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Save the Date:
Saturday 3rd
December
Carers Christmas Event
Crafts, Choir, Mince pies,
Front Door Theatre and more!



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

citizens
advice

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

Do you know who to contact if you need to complaint about services or care received?

We hope that your experiences of services and care are positive, but it is important to know what to do if things haven't gone as you would have liked if you then wish to make a complaint. All NHS service providers must have their own complaints procedure, and so in the first instance you should contact the provider of the service. This is usually available on their website, at their reception, or displayed as a poster on the walls or notice boards of their patient facing areas.

Visit NHS England to find out more information about how to complain about NHS Primary Care services such as GP's, dentists, opticians or pharmacists:

<https://www.england.nhs.uk/contact-us/complaint/>

Visit Joined Up Care Derbyshire for more information about how to complain about NHS Secondary Care services such as hospital care, mental health services, out of hours services, NHS111 and community-based services:

<https://joinedupcarederbyshire.co.uk/contact-us/how-to-make-a-complaint/>

Visit Derby City Council for more information about how to complain about public health organisations or social care providers: <https://www.derby.gov.uk/council-and-democracy/customer-services/customer-complaints/#page-1>

If you are unhappy with the way your complaint is handled, or you are not satisfied with the outcome, your next step is to contact the Parliamentary and Health Services Ombudsman: <https://www.ombudsman.org.uk/> (for NHS complaints) or the Local Government Ombudsman: <https://www.lgo.org.uk/> (for social care and local authority complaints).

You can also contact PALS: <https://www.nhs.uk/nhs-services/hospitals/what-is-pals-patient-advice-and-liaison-service/> for more support around the complaints procedure, or more specific service queries.

If you are struggling to find the right contact to raise your concern, please contact us and we will signpost you accordingly.

If you need advocacy to support you to take your complaint forward, contact One Advocacy Derby: <http://www.citizensadvicemidmercia.org.uk/advocacy/>

Community



Free hot lunch

Every third Saturday of the month
12pm – 2pm (following the coffee morning)

Filbert Walk Community Room
Chellaston
DE73 6UG

To book your place, or to volunteer:
Email: filberwalkcoffee@hotmail.com
Text: 07551 104913



Coffee, Cake and Chat

Every Wednesday
from 10am - 12 noon



Come and join us at Derby South
Salvation Army, Allenton
Chellaston Road, Allenton, DE24
9AE

Drinks and cake will be on sale

Contact derby.south@salvationarmy.org.uk with any enquiries



Free Community Meals

Every second Sunday
of the month 1pm - 4pm

Acorn Close Community Room
Shelton Lock
DE24 9GD

To book your place, or to volunteer:
Email: acornroomcommunitymeal@gmail.com
Text: 07938 006667



YMCA DERBYSHIRE

FREE COMMUNITY MEAL

On the **LAST FRIDAY**
of **EVERY MONTH**
12.30pm - 2pm
770 London Road, DE24 8UT

Join us to chill and chat over
great food. Everyone welcome!

Project in collaboration with



HEADHUG

Carer Peer Support

We are delighted to have some feedback from our carers to the recent survey we are currently running on what kind of peer groups you would like to attend. Here are some of the top things we have had come from our survey so far:

Online groups

Face to face groups

Presentations on topics from other organisation

Creative groups

Allestree, Alvaston and Normanton

Telephone conference group

Would like to attend smaller groups

Informal conversation with elements of fun

Board games/ exercises

Monthly groups

Every 2 weeks

Film/ book/ music club

Dancing

Cared for can attend

There is still time to share your view and be part of shaping what you want by calling 01332 228777, emailing us on carers-events@citizensadvicemidmercia.org.uk or by filling in our survey.

<https://forms.office.com/r/zx09Tkmlw8E>

Schedule

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



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: Plot to Plate Allotment Group

Date: Thursday 10th November 2022

Venue: Little Chester Allotments, Chaddesden

Time: 11am-12pm

Carers and Cared for Welcome



Carers Awareness Session

Event: Diabetes Awareness Session.

Date: Monday 14th November 2022.

Venue: tbc

Time: tbc

Call for more information and to register your interest. For Carers only



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: Wellbeing Walking Group

Date: Tuesday 22nd November 2022

Venue: Allestree Park

Time: 1-3pm

Carers and Cared for Welcome



Peer Support Group

Event: Carers group- Carers rights focus

Venue: Chaddesden Fire Station community Room

Date: Thursday 24th November 2022- last Thursday of the Month

Time: 10:30am

Carers and cared for welcome

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



Schedule



Save the Date!
3rd December 2022
12-4pm

Carers Christmas Gathering
Drop in - All Welcome

Tombola
Seasonal Arts & Crafts

Choir & Carols
Front Door Festive Theatre's
A CHRISTMAS CAROL @
2.30pm
Mince pies, Coffee & Chats



Wellbeing Event

Event: Front Door Festive Theatre's
A CHRISTMAS CAROL

Date: 29th & 30th Nov - 7th & 8th Dec

Venue: Your Front Door!

Time: Various time Slots available

Places Limited - Please register your
interest ASAP



Carers Awareness Session

Event: Understanding the Care Act 2014

Date: Tuesday 6th December 2022

Venue: Zoom Virtual Event

Time: 2-3pm

Please also get in touch if you
need help to access Zoom



Wellbeing Event

Event: Kedleston Hall Christmas House Visit

Dates: Fri 9th and Mon 12th December 2022

Venue: Kedleston Hall

Time: 11.00-2.30pm

Places Limited on both dates. The site has
some accessibility limitations, please advise
us of access needs when you contact us



Peer Support Group

Event: Carers Dementia Café

Venue: Derby Theatre

Date: Friday 16th December 2022

Time: 2pm - 4pm

Carers and cared for welcome



Wellbeing Event

Event: Wind in the Willows

Date: Saturday 17th December 2022

Venue: Derby Theatre

Time: 2.30pm

Carers and Cared for Welcome

Places Limited. Please Register your
interest ASAP



Wellbeing Event

Event: Winter Wellbeing Walk

Date: Tuesday 20th December 2022

Venue: Markeaton Park

Time: 1-3pm

Carers and Cared for Welcome



To register your interest for 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.

Refreshments available but please bring your own lunch.



Diabetes Awareness Day

14th November 2022

Please join us for an awareness session about Type 1 and Type 2 diabetes. Information about nutrition and exercise also included.

Open to carers only.

Carers Rights Day

24th November 2022

Join us on Zoom for information about what you might be entitled to around saving money for your energy bills. Also, information on other benefits.

Please email to receive the Zoom Link.



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

Carers Rights

24th November 2022 is Carers Rights Day.

Today I had lunch with my husband.
TOMORROW, I'll remind him I'm his wife.
Everyday I am a carer.

Who is an unpaid carer?

A carer is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid.



Your rights under The Care Act 2014

Whether you are a new carer or have been caring for someone for a while, we believe that it's important that you understand your rights and are able to access the support that is available to you as soon as you need it. Many people are taking on more caring responsibilities for their relatives and friends who are disabled, ill or older and who need support.

Carers UK estimates that there are 11.5 million people across the UK who give unpaid support to someone who is elderly, seriously ill or disabled; it estimates that, by doing so, unpaid carers are saving the Government £193 billion a year;

The Care Act 2014

6th December 2022

Please join us on Zoom for an information session about your rights as a carer under The Care Act 2014.



We will deliver a short informative presentation via Zoom with a chance to ask questions afterwards.



Universal Services for Carers will also be at Royal Derby Hospital on November 22nd and Florence Nightingale Community Hospital on 30th November where you can drop in and see us, pick up any leaflets and resources that may be of interest or ask any question that you may have.

Wellbeing

Autumn seems to be quickly leaving us and Winter fast approaching. In these fluctuating times of living through an energy crisis and post pandemic, it can feel like uncertainty is all around us. This can be one of the main contributing triggers to experiencing stress and anxiety. Uncertainty arrives in our lives in many forms, especially in your role as a Carer.



 **Change in the condition of your cared for?**

 **Received a new diagnosis for your cared for?**

 **Is your health or financial situation changing?**



Supporting Stress with the Havening Technique. **Online session 6.30-8pm Nov 3rd**

These could be just a few areas of uncertainty which you could be facing in your life.

How does Stress impact us?

Parts of our brain start firing, which activates our Nervous System. Stress hormones like Cortisol and Adrenaline are released impacting our sense of wellbeing.

Our sleep, mood, ability to think clearly and function well can be impacted. Our decision making processes slow down and we may start to lose confidence in ourselves and our abilities.



How can we support our Stress?

It is key to find ways to regulate our nervous system. How do we do this?

 Reach out to a friend to feel less isolated. When we see or hear a loved one offering support by even just being there & listening, the mirror neurons in our brain start to fire to calm and regulate us. It may not feel ok but we can be reminded we are ok.

 Time in nature with gentle movement is proven to impact our nervous system positively. Try and lengthen your exhale breath, especially with a deep sigh out. This technique regulates the nervous system too.

 **To book onto any of our events please email carers-events@citizensadivcemidmercia.org.uk or call 01332 228777**

Gallery

ARTHRITIS AWARENESS DAY - 12th October 2022



Our combined Wellbeing and Health Awareness event was well attended and popular with our Carers. Some living with the condition themselves and some supporting those they care for with it.

Ruth from Arthritis Action UK came to share valuable information and resources on how to manage living with Arthritis. Please visit www.arthritisaction.org.uk

Our Hand Massage Therapist Jenny, prepared a handout suggesting aromatherapy blends and simple massage techniques to help mobilise and soothe affected joints.



If you couldn't make the event but would still like a copy of this helpful handout from Jenny please email us.

"The event was well presented and thought out, thank you very much for organising it."

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