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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

01628 626991

Supporting carers of children and young people with additional needs

Provided by the Information, Advice and Support Service

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>

ACCESSIBLE INFORMATION STANDARD

From the 1st 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.

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 LUNCHES

These will provide a valuable opportunity for you to have a break from your caring responsibilities, to meet other carers, speak to members of SIGNAL staff and receive information through talks, demonstrations and display stalls from other organisations.

We are currently sourcing venues (one in Windsor, one in Maidenhead) for February/March and will send you more information soon.

If feedback from these first lunches is positive we will be making these a regular event.

FIRST AID TRAINING

The British Red Cross are providing us with Emergency Life Support for Adults training. This is a three and a half hour course which will provide you with a certificate (valid for 3 years). Many carers have asked us for First Aid training to help support them in their caring role but it can also benefit you in your volunteering and/or employment role.

You will learn the core 5 lifesaving skills including recognising and treating a heart attack and CPR.

Places are limited so please book as soon as possible to reserve your place. Priority will be given to carers and then to people who volunteer/work in organisations that support carers. We have provided an afternoon session and also an evening session to cater for working carers. **SIGNAL will cover any transport costs and can, if requested, arrange transport.**

Choose either 1pm-4.30pm or 6pm-9.30pm on Friday 13th January 2017
(Refreshments will be provided)

Venue (Fully accessible): TRAX Centre, Mill Ride, off of Fernbank Road, North Ascot, SL5 8JW

Please contact the SIGNAL office to book. This course is FREE but is worth over £35 (SIGNAL are covering the cost)

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 to confirm.

Datchet Carers Support Group

Meet on the third Wednesday of every month 10.30am-12 noon (**NO January meeting**)

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. 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.....

Keeping warm and well in winter

So far winter has been mild and wet but we are all now experiencing the first of many predicted cold snaps. As a carer it is especially important that you take care of yourself as well as the person you support.

Keeping warm

- Keep your home heated to at least 18°C (65°F) if you can.
- Get your heating system and cooking appliances checked. Make sure this is done by someone who is registered with Gas Safe.
- If you have an electric blanket, use as instructed and get it tested every 3 years (you can ask the shop where you brought it about testing and servicing or contact the trading standards department at your local council – they often have free testing days) NEVER use a hot water bottle with an electric blanket.
- Do not use a gas cooker or oven to heat your home; it is inefficient and there is a risk of carbon monoxide poisoning which can be fatal.
- If you are not on mains gas or electricity make sure you have a supply of heating oil, LPG or solid fuel – make sure you do not run out.
- Contact the council's Sustainable Energy Officer on 01344 352536 for advice on improving the energy efficiency of your home: draught proofing, loft insulation etc.
- Check if you are eligible for inclusion on the Priority Services Register operated by your water and power suppliers.
<https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/priority-services-register-for-older-and-disabled-people/>
- On cold nights keep your bedroom window closed so you do not breathe in cold air.
- Draw your curtains at dusk to keep heat generated inside your rooms.
- Make sure your radiators are not obstructed by furniture or curtains.
- Move around indoors; try not to sit still longer than 1 hour in the day BUT remember to speak to your GP before starting any exercise plans.

- Wear lots of layers of thin clothes; clothes made from cotton, wool or fleecy fibres are particularly good and maintain body heat.
- Food is a vital source of energy and helps to keep your body warm so have plenty of hot drinks and food.

Keeping well

You are more likely to get ill if you are:

- Over 65.
- Already have a long-term health condition or disability.

Be prepared:

- Have a good supply of any prescription medication.
- Have a well-stocked medicine cabinet.
- Keep important health and social care phone numbers to hand.
- Stock up on tinned and frozen foods.

If you feel unwell:

Call NHS 111 if you urgently need medical help or advice but it's not a life-threatening situation. You can also call NHS 111 if you're not sure which NHS service you need.



Call 999 if someone is seriously ill or injured and their life is at risk.



Visit a walk-in centre, minor injuries unit or urgent care centre if you have a minor illness or injury (cuts, sprains or rashes) and it can't wait until your GP surgery is open.



Ask your local pharmacist for advice – your pharmacist can give you advice for many common minor illnesses, such as diarrhoea, minor infections, headache, travel advice or sore throats.



Make an appointment with your GP if you are feeling unwell and it is not an emergency.

Vaccinations

The flu season goes on until March so if you have not had your flu vaccination yet...IT'S NOT TOO LATE! Flu vaccinations are free for carers, people over 65 and people with certain health conditions.

The pneumonia vaccination offers protection for 10 years.

To find out more about vaccinations contact your pharmacist, GP surgery or visit www.nhs.uk/getflujab

If you have to go out

- Wear shoes with a good grip.
- Wear a scarf around your mouth to stop the cold air getting in.

Look out for others

- If you have neighbours that you know are on their own, older or vulnerable keep an eye on them. If you are worried they may be ill or have come to some harm call the police non-emergency number 101 and explain.
- If you are able to, offer to help older or vulnerable neighbours with shopping and, if you feel safe to do so, offer to pop round to see them.
- Discuss with friends and neighbours about clearing snow and ice from in front of your house if you are not able to.

Carers Emergency Respite Card

This acts as a safeguard for situations when the carer or cared for cannot get home as expected due to unforeseen circumstances e.g. delays, accidents or sudden illness.

The pack contains 2 emergency cards (one for the carer, one for the cared for) to be kept in a purse/wallet. These inform the emergency services that someone is heavily dependent on them/needs care and support.

An emergency contact form is left with 2 named emergency contacts who then know what to do in an emergency; ensuring dependents receive immediate, coordinated assistance. Contact the **SIGNAL** office for more information.



Newsletters / E-Bulletins

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

Stroke care improvements announced by Fiona Slevin-Brown, Director of Strategy and Operations, East Berkshire CCGs

Stroke services are set to improve for more than 430,000 people living in the east of Berkshire after 2 years of planning by the east Berkshire clinical commissioning groups - involving local clinicians, patients, the public and the Stroke Association.

From January 1st, local people suspected of having a stroke will be taken straight to the nearest hyper acute stroke unit by ambulance to receive the best possible care. Patients will be given fast access to clot-busting treatment (thrombolysis) and 24-hour specialist stroke care, which have been proven to give patients a better chance of recovery when combined with therapy support as needed.

Most patients will go home after hospital treatment, with additional support if they need it. People who need rehabilitation in hospital will be transferred to an inpatient unit as close as possible to where they live.

Hyper acute stroke units that are local for residents in the east of Berkshire are:

- Frimley Park Hospital
- Royal Berkshire Hospital, Reading
- St Peter's Hospital, Chertsey
- Wycombe General Hospital, High Wycombe
- Northwick Park Hospital, Harrow

Wexham Park will no longer have an acute stroke unit, but will have a new stroke rehabilitation unit. The reconfiguration of services will mainly affect **Maidenhead**, Slough and **Windsor** patients who would have previously gone to Wexham Park Hospital; most of these patients will now go to the hyper acute stroke unit at Wycombe General Hospital.

The clinical commissioning groups realise that some families and carers may need to travel slightly further to visit their loved ones in a specialist unit, but it is important that local people receive the best possible care.

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

Visit our website:

www.signal4carers.org.uk

Postal address:

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