

City Carer

Issue 26 • Winter 2010



The magazine for unpaid carers in Wolverhampton

Welcome to the new look City Carer



Dear Carer,

Welcome to the new look City Carer, your magazine to inform you of services, facilities and information available for unpaid carers in Wolverhampton. There are an estimated 26,000 unpaid carers in the city and our aim is to identify these carers and help to provide them with the information, assessment and benefits advice that they need.

The Carer Support Team offers many services for unpaid carers

across the city including carer assessment, emotional and telephone support, benefits advice and signposting carers to other services and information. Our emergency card not only gives peace of mind for carers, it now offers an emergency home-based respite scheme. We continue to work on the emergency card scheme to allow those carers with a card to have more access to services in Wolverhampton.

Carers Rights Day is on 3 December. Read on to find out what the Carer Support Team have organised to mark this occasion and how you can get involved.

Personalisation is the theme for our Carers Forum on Tuesday, 30 November, at the Arena Theatre. Our feature on pages 6 and 7 will give you more details about the forum and Carers Rights Day.

We also have some new staff to support you. Steve Goodyear is

our support worker for carers of people with learning disabilities and Melinder Kaur is our new information officer.

This edition of the newsletter is being sent to all carers and we are trying to get feedback from you on how you would prefer to receive information. It would help us if you could complete and send back the reply slip on page 11 to let us know your preferences and any comments or feedback that you may have.

Don't forget if you have something you'd like us to consider for the next or future editions, please send your ideas to Melinder.

We hope to continue to provide an excellent service for carers and wish you well for 2011.

Regards,

Brenda Stafford
Carer Support Manager

A year at Blossoms Fold

We will have been here in Blossoms Fold a year in November and it's been an eventful one. Although we're now tucked away next to the magistrates court this hasn't stopped people visiting the centre. We have had over 1200 carers drop in so far since we moved. Since March, 292 new carers have joined the emergency card scheme. The total number of emergency cards issued is now 2210. Our support workers have been inundated with carer assessments and continue to try and make sure as many carers are being assessed as quickly as possible making them eligible for services.

Helen Nicholls, our support worker for parent/carers of children with additional needs, is now based at the Gem Centre four days a week. She can be contacted on **01902 550911**. Helen will be in Blossoms Fold on Wednesdays.

Our team are:

Brenda Stafford – Manager

Maggie Cunningham – Carers of people with physical and sensory disabilities

Steve Goodyear – Carers of people with learning disabilities

Lesley Johnson – Carers of older people

Helen Nicholls – Parent/carers of children with additional needs

Irene Powell – Carers of people with mental health needs

Louise Price – Carers of older people with mental health needs

Nitta Patel – Welfare Rights Officer

Melinder Kaur – Information Officer

Parvena Sharma – Office Manager

Joy Lucas – Clerical Officer

Surjeet Tamber – Clerical Officer

The Carer Support Team is always here for you. Just give us a call to book an appointment or drop in between 9am and 4.30pm Monday to Friday and the duty officer will be on hand to help with your enquiry.

We welcome feedback so help us to continue supporting you by completing the feedback form on page 11 of this newsletter.



Emergency card scheme – peace of mind for carers

The emergency card scheme is a free service for carers in Wolverhampton who provide care and support to older people and adults with mental health needs, learning disabilities, physical and sensory disabilities and parent/carers of children with additional needs. Being a carer can mean many things from simply keeping a check and supporting, to a full-time role.

The scheme has been set up to ease carers' fears about what would happen to the person(s) they look after if they were suddenly taken ill or involved in an accident or emergency and they were unable to say that someone depended on them. Carers carry a card with a unique serial number on it. When found by the emergency services the card directs them to contact the council's emergency control centre.

You will need to have had an assessment to take advantage of this scheme.

To date we have issued over 2,000 cards. If you are interested in the scheme or want to know more about it please contact us on **01902 553409** visit **www.wolverhampton.gov.uk/carers** or email **carer.support@wolverhampton.gov.uk**

£270,000 claimed by carers in Wolverhampton

Many benefits that are available to carers and people with disabilities go unclaimed due to misinformation, complex benefit rules and confusing claim forms.

Welfare rights officer Nitta Patel works alongside staff at the team to advise, explain and offer practical assistance to ensure you are claiming all your benefits that you are entitled to.

Between April 2009 and March 2010 Nitta secured £270,000 for carers in Wolverhampton.

You can make sure that you are not missing out by contacting the team and arranging an assessment which includes a free benefit check.

Call us now **01902 553409** or email us on **carer.support@wolverhampton.gov.uk** to arrange your assessment.



Carer assessment

Government legislation states that the role of carers should be recognised and they should be provided with the support they need and be consulted about the level of care and support that is required. As a carer you are entitled to an assessment of your own needs.

There is no charge for this carer's assessment but the council does charge for some of its services. We also have to use eligibility criteria when assessing your needs.

If you are a carer who provides regular and substantial care or intends to you can ask us to look at your needs as well as those of the person you care for. If you have an assessment of your own needs it gives you the chance to make it easier to continue to look after your relative, friend or neighbour.

We will arrange for a carer support worker to either visit you to make an assessment or you can come into our centre.

For more information please contact us on **01902 553409** or visit us in Blossoms Fold (off North Street), Wolverhampton, WV1 4HJ. You can also email us on **carer.support@wolverhampton.gov.uk**

Protection for your state retirement pension

In order to qualify for your state retirement pension you will need to have paid sufficient National Insurance contributions (sometimes called 'NI stamps') when, for example, you are working.

Many carers miss out on state retirement pension because they are unable to work due to their caring responsibilities, or do work but do not earn sufficient to pay National Insurance stamps.

The Carer's Credit was introduced in April to give people who care for someone a National Insurance Credit for the assistance they provide. It is not a cash payment but a National Insurance Credit which can help carers build up qualifying years for your state retirement pension.

Who qualifies?

You can get the Carer's Credit if you look after someone for at least 20 hours (or more) per week and you are not being 'paid' for looking after them

and they get Disability Living Allowance care component (at the middle or the highest rate) or Attendance Allowance (or Constant Attendance Allowance).

If the person you are caring for does not get DLA or AA you may still be able to get the Carer's Credit if an appropriate health or social care professional confirms the support you provide.

If you are already in receipt of Carer's Allowance or Child Benefit (for a child aged under 12) then you will automatically be getting the Carer's Credits now. You do not need to make a separate claim.

Please contact us for further information on how to claim your Carer's Credit. Alternatively, contact the Carer's Allowance/Carer's Credit section within the Department for Work and Pensions on **0845 608 4321**.

Free fire safety check

The West Midlands Fire Service is offering you the opportunity to have a free fire safety check of your home carried out by firefighters from your local fire station.

Visits are by appointment only and will be pre-arranged with you. The firefighters calling will always be in uniform, use an agreed password and show an Identification card.

The assessment will look at all areas of accident and fire risk within your home. They will advise you on the installation and maintenance of smoke alarms. They will also give advice and information on how to stay safe from fire, including kitchen hazards, safe disposal of smoking materials, candles, heaters, electric blankets and dangers from harmful substances.

The firefighters will also help you to make an escape plan to prepare you should a fire occur in your home.

Call freephone **0800 389 5525** to arrange your free appointment or call your local station on one of the following numbers:

Wolverhampton Fire Station: **0121 380 7555**

Tettenhall Fire Station: **0121 380 7558**

Bilston Fire Station: **0121 380 7557**



Home Library Service

The home library service delivers a range of materials directly to the homes of individuals who are disabled or who have difficulty using their local library.

A member of staff calls once every four weeks. Items you can borrow include:

- Books (in standard, large and giant print)
- Books on CD, cassette, Playaway and MP3 CD
- Music CDs or cassettes
- DVDs or videos (including DVDs with audio-description)
- Jigsaws
- Community information
- In addition, blind or partially sighted people can receive the RNIB Talking book service.

If you or someone you know could benefit from this service, please contact:

The Special Needs Unit

c/o Woodcross Community Centre
Ettingshall Road,
Woodcross,
Wolverhampton
WV14 9UG

Call **01902 556256**,

Email: specialneedsunit@wolverhampton.gov.uk

Visit: www.wolverhampton.gov.uk



Fun, friendly and free health walks

The Walking for Health team invite you to join them for a walk through Wolverhampton's West Park. The group meet at the café inside the park every Friday at 1.30pm. You can walk at your own pace and it doesn't matter if you can't walk very fast. The route is suitable for wheelchair users and people with learning disabilities (minimum age is 14 years old if unaccompanied).

For more information please contact:

Marcus Asbury, Sports Development Officer on **01902 556223**

or Mark Evans, Walking for Health Team on **01902 444601**.

New rights to protect carers from discrimination

From October, millions of people gained new rights under the Equality Act 2010. Among many other provisions this act will mean that unpaid carers cannot be directly discriminated against because of their caring role.

Often we hear of situations where carers have been treated less favourably by employers, overlooked for promotion, or not allowed the flexibility they are legally entitled to in work. Around 3 million people currently juggle work with care and these rights could make a big difference.

The new rights also protect carers where they are provided with a worse service than someone who isn't caring for someone. It also includes protection where carers are discouraged or prevented from using a service because of their caring role.

The public sector duties to promote equality come into force in April 2011. Equalities Act 2010: *What do I need to know as a carer?* Is available from www.equalities.gov.uk or if you would like a copy emailed or posted to you contact Melinder. Further information about legislation that has given carers new and improved rights is available from www.opsi.gov.uk/acts

Carers UK National Carers Summit 2010

Carers UK Carers Summit 2010 is taking place on 25 November at Clifford Chance, Canary Wharf, London. The event is free to attend and allows carers the chance to debate the issues that matter to them. This event also incorporates Carers UK annual general meeting.

Last year Question Time saw carers question politicians on what their parties would do for carers. At that event both Maria Miller MP and Paul Burstow MP were opposition MPs for the Tories and Lib Dems. They came to the summit and debated carers' issues with the Government minister.

They are now Government ministers and this year they have agreed to come back, giving you the opportunity to put your questions to the ministers with responsibility for carers.

Places are limited so you will need to book to attend. Only carers and former carers can attend. Booking forms are available at www.carersuk.org or call **0808 808 7777** or **020 7378 4999** for details.

Unfortunately due to space limitations and the costs of hosting this event, Carers UK cannot accommodate people who work for carers' organisations or other paid staff.

If you are unable to attend you can hear the Summit on the day live online, thanks to Carers World Radio www.carersworldradio.com Through the website you can also put your questions to journalists on the day who in turn will put them to the panel.

Get the most out of your city

Info4wolves supports the availability of information and signposting to assist people to become more aware of and get involved with services, groups and activities available within Wolverhampton.

Info4Wolves covers ten different categories:

- accommodation
- body matters
- employment
- learning and skills
- money and finance
- out and about
- relationships
- safety and security
- social care and wellbeing.

Visit www.info4Wolves.org.uk for more information.





Know your rights

Carers Rights Day, a national awareness day organised by Carers UK, will be held on 3 December, 2010.

There are nearly six million carers in the UK. Almost three-quarters of carers suffer financially as a result of caring. Many carers simply do not realise that they are entitled to any help.

It is vital that carers get the information, or are assessed, to claim the benefits that are rightfully theirs. Carers Rights Day aims to do this by:

- Informing carers about benefits they are entitled to and increasing the take-up of these benefits - estimates suggest that 40-60% of disability benefits go unclaimed. There are no firm statistics on the take up of carers' benefits but it is estimated that £740 million of carers' benefits goes unclaimed each year.
- Informing carers about the range of other discounts and benefits like Income Support, Housing Benefit and Council Tax Benefit. Even if you are not entitled to any financial help you may be able to get help with equipment, practical support and getting access to a break.
- Ensuring carers know that claiming the Carer's Allowance can help protect basic state pension rights for carers under 65. Depending on their circumstances, carers have rights including to financial support, protections for their state pension if they have given up work to care and rights to request flexible working if they juggle work and care.

For further information about Carers UK or about Carers Rights Day visit www.carersuk.org/Newsandcampaigns/CarersRightsDay

What are we doing in Wolverhampton?

- 2 & 3 December
Information stands at Civic Centre
- 29 November – 3 December
Information exhibition at Central Library
- 30 November 7pm till 9pm
Carers Forum themed 'Personalisation'
- 1 December from 3pm to 4pm
Tour for carers at Wolverhampton Art Gallery
Free tea/coffee for those with an emergency card (see page 7 for details).

Details are also available on our website www.wolverhampton.gov.uk/carers

Implementing Personalisation in Wolverhampton

'Let's do it differently': choice and control for carers.

The theme of this years Carers Forum is Implementing Personalisation in Wolverhampton and is your chance to find out how we will deliver services in the near future and to ask any questions you might have. Please take the opportunity to have your say and hear how adult social care services are making it work for you.

The forum will be held on 30 November at the Arena Theatre from 7pm to 9pm and refreshments will be available on arrival.

Book your place by contacting Melinder on **01902 553429** or email melinder.kaur@wolverhampton.gov.uk



Take time out with Wolverhampton Art Gallery

Drop in for a walk and talk around Wolverhampton Art Gallery on **1 December, 3pm till 4pm** as part of our celebrations for Carers Rights Day. The tour will be 30 minutes walk around each of the galleries with a focus on the permanent exhibitions, Pop Art, Northern Ireland, Sensing Sculptures, Victorian and Georgian as well as temporary exhibitions, which will be the Afghanistan exhibition and Under Gods, Liz Hingley's exhibition.

Carers will then be invited to meet afterwards in the cafe for a cup of tea and friendly chat and ask further questions with the gallery's art interpreter, Keith.

You will be given a voucher for a free cup of tea or coffee in the gallery café if you show an emergency card. So go relax, have fun and find out more about what the gallery has to offer.

We are working together with the gallery to also put on two free art sessions for carers early in 2011. Participants will have the chance to do their own therapeutic silk painting. These art sessions are suitable for all abilities.

Tuesday 18 January 2011 – 10am to 11.30am

Thursday 20 January 2011 – 1pm to 2.30pm

Places are limited to 20 people per session so to avoid disappointment it's best to book in advance. Please contact Melinder for more information and let me know which session you would like to attend. You can email me at melinder.kaur@wolverhampton.gov.uk or call **01902 553429**.

Below: Wolverhampton Art Gallery, ramped access

SilverWise: Art and reminiscence forums

Wolverhampton Art gallery also invite you to join them for their free weekly Silverwise: Art and reminiscence forums held every Monday from 10.30am to 12 noon. This pilot scheme will be running until the end of January 2011. You can participate by creating your own art work, art talk and therapeutic activities and reminiscence. If you are over 65 and interested in art, social and local history and would like an opportunity to make friends with people with similar interests please contact Thanh Vo for more information on **01902 552033** and to let her know of any access requirements. You are welcome to attend with the person you care for as well to participate jointly in the fun activities available.



Work-focused support for carers

If you are caring for someone and want to combine your caring responsibilities with paid work or want to prepare for a time when your caring responsibilities may cease, Jobcentre Plus work-focused support for carers is a voluntary service from the Department for Work and Pensions specifically designed to help you.

Support will be available to carers who are:

- aged 18 or over
- out of work or working less than 16 hours per week
- not able to get help from any of the other Jobcentre Plus employment support programmes such as New Deal or Pathways to Work.

Eligible carers will be able to volunteer at any time, they will receive:

- tailored help and support from a Jobcentre Plus personal adviser
- help preparing for work, for example by finding suitable training then support in looking for and applying for a job
- funding for replacement care for participation in approved activities
- access to appropriate employment programmes.

You do not need to be on benefits to use this service. Go to www.direct.gov.uk/carersemployment or call **0845 604 3719** to make an appointment with your local advisor.

Digital switchover

The traditional TV signal in the Central TV region is being switched off in 2011 (see timetable at digitaluk.co.uk). **The BBC switchover help scheme** offers practical help to older and disabled people who may face barriers in switching to digital TV. You will be eligible if you

- are aged 75 or over
- get or could get Disability Living Allowance, Attendance Allowance, Constant Attendance Allowance or mobility supplement
- have lived in a care home for six months or more; or
- are registered blind or partially sighted.

The scheme will ensure a safe and friendly service offered by approved installers, providing all eligible people with:

- easy-to-use digital equipment
- home delivery and installation if you wish
- an aerial check and replacement if needed
- a helpline and retuning advice
- a 12 month digital TV aftercare service.

Call free on **0800 40 85 900** between 8am-8pm Monday to Friday and 8am – 6pm Saturday and Sunday or see www.helpscheme.co.uk

Free health check

People with learning disabilities aged 40 to 74, are being offered a free NHS health check.

The checks are part of a national NHS initiative, which aims to prevent against heart disease, type 2 diabetes, kidney disease and stroke. Health checkers have been delivering checks in day centres, resource centres, residential homes, supported housing, and health centres. The health checks include a lifestyle questionnaire (smoking, alcohol, physical activity) and taking measures of BMI, blood pressure and a finger blood test for cholesterol and glucose level. The health checkers have been fully trained on the Mental Capacity Act

and have experience of working with people with learning disabilities. They are keen to involve carers/support workers to help support the people who have a health check.

Laura and Nicola will offer advice and refer people to their GP and/or other health services if required. This is a pilot project until March 2011. If you would like to find out more information then please contact Laura or Nicola on:

Phone: **01902 572572**

Email: Laura.Pryce@wolvespct.nhs.uk

Email: Nicola.Richards@wolvespct.nhs.uk

Cinema exhibitors card

This card entitles the holder to **one free ticket** for a person accompanying them to the cinema. The holder must be receiving Disability Living Allowance (or Attendance Allowance) or be registered blind. Cards are valid for one year. A £5.50 processing fee applies. Most UK cinemas are supporting this from large chains to many independent cinemas. Cineworld Wolverhampton at Bentley Bridge is participating in this scheme. Contact them on **0871 220 8000** or visit **www.cineworld.co.uk**. Application forms for the card are available in cinemas, from **www.ceacard.co.uk** or from the Carer Support Team.

Wolverhampton Alz Café

The Alz Café is a monthly gathering where people with dementia and their family and friends can be together in a safe, welcoming environment, in the company of other carers, volunteers, and health and social care professionals. It aims to provide emotional support, information and the opportunity for discussion for people living with the impact of dementia. The café is held on the second Tuesday of every month from 7pm to 9pm at The Oxbarn Members Club, Church Road, Wolverhampton, WV3 7EW. Call **01902 741505** or **01902 445665** for further information.

All Saints drop-in

If you are feeling lonely or isolated or have had any experience of caring for someone with mental health problems or if you have experienced symptoms yourself and you would like to make friends, All Saints Community Group may be able to help.

They have a weekly drop-in session held every Monday from 12pm to 3pm offering a range of activities or just the chance to pop in for a cup of tea and chat. This is based at the All Saints Community Centre, All Saints Road, Wolverhampton and is on the 530 Bus route from Wolverhampton and Bilston. If you require further information please contact Amo, Rob or Karen on **01902 444572** or **01902 444574**.

Saga respite for Carers Trust

The Carers Trust is all about rewarding people who care for their loved ones by giving them and a companion a well-earned holiday and will also fund the cost of respite care if required. To date the trust has sent more than 150 people away on a holiday to destinations from the UK to Malta, Cyprus, Tenerife and even on cruises. If you are a carer who is unable to take a break from your responsibilities, or if you know of someone who is a carer and deserves one, you will be able to fill in a nomination form from January 1, 2011.

The carer should:

- be over 50
- have been caring for someone for more than a year
- not have taken a significant holiday away from their caring responsibilities within the last year
- not be a professional carer.

How to apply

You can apply yourself or nominate someone you think deserves it. Nomination forms can be obtained by post from January 1, 2011. Please send a stamped, self-addressed envelope to: The Trust Manager, Saga Respite for Carers Trust, The Saga Building, Enbrook Park, Folkestone, Kent CT20 3SE or forms are available to download or complete online at:

www.saga.co.uk/health/carers/carers-trust/how-to-apply-for-the-saga-respite-for-carers-trust.asp

Please note this scheme is independent to the Carer Support Team and Wolverhampton City Council.

Room at the inn?

The Holiday Inn provides a free room for a carer when accompanied by the person they care for. You do not need to register in order to take advantage of this offer. You just need to ring the central booking line on **0845 124 9973** and say that you want to book a room for a person with additional needs and an interconnecting room for their carer/support worker. Also if the person has a disabled person railcard you can get up to 35% off the cost of their room as well. To view the discounted prices online visit: **www.disabledperson-railcard.co.uk/specialoffer/saveupto35offhotelbreaks**

Keeping warm this winter

Health Through Warmth

This scheme helps vulnerable people whose health is adversely affected by cold, damp living conditions. The scheme is run through a referral system whereby specially trained staff can identify what assistance may be available. This could include energy efficiency and benefits advice or installation of energy efficiency and heating measure including:

- cavity wall and loft insulation
- boiler repairs or replacement
- heating systems or appliances
- internal wall insulation and solar hot water systems.

Affordable Warmth Grant

If someone living in a property is eligible for the flu jab, in receipt of certain benefits or aged over 60 they might be eligible for an Affordable Warmth Grant. Typical measure could include:

- central heating
- cavity wall and loft insulation
- internal wall insulation
- storage heaters and gas fires
- draught proofing.

Warm Front

This is a Government scheme to help make improvements to heating and insulation of your home. Grants can be given up to the value of £3,500 for those eligible (typically require at least one income based or disability benefit). The following measures could be installed through Warm Front:

- loft insulation
- draught proofing
- cavity wall insulation
- hot water tank insulation
- gas, electric or oil central heating
- glass fronted fire.

The Energy Saving Trust will also help you do a home energy check and provide free information and advice about saving money on your energy bills.

For more details about the above services contact an advisor at the Energy Saving Trust on freephone **0800 512 012**.

New £30m dementia care centre

A 60-bed Dementia Care Centre is being proposed for the city, on land adjacent to Waitrose, Graiseley Hill. It will help meet a rising demand for services for people with dementia, with the number of older people in Wolverhampton set to increase by 30% in the next 20 years.

The range of services offered are likely to include respite care beds, enabling carers of people with dementia to take a break, reablement care beds for people recovering from time spent in hospital, as well as expert advice information and support for carers.

Day care facilities will allow service users to get specialist support and enjoy social activities, therapy rooms, meeting areas for use by carers' groups and community organisations and also an on-site restaurant.

Dementia affects not just those with the illness but also partners and family members who care for their loved ones while under extreme stress. This new facility will further improve the services

in Wolverhampton for people with dementia, their family members and carers.

A business case for the centre, fully backed by Wolverhampton City Council, has been submitted to the Department of Health. A full planning application will follow in due course. Detailed design work will begin early next year and it is hoped that work will begin on site in early 2012, with the service opening to the public for the first time in the autumn of 2013.

The plans form a key part of the Dementia Strategy Forward Plan, which sets out how the city council and its partners will meet the requirements of the National Dementia Strategy.

If you would like to find out more about the proposal for the dementia care centre, please contact Heather Mytton-Sanneh or John Linighan at Wolverhampton City Council by e-mailing either **heather.mytton-sanneh@wolverhampton.gov.uk** or **john.linighan@wolverhampton.gov.uk** or by calling **01902 551034** or **552113**.

Useful Contact Numbers

Carer Support Team

Blossoms Fold, off North Street, Wolverhampton, WV1 4HJ. Call **01902 553409** or drop in between 9am to 4.30pm Monday to Friday.

Access and Initial Assessment Team (city-wide)

This is your initial contact for all adult social care services enquiries. Phone **01902 551199**

Physical and Sensory Disability Service

Phone: **01902 553653**
Textphone: **01902 553677**

Emergency Duty Team

For urgent help in an emergency out of office hours
Phone: **01902 552999**
Textphone: **01902 553929**

Hospital Social Work Team

Phone: **01902 695780**

Learning Disability Team

Phone: **01902 572572**
Textphone: **01902 556757**

Community Mental Health Teams (under 65)

The Croft

Phone: **01902 553823**

Corner House

Phone: **01902 553382**

Steps to Health

Phone: **01902 444600**

Children's Services

Duty and Assessment team and Child Protection

Phone: **01902 555392**

Emergency Duty team

Phone: **01902 552999**

Children and Families Locality teams

South West – **01902 553100**
North East – **01902 553166**
South East – **01902 551601**

Looked After Children and Care Leavers Service

Phone: **01902 553001**

Children and Young People's Disability Service

Phone: **01902 550911**

Feedback Form

To save money we would prefer if possible to send this newsletter and other information by email. If you would still prefer to receive a printed copy then we will send it to you by post.

Your details

Name:

Address:

.....

..... Post code

Contact number:

Email address:

Name of person you care for:

.....

This newsletter will be available in libraries, hospitals, doctors' surgeries and through voluntary organisations – or you could always pick one up at our centre. All newsletters will also be available to download on our website www.wolverhampton.gov.uk/carers

How would you prefer to receive this newsletter?

by email by post

Would you also like to receive a monthly email news bulletin?

Yes No

Please tick if you no longer wish to receive this newsletter

How did you hear about the Carer Support Team?

.....

Any other comments:

.....

.....

Please detach and return this reply slip to:

Wolverhampton City Council

Carer Support Team,
FREEPOST MID 30466
Wolverhampton WV1 1BR

Data Protection: Information held on this form will be used in order to provide you with a service and will be held under the 1998 Data Protection Act. Information may be disclosed to other agencies acting on our behalf in order to provide a service. You have a right under this Act to have access to this information, which may be held on computer or manual filing system.

Carers Rights Day

Don't forget
Friday 3 December
Carers Rights Day

Visit www.carersuk.org
for more information.

Call now to book on to our
Carers Forum on Personalisation
Tuesday 30 November.
01902 553429



Useful websites and contacts

Carers UK – Carers UK is an organisation of carers fighting to get people to recognise the true value of carers' contribution to society and carers get the practical, financial and emotional support they need. Visit www.carersuk.org

Carers Direct – Call on **0808 802 0202** for free, confidential information and advice for carers. Lines are open 8am to 9pm Monday to Friday, 11am to 4pm at weekends. Calls are free from UK landlines or you can request a free call back or visit www.nhs.uk/carersdirect

Directgov – Find out about top tips for carers and other useful information. Visit www.direct.gov.uk/en/CaringForSomeone

Princess Royal Trust for Carers provides advice, information and support. Visit www.carers.org

Citizens Advice Bureau – Wolverhampton CAB Telephone Advice Line **01902 572006** (10am to 2pm Mon to Fri). Visit www.citizensadvice.org.uk

Contact a Family – Helps parents to find other parents with children with similar additional needs, in any area. Visit www.cafamily.org.uk

Age UK – (Age Concern and Help the Aged) aims to improve later life through information and advice. Visit www.ageuk.org.uk for more information call the Age UK Advice Line on freephone **0800 169 6565**

Contact Melinder Kaur, the Information Officer

Call: **01902 553429**
email: melinder.kaur@wolverhampton.gov.uk

or write to:

Carer Support Centre
Blossoms Fold (off North Street)
Wolverhampton
WV1 4HJ

visit: www.wolverhampton.gov.uk/carers