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## WELCOME!

SIGNAL provides free signposting, information, guidance, networking, advice and learning to unpaid (non-professional) carers who care for someone in Bracknell Forest.

A carer is someone who provides unpaid help and support to family or friends. You could be caring for a partner, child, relative, friend or a neighbour who is ill, frail, disabled or who has mental health or substance misuse problems, anyone can become a carer at any age.

Recognising yourself as a carer can be a way of acknowledging that you have an important role. Your role may be rewarding but one which can also be stressful and demanding. As a carer it is important that you are aware of the range of services available to support you in your caring role and to help you manage the impact caring has on your own health and well-being.

### Supporting young carers

Support for carers under 18 is provided by Bracknell Forest Council. We work closely with the service to ensure a smooth transition for carers approaching adulthood.

*Bracknell Forest Youth Service* 01344 464731

### Supporting carers of children and young people with additional needs

Provided by the Information, Advice and Support Service  
*SEND.support@bracknell-forest.gov.uk* 01344 354011

### Supporting carers of people who live outside of Bracknell Forest

Please register with us for general information, advice and support. We will also put you in touch with the relevant local carers service.

## RESOURCES AND PUBLICATIONS

In partnership with Bracknell Forest Borough Council we have produced a booklet *“Information, help and advice to support you in your caring role in Bracknell Forest”*

This will be kept up to date as information changes so the best way to access it is direct from the SIGNAL website.

**<http://www.signal4carers.org.uk/images/signal-carers-information-pack.pdf>**

If you cannot access the website and would like a paper copy of the booklet, or need it in an alternative format, please contact us in the office.

### Free access to digital resources from Carers UK

Carers UK have developed some useful resources for carers online. This includes online learning courses and the Jointly care coordination app for smart phones. You have to create an online account to access these resources but full instructions are provided.

**<http://www.signal4carers.org.uk/bfcarers/bfnoticeboard/39-digital-resources-from-carers-uk>**

If you need help to access these online or need the use of a computer, please contact us in the office to make an appointment.

### Information for older people

The NHS, Age UK, Carers Trust, Carers UK, Public Health England and older people themselves have developed a guide for older people who are new to caring.

### *“A practical guide to healthy caring”*

**<http://www.signal4carers.org.uk/images/nhs-practcl-guid-caring.pdf>**

If you cannot access the website and would like a paper copy of the booklet, or need it in an alternative format, please contact us in the office.

We also have a stock of useful booklets and fact sheets from [Independent Age](#) who provide advice for older age. Please contact the office to find out more information.

Bracknell Forest Council provides SIGNAL with funding for 4 carers lunches throughout the year. Although these are a valuable opportunity for you to have a break from your caring responsibilities, to meet other carers and also to speak to members of SIGNAL staff, feedback we have received from carers stresses these lunches must also have a purpose and provide information to carers.



The next carers lunch is at Easthampstead Baptist Church on Friday 21<sup>st</sup> October 11.30am-2.30pm. Invitations have been sent to everyone registered with SIGNAL Bracknell Forest.

The topic is ***“Respite and support services available locally for the people you care for”***.

It is **essential** that you let us know if you will be attending and if you have any dietary or access requirements.

Future planned dates: 20<sup>th</sup> January 2017, 21<sup>st</sup> April 2017, 21<sup>st</sup> July 2017

## ACCESSIBLE INFORMATION STANDARD

From the 1<sup>st</sup> August 2016 all providers of NHS and adult social care services should be providing people with additional communication needs with information in a way that enables them to better understand and be involved in decision making about their health, care and wellbeing.

Since July we now ask these questions during the registration process but we also sent a form to everyone registered with SIGNAL before this date, asking how best we should communicate and provide information to suit your needs

If you have not yet provided us with this information please contact us, especially if you have additional communication needs.

We are ‘digital by default’ so if we do not receive any instruction from you we will be sending future communications by email (where email address supplied) or alternatively by post.





Carers Week is an annual campaign to raise awareness of caring, highlight the challenges that carers face and recognise the contribution they make to families and communities throughout the UK.

The theme for 2016 was 'Building Carer Friendly Communities'.

During the week we were able to have pop up information stands at different locations in the borough (local groups, libraries, Shopmobility, Sainsbury's) and also at our local hospitals.

Over 4000 leaflets about the SIGNAL service were distributed during the week!

The next awareness campaign is Carers Rights Day on the 25<sup>th</sup> November 2016. To find out more visit:



<https://www.carersuk.org/news-and-campaigns/campaigns/carers-rights-day>

## ADVOCACY SERVICES

Advocacy seeks to ensure that people are able to:

- Have their voice heard on issues that are important to them.
- Defend and safeguard their rights.
- Have their views and wishes genuinely considered when decisions are being made about their lives.

From the 1<sup>st</sup> September advocacy services in Bracknell Forest are being provided by SEAP. For more details please visit:

<http://www.seap.org.uk/local-authority/bracknell-forest.html> or call **0300 343 5702**

You or the person you care for may be entitled to FREE help and support during processes and decisions such as care assessments, safeguarding enquiries and support planning.

## Support Groups

We are trying to map all of the local carers support groups in the area so that we can provide you with an up-to-date list in the next newsletter. If you are involved in a group please let us have the details. We would rather receive this information multiple times than run the risk of overlooking a group.

### **Bracknell Forest Mental Health Carers Support Group**

Meet on the first Tuesday of every month (excluding January & August)  
2pm-4pm at Coopers Hill, Crowthorne Road North, Bracknell, RG12 7QS

### **Bracknell Forest Carers Support Group Coffee Evenings**

Tuesdays: 20<sup>th</sup> September, 18<sup>th</sup> October, 22<sup>nd</sup> November  
5.30pm-7pm, South Hill Park Café, Ringmead, Bracknell, RG12 7PA  
*Non-alcoholic drinks are paid for by the group organiser*

### **Bracknell Forest Carers Support Group Coffee Mornings**

Wednesdays: 19<sup>th</sup> October, 16<sup>th</sup> November, 7<sup>th</sup> December  
10am-12 noon. Crown Wood Community Centre, Opladen Way, Bracknell, RG12 0PE  
*These mornings are mainly for ex-carers but no carer is turned away*

### **Memory Café** (for people with dementia and their carers)

Held on the Friday of the second week of every month (Alzheimer's Society)  
11am-12.30pm, Coopers Hill, Crowthorne Road (North), Bracknell, RG12 7AU

### **Coffee for Carers at Crowthorne Library**

Fridays: 14<sup>th</sup> October, 9<sup>th</sup> December (Those cared for are welcome to attend too)  
10am-11.30am, Crowthorne Library, 162 High Street, Crowthorne, RG45 7AT  
*Donations for refreshments.*

## Training

To date we have identified the need for the following types of training:

- Manual handling
- Safeguarding
- Mental Capacity Act
- Wills & Trusts – planning for the future

If you need any other training to help support you in your caring role, please let us know.

### Training sessions available

*Safeguarding (Level 1)*

Tuesday 15<sup>th</sup> November

1.30pm-4.30pm

*Refreshments provided*

To be held at SIGNAL office

*Contact office to book on*

## Project Board

Following feedback on carers' availability we will now be holding monthly meetings on the first FRIDAY of the month. 1pm-2.30pm

The board will help SIGNAL staff and the project partner organisations plan events such as Carers Rights Day, review applications to the Innovation Fund and discuss and seek resolution for carers issues and challenges that have been identified.

SIGNAL will cover volunteer expenses.

If you would like to attend the first meeting on the 7th October and can commit to regular attendance please contact us in the office.

### Other ways to get involved

If you are unable to attend but want to be part of our email consultation group please send us an email with CONSULTATION GROUP as the title.

## Coffee

## Morning

WE ARE  
MACMILLAN.  
CANCER SUPPORT



We will be holding a coffee morning at our offices on Friday 30<sup>th</sup> September 10am-12 noon.

Everyone welcome!

Donations for refreshments – all monies go to Macmillan Cancer Support.

## Ex-carers

SIGNAL provides services for carers but it recognises that when caring stops there is a period of readjustment for the carer and they may need support. We are developing our ideas to support ex-carers and would like to invite any ex-carers to a meeting at our offices to discuss:

**25<sup>th</sup> October, 2pm – 4pm**

## Newsletters

If you have something to include in the next quarterly newsletter please let us know by the end of November.

## Let's talk about.....

Many people get embarrassed talking about bladder and bowel function but there are lots of organisations and services out there that can help.

The Bladder and Bowel Foundation have a great website

<https://www.bladderandbowelfoundation.org/> where you can find lots of information and practical advice. They also have a helpline staffed by trained continence advisors - providing expert support and advice: **0845 345 0165**



They also provide "Just can't wait" cards - a small convenient and well recognised card that greatly improves your ability to gain access to toilet facilities in all sorts of locations.

You can apply online (their website) or ask for one through their helpline.

The National Key Scheme (NKS) offers disabled people independent access to locked public toilets around the country. Toilets fitted with National Key Scheme (NKS) locks can now be found in shopping centres, pubs, cafés, department stores, bus and train stations and many other locations in most parts of the country.

The keys are available (for a small cost) from Disability Rights UK. You can visit their website

<https://crm.disabilityrightsuk.org/radar-nks-key> or call **020 7250 8191** between 10am-1.30pm and 2.30pm-4pm



Berkshire Healthcare NHS Foundation Trust runs a Continence Advice service. They are available for anyone with a bladder or bowel problem. You can be referred by any healthcare professional, relative or friend or can self-refer by telephoning **0118 9495145**

## Clinical waste

Clinical waste is defined in the Controlled Waste Regulations 1992. It means any waste which consists wholly or partly of:

- human tissue
- blood or bodily fluids
- drugs or other pharmaceutical products
- swabs or dressings
- syringes, needles or other sharp instruments

These items, unless rendered safe, may be harmful to anyone coming into contact with them.

Any waste produced while a patient is treated at home by a nurse or member of the NHS is classified as the healthcare professional's waste.

If the patient treats themselves at home, the waste is considered their own. This is only considered clinical waste if a particular risk has been identified. Clinical waste collections are arranged through the local authority.

<http://www.bracknell-forest.gov.uk/householdwasteclinicalwaste>

**Please note that incontinence pads and disposable nappies are not regarded as clinical waste.**

## Colostomy

Colostomy Association 24 hour helpline **0800 328 4257**

### **East Berkshire Ostomy Club**

A friendly social group that meets weekly to support people living with a stoma  
Mondays: 2pm-4pm, Martin's Heron Community Centre, Whitton Road,  
Bracknell, RG12 9TZ.

Contact Jackie Dudley **01344 426652**

**CHANGES IN BLADDER OR BOWEL HABITS OR NEW SYMPTOMS SHOULD ALWAYS BE DISCUSSED WITH A HEALTH PROFESSIONAL AT YOUR SURGERY**



## Community events

### Thursday 29<sup>th</sup> September - Bracknell & Ascot Clinical Commissioning Group AGM

1.30pm – 5.30pm, Easthampstead Baptist Church, South Hill Road, Bracknell, RG12 7NS  
 Find out more about your local health service and what they have achieved in the last year. There will also be an opportunity to take part in a workshop with local GPs and practice staff to help plan, together, the future of primary care in the local area. Light refreshments will be provided.

If you have a question you want to ask (to be discussed at the AGM) please email the clinical commissioning group's communication team.

[communications.eastberkscgs@nhs.net](mailto:communications.eastberkscgs@nhs.net)

### Tuesday 4<sup>th</sup> October – Age Concern Bracknell Forest Planning for Later Life Conference

10am – 4pm, Bracknell Leisure Centre, Bagshot Road, Bracknell, RG12 9SG

A free and interactive event for people aged 50 plus to help prepare them for later life. Presentations, seminars and stalls on subjects such as: - legal matters, activities and hobbies, advice for carers and assistive technology.

For more information ring **01344 428074** or email [carole@ageconcernbracknell.org.uk](mailto:carole@ageconcernbracknell.org.uk)

### Friday 11<sup>th</sup> November – BF Carers Support Group Afternoon Cream Tea

2pm-4pm, Easthampstead Baptist Church, South Hill Road, Bracknell, RG12 7NS

All carers and ex-carers welcome.

Contact: 0792609621

IF YOU KNOW OF ANY COMMUNITY EVENTS THAT MAY BE OF INTEREST TO CARERS PLEASE LET THE OFFICE KNOW SO THAT WE CAN INCLUDE THEM IN FUTURE NEWSLETTERS, THE WEBSITE AND E-BULLETINS.

**THANK YOU**

## Useful contacts

Adult Social Care, Bracknell Forest Council – 01344 351500

This will redirect to Emergency Out of Hours Service outside of office hours.

NHS Out of Hours call 111

## SIGNAL Contacts

You can contact us on:

01344 266088

[info@signal4carers.org.uk](mailto:info@signal4carers.org.uk)

Visit our website:

[www.signal4carers.org.uk](http://www.signal4carers.org.uk)

Postal address:

The Space, 20/21 Market Street, Bracknell, Berkshire, RG12 1JG