

# harrow carers news

## Harrow Carers has moved.

Harrow Carers has moved their offices to Pinner Road, North Harrow. For a couple of years we have felt that the Pinner Green offices have been too small to accommodate the number of projects that we are running and the increase in the number of staff that are employed by Harrow Carers. We have spent many months looking for a suitable property and we finally found an old bank that has been empty for several years. It has needed quite a bit of work doing to it, to make it suit our purposes (we even had to have a safe and a cash point taken out), but now that the dust has settled and with a lick of new paint its beginning to feel like a proper office.



**Official opening of Carers Centre** – pictured left to right  
Mike Coker, CEO Harrow Carers: Gareth Thomas, MP & Patron of Harrow Carers:  
Anne Diamond, Chair of Harrow Carers: Nick Hurd, MP:  
Sonoo Malkani, Chair of Harrow Police & Community Consultative Group and  
Dal Babu, Chief Superintendent Metropolitan Police, Harrow.

We held an event launching the new premises on 8th October. The building was opened by Nick Hurd MP, who as well as being the MP for Pinner is also the Minister for Civil Society which includes Voluntary Organisations. Also invited to the launch were many people who had helped and encouraged Harrow Carers over the last few years.

The address is Harrow Carers, 376-378 Pinner Road, North Harrow, HA2 6DZ. It is easier to reach by public transport; North Harrow Metropolitan tube station is only 3 minutes walk away and the 183 bus from Harrow stops very near the office. Other buses that stop near the office are the H10 which goes towards Harrow and Wealdstone and Kenton and the H9 which goes towards South Harrow. Parking is not as good, but you can park for up to an hour free of charge and then at 70p per hour thereafter.

There is a lot more room, and we plan to hold meetings and events on the ground floor and even let out the space to other organisations. We have turned half of the upstairs into a flat for the volunteers who work on the Parent Carer Respite project.

We would like to thank the following companies for donating their goods and services for the launch. Waitrose stores in Harrow Weald and South Harrow for champagne and a cake, Shay Naiy Sweet Mart, Edgware for samosas, Favourites – The Cake Shop in

Kingsbury for an eggless cake, Edith Cassel, a carer for the cake with our logo on, Daisy's in the Park, Pinner for catering, Elmfield Church, North Harrow for loaning chairs, Harrow Garden Centre, Headstone Lane for topiary arrangements, Love and Best Wishes – the party shop in North Harrow for balloons and Mansi, Pinner Green for flower accessories. We would also like to thank The Probation Service of Harrow for helping us with redecoration and refitting our new offices.

You may have wondered why you have not received the newsletter in September. This is due to the move and the problems we have had getting the phones and internet connected. We hope that you will all be able to see our new offices by attending meetings that we hold throughout the year.



Harrow Council is making a 30% cut in Harrow Carers funding. We need your support. Please write to your local councillor to tell them what this means to carers in Harrow. We have drafted a letter (enclosed) for you to edit and add a line about what support you have received or just send to your local councillors. Please support your local carers centre by sending this letter. To find your local councillor go to the following web site to phone Harrow Council on 020 8863 5611  
[http://www.harrow.gov.uk/site/custom\\_scripts/php/myharrow/myharrow.php?pcat=cw](http://www.harrow.gov.uk/site/custom_scripts/php/myharrow/myharrow.php?pcat=cw)



## Carers Rights Day

"Knowing your Rights"

Friday 3rd December 2010

Harrow Carers 376-378 Pinner Road, North Harrow HA2 6DZ

This annual, national event for carers will focus on their rights and the contribution they make to society.

At this meeting we will be discussing matters that carers have asked for information on including: Shop4Support, Residential Homes, Respite Care and Independent Living.

10am registration for 10.15 start  
Finish and light lunch at 1.00pm

Tube: North Harrow. Metropolitan Line  
Bus: 183, H9 & H10

Please call to book a place so we can cater for lunch

**020 8868 5224**

## Returning to Work for Carers

Any carers who are interested in getting support for employment or training for employment, please contact Allie Brice on **020 8424 1726**

## 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  
376-378 Pinner Road  
Harrow, Middlesex  
HA2 6DZ  
Tel 020 8868 5224



## A NEW SERVICE

### Therapeutic Activities Programme

This service will take place at Milmans Neighbourhood Resource Centre, Grove Avenue in Pinner

We are delighted to offer a new and innovative service to people who have an illness or disability.

This service will offer a range of stimulating activities. You will be able to choose the things that you enjoy doing and everything you do is designed to help you to maintain and enhance your daily living skills and to increase your sense of wellbeing.

You will be able to relax and enjoy the creative activities or perhaps you would like to join the drama group? You may wish to engage in solving puzzles or compete in quizzes. There will be physical activities on offer and also quieter pursuits such as music appreciation or a book club. A list of activities will be available for you when we meet.

The service will be held at the following times at a cost of £12.50 per hour.

- Tuesday and Thursday 5–8 pm
- Saturday 10–1pm and 1.30–4:30pm
- Sunday 10-1pm and 1:30–4:30pm

In order for us to agree an individual care and activity plan we will meet with you to determine your needs. If you are interested please contact the Crossroads office on: 020 8868 0903. Our friendly staff will be able to support you through the application process.

We look forward to hearing from you!



## Harrow Carers wins £3,000 for Young Carers and funding for our new building

Pictured on the far right of this photograph is Susan Coyle from Harrow Carers with the head teacher and pupils from West London Academy being presented with a cheque for £3,000 from the Youth and Philanthropy Initiative. This followed a wonderful

presentation by the students focusing on charities and the impact they have on local communities. We graciously accepted this cheque and wish to thank the dedicated efforts of staff and pupils at the West London Academy together with the Youth and Philanthropy Initiative who continually support charities throughout the UK. These funds will go towards the new Harrow Carers centre and additional provision for Young Carers.

# Gala Dinner & Dance

Join Harrow Carers, families and friends to celebrate the Festive Season

## Premier House Banqueting Hall

1 Canning Road, Harrow Wealdstone, HA3 7TS

Free parking at Peel House Multistorey Car Park

**THURSDAY 9TH DECEMBER 2010 7pm - 11pm**

*With Entertainment & bar*

Tickets are only £15 each, grab a table seating  
10 for £100. This works out at £10 per ticket

*(Cheques to Harrow Carers, 376-378 Pinner Road, Harrow HA2 6DZ)*

Get your tickets early (before 12th November) limited spaces

Contact Harrow Carers 020 8868 5224 or E-mail: [lee.bogle@harrowcarers.org](mailto:lee.bogle@harrowcarers.org) or [anne.moore@harrowcarers.org](mailto:anne.moore@harrowcarers.org)



## *Sejal's baby*

Many of you have asked about Sejal's baby boy. Here is one of the first pictures of him. His name is Aavyaan. We hope to be seeing both mother and baby soon.

While Sejal is on maternity leave her work is being done by Nina Vora who will continue running the volunteer programme, the stroke club, counselling and the monthly outings. If any carer would like to offer their services as a volunteer for Harrow Carers, please contact Nina on 020 8868 5224.

Harrow Local Involvement Network (LINK) consists of an Executive Committee elected by registered Participants to govern its work, and is managed by Parkwood Healthcare as its appointed Host organisation. We have developed a strong working relationship with the Local Authority (social care) and Health Service providers and have representation at most key levels relating to decisions concerning patient and public involvement (PPI) or policy-making activities.

## Carers Week in June

This year's Carers Week with the theme of "A Life of my Own" was full of entertaining events which many of our carers participated in.

We had our annual Carers Week retreat at the Niland Centre in Bushey, where over 100 carers had a relaxing day with entertainments including dancing from all over the world, poetry reading, yoga, reiki treatments and an art exhibition by carers.



The Mayor of Harrow, Omar Asad gave a welcome address and presented certificates to volunteers who have supported Harrow Carers.

Some carers attended a talk on "Healthy Eating on a Budget" at the Red Brick Cafe in Wealdstone. Others enjoyed a trip to London Zoo which was organised by Goldman Sachs.

The week ended with afternoon tea at Harrow Civic Centre, where carers could ask Council professionals about what was important to them in their caring role.

One of our major successes this year has been the production of a report called 'Snapshot of children's & young people's experiences of Harrow's healthcare provision', which looked into health and social care issues affecting children and young people. This report was circulated to the commissioning bodies and the heads of schools and colleges, including the Harrow youth parliament and youth centres who contributed to the response to our Youth Questionnaire. The LINK is meeting with service commissioners to take forward its findings and has received a positive response from several sources.

The LINK has maintained a presence within the community by participating in key events such as Harrow BME Carers Drop in event; Carers Week Launch; Carers Week; Under One Sky Event; Summer Soiree Event; St George's Shopping Centre, Hospitals, Polyclinics and shopping centres to name a few.

We have also embarked upon an ambitious and exciting marketing campaign, which involves LINK adverts placed on 30 local buses, four billboard sites and at various community venues and centres, GP surgeries, hospitals wards, and care homes right across the Borough!

Harrow LINK welcomes new members to become part of our exciting network. If you would like to know more and/or wish to complete a free registration form, then please feel free to contact us on 0208 863 3355 or email [info@harrowlink.org.uk](mailto:info@harrowlink.org.uk). Alternatively, you may wish to visit our website [www.harrowlink.org.uk](http://www.harrowlink.org.uk) and complete an online registration form.

## NEW VOLUNTEERING OPPORTUNITY – YOUNG CARERS YOUNG ADULT MENTORING SCHEME

The *Young Carers Project* is looking for volunteer mentors **aged 18-24** to provide support for our young carers (carers aged 9-17 years). The role will involve meeting the young people in a secure setting to provide support, advice and a listening ear. It is a varied role, which could include one-to-one sessions, attending outings, workshops and so on. You will be required to undergo CRB checks, ongoing training and regular reviews. It will be centred in the North Harrow area.

Skills required:

- Essential:
- A professional attitude with a willingness to learn
  - Understanding of the project ([www.harrowcarers.org](http://www.harrowcarers.org))
  - An understanding of the importance of confidentiality
  - An ability to relate to young people
  - Good communication skills (including good written and verbal English)
  - Willingness to commit time *for a year* due to the nature of the role
- Desirable:
- Experience working with young people
  - Basic knowledge of child protection
  - Experience of being a carer



For further details and to apply, please contact:

Benjamin White: [Ben.White@harrowcarers.org](mailto:Ben.White@harrowcarers.org)

Emily Pearson: [Emily.Pearson@harrowcarers.org](mailto:Emily.Pearson@harrowcarers.org)

## Being Safe And Sound – Free Home Fire Safety Checks and Smoke Alarms

**Harrow Association of Disabled people** (HAD) are carrying out Free Home Fire Safety Checks for Harrow residents who are over the age of 60 or disabled, Deaf or hearing impaired.

This is a joint initiative with the London Fire Brigade to prevent death or serious injuries within the home. The **FREE** home fire safety checks will be carried out by HAD staff members trained by the London Fire

Brigade to establish fire hazards and provide practical measures to prevent fires in the home.

If your home does not have a smoke detector or doesn't meet the safety requirement, these will be fitted **free** with 10-year batteries and special alarms for Deaf or hard of hearing people.

To qualify you must live in the Borough of Harrow, be over

60 or disabled, Deaf or hard of Hearing or live in a household with someone who meets this criteria.

To book your **FREE** home fire safety check you can telephone Stuart Dashwood at HAD on 020 8861 9929, textphone 020 8861 454 or e-mail: [s.dashwood@had.org.uk](mailto:s.dashwood@had.org.uk).

## Details have been received via Age Concern Harrow of a current simple but convincing telephone scam which could catch out vulnerable people.



The Age Concern Staff member reports:

I received a call from a 'representative' of BT, informing me that he was disconnecting me because of an unpaid bill. He demanded payment immediately of £31.00, or it would be £118.00 to re-connect at a later date. I told him I was with Virgin Media, but allegedly Virgin have to pay BT a percentage for line rental – so he continued to ask for the money to pay the outstanding bill.

I asked the guy's name - the very 'English' John Peacock but spoke with a very foreign accent. When asked, he gave the following number: 0800 0800 152 (which upon investigation after the call, didn't work).

The man realised that I wasn't believing his story, so he offered to demonstrate that he was from BT. I asked how and he told me to hang up and try phoning someone - he would disconnect my phone to prevent this.

When I replaced the receiver and picked it up again, my phone was dead - no engaged tone, nothing - until he phoned me again!

Very pleased with himself, he asked if that was enough proof that he was with BT. I asked how the payment was to be made and he asked for my credit card details. I said that I didn't know how he'd done it, but I had absolutely no intention of paying him, I didn't believe his name or that he worked for BT.

He hung up. I did 1471 and phoned his fictitious 0800 number – not recognised. I phoned the police to let them know. They informed me that I wasn't the first. This scam is still relatively new according to the police but it is escalating.

**Their advice was to let as many people know about this scam.**

This is a convincing scam but not all that clever. The cutting off of the line is very simple: he stays on the line with the mute button on and you can't dial out - but he can hear you trying. (This is because the person who initiates a call is the one to terminate it). When you stop trying he immediately calls back.

The scam is so simple that there is a real risk it will fool vulnerable people. Obviously, once the scammers have your credit/debit card details, there is nothing to stop them cleaning out your account.

The lesson here is **NEVER GIVE OUT YOUR BANK / CREDIT CARD DETAILS ON THE PHONE**. Ask for them to send a representative round to your house and make sure they have proof of ID and can give a recognised telephone number for you to check their identity!

**CARERS** UK  
the voice of carers

**Carers UK National Carers Summit 2010**  
25th November 2010

Clifford Chance, Canary Wharf,  
10 Upper Bank Street  
London  
E14 5JJ

This event is FREE to attend

### Guest Speakers:

**Paul Burstow MP**  
**Minister for Care Services**

**Maria Miller MP**  
**Minister for Disabled People**

Carers UK holds this event each year to allow carers to debate the issues that matter to them. This event also incorporates Carers UK Annual General Meeting.

Last year our Question Time event saw carers question politicians on what their parties would do for carers. At that time both Maria Miller MP and Paul Burstow MP were opposition MP's for the Tories and Lib Dems. They both came to the summit and debated carers' issues with Government Minister.

This year the tables have turned and they are both now Government Ministers. We are pleased to say that they have both agreed to come back and face the Carers UK audience again. Book your place at our National Carers Summit for the opportunity to put questions to the Ministers with responsibility for carers.

Book your place at this event by going to [www.carersuk.org](http://www.carersuk.org) or phone 020 7378 4999



**Citizens Advice**  
the charity for your community

HARROW CITIZENS ADVICE BUREAU

**Civic 5, Civic Centre,  
Station Road,  
Harrow HA1 2XH  
Advice line: 0844 826 9711**

**NEW OPENING TIMES  
FROM 2nd AUGUST 2010**

Our opening hours changed on 2nd August. Telephone hours are longer, and new drop in assessment clinics will be held. At these clinics, we will take details of problems, give basic information and look at how advice needs can be met.

Day	Morning	Afternoon
<b>Monday</b>	Pre-booked appointments only  Telephone 10.00 – 12.00	Drop in assessment clinic 1.30 – 3.30
<b>Tuesday</b>	Drop in assessment clinic 9.30 – 12.00  Telephone 10.00 – 12.00	Pre-booked appointments only  Telephone 1.00 – 3.00
<b>Wednesday</b>	Closed	Closed
<b>Thursday</b>	Drop in assessment clinic 9.30 – 12.00  Telephone 10.00 – 12.00	Closed  Telephone 1.00 – 3.00
<b>Friday</b>	Pre-booked appointments only  Telephone 10.00 – 12.00	Drop in assessment clinic 1.30 – 3.30
<b>Saturday</b> 1 <sup>st</sup> and 3 <sup>rd</sup> Saturday of each month (except bank holiday weekends) <b>only for people working full-time</b>	Drop in session for assessments and appointments 9.30 – 11.30	

## Happy Hounds of Harrow

Fully insured dog walking.  
Animal feeding &  
dog home boarding services.

Call Debbie on:  
020 8427 1057  
07860 450 650

8 Dorset Road,  
Harrow  
HA1 4JG

For further info  
[www.happyhoundsharrow.co.uk](http://www.happyhoundsharrow.co.uk)

References available  
Vet Reference:  
Northwick Veterinary Centre  
020 8907 2823



**FAMILY MATTERS**

Are you a parent of a disabled child or a dependent disabled adult?

Do you need help or advice in finding work?

Family Matters – provides the following FREE services:

- Practical help with all aspects of employment skills training and jobsearch
- One-to-one support advice and guidance
- Introductions to suitable local employers through our in-house job brokers
- Travel expenses and lunch
- Support with Childcare
- Ongoing support



Contact one of our friendly advisers on the number below. Alternatively email or write to us at the address overleaf.

Call **Sahra** on:  
**020 8566 1206**  
HJN 47027

## Become a member of Harrow Carers



In September 2006 we launched our Membership of Harrow Carers. Many of our carers became members and enjoyed benefits such as

- A vote at the AGM
- Receiving Annual Reports
- Selecting the Management Committee
- Standing for the Management Committee
- Invited to special Events

376-378 Pinner Road  
Harrow, Middlesex  
HA2 6DZ

The cost of membership is only £5, and subscriptions are now due for the period up to April 2011.

To renew your membership or become a new Member for 2010/11 at a cost of £5 please return this Form.

I wish to apply for Membership/or renew my Membership of Harrow Carers for the year 2010/11.

Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Telephone No \_\_\_\_\_ Mobile No \_\_\_\_\_

Signature \_\_\_\_\_

### You do not have to become a member to receive services from Harrow Carers

Membership Payment Fee    £5.00

I wish to make a donation of    £ \_\_\_\_\_

**Total of Monies sent**            £ \_\_\_\_\_

Please make cheques payable to **Harrow Carers**

Registered Charity No. 1062149. Company Limited by Guarantee No 3325055

Gift Aid helps you give more at no cost to you

“Please treat all donations I’ve made to **Harrow Carers** since 6th April 2000 and all donations I make in the future until I notify you otherwise as Gift Aid” The Inland Revenue Gift Aid scheme allows us to reclaim an extra 28p tax for every £1 you donate, if you confirm that:

“I have paid UK Income Tax and/or Capital Gains Tax at least equal to the tax that the charity will reclaim on this donation.” Please sign below if this is true.

Signed: \_\_\_\_\_ Print your name: \_\_\_\_\_