



Carers Monthly

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New Carers Peer Support Group!

From doing surveys and speaking to many of you at events we have heard you want a peer support group.

Go to page 4 for more information.

Email or call to book.
See you there!



01332 228777



carers@citizensadvicemidmercia.org.uk



www.citizensadvicemidmercia.org.uk/carers/



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Derby and Derbyshire
Integrated Care Board



Mid Mercia



Derby City Council

What we do

Helpline: Our helpline is able to offer support in a variety of ways. Any calls will be dealt with by one of our advisors. They will be able to signpost you to other organisations, explain what we do and book you onto events. Being part of Citizens Advice Mid Mercia, we are able to refer you to various other parts of our organisation to assist with benefits, debt, housing and more.

Carers Conversations: A Carers Conversation is designed to offer carers a more person-centred approach to support. These are used as the first step in getting a Carers Assessment. Our advisors will have 'conversations' with you to best understand what is happening in your caring role and how it is impacting on your health and well-being. The Carers Conversation is designed to understand what really matters to you and to connect you to the resources and support that can help you continue with your caring role independently. (Please note, Carers Conversations are for unpaid carers aged 18+, caring for someone who is aged 18+). Please call or email us to book an appointment.

Wellbeing: We have a variety of zoom classes, indoor and outdoor workshops and events that are supporting carers to take some respite, helping to reduce stress, anxiety and promoting better sleep (*Please see our schedule of the events we have planned this month on **page 7***).

Training Opportunities: There are great sessions and handout sheets available to you. Book an Emergency Plan appointment and make provisions for the future. If you were ever absent from the caring role what would happen to the person you are caring for, who would support them? We will help you to get your own personalised plan set up.

Peer Support: If you are interested in any peer support groups, we are able to advise you about any groups that are running through our helpline or via email. We also work with other organisations and connect with GP surgeries to help people access support easier and help more people find and access our service.

Your voice matters

Joined up Derbyshire have created a guide on how to order your repeat prescription.



How to order your repeat prescription

Please find below ways in which you can order your repeat prescription:

- NHS App
- Electronic Repeat dispensing (Batch prescription)
- GP Practice online ordering service
- The medicine order line
- Alternative arrangement

1. NHS App:

If you have a smartphone or tablet device you can download the NHS App where you will be able to request a new repeat prescription and choose a pharmacy for your prescriptions to be sent to.

Further details about the NHS App and what additional services are available can be found here: www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/

2. Electronic Repeat dispensing (eRD) also known as batch prescriptions:

If you use the same medicines regularly, you may be able to benefit from electronic Repeat Dispensing (eRD). Your **repeat prescriptions** will be sent to your nominated pharmacy in one go. This means you won't have to re-order or collect **repeat prescriptions** from your GP practice every time you need more medicine.

Talk to your GP or the person who prescribes your medicines to ask if you can use electronic Repeat Dispensing.

3. GP practice online ordering services:

If you have access to the internet, you could manage your prescriptions online with your GP practice. This option can be discussed with a member of the GP practice reception team, who will be able to assist.

4. The Medicine Order Line (MOL):

For GP practices that have access to the MOL, it is a convenient way to order your prescriptions. This is via a dedicated telephone line where you will speak to an experienced health professional.

For more information about the Medicines Order Line (MoL), including the list of GP practices currently using it and the process to follow, please see <https://joinedupcarederbyshire.co.uk/your-services/prescription-medicines-order-line-mol/>

5. Alternative arrangements:

If your GP practice agrees that ordering a repeat prescription via the above options is not suitable, they may be able to make alternative arrangements for prescriptions to be ordered with them directly. Some GP practices may be able to receive paper medication requests or medication requests over the telephone.

Lets us know if you found this guide helpful.

Community Events

Come and join us for the launch of our Carers Peer Support Group.
We look forward to meeting you.



CARERS PEER SUPPORT GROUP

When?

On the last Thursday of the month
10.30am - 1.30PM

Where?

At Chaddesden Fire Station
Community room.
Nottingham rd, Derby, DE21 6FX

Contact us for more information

Booking Essential



01332 228777



carers-events@citizensadvicemidmercia.org.uk



www.citizensadvicemidmercia.org.uk/carers/



Gallery



Our Carers enjoying a walk around the grounds and exploring the manor at Kedleston Hall last month.

Here is a carer's compliment about our walk to Kedleston Hall-

Thank you for today it was a lovely walk with the additional bonus of exploring the manor. It was such a wonderful break getting exercise and meeting other carers. Can't thank the carers team enough for all they do . Thank you.

Information & Awareness

Falls Awareness Week - 12th - 17th September

A fall is when you move from a higher to lower level, usually quickly and without control.

Did you know that 1 in 3 over 65's fall each year, increasing to 1 in 2 in the over 80's. Most do not result in serious injury but some can lead to hospital admission.

How to avoid a fall at home:

mop up spills, remove clutter, trailing wires, and frayed carpet, wear good fitting shoes or slippers, use non slip mats and rugs, ask for help if you cannot safely move, ensure good lighting.



Please visit- <https://www.nhs.uk/conditions/falls/prevention/>

We have a wide range of leaflets available to assist you in your caring duties - helping you move and care for your loved one safely.

Please contact the helpline on 01332 228777 or email carers@citizensadvicemidmercia.org.uk

Arthritis Awareness session with Arthritis Action

Do you care for someone with Arthritis or want to understand more about the condition?

Come along to a free awareness session to mark Global Arthritis Day.

The session will be led by Arthritis Action.

Places are limited, and booking is essential so please book early.

This is on **Wednesday 12th October 2022**, more details in the schedule below.



Wills and Power of Attorney session with Timms Solicitors

Have you got a Will? Would you like to find out more information about Power of Attorney?

Many organisations offer free Wills in October such as Mind, Red Cross and Age UK. Come along to this free session to learn more about Wills and Power of Attorney.

The session is led by Timms Solicitors.

Places are limited, and booking is essential so please book early.

This is on **Thursday 13th October 2022**, more details in the schedule below.



Emergency Plans

Do you need to make an emergency plan in the event of something happening to you?

We can help you with emergency planning.

Please contact 01332 228777 or email carers@citizensadvicemidmercia.org.uk for more information.

Coming up later in the year:

First Aid

Are you interested in a free First Aid course open to all unpaid carers in November?- **SAVE THE DATE- 7th November 2022**



Schedule

Drop in event

Event: Derby Pride 2022

Date: Saturday 10th September

Venue: Markeaton Park

Time: 12pm - 6.30pm

Everyone welcome- We will have a stall so come along, and speak to us. Look out for us in our Citizens Advice T-shirts.



Wellbeing Event

Event: Walking Group

Date: Wednesday 28th September 2022

Venue: Darley Park

Time: 1pm - 3pm

Carers and cared for welcome



Peer Support Group

Event: Carers Peers Support Group

Date: Thursday 29th September

Venue: Chaddesden Fire station

Community room

Time: 10.30am - 1.30pm

Come and meet other carer have a chat & cuppa.



Peer Support Group

Event: Carers Dementia Café

Venue: Derby Theatre

Date: Friday 30th September

Time: 2pm - 4pm

Carers and cared for welcome



Peer Support Group

Event: BAME Carers group

Venue: TBC

Date: The third Thursday of the month.

Time: 10am

Carers and cared for welcome

First session 15th September- First Aid- Booking Essential! Carers only for this session.



Wellbeing Event

Event: Creative writing workshop

Date: Wednesday 5th October 2022

Venue: Virtual event on Zoom

Time: 6:30pm- 8:30pm

Carers and cared for welcome



Carer Awareness session

Event: Arthritis Awareness Session

Date: Wednesday 12th October 2022

Venue: Nottingham Road Fire Station

Time: 2.30pm - 3.30pm

An informal session to learn more about Arthritis. **For Carers only.**



Carer Awareness Session

Event: Wills and Power of Attorney Awareness.

Date: Thursday 13th October 2022

Venue: Holly Court, Derby Homes, Mickleover, DE3 0TA

Time: 10.30am - 12.00pm

Places are limited



Wellbeing Event

Event: Walking Group

Date: Wednesday 19th October 2022

Venue: Normanton Park

Time: 1pm - 3pm

Carers and cared for welcome



To book onto any of our events, call 01332 228777 or email

carers-events@citizensadvicemidmercia.org.uk



Useful Contacts

Derby City Care Line – Social Care out-of-hours support - Phone: 01332 956606
It operates Monday to Friday 5pm–9am, with a 24-hour service during weekends and bank holidays.

Derby's Community Hub can assist anyone in the community who is vulnerable, self-isolating, or has been shielding. Those who need support can call Derby Direct on 01332 640000

Samaritans- Call 116 123, free helpline, open 24 hrs a day, 365 days a year.

PAPYRUS Hopeline UK – Helpline for people under 35 who have suicidal thoughts and for anybody worried about another young person's mental health. Open 9am- Midnight daily. Tel: 0800 068 4141 Text: 07786 209697 pat@papyrus-uk.org

National Domestic Violence Helpline - 0808 2000 247 (Open 24hrs a day)

NHS 111 online can help you decide if you need medical help and offer advice on how to access help safely. The service is free to access and is available 24hours a day, 7 days a week.

Life-threatening emergencies - call 999 in a medical emergency. Call this number if someone is seriously ill or injured and their life is at risk.

Non-Emergency Police - 101 or non emergency medical help- 111.

Royal Derby Hospital Adult Emergency Department - 01332 783111 -
Address: Uttoxeter New Road, Derby DE22 3NE

Derby Urgent Care Centre: 01332 224700 - Address: Urgent Care Centre, Entrance C, Osmaston Road, Derby DE1 2GD

Emergency Dental NHS service - 01332 564911

Textline - free support 24/7 for Young people under 25 - Text YM to 85258

Shout - Text mental health service free on all major networks. TEXT- 85258

Derbyshire Mental Health Helpline and Support Service call - 0800 028 0077 –
This is a 24/7 service for Derby residents

Treetops Hospice - counselling and emotional support to adults, children & young people who are dealing with a life-limiting illness or bereavement - 0115 949 1264