of Eden Carers in the first instance.

Accessibility: Eden Carers 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 the Newsletter Editor on 01768 890280.

Whilst every care is taken to ensure that the information is correct, Eden Carers cannot accept liability for omissions or inaccuracies or for any consequences arising therefrom and cannot 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 Eden Carers.

Four easy ways to contact us:

1. In person at the office:

Eden Carers
The Office Mardale Road
Penrith CA11 9EH

2. By Letter

At the above address

3. By E-Mail:

enquiries@edencarers.co.uk

4. By Phone:

Tel: 01768 890280

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eden
carers

Supporting Unpaid Carers

Autumn 2017

Newsletter

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WHAT IS PENSION CREDIT ?

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1 If you're on a low income, Pension Credit can boost the amount of state pension you receive. Yet many don't realise they're missing out on cash they're entitled to. According to the Government, around four million people are entitled to pension credit, but a third of those fail to claim it, which means £3 billion is currently going unclaimed.

2 **2** **3** **3** **4-5** **6** **7** **7** **8** **9** **9** **9** **10** **10** **11** **11** **Pension Credit** is an income-related benefit that guarantees most people over the age of 62 a minimum income, yet many don't realise they're entitled to it. Even if you're only entitled to a small amount of pension credit, it's still worth claiming, as it can enable you to qualify for other benefits and help with council tax.

How much can I get? Pension Credit comes in two parts. The first is a guaranteed top up for all. The second is dependent on your savings.

Guarantee credit For single pensioners with weekly income (including pension) below £159.35, pension credit will top you up to £159.35. If you're a couple and your joint weekly income is below £243.25 it'll top you up to £243.25. When you apply for guarantee credit, the Government looks at all of your income. This includes: basic and additional state pension; income from other pensions; income from any jobs and savings above £10,000.

Savings credit (for those 65 and over) Most people who reach state pension age on or after 6 April 2016 won't be eligible for savings credit. You can continue to get it if you're a couple and one of you reached state pension age before 6 April 2016, or you were getting savings credit up to 6 April 2016. The maximum you can get per week is £13.20 for a single person and £14.90 for couples. You might be entitled to more Pension Credit if you're a carer, severely disabled or have certain housing costs.

How you can claim Pension Credit

The quickest way to check your entitlement and to claim Pension Credit is to call the Pension Service on 0800 99 1234. They will fill in the application form for you. You'll be asked for: **your national insurance number; information about your income, savings and investments; your bank account details.**



Eden Carers Events



Hubs	Dates
Lunch Hub St. Andrews Church – Penrith 12.00pm	Tuesday 26 Sept Tuesday 24 Oct Tuesday 21 Nov
Court Thorn Hub Court Thorn Surgery 2.00pm	Every 1st Wednesday of the month
Coffee Hub George Hotel - Penrith 10.30am	Tuesday 5 Sept Tuesday 10 Oct Tuesday 7 Nov Tuesday 5 Dec
Alston Hub The Bungalow at Alston Hospital 11.15am – 12.15pm	Thursday 28 Sept Thursday 26 Oct Thursday 30 Nov Thursday 25 Jan 2018
Men's Hub Various locations. 2.00pm	Tuesday 12 Sept Tuesday 10 Oct Tuesday 14 Nov Tuesday 12 Dec
Art and Craft Hub—See Separate Article on P.3 The Office 10.30am—12:30pm Please contact the office to book your place at these activities.	Thursday 14 Sept—Card Making Thursday 12 Oct—Halloween Cake Decorating Thursday 9 Nov—Felting Thursday 14 Dec—Christmas Table Decoration

Advice Sessions

Eden Carers Offices
1pm—3 pm.
To reserve your place or for further information
Call: 01768 890280

Make a note in your diary

Tai Chi—TASTER, Evergreen Hall, Penrith	Monday 11 Sept ** Book by 4 September**
Mediation Top Tips	Friday 15 Sept
All About Funerals	Monday 9 Oct
Qwell	Tuesday 14 Nov
Heart Start Fire Station	Thursday 11 Jan 2018, 3pm
Age UK Benefits after caring	Monday 19 Feb 2018

Carers' Clinics—One to One

Alston Venue: The Bungalow, Alston Hospital Time: 9.45am -11.15am Thursday 28 September Thursday 26 October Thursday 30 November Thursday 25 January 2018 Please book an appointment on: 01768 890280
Kirkby Stephen Venue: Local Links Time: 2pm - 4pm Monday 25 September Monday 30 October Monday 27 November Please book an appointment on: 01768 890280

CARERS' Recipe

RATATOUILLE—Delicious either hot or cold



Ingredients -

- 4 courgettes
- 1lb or 1 x 400g can of chopped tomatoes
- 2 red peppers
- 2 large onions, coarsely diced
- 4 tblsp olive oil
- 1 tblsp of vinegar
- Pinch of sugar
- Ground black pepper & salt to season
- Small bunch of coriander (optional)

Method

Chop courgettes in rounds, then place in a colander and sprinkle with a little salt. Leave for ½ hour then wash off. Chop tomatoes if using fresh ones. Cut peppers into strips and remove centre core.

Heat oil in deep pan and cook peppers and onions until they soften – no more than 5 mins. Add the tomatoes, courgettes, vinegar and sugar and simmer for approx. 50 mins with the lid off. Add coriander (if using) and boil off excess liquid for approx. 5 mins or until sauce has thickened slightly. Season with salt and pepper.

Try serving with chicken or chunky white fish.

Kindly supplied by Carer, Ann McHugh

Age UK Carlisle and Eden runs five Lunch Clubs throughout the Eden region. These clubs offer a delicious 2-course meal and a chance to socialise with new people. For further information, please contact Age UK on **01768 863618**



Appleby	Rampkin House, Appleby Contact: Jo 01768 863618	Thursday each week £6
Kirkby Stephen	Mill Gardens, Kirkby Stephen Contact: Debbie 07894 965558	Wednesday, once per month £6
Langwathby	The Shepherd's Inn, Langwathby	Call 01768 863618 for details
Penrith	Stewpot, Ullswater Community College plus transport. Contact: 01768 863618	Thursday, once a month, term times only. £6
Tebay	The Old School Tea Rooms, Tebay Contact: Bernard 01539 624272	Every 2nd Wednesday of the month. £8.

AGM Monday 6 November, 5:30pm

We would like to invite you to our AGM, held at the Eden Carers Office on Mardale Road.

At the AGM Trustees will present the Annual Accounts and Report. If you are a 'Member' of Eden Carers you are allowed to vote at the AGM.

Becoming a member of Eden Carers

As a member of Eden Carers you will:

- Demonstrate your support for the mission and values of Eden Carers
- Enjoy the right to attend and vote at Eden Carers' annual general meeting (AGM), participating in the governance and policy making of a dynamic and forward looking charity

Voting Rights

- Individual members will be able to vote in their own right at Eden Carers' AGM
- Individual members may be nominated for election to Eden Carers' management committee, the Board of Trustees (having complied with Eden Carers recruitment procedures)

Membership Renewal:

- Membership will run annually from 1 September to 31 August. There will be no charge after the initial registration of £1 has been paid

Member Obligations:

Every member promises, if the Charity is dissolved while he or she remains a member or within 12 months afterwards, to pay up to £1 towards the costs of dissolution and the liabilities incurred by the Charity while the contributor was a member.

How to become a member?

Contact us and we can send you a form. Or arrive at 5pm on 6 November and we can process your membership form on the evening.

We look forward to seeing you all on 6 November.

**Important
EMERGENCY PLANS**

If there are any changes to the details we have for your Emergency Plan, please advise us immediately so that we can amend the Plan/Card details.

Future Events

If you have any ideas for future Adult Carers newsletters and activities we would like you to tell us about it. Please contact us by phone 01768 890280 or email: enquiries@edencarers.co.uk



Emergency Out of Hours Contact Adult Social Care

Out of office hours and during Bank Holidays, Carers can contact Cumbria County Council Switchboard **01228 526690** In the event of an emergency



**Carers' Coach Trip to Historic York
Saturday 30 September 2017**

This year's Carers' Trip is to Historic York, where there are lots of interesting and beautiful sights to visit. Some of these charge entry fees and include York Minster, York Castle Museum, York Dungeon, Jorvik Museum. The National Railway Museum has **free** entry.

Travel Arrangements: Coach departs Penrith Bus Station at 09.00, picks up at Appleby Grammar School at 09.30. Departs York at 16.30, dropping off at Appleby and Penrith.

The Trip is **FREE** for Carers, their Cared For and immediate family members, but entry to the attractions are at your own expense. Young Carers (under 18) must be accompanied by an adult. A deposit of £10 per family or £5 per individual is required with your booking and will be returned to you on the day, or with at least 24 hours' notice if unable to attend.

TO MAKE A BOOKING: Phone or call into the Office with your details and deposit—No later than 15 Sept. First come, first served.

Eden Carers Art & Craft Hub

Held every second Thursday of the month, 10:30 – 12:30 at Eden Carers offices. This autumn the Art & Craft Hub is having a makeover! Following the departure of dedicated volunteer, Shirley Tyson, who ran the Hub for three years, we have decided to change the format a little and bring in different people each month to lead a craft session. There will still be the opportunity for lots of chat and no experience in any of the crafts is necessary. It's about giving something a go and having something to show for it at the end. The autumn programme is as follows:

Thurs 14 Sept	Card Making with Mary Martin
Thurs 12 Oct	Cake decorating with Kate Dixon - Halloween themed sugar craft
Thurs 9 Nov	Felting with Pamela Harrington - make a felt flower brooch
Thurs 14 Dec	Floristry with Linda Heaton - make a table decoration for Christmas



Materials will generally be provided, but in order for the session leaders to come suitably prepared we need to know numbers in advance, so you need to sign up to the activities you're interested in. To register simply call Eden Carers on 01768 890280.

**SAVE
THE
DATE**

The Eden Carers subsidised Christmas Lunch will be held on Thursday 14 December at The George, Penrith. More details to follow.

BE PREPARED FOR WINTER

Get Your Flu Jab



Flu is a highly infectious illness that spreads rapidly through the coughs and sneezes of people who are carrying the virus.

The effects of flu

Flu symptoms usually include fever, chills, headaches and aching muscles. Because flu is caused by a virus and not bacteria, **antibiotics won't treat it.**

See your GP about the flu jab if you're 65 or over, or if you have any of the following problems (however old you are):

- a serious heart complaint
- a chest complaint or breathing difficulties—, including asthma, bronchitis and emphysema
- serious kidney disease
- diabetes
- lowered immunity due to disease or treatment such as steroid medication or cancer treatment
- if you have had a stroke or a transient ischaemic attack (TIA)
- if you have a problem with your spleen or you have had your spleen removed.

Carers and the flu jab

If you're the Carer of an elderly or disabled person, make sure they've had their flu jab. As a Carer, you could be eligible for a flu jab too. Ask your GP for advice.

How to get the flu vaccine on the NHS

If you think you or your loved one needs a flu vaccination, check with your GP, practice nurse or local pharmacist. If you have your flu jab at a pharmacy, you don't have to inform your GP – it is up to the pharmacist to do this.

The best time of the year to have a flu vaccination is in the autumn from the beginning of October to early November. Most GP surgeries arrange flu vaccination clinics around this time. It's free and helps to protect you against the latest flu virus strains.

Even if you've had a flu jab in previous years, you need another one each year. The flu vaccine may only protect you for a year, because the viruses causing flu are always changing.



Free Insulation

Free insulation is still available for most UK households as part of the Energy Company Obligation (ECO) scheme introduced by the Government in 2013.

The ECO scheme legally requires the main energy suppliers to install energy efficient technologies such as cavity wall insulation and loft insulation to domestic households in the UK. Some energy providers are lowering the criteria for eligibility as they struggle to meet the targets. This means that most householders are now able to obtain free insulation measures. The only limitation on the delivery of the scheme is that you must own the property to be treated or rent it privately and have the landlord's permission to undertake the work.

Improving your Cavity wall and loft insulation can reduce your energy bills on average by £300 per annum. To find out if you qualify visit: <http://www.government-grants.co.uk/free-insulation> and click on the Apply Now button. You will be asked a series of questions and then contacted by a local surveyor.

Parent Carers Forums

These representative groups of parents and carers of children and young people with disabilities, work alongside local authorities, education, health and other service providers.

Date: Thursday 5 October
Time: 10:30am - 12:00pm
Venue: Eden Carers Office

We have arranged for two Parent Carers, who are also members of the Cumbria Carer Forum Steering Group, to talk to Parent Carers regarding the transition stage from

childhood to adulthood. This will involve discussing what actions to take before your child turns 18, such as opening a bank account, investigating educational needs, job opportunities and funding.



We will also explore what support is available once your child has turned 18, such as future care needs involving Adult Social Care and independent living. We will also be discussing what support the Cumbria Carer Forum can offer. Please contact the office on 01768 890280 to book your place.

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CUMBRIA
CONSTABULARY

Herbert Protocol - protocol to help finding missing people with dementia

The Herbert Protocol is a national scheme adopted by Cumbria Constabulary and other police services across the country. It encourages carers, families, friends or neighbours, to hold information about the person with dementia that can help the police find them if they do go missing.

The basis of the scheme is for vital information about the person such as medication, description, photograph, significant places in the person's life and their daily routine, to be recorded on a form. The form should then be stored safely – either in electronic format on a computer, or a printed version. It may need to be located quickly, at any time of day or night, by the person who needs the information to begin the initial searches.

When the form is complete, it will contain confidential information about a person so it should be stored securely. Any partner agency required to complete the form will become the data controllers and must store it appropriately. **Contact:** Cumbria Constabulary for more information and to obtain the form.

Blind Veterans UK supports Carers of vision-impaired ex-Service personnel to adjust to life with sight loss

Coping with sight loss can be hard for everyone involved, whether it's the individual affected or their Carers. That's why Blind Veterans UK offers training, rehabilitation and equipment to vision-impaired ex-Service personnel while providing emotional and practical support to Carers, including respite breaks.



A survey of Blind Veterans UK beneficiaries found that, while 62% had felt depressed because of their caring role, 80% said that support from Blind Veterans UK had helped them cope. Jackie Barber, wife and Carer of former RAF police corporal Nick, said: "Before we found out about Blind Veterans UK we were really floundering. Both of us we're out here on our own and we didn't receive any support. Nick being able to have a week away with Blind Veterans UK is so important. I know he will be safe and the break gives me the chance to recharge."

Blind Veterans UK's *No One Alone* campaign is reaching out to the estimated 59,000 blind veterans who could be eligible for support. Most completed their service, including National Service, many years ago and have since lost their sight due to age related conditions such as macular degeneration or glaucoma.

Lara King, *No One Alone* Campaign Manager, said: "We strongly encourage carers and families to ask the vision-impaired person if he or she ever served in the Armed Forces, including National Service. If so, they can apply for our support." If someone you care for is an ex-Service man or woman, and is now battling severe sight-loss, find out how Blind Veterans UK can help by calling 0800 389 7979 or visiting www.blindveterans.org.uk.



Croft house Cumbria is a new provision in Bolton near Appleby, offering supported and independent living accommodation, as well as respite care for young adults with learning difficulties.

We are currently looking for compatible young adults to occupy this property, on both supported living basis and independent living basis. The respite accommodation is a 3 bedroomed property that will cater for adults over 18 with learning difficulties.

If you would like further information please contact:

Natalie - 07761051016 / Email - crofthousecumbria17@outlook.com

Anmarie - 07793433427 / Email - info.aspire17@gmail.com

We also have information on our Facebook page Croft house Cumbria



BE PREPARED FOR WINTER



Stay Warm this Winter with a Government Heating Grant

Cumbria Boiler and Heating Grants

Boiler replacement grants in Cumbria form part of the Government funded energy efficiency scheme. Successful applicants will benefit from a **free A-rated boiler** or heating system and new heating controls if necessary installed by one of the major energy suppliers. This is distributed on a 'first come first served' basis until the target quota of installations is achieved in the Cumbria area. The new energy-efficient, condensing boilers have an efficiency rating of A which will heat your property and hot water using less fuel, therefore reducing your home energy costs and reduce carbon emissions. Typically households in Cumbria can **save around £300 per year** on energy bills.

All ECO Grants are non-repayable. You will not have to pay money back or have additional charges added to your energy bills. This forms part of the Energy Company Obligation (ECO) heating grant scheme. To see if you qualify go online and visit: <http://www.government-grants.co.uk/cumbria-boiler-grants> click on the "Apply now" button, fill in your details and a local surveyor will contact you.

**DON'T HAVE INTERNET ACCESS?
PENRITH LIBRARY HAS COMPUTERS AND STAFF ON HAND TO HELP**

Free advice and energy saving draught proofing



Want to save on energy bills and to get a warmer, more comfortable home? A free service, due to start as soon as this September could help you. This is provided by Penrith based charity, Cumbria Action for Sustainability (CAFs).

- ♦ What's included? Free draught proofing, LED bulbs and energy-saving advice on offer for eligible households in Eden District.

Home owners and tenants can take advantage of the free Energy Saving at Home service if they meet one of these criteria:

- ✓ Over 60 years old and on a low income
- ✓ Under 60 and in receipt of a means-tested benefit
- ✓ A member of the household has a disability or long-term health issue

Book a place now for a free Energy Advice Visit, where an assessor will check for draughts and advise on ways you could save energy and money. If there are draughts around doors, windows, letterbox and chimney, for example, then draught proofing materials will be provided and a professional fitter will visit to install them – all free of charge.

Register a place now for the scheme, CAFs will then be in touch as soon as the scheme starts, from September 2017.

There's a limit to the number of households in the scheme so don't delay. Call 01768 210276 or email office@cafs.org.uk.

CAFs offer this fantastic service thanks to funding from The Ebico Trust.



WHAT TO DO WHEN SOMEONE DIES



There are 3 things you must do in the first few days after someone dies.

- 1 **Get a medical certificate** from a GP or hospital doctor. You'll need this to register the death
- 2 **Register the death** within 5 days (8 days in Scotland). You'll then get the documents you need for the funeral. The registration itself will take approximately 30 minutes.

Unless the Coroner is involved, you will be issued with a Medical Certificate of Cause of Death by the Doctor of the deceased, who will either be a GP or a Hospital Doctor. Once you have this certificate you should arrange an appointment with the Registrar.

A death can only be registered in the district where the event took place. If the death took place in Cumbria please book an appointment to register the death as follows: Online at:

www.cumbria.gov.uk/registrationservice/deaths/death_registration.asp

Telephone: **0300 303 2472**. Calls will be answered Monday to Friday 9am to 4.30pm. Due to high call volumes you may be required to leave a voice message and a member of staff will return your call as soon as possible. Alternatively, if you have the facility, you can book an appointment online. If the Coroner is involved, their office will provide assistance and guidance throughout the process. If possible, take the medical card for the deceased, together with documents which will assist in ensuring an accurate registration, e.g. a birth or marriage certificate, a passport or driving

licence. This is not a legal requirement so will not delay the registration taking place, however, any correction after the registration has been completed can be complex and distressing for grieving families, so it's good to avoid errors where possible. The person who attends to register the death may also wish to bring some identification documents to assist with the process. Again, this is not a legal requirement but can make the process easier.

When someone dies you may need to contact a wide variety of organisations to inform them of the death. Some will require original copies of the death certificate in order to make the necessary changes.

It is important to note that if the deceased owned a vehicle then it may be no-one is now insured to drive it. Many policies state that a vehicle may be driven by someone else with the owner's permission, but as soon as the owner dies any such permission may cease. Contact the car insurance company before anyone drives the vehicle to make sure they are covered.

Tell Us Once

'Tell Us Once' has been introduced in England, Scotland and Wales which helps you tell the government just once about a person's death. For further information go online: <https://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once>

- 3 **Arrange the funeral** - you can use a funeral director or arrange it yourself. Contact the Cemeteries and Crematorium Department of your local council if you wish to arrange a funeral yourself.

Meeting and Greeting at Hospitals (on behalf of Liz Clegg, Success Regime Cumbria Partnership NHS)



I am on the Success Regime's Transport Advisory and Enabling Transport Committee, which is seeking to address transport for healthcare related problems. It has a wide remit, including parking, which has been addressed over the last 18 months.

An issue that came to light was the problems that some Carers have when bringing a patient with memory problems and poor mobility to outpatient appointments (or, presumably A&E). This has been exacerbated with the tightening of parking restrictions at the Hospital entrances. It can take some time to unload a patient, take them to the relevant clinic and return to the car to move it to a parking space. If the patient is left near the entrance to the Hospital, there is a chance that the Carer cannot find them when they return.

This can also apply to bringing in



sick children to be treated. They also cannot be left while the parent or carer is parking the car.

It is difficult to know what the scope of this problem is. It is obviously stressful for those who encounter it, but it might be a very minor problem, in that it only occurs a few times a year. On the other hand, it may be a very common problem, which is not talked about as it is "just what happens".

I would like to ask, through the 3rd Sector networks, a) How often this happens? b) What is a reasonable solution? c) Would anyone help me make a case and start discussions to solve the problem, if necessary?

Please respond directly to Liz Clegg, via e-mail cross.lizzy@btinternet.com

Eden Community Response Team

A multi-disciplined team made up of Occupational Therapists, Physiotherapists and Generic Rehabilitation Assistants, providing advice, support and some free equipment to help people safely remain in their own home and prevent hospital admissions. The service is free and can be accessed by contacting the ECR Team on: **01768 245328 Monday – Friday, 08:00 – 17:00.**



Cumbria Partnership
NHS Foundation Trust