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WELCOME!

From the 1st April 2016 SIGNAL has been providing 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

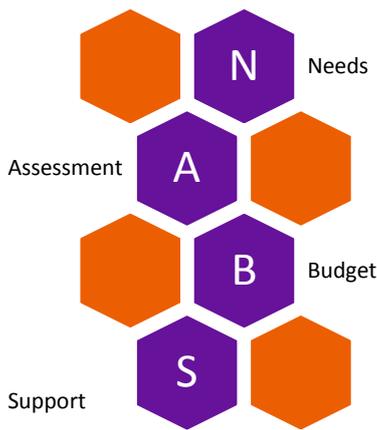
Provided by the Information, Advice and Support Service

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.



Carer's grant – a number of carers have called us to express concern that the annual carers grant is no longer available. Carer's assessment looks at all aspects of the support and respite a carer needs so has replaced the old system of carers grant.

You are entitled to a carer's assessment if you regularly provide a substantial amount of care for someone, regardless of whether the person you care for is having their needs assessed and/or if the local authority have assessed that they are not eligible for support. If you and the person you are looking after agree, a joint assessment of both of your needs can be undertaken at the same time. There is also an opportunity, should you wish, for the social care practitioner to arrange for an advocate for you.

A carer's assessment is an opportunity for you as a carer to look at the impact caring has on you, on your health and well-being, your quality of life, and whether you are willing or able to carry on caring. It is also an opportunity to talk through the services and support that may be needed to support your caring role. A carer's assessment will identify if you meet the national eligibility criteria. Generally speaking this identifies that there is likely to be a significant impact on your well-being and quality of life as a result of your caring for another person.

If you are eligible for services and support the social care practitioner will put in place a support plan which will identify how your needs can be met. They will be able to talk to you about the range of support and services available. They will also be able to discuss your entitlement for a Direct Payment, how this is arranged, and how this can enable you to buy services to meet your assessed needs.

To get a carer's assessment you can ask SIGNAL to request this for you. Alternatively you can contact the local authority direct by telephone on 01628-683744 or by email access.services@rbwm.gov.uk

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.

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.

We are in the data collection phase of implementing the standard and have taken the decision that we can try to go one step further, asking everyone how best we should communicate and provide information to suit their needs. For example, you may prefer you are contacted and information is sent to you via email.

During this phase of data collection we are working hard to establish how we are going to implement the communication standard in August and the more people that tell us what they would like the better the way we provide information will be.

If you have not provided this information to us when you signed up please could you complete the enclosed form and return it to us.

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 is 'Building Carer Friendly Communities'. To find out more visit: www.carersweek.org

Our focus during this week is on promoting the SIGNAL service in the community and reaching new carers. We will have pop up information stands in community locations.

Tuesday 7th June – Wexham Park Hospital 10am-3pm

Although our stand will be on display at the hospital all week we will be available on this day to answer questions and provide information and advice to members of the public.

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.

You 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.

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

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

Maidenhead Carers Support Group

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

Highview, 6 North Road, Maidenhead, SL6 1PL

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

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. Carers may find themselves having to enter the job market after an absence of some years, experiencing housing issues as well as emotional stress. We would like to know what services you think are needed.

Ex-carers have years of valuable experience and we would value them as volunteers to help support SIGNAL. If you think this would be of interest to you, please get in touch.

Carers' publications

3 new publications are now available for you to download from the RBWM website.

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

http://www3.rbwm.gov.uk/downloads/file/2415/carers_information_pack

2. Carers Assessment – a guide to a carers assessment and what to expect

http://www3.rbwm.gov.uk/downloads/file/2450/carers_assessment_guide

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

http://www3.rbwm.gov.uk/downloads/file/2451/carefree_guide

If you require a hard copy of these please contact the SIGNAL office.

Carers Emergency Card

Do you worry about what would happen to the person you look after or support if you were taken ill? If your answer is yes then this scheme may be able to help you.

The Carers Emergency Card 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 two emergency cards (one each for the carer and cared for) to be kept in a purse or wallet together with a driving licence or other similar document. This informs the emergency services that someone is heavily dependent on them.

The Card provides reassurance that should they be involved in an accident whilst out alone, their dependants will receive immediate coordinated assistance. An emergency contact form is left with two named emergency contacts who then know what to do in an emergency. The scheme is free of charge and open to any unpaid adult carer caring for someone who is living in their own home in the borough.

If you would like more information or would like a Carers Emergency Card sent out to you please contact the SIGNAL office.

Newsletters

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

Useful contacts

We have enclosed a list of useful up-to-date contacts for carers. We have the details of many other specialist groups so please contact us if you cannot find what you are looking for.

Other important numbers:

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