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.

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 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
лас-rbwm.co.uk 01628 683182

Supporting carers of people who live outside of Bracknell Forest
Please register with us for general information, advice and support. We will also put you in touch with the relevant local carers service.
Carers Forum (previously Network)

Thank you to everyone who came to the first meeting in December. It was disappointing that, with the exception of a representative from the Optalis Dementia team, no professional attended – even those who had said they were. But, we received feedback to help us make the forum run smoothly, lots of ideas of topics carers are interested in knowing more about and received valuable feedback on local health and social care services which will be fed back, anonymously, to service providers and commissioners.

As agreed, the next meeting will be held in Maidenhead. We are currently confirming the venue and date and will send out invitations nearer the time.

Social Events

Although social events are not part of the core contract for SIGNAL’s carer support service, the feedback from people shows they are valuable and help carers feel less isolated. People also like the fact that the social events allow them to bring the person they care for or another guest. Throughout the year we raise funds to help provide these events.

The last event held in November had a 70s theme with live entertainment and a 70s inspired buffet.

These free events usually fill up very quickly but we often have unexplained “no shows”. We have been speaking to carers about how we can overcome this issue and, so far, charging a refundable deposit seems to be the best solution. Please let us know your thoughts on this.
Local services to support people living with dementia, their families and their carers

**Singing for the Brain / Movement for the Mind (alternate weeks)**
Contact: Annabel Kirby, 01628 626331
Wednesdays, 10.30am – 12 noon at Salvation Army, East Road, Maidenhead, SL6 1PJ
2nd January – 10th April (closed 20th February)

**Dementia Support Worker (East Berkshire)**
01628 626331  dswberkshire@alzheimers.org.uk

Want to be a dementia friend? SIGNAL can arrange sessions for individuals and groups. Please contact us at the SIGNAL office for more information.

Schedule of weekly activities in East Berkshire including badminton and bowling. There is a referral form available on the website [www.ypwd.info](http://www.ypwd.info)

Provide activities such as Singing for Pleasure, lunch clubs and drop in sessions where you can get information and advice. To find out more about this local organisation you can visit their website, which also has a diary displaying all their activities and events, at: [https://www.alzheimersdementiasupport.co.uk/](https://www.alzheimersdementiasupport.co.uk/) or you can telephone them. 07516 165647 (Terri) or 07516 165665 (Nancy)

Provide support for carers, respite and outreach (although there is often a waiting list). There is an online enquiry form. [www.ascotareaalzheimers.co.uk](http://www.ascotareaalzheimers.co.uk)

**Dementia Advisory Service**
The Dementia Adviser provides advice and support for people with dementia, as well as their carers, family and friends.

dementiacareadvisor@rbwm.gov.uk  01628 683715
Young Carers Awareness Day

Each year Carers Trust organises Young Carers Awareness Day. The purpose of the day is to raise public awareness of the challenges faced by young people because of their caring role, and to campaign for greater support for young carers and their needs.

This year’s Young Carers Awareness Day will take place on Thursday 31 January 2019.

Being a young carer is a risk factor for the mental health of children and young people. That’s why Young Carers Awareness Day 2019 will focus on mental health.

If there are children and young people in your home who help look after and support the person you care for there are services to help support them.

info@family-action.org.uk  01628 626991

www.kooth.com (there are online sessions and a helpline)

General Data Protection Regulation (GDPR)


SIGNAL’s privacy notice was expanded to ensure we gave a full explanation to people about the use of their data and we also need to have evidence that consent has been given.

If you have been sent this newsletter via somebody else or another group and would like to receive this and other information direct from SIGNAL - as well as invitations to carers events, please visit our website https://www.signal4carers.org.uk/ to sign up. If you used to be registered with us before but did not sign up again when the GDPR came into effect, please be aware that we will have no records linked to you - including case work and referrals made on your behalf, such as carers assessment or a fire safety check.
Support Groups

We are trying to map all of the local carers support groups in the area so that we can provide you with a regular up-to-date list. 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.

Age Concern Windsor
Time: 10am – 12 noon
Dates/When: 3rd Thursday of the month
Where: The Spencer Denny Centre, Park Corner, Windsor, SL4 4EB
Contact: 01753 860685 info@ageconcernwindsor.org.uk

For those helping out / caring for someone over the age of 55

Ascot Area Alzheimer’s (Triple A) Carers Lunch
Time: 12 noon – 2.30pm
Dates/When: Last Monday of the month
Where: Carnation Hall, 29 Chavey Down Road, Winkfield Row, Bracknell, RG42 7PU
Contact: 01344 486349 or 01344 621491

Autism Berkshire
Time: 10.00am – 12 noon
Dates/When: Tuesdays (during school term time)
Where: Windsor Youth & Community Centre, Alma Road, Windsor, SL4 3HD
Contact: 01189 594 594 contact@autismberkshire.org.uk

For parents and carers of children and young people with autism

Alzheimers Dementia Support - Mates with Plates
A monthly men-only lunch club. Carers are hosted in another part of the venue.
Time: 12.30pm start
Dates/When: 3rd Wednesday of every month
Where: Toby Carvery, Stafferton Lodge, Braywick Road, Maidenhead, SL6 1BN
Contact: 07516 165647 (Terri) or 07516 165665 (Nancy)
Support Groups (continued)

Alzheimers Dementia Support – Former Carers Lunch
Time: 12.30pm start
Dates/When: 1st Wednesday of every month
Where: Toby Carvery, Stafferton Lodge, Braywick Road, Maidenhead, SL6 1BN
Contact: 07516 165647 (Terri) or 07516 165665 (Nancy)
*For both of these lunches the organisers ask for a voluntary contribution of £12 per person - which covers the carvery meal, ice-cream and a non-alcoholic drink.*

Ascot / Sunningdale Carers Support Group
Time: 10.30am-12 noon
Dates/When: Second Tuesday of the month
Where: Recreation Hall, The Pavillion, Broomhall Lane, Sunningdale, SL5 0QS

Asian Ladies Support Group
Time: 10.00am-12 noon
Dates/When: First Friday of the month (subject to room availability)
Where: Desborough Rooms, Town Hall, Maidenhead SL6 1RF
Contact: Nighat Ellahi to confirm: 07736 885 174 Nighat.Ellahi@RBWM.gov.uk

Datchet Carers Support Group
Time: 10.30am-12 noon
Dates/When: Third Wednesday of the month (Please note: no meeting in January 2018)
Where: Day Centre, Horton Road (beside Datchet Hall), Allen Way, Datchet, SL3 9HR

Maidenhead Carers Support Group
Time: 1.00pm – 3.00pm
Dates/When: Third Wednesday of the month
Where: Highview, 6 North Road, Maidenhead, SL6 1PL
Support Groups (continued)

**Mental Health Service User and Carer Forum for Windsor, Ascot & Maidenhead**

Time: 2.15pm – 3.45pm  
Dates/When: Last Wednesday of the month  
Where: St. Joseph’s Church, 36 Cookham Road, Maidenhead, SL6 7EG  
Contact: 01628 640200 (Family & Carer Co-ordinator)  

*No need to refer yourself, just drop by and join the forum group. Teas/coffees available with a warm and welcoming atmosphere.*

**RENDEZVOUS at Elizabeth House**

A meeting place for people with dementia and their carers. A warm friendly welcome awaits all visitors. A cup of tea, chat, some activities, useful information, advice literature and signposting available. Separate from the normal Elizabeth House activities. Sponsored and financed by Holy Trinity Church but open to all.  
Time: 3.00pm – 5.00pm  
Dates/When: Thursday afternoons  
Where: Elizabeth House, Station Road, Cookham, Maidenhead, SL6 9BS  
Contact: Catie Sharples – 07709 524 384

**Windsor Carers Support Group**

Time: 10.30am-12.30pm  
Dates/When: Second Monday of the month  
Where: Dedworth Green Baptist Church Hall, Smiths Lane, Windsor, SL4 5PE

Online forums or ‘virtual’ support groups can also help you meet other carers and share and learn from each other’s experiences. Just remember to stay safe online.

Carers UK Forum: [http://www.carersuk.org/forum](http://www.carersuk.org/forum)
SWIFT service

The Swift Service is a sitting service including, where necessary, an overnight service for unpaid carers who are kept awake or have broken sleep due to their caring role. It is provided by Crossroads Care and funded by the local authority – this is a free service to carers. Until now referrals have gone through the Social Prescribing team only but SIGNAL are also now able to make the referral.

How it works
Depending on the needs of the carer they can provide a sitting service during the day to provide a few hours’ respite or they can provide a care support worker who will come in and stay overnight, with an option of them staying on until 2pm the next day. This gives carers the chance to go away overnight or to have a good night’s sleep at home. When we make a referral you are consenting for us to pass your details onto Crossroads Care so that they can contact you to discuss the service further and make the necessary assessments.

The service currently has funding until the end of March (although it may continue) so if you feel you would benefit from this opportunity for respite, please contact the SIGNAL office as soon as possible.

01628 947974

Community Outreach

Our mobile information bus that we take out into the community has a private office and is fully accessible (lift).

Drop in to see a member of SIGNAL staff for help, information and support or just for a chat!

Where can you find us?

- Sunningdale Parish Council
  2nd Tuesday of the month 9.30am-4pm
- Moss End Garden Village, Warfield
  4th Friday of the month 9.30am-4pm

Local consultations

The local authority has a page on their website where they publish information, meeting dates and links to consultations on services and issues that may have an impact on local residents. These consultations include their own and ones from other organisations such as the current one being undertaken by Heathrow Airport.

They also publish the results of surveys and you can find details of petitions that have been started by local residents and find out how to start your own!

https://www3.rbwm.gov.uk/info/200126/consultation_and_feedback
Let’s talk about........

January has been **Love your liver** awareness month.

The liver is the largest gland, and the largest solid organ in the body, weighing some 1.8 kg in men and 1.3 kg in women. It holds approximately 13% (about one pint or 0.57 litres) of your total blood supply at any given time and has over 500 functions.

The liver is dark reddish brown in colour and is divided into two main lobes (the larger right and the smaller left) which are further subdivided into approximately 100,000 small lobes, or lobules.

**Liver functions** include:

- processing digested food from the intestine
- controlling levels of fats, amino acids and glucose in the blood
- combating infections
- clearing the blood of particles and infections, including bacteria
- neutralising and destroying all drugs and toxins
- manufacturing bile
- storing iron, vitamins and other essential chemicals
- breaking down food and turning it into energy
- manufacturing, breaking down and regulating numerous hormones including sex hormones
- making enzymes and proteins which are responsible for most chemical reactions in the body, for example those involved in blood clotting and repair of damaged tissues.
Let’s talk about........(continued)

Liver disease is on the increase in the UK. It can be a silent killer, with no symptoms until it is too late.

One in five of us is at risk of liver disease.

It’s now the fifth largest cause of death and affects the health and wellbeing of many thousands of people every day.

There are many causes of liver disease but there are three main threats to protect your liver against are:

- **Alcohol**
  A quarter of us drink at levels that could put our health at risk. Regularly drinking more than the recommended amount over a long period can damage your liver.

- **Non-alcohol related fatty liver disease**
  Many of us are overweight and do not do enough exercise. Fatty deposits can build up in your liver which can cause inflammation and scarring. This is more likely to happen if you are overweight, diabetic or regularly drink too much alcohol.

- **Viral hepatitis**
  There are several viruses that cause hepatitis. The common ones are hepatitis A, B and C. Most people recover from hepatitis A with no lasting liver damage, but hepatitis B and C can cause long term liver disease and even liver cancer.

For more information about how your liver works, how to protect your liver and to take the liver health screener to check and manage your risk factors, please visit the website of the British Liver Trust.

The site also provides information, advice and support for those with liver problems and diseases.

[www.britishlivertrust.org.uk](http://www.britishlivertrust.org.uk)
Training

SIGNAL have purchased the following training courses from local company iHasco and whilst they are primarily targeted at people working in the care sector, as carers you should also find them useful.

These courses can be carried out online by yourself at home, at our office with support or in a classroom setting.

If you would like to register for one of these courses online, would like to arrange to complete them in the office or would like to be added to the waiting list for the next classroom session, please let us know.

**Assessing Mental Capacity**
This Assessing Mental Capacity training course guides you through the process of assessing a person's mental capacity to make decisions for themselves. It looks at the Mental Capacity Act 2005 and the 5 key principles involved in assessing mental capacity. It also looks at capacity assessment examples and how to deal with disagreements and complaints.

**Moving & Handling People**
This online Moving and Handling training explains the process of moving someone safely and gives step-by-step guidance, showing the most common lifts and moves. This training is ideal for those working in the care sector, where moving and handling people are regular occurrences. Please note, we are unable to offer training in using equipment, such as hoists, as these are all different and should be provided by the organisation supplying the equipment.

**Safeguarding Vulnerable Adults**
Safeguarding Vulnerable Adults is a course for anyone who works with, helps, or supports adults at risk. It covers the signs of abuse and explains what to do if you suspect something is happening to a vulnerable adult. It's all about sensitive handling and timely intervention.
Training (continued)

First Aid for Carers (Delivered by British Red Cross)
The next session booked is:

When:  Wednesday, 6th March 2019
Time:  10.30am – 12.30pm
Where:  The Space, 20/21 Market Street, Bracknell, RG12 1JG

*Please park at the Peel Centre or High Street multi-storey. There is only one disabled bay outside our building*

The session is free to all those registered with SIGNAL4carersWAM. Please contact the office to book onto the session. If you have any access requirements, or require transport, please let us know.

Adult and community learning:
The Royal Borough, in partnership with Slough Borough Council, provides many different courses for pleasure, inspiration, well-being and personal development at locations in the two areas. You can find more information at:  
[https://www3.rbwm.gov.uk/info/200115/education_and_learning/742/community_learning_and_skills_service_class](https://www3.rbwm.gov.uk/info/200115/education_and_learning/742/community_learning_and_skills_service_class)

Carers Week 2019

SIGNAL hopes to raise awareness of unpaid carers and the support available to help them at locations in the community during Carers Week (10th – 16th June 2019). We are looking for organisations who meet in that week or would be happy to work in partnership with us to hold events or provide information stands. We are also looking for volunteers who might be able to give us a couple of hours of their time in this week.

If you think you may be able to help, please contact the office on 01628 947 974 and ask for Chris or Andrea.
Grants for Carer Breaks from SIGNAL

We have been successful in obtaining further funding from Berkshire Community Foundation to distribute to unpaid carers to help with having a break from caring. This may take the form of a break, provision of regular activities or sitting services, or something else; the choice is yours to propose.

The maximum amount available to an individual carer is up to £300, you do not need to ask for the maximum amount. We are particularly keen to provide this support to people who cannot access funded respite/breaks from other sources e.g. self-funders.

The easiest way to apply is to contact us by telephone and answer a few questions or request an application form. You can apply at any time. The funding must be distributed by the end of September 2019.

SIGNAL also have a subscription to the NCVO database of funders who provide grants to individuals in need. If you, or the person you care for, is in financial need or there is a piece of equipment that would make life better please let us know and we can undertake a search to see if you are eligible to make an application and support you to make an application.

New Support Group

Age Concern Windsor have started a new group. It is an informal drop in for all those who help someone over the age of 55 – be it a friend, neighbour or relative. The person you help is also welcome to visit the centre while you are at the group.

The group will offer refreshments, plenty of time to chat with other carers and also Age Concern Windsor staff – SIGNAL staff/volunteers will also try to attend to help support the group initially.

The group is held on the third Thursday of the month between 10am and 12 noon and is held at Age Concern Windsor’s Spencer Denney Centre, Park Corner, Windsor, SL4 4EB.

For more information contact: 01753 860685 info@ageconcernwindsor.org.uk
Healthwatch Windsor, Ascot & Maidenhead (WAM)

Carers often have a lot of valuable experience navigating the local health and social care system. If you, or the person you care for, have any feedback – good or bad – on services please let Healthwatch WAM know.

The feedback helps staff represent the views of the public at meetings about current local services and services being planned for the future.

Healthwatch WAM are also looking for local volunteers for “Enter and View” visits; opportunities to visit and observe services and talk to patients and clients.

Cold Weather Payment Scheme

The Government’s Cold Weather Payment Scheme remains open until the 31st March. If you receive certain benefits (Pension Credit, Income Support, income-based Jobseeker’s Allowance, income-related Employment and Support Allowance, Universal Credit) or Support for Mortgage Interest.

You receive an automatic payment within 14 days if the average temperature in your area is recorded as, or forecast to be, zero degrees Celsius or below for 7 consecutive days.

You can check if the area you live in is eligible online: https://coldweatherpayments.dwp.gov.uk/
Community Activities & Events

The Royal Borough of Windsor and Maidenhead is home to many groups and organisations providing activities and events for members of the community to attend and enjoy. There are a number of places you can go to find out up to date information about these such as:

RBWM Community Information
Connecting you to information on local groups and activities. Headings include Children and Youth, Music and Singing and Social Clubs.

RBWM Public Health
Information around health and well-being and promotion of local groups and initiatives.

Get Involved WAM
The local community and voluntary sector umbrella organisation who have details of local volunteering opportunities.

What’s on in Windsor and Maidenhead
Information about events including a date search option.

If you do not have access to the internet or would like help to identify activities suitable for you, please contact the SIGNAL office who also have access to community maps and resources.
Useful Contacts

Access to Services, Royal Borough of Windsor & Maidenhead / Optalis – 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