

February 2010

# harrow carers news

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## Carers Action Group

Thursday 18th March 2010  
Harrow Baptist Church, College Road, Harrow HA1 1BA

9.15am registration for 9.30am start  
Finish time and light lunch 12 noon

At the Carers Action Group we will be covering:

Services provided by the new Poly Clinics in Harrow  
Anne Whitehead PCT

Integrated Care identifying the needs of carers and matching them with available resources.  
Nicholas Pelas

Complaints Procedure for Care Services in Harrow  
Trudi Reichardt

Please attend if you can as this is a chance for your voice to be heard. Issues raised by carers at previous Carers Action Groups have been very influential in changing services and helping to gain more support for carers.

Please let us know if you will be coming to the meeting so we can cater accordingly 020 8868 5224 or email [anne.moore@harrowcarers.org](mailto:anne.moore@harrowcarers.org)

Dear Carers,

Thank you for your kind comments and greetings over the festive period and for your donations which are very much needed and appreciated to help us carry on our work for carers in Harrow.

There are a number of exciting things happening this year and we are looking forward to seeing you during the year at our events, activities and one to one meetings.

Harrow Carers was successful in getting lottery funding to extend our support service for older carers, especially those who are over 75. We have a new member of our team, Esha Shah, who is the project manager leading on this new piece of work. Esha and the team will be providing a more comprehensive and personalised support service to carers through this grant over the next 3 years.

We are also planning a move for our offices to a new building where there will be more room for carers to use for group meetings, training sessions, social activities and other events. We will keep you informed of our progress with this during the year.

If you are interested in helping us with this major project, we would welcome your support. We will be fundraising and looking for anyone who may be able to help to raise funds or introduce potential supporters to us. If you know anyone who you think might be interested in contributing, please let us know.

Towards the end of last year we had a successful festive celebration at Premier House Banqueting Suite in Wealdstone. Over 250 carers attended and had a great time. We also held a Carers Action Group event for Carers Rights Day at Harrow Baptist Church where we went through the Green Paper on Social Care reform, welfare benefits updates and Carers Rights, particularly looking at carers assessments.

Thanks to all of you who came and took part in the events. We look forward to seeing you at the forthcoming Carers Action Group on Thursday 18th March – details in this newsletter.

Mike Coker  
CEO

## Would you like to receive this newsletter by email?



With the cost of postage rising, we like to make savings wherever we can. If you have an email address and would be happy to receive the newsletter this way, please let us know by emailing: [anne.moore@harrowcarers.org](mailto:anne.moore@harrowcarers.org)

harrow  
carers  
supporting  
family & friends



Harrow Carers  
25-27 Pinner Green  
Pinner  
HA5 2AF  
Tel 020 8868 5224

# Mental Health Carers News

We are getting back up to speed and into the swing of things after having a short festive break. The events for the next six months are all arranged and planned, so it's time to book your space.

In January we had the fully booked 'Monsters' workshop which from the feedback was very helpful and enjoyable for those attending. It looked at perceptions, Positive Psychology and other ideas that are useful in dealing with difficult situations and change-thinking, and their application to the role of a carer.

The next workshops are open for bookings and will be on the 27th March and 3rd July at the Cumberland Hotel in Harrow. Please let us know if you want to come so we can sort out food and welcome packs.

From Tuesday 11th May we will be running a seven week positive psychology small group course. These weekly Tuesday sessions will explore ways of thinking and reflecting about events. Please call or email to reserve a place.

More informal upcoming events that don't require reservations are the information groups looking at specific mental health topics to help understand the science and professional jargon behind these. These are held at Harrow Baptist Church from 1.30-3.30pm and the dates are:

Depressions - 5th March; Dementia - 19th March; Schizophrenia - 14th May; Depressions - 28th May; Dementia - 11th June; Autism - 25th June

The drop-in groups that are more informal groups to promote solution-focused thinking are going on fortnightly at Harrow Baptist Church from 1.30-3pm on:

26th February; 12th & 26th March; 9th & 23rd April; 7th & 21st May; 4th & 18th June.

We look forward to seeing you all. If you would like to talk the groups through in more detail please don't hesitate to contact us, we are here to help you.

Karen Ward & Sam Gower 020 8868 5224  
karen.ward@harrowcarers.org &  
sam.gower@harrowcarers.org

Harrow Rethink Support Group, affiliated to Rethink, the national mental health charity, meets on last Wednesday evening of the month at 74a/76 Marlborough Hill, HA1 1TY from 7pm onwards.

All affected by severe mental illness are welcome to attend for support, information, refreshments and speakers on relevant topics.

Members aim to influence local mental health policies by promoting the views of carers and service users by sitting on local committees and attending meetings to help improve services to all those affected by mental illness.

A monthly newsletter is produced with up to date local and national information. It can be sent electronically or by post.

Ring Ann on 020 8427 7737 or E: annfree@hotmail.com for more information and details of meetings on 24th Feb, 31st March and 28th April.

## 3rd Harrow Mental Health Carers' Forum Wednesday 17th March 2010 Members Lounge Harrow Civic Centre

1.30pm – 5pm

Contact Carol Harrison-Read, Harrow Adult Mental Health Service Senior Manager, with responsibility for mental health carers, for details, on 020 8966 7172 or E: carol.harrison-read@nhs.net

## MENTAL HEALTH CARERS' SURGERIES



**IS THERE ANYTHING YOU WOULD LIKE TO DISCUSS WITH THE SENIOR MANAGEMENT TEAM OF HARROW ADULT MENTAL HEALTH SERVICE?**

A member of the team will be available to discuss problems, such as difficulties in contacting services, and problems with the service itself. The team would also like to hear suggestions for improvements to the service and to hear when a service has worked particularly well.

The team will do their best to address any concerns and provide formal feedback.

Carers can book an appointment to meet one of the managers for up to 30 MINUTES on the afternoon of the FIRST FRIDAY OF EVERY MONTH (OR 2<sup>ND</sup> FRIDAY IF THIS IS BANK HOLIDAY) at their offices at 44, Bessborough Road, Harrow, HA1 3DJ.

APPOINTMENTS are at 2.00pm, 2.40pm and 3.20pm...on Fridays, 5<sup>th</sup> March, 9<sup>th</sup> April, 7<sup>th</sup> May, 4<sup>th</sup> June, 2<sup>nd</sup> July, 6<sup>th</sup> August, 3<sup>rd</sup> September, 1<sup>st</sup> October, 5<sup>th</sup> November and 3<sup>rd</sup> December 2010. Call Jane Tufano on 020 8966 7171 or email [jane.tufano@nhs.net](mailto:jane.tufano@nhs.net) to book an appointment.

## MENTAL HEALTH CARERS

# Carer's Allowance

You may be entitled to Carer's Allowance if you provide unpaid care for someone who is ill or disabled

## Who can get Carer's Allowance?

Not every carer is eligible for Carer's Allowance. This is because there are certain rules which apply to the carer, and the person being cared for. The rules include the following.

### Regarding the carer

It does not matter if you (the carer) are related to the ill or disabled person, or whether you live in the same household. For example, you could care for a relative who lives with you. Or, for example, you could care for a friend or neighbour who lives in a different home from you. However:

- ❖ You must be aged over 16.
- ❖ You must be spending at least 35 hours a week looking after the ill or disabled person. You do not need to care for the person every day - just for 35 hours or more per week.
- ❖ You cannot earn over a certain amount from other work (after allowable expenses and deductions such as income tax). This amount at April 2009 is £95 (increase to £100 in April 2010).
- ❖ You cannot get Carer's Allowance if you are on a course of full-time education. This means 21 hours a week or more of supervised study.

### Regarding the person you care for

The person you are caring for must be receiving one of the following benefits which are paid to them because they need care:

- ❖ Attendance Allowance. OR
- ❖ The Care Component of Disability Living Allowance, paid at the middle or higher rate. OR
- ❖ Constant Attendance Allowance with:
- ❖ Industrial Injuries Disablement Benefit (at or above the normal maximum rate). OR
- ❖ War Disablement Pension (at the basic full day rate or above).

If the person you care for is not receiving one of the above benefits, and you are spending a lot of time caring for them, then they are likely to be entitled to one of these benefits and they should claim. This will give them extra money and also enable you to claim Carer's Allowance.

## How much is Carer's Allowance?

The standard rate of Carer's Allowance from April 2009 is £53.10 a week (The rate usually increases each April.) Payment is usually made directly into a bank account. However, it can be complicated as various factors can affect whether you get this standard rate, or whether you can get more or less. For example:

- ❖ Carer's Allowance is a taxable benefit.
- ❖ You may not be able to claim Carer's Allowance in full if you are already receiving certain other benefits at certain rates. These are called overlapping benefits. For example, State Retirement Pension.
- ❖ Also, as mentioned, the person cared for may have a reduction in certain benefits if you receive Carer's Allowance.

However:

- ❖ You may get more money if you receive certain other benefits such as Income Support or income-based Jobseeker's Allowance.
- ❖ You may be able to receive extra payments for a partner or dependent children, subject to certain conditions. (For example, depending if they have an income or benefits above a certain level.)

Because of the complicated rules it may not be easy to work out if you are entitled to Carer's Allowance, and if you are, how it may affect your other benefits. Therefore, if you are considering claiming, it is best to take expert advice. (See below for sources of advice.)

## DO YOU HAVE A PROBLEM DOING YOUR SHOPPING

In light of the prolonged snowy weather that we experienced this winter, Harrow Carers would like to hear from Carers to see how many Carers had problems doing a basic food shop or collecting prescriptions from their GP or Pharmacy. We would like to know how we may be able to help, and if carers would welcome this service.

If you would be interested having help with your shopping, generally throughout the year, not just in the bad weather, we would be grateful if you would contact us on **020 8868 5224**. We will take your name and let you know our findings in due course.



You will normally get a National Insurance (NI) contribution added to your NI record for each week you get Carer's Allowance.

From 6 April 2010 if you care for a sick or disabled person you may be eligible for new credits that will build up your state pension entitlement.

## How can I claim Carer's Allowance

You, or someone on your behalf, needs to complete a claim form. To get a claim form:

## What if circumstances change?

You should report any changes in your circumstances, or the circumstances of the person you are caring for, or the circumstances of a dependent adult. This can affect whether you will still get Carer's Allowance, or if the amount should change. For example, report any changes to your income, benefits, employment status, if you go into full time education, if the cared for person goes into hospital or residential home, etc.

For example, if the person you care for goes into a residential home, then the benefit is stopped. If self funding it can be paid for a maximum of 4 weeks. But it is not stopped if the person has a short admission into hospital. Another example is that you can take up to four weeks' holiday away from the person that you care for in every 26 week period without affecting the benefit payments.

If the person you care for dies, you will still receive Carer's Allowance for a further eight weeks before it is stopped. This is to give you some time to adjust and to make plans for the future.

## Further information, help and advice

### Carers Allowance Unit

01253 856123

Web: [www.direct.gov.uk](http://www.direct.gov.uk)

[www.carerscentre.com](http://www.carerscentre.com) Tel: 0800 161 3839

# Cold Weather Payment

If you're on a low income, a Cold Weather Payment may be available to help you for each week of very cold weather in your area.

## Who is eligible?

You may be eligible for a Cold Weather Payment for each week of very cold weather in your area if you get Pension Credit or income-related Employment and Support Allowance with a support or work related activity component in the main phase.

You may also be eligible for a Cold Weather Payment for each qualifying week if you are getting Income Support, income-based Jobseeker's Allowance or income-related Employment and Support Allowance in the assessment phase and have one of the following:

- a pensioner premium, higher pensioner premium or enhanced pensioner premium
- a disability premium, enhanced disability premium or severe disability premium
- a disabled child premium
- Child Tax Credit that includes a disability or severe disability element
- a child who is under five in the family

## How much do you get?

This year you will get £25 when the average temperature where you live is recorded as, or forecast to be, zero degrees Celsius or below over seven consecutive days during the period from 1 November to 31 March. Specified Meteorological Office weather stations are used to obtain this information.

## Effect on other benefits

Cold Weather Payments will not affect other benefits you may be getting.

## How to apply

You don't need to apply; you'll get a Cold Weather Payment automatically as long as you qualify. Tell your pension centre or Jobcentre Plus if you think you should have received a Cold Weather Payment but you have not had one.

## Personal Budgets/ Self Directed Support

Personal Budgets are typically used to purchase personal care, assistance with personal care, and social, leisure and educational activities.

People receiving a Personal Budget are more likely to feel in control of their daily lives compared with those receiving conventional social care support. Satisfaction is highest among mental health service users, learning disabled and physically disabled people.

Research shows different groups see personal budgets in different ways.

- Mental health service users reported significantly higher quality of life;
- Physically disabled adults reported receiving higher quality care and were more satisfied with the help they received;
- People with learning disabilities were more likely to feel they had control over their daily lives;
- Older people reported lower take up of Personal Budgets, perhaps because they felt the processes of planning and managing their own support were difficult.

Deciding how to use a Personal Budget was challenging for people using services. Care coordinators helped individuals to set priorities and identify potential ways of meeting them.

For example, employing a Personal Assistant who speaks the language and is aware what the needs of the cared for are. This person may already be known or lives in the neighbourhood. Money is available for some social and leisure activities. Within the Personal Budget there is also an amount set for respite for the Carer.

The team from the Social Services who help with self assessments and filling out forms encourage carers to be involved in the assessment and support planning. Carers know best what the Cared for's needs and interests are. Like Direct Payments, Personal Budgets can not normally be used to pay close co-resident relatives, some councils interpret these regulations more flexibly.

Since 1995, carers have had rights to assessments of their own needs and can receive services, Direct Payments and grants in their own right. However, Personal Budgets today focus mainly on service users themselves.

Overall compared with conventional social care support Personal Budgets

1. Increase opportunities for self-assessment
2. Make transparent the resources for each user
3. Bring together resources from different funding streams, to reduce multiple assessments and increase flexibility
4. Be deployed in different ways and used flexibly to achieve individual needs and provide for different choices

Harrow can support Carers with Personal Budgets planning and assessments.

## Parking for people with disabilities Blue Badge eligibility



Harrow residents are automatically eligible to apply for a badge if they are over two years of age and meet at least one of the following criteria:

- Receives the Higher Rate of the Mobility Component of the Disability Living Allowance
- Registered Blind / severely sight impaired with Harrow Council via a formal notification by a Certificate of Vision Impairment issued by a consultant Ophthalmologist
- Receive a War Pensioners' Mobility Supplement
- Receive Higher Rate Attendance Allowance

Recent and current documentation will be necessary to support your application.

People who do not meet these criteria may also qualify for a badge. They would need to meet the following criteria and may require further assessment from a social worker:

1. A person must be over two years old and have a permanent and substantial disability, which means they cannot walk or which makes walking very difficult.
2. A person must be unable to walk, or you have a physical disability that means walking very far would cause severe discomfort and the physical effort needed to walk could damage your health.

Alternatively, those who drive a motor vehicle regularly who have a severe disability in both arms, and are unable to operate all or some types of parking meters may be eligible for a Blue Badge.

In this case you will usually be expected to drive a vehicle with adapted steering on account of a severe disability in both arms.

People with behavioral or psychological disorder will not normally qualify unless their impairment causes very considerable difficulty in walking all the time.

LONDON BOROUGH HARROW

[socialservices@harrow.gov.uk](mailto:socialservices@harrow.gov.uk)

**Older Peoples Service –West Telephone: 020 8424 1234**

**Older Peoples Service- East Telephone: 020 8951 3811**

**Physical Disability and  
Sensory Services Telephone: 020 8424 1694**

## Respite Vouchers

**Do you need a Break?**

**Then apply for carers vouchers. It's as easy as 1, 2 and 3**

The Carer's break voucher is intended to give you a break from your caring role. It gives you time off from caring, to do other things such as, attend an appointment or training course, take part in an activity, catch up with friends, have some uninterrupted sleep or do some housework etc.

**Step 1:** Contact your *Social Services Care Manager for a Carers Assessment*

**Step 2:** If you qualify, vouchers will be issued for up to 25 hours of care per year

**Step 3:** Arrange your break by contacting the agency and 'pay' for the care using your voucher(s)

*The vouchers can be used in any combination up to the maximum allocated and are valid for 1 year from the date of issue. If you want to speak to someone about this scheme then please contact Harrow Carers.*

# A Carers Story

by Jeanette who lives in Harrow.

**F**ive years ago, my 78-year-old mother was diagnosed with a heart condition. She was given 6 months to live. Her husband had passed away 20 years ago. She needed assistance with the basic activities of daily living.

Being a caregiver for my mother was a situation that was new to me and one that I did not choose. In addition I had to continue with all the other roles I have of looking after my children and husband.

My mother's health has continuously been up and down as she suffers from a number of long term illnesses. After returning home from hospital and till today, she requires assistance with fundamental tasks. To help with this Harrow Council Social Services provide a care agency worker who is required to provide care at our house, three times a day.

I take my mother to doctor's appointments and to church on a weekly basis. As her memory has declined, I have to keep her tablets ready for her to take in the morning, lunchtime and evening. She used to be able to prepare a meal, but now there is a high likelihood she will forget to switch off the fire. I prepare a meal that the care agency staff can microwave at lunchtime. As there are constant personal care accidents I put in a wash load of clothes every day, and also iron them. Sometimes I have to clean up the personal hygiene accidents.

My mother lives with me and my young family – a seven year old and five year old. As the years pass, sadly my mother has withdrawn from social interaction and we have to coax her to interact with the family. Luckily my seven year old daughter who loves her grandma is more than happy to help her to walk to the sitting room. My mother's choice is to stay in her room only emerging to fetch food and tea and coffee. I find this very frustrating. I have utilized my holiday care vouchers to have someone come and chat to her during the week so she gets outside stimulation.

As I work, and have endless tasks and activities that I need to do for my young family I have very little time. Now the demand on my time is even greater. So I rely on the care agency providing a good service as this makes a big difference to my day. Last year, for 6 months we received a poor service with constantly changing care workers, poor time keeping and little awareness by care staff of the agreed care plan. So my morning would start badly at 7am as they rang the door bell and woke up the whole family, particularly upsetting at weekends. The agreed procedure was to use the keysafe. Also, we swung from all her clothes being put to wash each day or none put to wash even when required. As it is, there is a lot of clothes washing to be done. The quality of the agency staff varied greatly and in the worse case the person left after 2 minutes because my mother thought it was night time when in fact it was day time and therefore did not want to change! My mother is not stubborn – she just cannot remember.

Fortunately, I can now say I receive a good service from the care agency. One careworker, Mary is amazing – she is very caring, she talks to my mother about her well being, she helps her get to the bathroom and gives her choices of what she wants to wear. Mary informs us of any changes to my mother's condition she has noticed, e.g. painful knee, feet swelling, being non responsive etc. All this I find invaluable that someone is providing practical help in my stressful role. Before she leaves she always asks my mother if she needs anything else and also lets her know that she is going. When Mary has been in the morning, I have a good day as I know everything has been done correctly and I know my mum has received TLC. Now most things run smoothly – my main challenge is for the care agency to ensure their staff obey the yellow bin rules. I do not want the horrible task of tying up the yellow bag that has been in the bin a week because the collector refuses to take them.

I still worry that my mother is not receiving care with dignity from some careworkers especially as she will not tell the careworker if they have not done something that is part of the normal care – which results in me having to put things right.. I have had to struggle to get a good service from the care agency. This was due to my constant phone calls/emails to the administration and management staff at the agency. I do feel that I am now on a priority list to receive first class care but have no evidence. A first class service should be provided to all, especially those who are unable to speak for themselves.

## From Harrow Carers

We at Harrow Carers would like to thank Jeanette for sharing her experiences with us. I would like to take this opportunity to remind you that as a result of The Carers Action Group we have representation on the Partnership Board of the main care agencies (Supporta Care and Care UK). We would like to hear your experiences both positive and negative of your care agency. We will collate the data and provide feedback to the agency and drive it to a workable solution.

There will be a prize draw – anyone who would like to share their experiences, please send it to us by the deadline of Friday 30 April 2010 can be entered into the draw to win a first prize of £20 cash.

Please contact Rowena Fernandes  
(rowena.fernandes@harrowcarers.org) with your feedback.

This is an advert to encourage people to supply their email address  
**It's Simple** – provide your **email** to receive the newsletter and you will automatically be put into our draw to win a first prize of a £25 cash or a second prize £15 cash.

A winner will be randomly drawn from the emails received, witnessed by an independent judge on \*5th April 2010\*. The judge's decision is final. The winner will be notified both via email using data from the completed registration form no later than \*9th April 2009\*. If the email address is found to be invalid, the draw will be re-run to find an alternative winner.



## Young Carers Project

2009 was an exciting year for our Young Carers, with plenty of adventurous outings and Saturday clubs which included a weekend trip away, a couple of trips to the theatre, a session at a top golf course and an end of summer picnic at the Ruislip lido, just to name a few from a very long list.

The highlight of 2009 was the launch of our very own Young Carers DVD; 'Made for Young Carers, by Young Carers'. Fifteen YC's helped to make this possible by participating in the script writing, camera work and the acting. They all did a tremendous job and have illustrated in a truly honest, open and courageous manner what it is really like to be a Young Carer. We think we may have a few future actors and actresses so watch this space...

For 2010 the Young Carers club plan to have even more fun and explore new places. We have already made a great start to the year; our first outing was to see the Voice in a Million Concert at the O2 Arena. I would like to take this opportunity to congratulate Ayesha and Jade Chauhan who took part in this event. February is set to be an exciting month, starting with a Saturday club which is a ten-pin bowling trip. Later in the month there will be an outing to the London Tombs, which is part of the London Bridge experience.

Mikayla F J Lawrence

Young Carers Outreach Worker

For more Information or to make a Referral please call: 020 8868 5224

Or email: [Sarita.khurana@harrowcarers.org](mailto:Sarita.khurana@harrowcarers.org) or [mikayla.lawrence@harrowcarers.org](mailto:mikayla.lawrence@harrowcarers.org)

## Carers Monthly Drop In

Held the 1<sup>st</sup> Monday of every month

Byron Neighbourhood Resource Centre Cafe  
Christchurch Avenue, Harrow, HA3 5BD  
12pm – 2.00pm

**If you are a carer providing unpaid support to a family member, neighbour or friend then this is an opportunity for you to meet with Harrow Councils Carer Lead who is available to offer information, advice and support to assist you in your caring role.**

Your Carer Lead for Harrow Council is  
Allie Brice

Contact Details 0208 424 1726  
[allison.brice@harrow.gov.uk](mailto:allison.brice@harrow.gov.uk)



## Harrow Laughter Club

**Laughter is best medicine  
Come and Join us for Laughter and Fun**

- Date:** We meet monthly first Saturday of the month  
**6<sup>th</sup> Feb 2010, 6<sup>th</sup> Mar, 3<sup>rd</sup> Apr, 1<sup>st</sup> May, 5<sup>th</sup> Jun, 3<sup>rd</sup> Jul, 7<sup>th</sup> Aug, 4<sup>th</sup> Sep, 2<sup>nd</sup> Oct, 6<sup>th</sup> Nov, 4<sup>th</sup> Dec 2010**
- Time:** 2:00 p.m. sharp
- Venue:** Harrow Quakers' Meeting Hall,  
456 Rayners Lane, Pinner / Harrow, HA5 5DT
- Cost:** £3.00 (Club running cost)

### Programme / Schedule

- 2:00 – 2:30 pm Introduction to Laughter Therapy / Yoga  
2:30 – 3:15 pm Laughter session / exercises  
3:15 – 3:30 pm Meditation & Relaxation  
3:30 – 4:00 pm Q & A / Feedback / Social Networking

### What to expect when you join?

Harrow Laughter Club is one of 6,000 **laughter clubs** worldwide, all with the mission to bring good health, happiness and world peace through **laughter**. We are an informal group of people who meet every month to 'laugh for no reason' - that is, we don't rely on jokes to get us going. Our laughter session are based on series of laughter exercises devised by Dr Madan Kataria the founder of the Laughter Yoga <http://www.laughteryoga.org/>

### Everyone welcome to join

**Laughter is universal irrespective of age, race or nationality.  
The entry to the laughter club is open to all.**

**Please feel free to pass this around to your friends and other community groups.**

For further details contact:  
Harish M 07812 690810 / Raj M 07941346930  
Internet: [www.artofeating.co.uk](http://www.artofeating.co.uk)  
Email: [info@artofeating.co.uk](mailto:info@artofeating.co.uk)

## Free Home Fire Safety Check

*Be Safe and Sound*

**Is anyone in your household  
disabled or over 60 years of age?**

**Harrow Association of Disabled People is offering Free  
Smoke Alarms and Home Fire Safety Checks.**

We want you to be safe and sound. We're carrying out Free Home Fire Safety Checks, in partnership with the **London Fire Brigade**, for people who live in the London Borough of Harrow who are disabled or over 60 years of age.

The Free Home Fire Safety Check takes about 45 minutes to complete and if you need smoke alarms they will be supplied and installed free of charge during the visit.

The smoke alarms installed have a 10-year battery life and can be disabled if you are grilling or frying in the kitchen and will re-set themselves after a short time to ensure that you remain fully protected. We can also supply and install special smoke alarms suitable for people with a visual impairment or who are profoundly deaf.

The Free Home Fire Safety Checks and installations are carried out by our staff who have been fully trained by the **London Fire Brigade**.

If you would like us to visit, please telephone us on  
020 8861 9929, fax 020 8861 9926, minicom 020 8861 4547 or  
e-mail: [s.dashwood@had.org.uk](mailto:s.dashwood@had.org.uk)



## QUIZ NIGHT (adults only!)

Saturday 13th<sup>th</sup> March 7-11pm  
at Pinner Green Social Club  
Rickmansworth Road, Pinner  
With Quizmaster Neil

- ❖ 7.30pm quiz
- ❖ 8.15pm chilli or quiche
- ❖ 9pm quiz

Please arrive at 7pm, as the quiz will start promptly at 7.30.

Book as a team (**maximum 6 people**) or come by yourself and we can put you into a team.

We will break halfway through for dinner, with raffle and bar.

*We look forward to seeing you there!*

.....  
Kids Can Achieve Quiz Night  
I would like ..... tickets at £6 each (including food).  
I would like: quiche (vegetarian) ..... or chilli (meat)..... (tick your choice)  
Name.....  
Address.....  
.....Telephone.....  
I enclose payment of £.....

Please make cheques payable to Kids Can Achieve. Return booking forms to 29 Pinner Green, Pinner HA5 2AF or by email to [clare@kidsconachieve.co.uk](mailto:clare@kidsconachieve.co.uk). For more information please call 020 8868 5629



the brain injury association

## Life after a brain injury.....

Do you have a relative or friend who has had a brain injury?

### A FREE information day for the families and unpaid carers of brain injury survivors

#### What is the day about?

- Helping families and unpaid carers understand the effects of brain injury
- Identifying some of the issues that affect families
- Strategies for managing difficulties
- Resources for help and support

There will be presentations in the morning and workshops in the afternoon

#### Topics will include:

What happens when the brain is injured? What impact does it have on families? Challenging behaviour and how to manage it, Taking Care of the carers, Benefits Information, Family Issues, Stress Management and Relaxation Techniques, Therapy taster sessions

#### Who is it for?

#### Relatives, Friends, unpaid Carers of brain injury survivors

**February 24th 2010 Time 09.45am – 4pm**

Trinity House Conference Centre  
4 Chapel Court  
SE1 1HW

Lunch and refreshments provided

For information contact Headway London Regional Coordinator  
Annie Clacey Tel: 020 8858 5610  
Email: [london.co-ordinator@headway.org.uk](mailto:london.co-ordinator@headway.org.uk)

Headway's work in London receives generous support from  
The City Bridge Trust and The Goldsmiths' Company

## The Adults & Children's Complaints Service

Our service is for people who receive social care support from Harrow Council.

In any large organisation things can sometimes go wrong. We want to hear about any complaints and concerns our service users and carers have so that we can try to put things right and stop the same things happening again. We also like to hear of any compliments and comments our service users may have.

**Making a Complaint** People who use our services can make a complaint themselves or a family member/carer/advocate may be able to do it on their behalf with the consent of the service user.

The Complaints Service can be contacted at:  
**Adults and Children's Complaints Service, PO Box 7,  
Harrow Council Civic Centre, HA1 2UL**

Freephone: **0800 136 104** Minicom: 020 8424 1503  
or Email: [complaints.adultsandchildrens@harrow.gov.uk](mailto:complaints.adultsandchildrens@harrow.gov.uk)  
or visit [www.harrow.gov.uk](http://www.harrow.gov.uk)

#### What do we do?

The Complaints Service makes sure complaints are looked into properly and fairly. We will listen to people and take them seriously and try to put things right if something has gone wrong

**We aim to learn from our mistakes to improve our services.**

## Parkinson's Disease Society

**Tuesday 20<sup>th</sup> April 2010.**

**10.30 am – 3.30p.m.**

**Ruislip Rugby Club, West End Road,  
Ruislip, Middlesex, HA4 6DR.**

- 10.30am Arrival & registration – Tea & Coffee.**
- 10.45am Workshop for Carers.**
- 10.45am Exercise class for people with P.D.**
- 12.45pm Lunch will be provided**
- 1.30pm Alternative Therapy Taster sessions.**
- 3.30pm Close**

For more information or to book places, please contact  
Julia Keogh, Information & Support Manager.  
Telephone: 0844 225 3703 or e-mail: [jkeogh@parkinsons.org.uk](mailto:jkeogh@parkinsons.org.uk)

## MONTHLY OUTINGS FOR CARERS AND THEIR CARE FOR

Take a BREAK Make new FRIENDS, RECHARGE your batteries

Do you care for someone on a regular basis?  
Would you appreciate a day out?

**MARCH OUTING:**  
Wednesday 31st March 2010

**HAM HOUSE**  
(Entry Fees: £5.40)



Last minute cancellation results in other carers missing out.  
Carers should contact us early to notify of any cancellations.  
Carers who have failed to notify us are liable to pay the entry fee.

**Transport provided**  
**Lunch to be paid for by Carers**

**10 am :** COLLECTION POINT  
Bentley House  
15-21 Headstone Drive, Wealdstone,  
HA3 5QX

**10.30 am :** COLLECTION POINT  
Rear of Harrow Carers  
25-27 Pinner Green, Pinner  
HA5 2AF

Limited places available

**TO REGISTER FOR THIS OUTING**  
**PLEASE CALL: 020 8868 5224**

HARROW CARERS  
25-27 Pinner Green  
Pinner, Middlesex, HA5 2AF  
sejal.sanghvi@harrowcarers.org



### OLDER CARERS COFFEE MORNINGS 2010

At THE HAVEN, PINNER GREEN



Would you appreciate an opportunity to meet other carers and to discuss issues that are important to you over hot drinks and biscuits?

If so why not come along to our monthly coffee mornings

Tuesday March 9<sup>th</sup> from 11-12.30

Tuesday April 13<sup>th</sup> from 11-12.30

Tuesday May 11<sup>th</sup> from 11-12.30

## BME CARERS PROJECT

Supporting Carers from Black, Asian & Other Minority Ethnic Communities




Providing information & support  
to make caring easier

### Drop-Ins

(Information sessions with time to chat with other Carers)

Gujarati & Hindi speakers (will try to arrange interpreters for other languages)

When : First Wednesday of the month

Where : Harrow Baptist Church, College Road, Harrow - HA1 1BA

Time : 12.30 - 3.00 pm

**February 3rd : Dementia Care**

*Talks from Alzheimers's Society and Admiral Nurse*

**March 3rd : Stress Management**

*Recognising and coping with stress*

**April 7th : Personal Budgets**

*Setting up, benefits and challenges with direct payments and self directed support*

For further information, please Contact :

Jayshree Joshi

Telephone: 020 8868 5224

Email: jayshree.joshi@harrowcarers.org