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Our post may be delayed due to Royal Mail strikes in October, November and December.

Turn to page 6 and 7 for our double page schedule including football tickets.



01332 228777



carers@citizensadvicemidmercia.org.uk



www.citizensadvicemidmercia.org.uk/carers/



[@Carers_Derby](https://twitter.com/Carers_Derby)



[@Carers_Derby](https://www.instagram.com/Carers_Derby)



[@Carersinderby](https://www.facebook.com/Carersinderby)



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 6 and 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

Carers Peer Support Groups

We asked, you said, we did.

Last year we did a survey about Peer support groups. We have listened to you and now are in the process of offering carers peer groups in the community.

But we need to know more from you!

What you would like to do in the group. **REMEMBER** these groups are yours and we will accommodate how you would like to see these groups flourish.

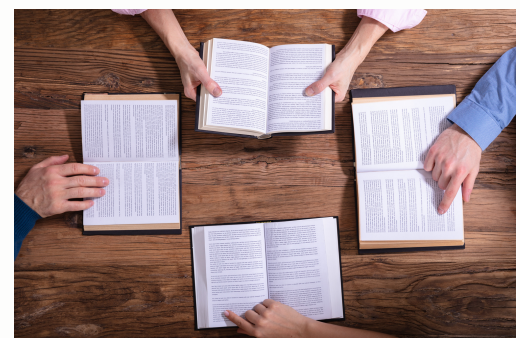
Lets us know if there is specific groups you would like to see for example men's group. Woodwork groups, knitting group , craft groups, reading groups etc..

Would you like to see groups in the evenings or weekends or during the week?

These peer groups are for carers to have some space and opportunity to meet and talk with likeminded people to share experiences and get emotional support from other people in the same or similar situation.

Be part of shaping what you want by calling, emailing us on carers-events@citizensadvicemidmercia.org.uk or by filling in our survey.

<https://forms.office.com/r/zx09Tkmw8E>



Community

Stay Warm and Healthy in Derby.

The Stay Warm and Healthy project aims to help local vulnerable people struggling to keep warm by offering advice and practical support to stay warm, safe and healthy in their homes.

They may be able to help you through support services if you are finding it hard to heat your home, and are either:

- an older person
- living with disabilities or long-term health conditions
- pregnant or a family with young children

They offer services such as:

- Home Energy Advice: helping you to keep warm this winter by giving free, independent and confidential advice and information on heating and insulation offers and schemes, and referring you to other help where needed
- Welfare Benefits: advice on welfare benefits, including welfare reform, and help with benefit claims
- Home and Heating Maintenance: there may be help available to help you to keep warmer at home, such as boiler repairs and emergency heating, and fire safety advice
- Handy Person Services: helping with small repairs around the home
- Health Advice: information about the free NHS health check programme, flu jabs and cancer screening programmes.

To find out more contact the Healthy Housing team on 01332 640337 or email healthyhousing@derby.gov.uk.

Lets us know how you got on with this service.

Carer Peer Support

Join us for our New carers group for members from the BAME (Black, Asian & minority ethnic) community. This Peer group is for carers to have space and opportunity to meet other carers, share experiences & get emotional support.



BAME CARERS GROUP

You're invited to join us for the BAME Carers Group on the 3rd Wednesday of every Month. Meet other carers over a cuppa and cake.

When? - The third Wednesday of the month.
starting 19/10/2022

Where? - Normanton Library, Almond Street,
Derby, DE23 6LX

Time? - 9.30am - 11.00am

**FOR MORE INFORMATION OR TO BOOK YOUR PLACE EMAIL:
CARERS-EVENTS@CITIZENSADVICEMIDMERCIA.ORG.UK
OR CALL US ON 01332 228777**



Derby and Derbyshire
Integrated Care Board



Derby City Council



Mid Mercia

Schedule

Wellbeing Event

Event: Creative Writing workshop

Date: Wednesday 5th October 2022

Venue: Virtual event on Zoom

Time: 6:30pm- 8:pm

Carers and cared for welcome



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: Jekyll & Hyde

Date: Saturday 15th October 2022

Venue: Derby Theatre

Time: 14.30-17.30

Fully Booked

Cancellation waiting list in place for any additional interest.



Wellbeing Event

Event: Wellbeing Walking Group

Date: Wednesday 19th October 2022

Venue: Normanton Park

Time: 1pm - 3pm

Carers and cared for welcome



Peer Support Group

Event: Carers Dementia Café

Venue: Derby Theatre

Date: Friday 28th October 2022

Time: 2pm - 4pm

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.**

STOP PRESS.

Our Arthritis Session now has a free aromatherapy hand massage included to mobilise those stiff hand and finger joints.



Please get in touch to book onto the session

Peer Support Group

Event: BAME Carers group

Venue: Normanton Library, Almond Street, Derby

Date: The third Wednesday of the month. Starting 19/10/2022

Time: 10am

Carers and cared for welcome



Peer Support Group

Event: Carers Peers Support Group

Date: Thursday 27th October 2022

Venue: Chaddesden Fire station

Community room

Time: 10.30am - 1.30pm

Come and meet other carer have a chat & cuppa.



Wellbeing Event

Event: Supporting Stress with the Havening Technique

Date: Thursday 3rd November 2022

Venue: Online

Time: 6.30pm-8pm

Carers and Cared for Welcome



Schedule

Carer Awareness Session

Event: First Aid

Date: Monday November 7th 2022

Venue: Dovedale Hospital, London Road.
Derby DE1 2QY

Time: 10am - 2pm.

Places are limited. For carers only.

Wellbeing Event

Event: Wellbeing Walking Group

Date: Wednesday 16th November 2022

Venue: Allestree Park

Time: 1-3pm

Carers and Cared for Welcome



Peer Support Group

Event: BAME Carers group

Venue: Normanton Library, Almond Street.
Derby

Date: Wednesday 16th November 2022-
3rd Wednesday of the Month

Time: 10am

Carers and cared for welcome



Wellbeing Event

Event: Mickleover FC Vs Needham Market

Date: Saturday 19th November 2022

Venue: Don Amott Arena, Mickleover.

Time: 3pm

Carers and Cared for welcome

Places are Limited



Carer Awareness Session

Event: Carers Rights and Energy

Date: Thursday 24th November 2022

Venue: Zoom Virtual Event

Time: 4pm - 5pm.

A Carers Rights Day event



Peer Support Group

Event: Carers Dementia Café

Venue: Derby Theatre

Date: Friday 25th November 2022

Time: 2pm - 4pm

Carers and cared for welcome



Wellbeing Event

Event: Winter Wreathmaking

Date: Monday 28th November 2022

Venue: Down to Earth

Time: 12.30-2.30pm

Carers are Welcome

Places are Limited



SAVE THE DATE

Saturday 3rd December 2022

Carers Christmas Event
Chellaston Community Centre
12-4pm

Join us for some crafts, Christmas carols
from the choir, mince pies, and take in the
Christmas spirit.

To book onto any of our events, call

01332 228777 or email

carers-events@citizensadvicemidmercia.org.uk

Information & Awareness

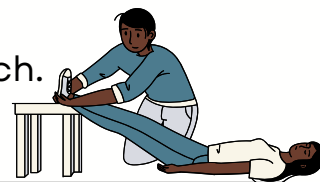
First Aid 7th November 2022

Book to come along to our next First Aid Training Session for unpaid carers. This is happening at 10 am - 2pm on Monday 7th November 2022 at Dovedale Hospital London Road, Derby.

Come and join us for a fun session learning about basic first aid, a valuable and useful skill. Places are limited, so book early to avoid disappointment.



Refreshments available but please bring your own lunch.



Carers Rights Day 24th November 2022

We have a selection of things planned for carers rights day to help you understand your rights as a carer. We will also have additional information at our groups on the week commencing 21st November. We will be running an informative session about your carers rights and Energy. We can help you understand what benefits and help you may be entitled to as well as helping you to learn more about saving on energy costs.

Details to follow



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. These plans offer information to a relative or friend who may step in, in the immediate term, to assist with your caring responsibilities. Please contact 01332 228777 or email carers@citizensadvicemidmercia.org.uk for more information.

Moving and caring for your loved one safely

We have a booklet 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 to receive a free copy.



Information & Awareness

Stress Awareness

2nd November 2022 is Stress Awareness Day.

We have all experienced stress at some point but when you have caring commitments, it can gradually build up and can feel debilitating. Stress can make it hard to cope with the demands of caring. You can become more and more exhausted, tense and irritable, putting a strain on relationships. This can make you feel you are losing control over your life and that there is no way of regaining this control. Although it may seem hard, looking after yourself will enable you to look after the person you care for.

Unhelpful strategies may include:

- poor sleep,
- drinking, smoking etc.

Helpful strategies may include:

- Asking someone to help for a short while.
- Getting more restful sleep, thinking about your diet and trying some exercise.
- Getting out and about and meeting people in a similar situation.



*taken from CarersUK .org

Join us at one of our awareness raising, wellbeing or peer support sessions. Meeting others who are also caring has shown to be of significant benefit.

Join our wellbeing event on 3rd November to learn about more ways to manage stress

Appetite for Learning - Mobilise

They recently conducted an online survey of 120 carers asking about learning

'Mobilise' are an 'online service that harnesses the collective knowledge, wisdom and expertise of unpaid carers. Empowering those that care to thrive.'
mobiliseonline.co.uk



20% said that they would love to learn but have no time to.

14% said that they would love to do something informal.

12% said they were looking for inspiration.

We aim to meet these needs by offering a wide variety of events both face to face or online and hope that they are fun, informative and inspiring.

Book onto one today and see for yourself!

World Diabetes Day

Monday 14th November 2022 is World Diabetes Day. We are currently finalising our plans for this event. Further detail to follow.



5 Ways to Wellbeing

Taking Steps to living well...

1 CONNECT

...with the people around you. With family, friends, colleagues and neighbours. At home, work, school or in your local community. Think of these as the cornerstones of your life and invest time in developing them. Building these connections will support and enrich you every day.

2 TAKE NOTICE

...catch sight of the beautiful. Remark on the unusual. Notice the changing seasons. Savour the moment, whether you are walking to work, eating lunch or talking to friends. Be aware of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters to you.

3 BE ACTIVE

...go for a walk or run. Step outside. Cycle. Play a game. Garden. Dance. Exercising and moving in some way makes you feel good. Most importantly, discover a physical activity you enjoy and that suits your level of mobility and fitness.

4 KEEP LEARNING

...try something new. Rediscover an old interest. Sign up for that course. Take on a different responsibility at work. Fix a bike. Learn to play an instrument or how to cook your favourite food. Set a challenge you enjoy achieving. Have fun. Learning new things will make you more confident.

...when you give so much week after week, it is important to give to yourself. Taking a few minutes each day to attend to your own needs is essential. Have a favourite drink or treat. Read a chapter of your book. If you can, continue with a hobby which you feel you don't have time for. Ensuring you look after yourself means you are more resourced to continue caring for your loved ones. Accept help when people offer! (Sourced from www.dpt.nhs.uk)

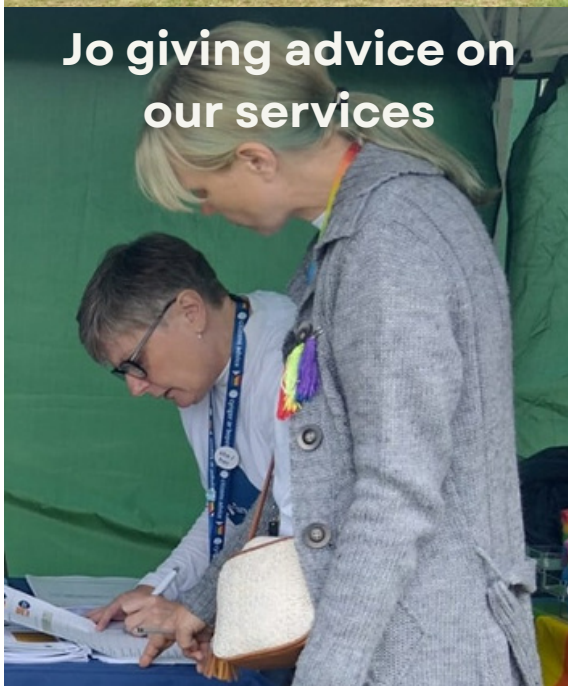
5 GIVE

Gallery

On Saturday 10th September, Derby Pride was held at Markeaton Park. A lively, colourful event where members from our teams at Citizens Advice Mid Mercia went to raise awareness of what we can offer people through our services. We got to see some of you there and met some new carers.



View from the Stall!



Jo giving advice on our services



Team Effort

"It was a great day and really rewarding. Being able to reach people who may not have heard about Citizens Advice or the number of services we offer was useful. I think it gave people a different perspective on our organisation and we were able to help with lots of different problems or issues."

Jo -

Health and Development Advisor for Universal Services for Carers

We would value your feedback. If there is anything you'd like to see us organising for you, please let us know by email: carers@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