

# Stockton-on-Tees Adult Carers' Support Service Newsletter

November 2021 | Issue 10

## Carers Support

We know so many of our carers are still working hard to get back to life as they knew it pre-pandemic. Lots of things changed over the last 18 months and we know many people still feel anxious about going back out into the community or back to services they used prior to COVID-19. If this is you and you feel like you could use a hand to ease yourself back into the community and 'normal' life then maybe the Carers' Service could help? Our Time Out Support Service is currently helping carers in many different ways. We accompany carers and their loved ones to appointments, support carers to start using the community again and can also provide short breaks from a caring role. If there is something you are struggling with then please get in touch with our service on **01642 524494** or email **carerssupport@stockton.gov.uk** and we will do whatever we can to support you to meet those needs.



### We want to hear from you!

Our Adult Carers' Survey is open! We want to understand what we can do to support you as we recover from the COVID-19 pandemic. We are really keen to hear from you and learn what would help you so we can develop our service to meet your needs.

To find out more and take part, visit [www.stockton.gov.uk/consultation](http://www.stockton.gov.uk/consultation).



## Carers' Rights Day

Thursday 25 November is Carers' Rights Day and Stockton-on-Tees Carers' Support Service will be marking the occasion by offering a drop in session for carers at various venues around the Borough. If you have any questions or need support you can visit a friendly member of our team at the following places:

### Thursday 25 November

**Billingham Library** 10am - 2pm

**Stockton Central Library** 10am - 2pm

**Thornaby Library** 10am - 2pm

**The Dovecot Surgery (Lawson Street Medical Centre, Stockton)** 9.30am - 12pm

Our team will be on hand to provide information, support and advice for you in your caring role and would love to see and speak to you. We will also be holding an online session for anyone who isn't able to make it face to face. You can join our session online from 2pm to 4pm - we can send you the link directly for this session if you contact us on **01642 524494** or email **carerssupport@stockton.gov.uk**

## Carers help to celebrate the opening of the Globe in Stockton

Some of our lucky carers were chosen to help celebrate the opening of The Globe Theatre in Stockton with tickets to watch McFly. The re-opened venue and surrounding area was buzzing during the evening and everyone who attended agreed it was a fantastic show to open with!



# Are you, a friend or neighbour struggling to keep your home warm? Warm Homes Healthy People can help.

Cold temperatures can have a serious impact on your health and are linked to a number of health conditions including respiratory disease, strokes, falls and flu. Keeping warm and healthy during the cold weather can help keep illness away.

## If you are any of the following:

- Over 75
- In receipt of disability benefits
- Have a long term illness made worse by the cold
- Living with a child (under 5) who has a long term illness made worse by the cold
- Living with Dementia

## We can help with:

- Emergency heating
- Energy debt advice and welfare benefits advice and assistance.
- We also offer wider advice and support to help keep you healthy and more able to cope with cold weather.

## And if you are in receipt of qualifying benefits:

- Boiler servicing and repairs.

Please note: This scheme runs from the 1 October 2021 to 31 March 2022.

## Contact Warm Homes Healthy People

If you would like advice or further information please call Warm Homes Healthy People.

Telephone: **01642 528215**

## Opening Hours:

Monday to Thursday - 8.30am - 5.00pm

Friday - 8.30am - 4.30pm.



## Carers' Connect

Would you like to speak to another person in a similar situation to yourself? Would you like to make new friends who understand your caring role? If the answer to either of these questions is yes then our Carers' Connect Service could be for you. Our friendly and supportive co-ordinator can put you in touch with another carer who has similar experiences or interests to you and help you develop a supportive friendship that can really help you to create those local connections to support you in the future. If you would be interested in finding out more about the Carers' Connect Service then you can contact us on **01642 524494** or email [carerssupport@stockton.gov.uk](mailto:carerssupport@stockton.gov.uk)



## Could you be entitled to Pension Credit?

It's estimated that 3,000 people living in Stockton-on-Tees are not claiming the Pension Credit they are entitled to.

Pension Credit is a tax-free weekly benefit to boost your income. If you answer yes to the following three questions you may be eligible for Pension Credit and other financial help.

- Are you (and your partner, if applicable) of state pension age?
- Is your weekly income less than £177.10 (£270.30 if you are a couple)?
- Do you have less than £10,000 in savings?

You can get Pension Credit even if you have other income or own your own home.

It's best to check. If you think that you may be entitled to Pension Credit, call **01642 526663**. The Welfare Rights team will be happy to provide advice.

Find out more about Pension Credit at [www.gov.uk/pension-credit](http://www.gov.uk/pension-credit)



## Home Safe Sooner



*Have you or someone you know recently been discharged from Hospital?*

Call the Home from Hospital team on  
07739 973394 or 07591 951210

Email referrals to [HFH@fivelamps.org.uk](mailto:HFH@fivelamps.org.uk)  
[www.fivelamps.org.uk](http://www.fivelamps.org.uk)

## Home from hospital

We are providing a FREE support service for up to 14 days for over 50s in Stockton-on-Tees.

The Home from Hospital Project can help to support with discharges from hospital in many ways such as:

- Helping get back on your feet in your own home
- Getting back out into the community again
- Shopping for food and essentials
- Ensuring the heating works
- Tidying the house, social and welfare visits
- Collecting and delivering prescriptions and medicines
- Awareness of local referral organisations and will refer on for further support
- Support getting to GP & hospital and any other appointments following discharge

### Please contact:

If you would like to utilise this service, please contact the team on **07591951210** or **07739973394** and **07511071668**. You can also email [HFH@fivelamps.org.uk](mailto:HFH@fivelamps.org.uk)



The Community Health Ambassadors are funded by Tees Valley Clinical Commissioning Group (TVCCG) to be the eyes and ears of the local community. The feedback the volunteer Ambassadors collect is shared with TVCCG directly, who are responsible for the development and buying of many local health services.

Catalyst is working with TVCCG to co-ordinate the Community Health Ambassadors and we are looking for new people to join! We want the diverse communities of Stockton-on-Tees to have their voices heard and their views to be properly reflected in the decision-making process within TVCCG. Previous experience isn't necessary – a passion for good quality health services and a keen ear is all that's needed.

The Community Health Ambassadors aim to:

- Ensure that the views of the public are properly reflected in the decision-making of TVCCG
- Feedback to those taking part on how their comments have been used to inform and influence the work of TVCCG
- Raise awareness of health issues and keep people updated with changes to health services
- Attend public engagement events on behalf of the community

As a Community Health Ambassador you will be part of a team of committed, friendly volunteers from the local area and will be fully supported in the role to make sure the community's views are accurately represented.

If you would like more information please contact Heather Sykes on [heather.sykes@catalyststockton.org](mailto:heather.sykes@catalyststockton.org) or call **01642 733906**.

## Unforgettable experiences

### Who are Unforgettable Experiences?

Unforgettable Experiences are a not-for-profit social enterprise who provide personalised care, technical support and live, creative and interactive artistic sessions online.

*"Arts participation helps to safeguard mental health, wellbeing and independence in older people and enhances brain function, improving resilience to dementia\*."*

### Benefits to you...

- Improve your focus, attention and concentration.
- Improve or slow the decline of cognitive function.
- Create new memories and inspire reminiscence.
- Improve communication, increase your mood and confidence.
- Discover your creative side and learn new skills
- Meet like-minded people who share similar experiences and interests.

\*SOURCE: APAG on Arts, Health and Wellbeing inquiry report - Creative Health - The Arts for Health and Wellbeing (July 2017)

Contact **01325 238 007** or [info@unforgettableexperiences.org.uk](mailto:info@unforgettableexperiences.org.uk) to find out more.

## Face-to-Face Peer Support

After what feels like a lifetime we are finally able to restart our face-to-face support groups again. Our first group will meet once every fortnight at the Café in John Whitehead Park, Billingham. This group meets on Mondays from 1pm to 3pm and started on 11 October. If you would like to speak to a friendly member of our team and meet other carers please come along, everyone is welcome. If you feel unsure about just turning up you can speak to a member of our team who would be happy to support you to attend on **01642 524494**.

## Mental Health Crisis Breathing Space

Breathing Space, or The Debt Respite Scheme, is a new scheme that gives you some time to get more advice and find a way to deal with your debts.

It will temporarily stop most of your creditors (people you owe money to) taking enforcement action against you. This means that they should not charge you interest or fees.

The following agencies in Stockton can advise you on the Breathing Space scheme:

### Stockton & District Advice & Information Service

01642 626124 or  
01642 633877

### Christians Against Poverty

0800 328 0006



## Stockton-on-Tees Home Improvement Agency

We provide advice, support and assistance to elderly, disabled and vulnerable residents to help them remain independent, warm, safe and secure at home.

The service can offer minor adaptations in the home, a handyman service and an advice and support service. To qualify for the Stockton-on-Tees Home Improvement Agency clients must be a resident of Stockton-on-Tees and meet one of the following criteria:

- Is aged 60 years or over
- Is a vulnerable person who has care and support needs
- Is considered a high risk for falls
- Is a vulnerable person who is a victim of crime

### Contact Us

01642 526904

 [HIA@stockton.gov.uk](mailto:HIA@stockton.gov.uk)

Requests for support will be responded to 5 days a week:

Monday - Thursday, 8.30am - 4pm

Friday 8.30am - 3.30pm

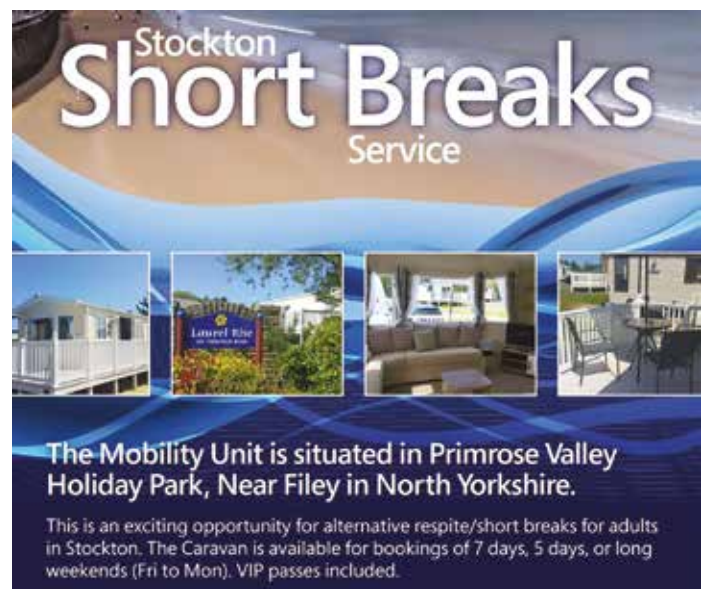
You can now follow the Stockton-on-Tees Adult Carers' Service on Instagram!  [@sotadultcarers](https://www.instagram.com/sotadultcarers)

## Holidays with care

### Are you interested in an accessible break to Blackpool?

Visit the world-famous Tower and illuminations whilst staying at the Bond Hotel, the largest disability hotel in the UK!

For more information you can visit their website on [bondhotel.co.uk/holidays-with-care](http://bondhotel.co.uk/holidays-with-care)



**Stockton Short Breaks Service**

The Mobility Unit is situated in Primrose Valley Holiday Park, Near Filey in North Yorkshire.

This is an exciting opportunity for alternative respite/short breaks for adults in Stockton. The Caravan is available for bookings of 7 days, 5 days, or long weekends (Fri to Mon). VIP passes included.



**BILLINGHAM LUNCH CLUB**

THIS LUNCH CLUB IS FOR PEOPLE WITH DEMENTIA AND CARERS  
Come and join us for lunch every 3rd Thursday of the month  
MEET NEW FRIENDS  
HAVE A HOT MEAL  
IN A SAFE AND FRIENDLY ENVIRONMENT  
**MEALS START FROM JUST £4.50 EACH**

Owington Farm  
Longfellow Road  
TS23 3TL  
Billingham

Third Thursday of the month  
12:15—2:30

01722998630 E: [hfi2005@vignomedia.com](mailto:hfi2005@vignomedia.com) www.hfi2005.org www.facebook.com/hfi2016 Ch No 1175890