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**NHS**  
Windsor, Ascot and Maidenhead  
Clinical Commissioning Group

## WELCOME!

SIGNAL provides free signposting, information, guidance, networking, advice and learning to unpaid (non-professional) carers who care for someone in the Royal Borough of Windsor and Maidenhead.

SIGNAL is run by The Ark Trust Ltd and is funded by the local authority and the Windsor, Ascot and Maidenhead Clinical Commissioning Group.

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 Family Action. We will work closely with the service to ensure a smooth transition for carers approaching adulthood.

[info@family-action.org.uk](mailto:info@family-action.org.uk)

01628 626991

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

Provided by the Information, Advice and Support Service

[ias@rbwm.gov.uk](mailto:ias@rbwm.gov.uk)

01628 683182

### Supporting carers of people who live outside of the borough

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 the local authority we have produced 3 publications:

**Carers Information Booklet** – this is a one stop, comprehensive guide for carers containing lots of useful information about local services and the support available

**Carers Assessment** – a guide to a carers assessment and what to expect

**Carefree** – a smaller handy booklet with bite sized information about how and where carers can access support in the Royal Borough

These can be downloaded from our website.

<http://www.signal4carers.org.uk/wamcarers>

If you cannot access the website and would like a paper copy of the booklets, or need them 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/wamcarers/wamnoticeboard/40-digital-resources-from-carers-uk-2>

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.

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.

## Training

To date we have identified the need for the following types of training and will be arranging workshops soon:

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

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

We are putting some training on at our Bracknell office which you can attend; SIGNAL will cover agreed travel costs.

***Safeguarding (Level 1), Tuesday 15<sup>th</sup> November, 1.30pm-4.30pm, Refreshments provided***

Please contact the office to book on and agree travel cost reimbursement

## 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 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'.

Our main promotion stand was based in Wexham Park hospital for the week. We also gave the hospital 1000 leaflets and SIGNAL bugs to put in future carers' packs.



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>

## Get involved

We know that your time is precious but if you do have some spare time why not volunteer for SIGNAL? We have many different types of volunteering opportunities such as promoting the service at community events and peer support.

We are also looking to work with local GP surgeries to provide regular outreach 'surgeries' - to make contact with carers and provide them with information and advice. For this volunteering opportunity you will need some training and must also undergo an Enhanced DBS check.

**To find out more about any volunteering opportunity please contact Andrea McCombie via the SIGNAL office.**

## 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.

### **Ascot / Sunningdale Carers Support Group**

Meet on the second Tuesday of every month 10.30am-12 noon

Recreation Hall, The Pavillion, Broomhall Lane, Sunningdale, SL5 0QS

### **Asian Ladies Support Group**

Meet on the first Friday of every month 10am-12 noon (subject to room availability)

Desborough Rooms, Town Hall, Maidenhead SL6 1RF

Please call Nighat Ellahi on 07736 885 174 or email [Nighat.Ellahi@RBWM.gov.uk](mailto:Nighat.Ellahi@RBWM.gov.uk) to confirm.

### **Datchet Carers Support Group**

Meet on the third Wednesday of every month 10.30am-12 noon

Day Centre, Horton Road (beside Datchet Hall), Allen Way, Datchet, SL3 9HR

### **Maidenhead Carers Support Group**

Meet on the third Wednesday of every month 1pm-3pm

Highview, 6 North Road, Maidenhead, SL6 1PL

### **RENDEZVOUS at Elizabeth House**

Meet on Thursdays 3pm – 5pm

Elizabeth House, Station Road, Cookham, Maidenhead, SL6 9BS

A meeting place for people with dementia and their carers, a warm friendly welcome awaits all visitors. An 'outreach' branch of Alzheimer's Society. Phone Catie Sharples – 07709 524 384

### **Windsor Carers Support Group**

Meet on the second Monday of every month 10.30am-12.30pm

Dedworth Green Baptist Church Hall, Smiths Lane, Windsor, SL4 5PE

## 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 9495146**

## 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 infectious risk has been identified. Clinical waste collections are arranged through the local authority.

[https://www3.rbwm.gov.uk/info/200175/recycling\\_and\\_waste/46/clinical\\_collections](https://www3.rbwm.gov.uk/info/200175/recycling_and_waste/46/clinical_collections)

**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**



### Patient Panel

Across Windsor, Ascot, Maidenhead, Slough and Bracknell Forest – the East Berkshire CCG’s have set up a Patient Panel to advise and work with the NHS Clinical Commissioning Groups in a variety of ways.

They would like the group to be representative of the local population, which means they want people of all ages, gender, faith and ethnicity, all levels of ability including sensory and learning disabilities as well as a good geographic spread.

They would like the Patient Panel to work with them in developing their plans, the information they provide and how to ensure their messages reach everyone. We know that everyone’s experiences are different and it is important that we understand the full range of experience.

For more information visit:

<http://www.windsorascotmaidenheadccg.nhs.uk/getting-involved/patient-panel/>

### Friends in Need

The Depression Alliance has *Friends in Need* as a way for people affected by depression, or supporting someone with depression, to talk online and meet up with groups in their local area. Contact Tina James, Friends in Need Coordinator in Windsor, Ascot and Maidenhead on 07964 376 951 or email

[tina@depressionalliance.org](mailto:tina@depressionalliance.org)

### Keep Safe, Stay Well

This is a FREE service designed to provide early help so that people stay as well and independent as possible. It has a particular focus on falls prevention. The service actively helps people to get what they need to keep safe and stay well.

SIGNAL can refer you to the service or you can self-refer by:

Calling 0333 1210205 (this will be charged at local rate)

Emailing: [fallsprevention@rbwm.gov.uk](mailto:fallsprevention@rbwm.gov.uk)

### Newsletters / E-Bulletins

If you have something to include in the next quarterly newsletter please let us know by the end of November. We also send out information in regular E-Bulletins and post on the Noticeboard section of the website.

# Daily Living Made Easy

## Free Public event

An opportunity to see simple tools and devices designed to help people who have difficulties with vision, mobility, hearing or general daily living to stay as well and independent as possible.

Everyone is welcome

Free gift for the first 100 members of the public

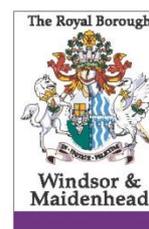


If you are a carer People to Places will provide you with free transport to this event. Please contact Signal for the booking code.

**26<sup>th</sup> October 2016**

**10.30am to 2.30pm**

**Desborough Suite, Town Hall,  
St. Ives Road, Maidenhead SL6 1RF**



## Useful contacts

Access to Services, Royal Borough of Windsor & Maidenhead – 01628 683744

Emergency Out of Hours – 01344 786543

NHS Out of Hours call 111

## SIGNAL Contacts

You can contact us on:

01628 947974

[waminfo@signal4carers.org.uk](mailto:waminfo@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