



Welcome to the November edition of our newsletter 'Carers Connected'. This newsletter is released monthly giving you our latest news and letting you know what is happening in the weeks ahead to support you in your caring role.

Latest news



FAMILY CARERS CHRISTMAS PARTY
FRIDAY 15TH DECEMBER
12.30-2.30PM

THE VIEW - A SPACE FOR CARERS,
HILL VIEW BUSINESS PARK, CLAYDON, IP6 0AJ
RAFFLE FESTIVE MUSIC DELICIOUS FOOD

PLEASE LET US KNOW IF YOU ARE COMING - RSVP BY 8TH DECEMBER
hannah.auty@suffolkfamilycarers.org OR CALL 01473 835404

iStreet - donate while you shop for Christmas!

iStreet connects charities like us with retailers, so that when you shop online we will get a small percentage from every purchase, without it costing you any more. If you would like to sign up to this quick & easy service, visit **<https://istreet.org.uk/>**.

Suffolk Family Carers celebrate 10 years of the Volunteer led Talk & Support service

On 2nd October, the Deputy Mayor of Ipswich, Roger Fern, joined around 30 volunteers, family carers and staff to celebrate 10 years of the 'Talk and Support' service provided by volunteers to family carers across Suffolk.

Our Talk & Support volunteers invest their time and energy and gave 1,826 hours last year. They provide a valuable listening service that supports those family carers who may have a particularly difficult caring role, or who may be isolated. The volunteers provide family carers with regular contact to support them in their caring role and information that enables them to make informed decisions about their lives.

One family carer said: "many, many thanks for the support you have given me over this last year, I don't think I would have managed without our conversations each week."

Our CEO, Kirsten, thanked volunteers, past and present, by saying: "We are so fortunate to have such wonderful volunteers who understand what family carers are going through and show such empathy and understanding. Thank you for providing such an excellent service, you really are a lifeline to so many."

Roger Fern, Deputy Mayor for Ipswich, added: "This really is an essential service. It is fantastic to hear that time is taken by Suffolk Family Carers to match volunteers with family carers."

You can find out more about the Talk & Support service by calling our Information Line on 01473 835477.



From left to right - Frances Askew, Volunteer Co-Ordinator, Suffolk Family Carers, Kirsten Alderson, CEO, Suffolk Family Carers, Roger Fern, Deputy Mayor of Ipswich, Yvonne Williams, Volunteer Co-Ordinator Talk & Support, Suffolk Family Carers.

Support us with Tesco Bags of Help across Suffolk

We are pleased that a number of our projects have been selected to benefit from Tesco Bags of Help store campaigns. If you are passing, be sure to drop a token in the pot & vote for us to support more family carers in Suffolk!



'Wellbeing Walks' (mental health) has been chosen in the Thetford & Bury St Edmunds stores (1st November - 1st January 2018)

'Connecting family carers in their communities' has been chosen in the Beccles store (1st November - 1st January 2018)

Love to Sing gala concert raises money for us

We attended the Love To Sing Community Choir gala concert on Saturday 14th October. The choirs were amazing, with such great voices! The choirs raised an amazing £500 to help us support more family carers right across Suffolk. Huge thank you to everyone, what a great evening!



Help the NHS this winter

As the winter months approach, our local doctors, nurses and paramedics are under a lot of pressure and they are asking for your help.

Most of the people at hospital emergency departments (A&E) and GP surgeries need a lot of time to make sure they are treated well. This is not unusual – people who are already quite ill get a lot sicker during winter.

So that the NHS system is able to cope this winter, they would like to let you know the following:

- **Make your pharmacy the first choice for help and advice** – many pharmacies are open long hours, including evenings and weekends, and can help you deal with many conditions, such as if you have a cold, a sprain or strain, if you have small cuts and bruises, have indigestion, heartburn or diarrhoea. You don't need an appointment to speak with the pharmacist.
- **Get online or phone for urgent medical advice** – If you feel unwell or care for someone who is unwell, visit NHS 111 online for help and advice or call 111.
- **The Wellbeing Suffolk service offers support if you feel stressed or depressed.** Call them on 0300 123 1781 to find out how they could help. If you feel in crisis, are in despair or suicidal call the Samaritans on 116 123.
- **Don't leave it too long – please don't let your medical condition get out of hand;** the best thing to do is to get checked out. If you look after someone else, encourage them to seek advice. Contact NHS 111 or visit the pharmacy for advice – if you need to make a GP appointment they'll let you know.

John Grose charity quiz nights supporting us

John Grose is running their 3rd annual charity quiz night to raise money for us - you can still get your tickets for the quiz taking place from 7pm at John Grose in Lowestoft on Thursday 16th November. Tickets are £5 per person and teams need to be 4-6 people. You will also be treated to a light buffet and drink on arrival. These nights are great fun and help us support more family carers across Suffolk, so please get involved - **call 01473 242214 or email charlottedaniels@johngrose.co.uk**.

We are launching our NEW website THIS MONTH with some great features to help you in your caring role

The new site will include some great new features such as

- **Online chat** - you can chat to our advisers live!
 - **Book on to courses** directly from the site
 - **Part register yourself** as a carer with us
 - **An online community** full of blogs & other information to help you in your caring role
- An advanced search facility** so you can see the groups & events available near you

www.suffolkfamilycarers.org

The site will launch
15th November
at our AGM.

We are now an approved centre to offer the Duke of Edinburgh Award
Are you a parent carer? Maybe you know a young or young adult carer?

The Duke of Edinburgh Award allows young people to experience a wide range of activities, gain new skills, push their personal boundaries and enhance their CV's and university applications.

We are very excited to be an approved centre and look forward to giving lots of young and young adult carers the chance to achieve this prestigious award in the future.

If you would like to get involved or know a young person who would, please contact our Young Peoples Service on 01473 835431 or email young.carers@suffolkfamilycarers.org.



Local groups for you

Local groups are a great way to meet other family carers. For further information about a specific group, please use the individual contact details specified below.

Bildeston group

1.30-3.30pm - Bildeston Health Centre, IP7 7EX. Last Tuesday of each month
Contact Louise Bissett 01449 740254 or email louise.bissett@nhs.net

Bury St Edmunds group

1-3pm - Mount Farm Surgery, IP32 7EW. First Thursday of each month
Contact our Health team on 01473 835407

Bury St Edmunds (evening)

6-8pm - The Oakes Barn, St Andrews St South, Bury St Edmunds, IP33 3PH. Last Tuesday of each month
Contact Bev Stearn on 01473 835455/07766367021 or email bev.stearn@suffolkfamilycarers.org

Claydon social group

1-3pm - The View, a space for carers, Hill View Buisness Park, Claydon, IP6 0AJ. 4th Wednesday of each month
Contact Neil Bowles on 01394 210377

Claydon craft & tea

1-4pm - Unit 9, Hill View Business Park, Claydon, IP6 0AJ. Third Monday of each month
Contact Irene Davis on 01473 652303 or email irene.davis2009@gmail.com

Eye group

1-3pm - The Eye Bowls Club, IP23 7HW. First Monday of each month
Contact Katrina on 07867844702

Felixstowe & villages group

1-3pm - The Community Hub, IP11 9EF. Second Monday of each month
Contact Dennis Weston on 01473 832591 or email dennisweston.49@btinternet.com

Hadleigh Together

2-3.30pm - Hadleigh Pool & Leisure, Stonehouse Road, Hadleigh. Last Tuesday of each month
Contact Jill Mason and her team on 01473 823470

Haverhill group

1-3pm - The Burton Centre, CB9 8HB. Fourth Thursday of each month
Contact our Health team on 01473 835407

Ipswich group

2-3.30pm - 19 Tower Street, IP1 3BE. Second Wednesday of each month
Contact Mary Quinton on 01473 742839

Leiston & villages Group

1-3pm - The Bell Hotel, High Street, Saxmundham IP17 1AF. Third Tuesday of each month
Contact Sue Bateman on 01728 602969

Long Melford group

10.30-12pm - The Bull Hotel, CO10 9JG. Second Monday of each month
Contact Mary O'Neill on 01787 280874

Lowestoft - Waveney carers & friends

1-3pm - Community Church, Haddenham Road, Lowestoft, NR33 7NF. Last Wednesday of each month
Contact Janet Betts on 01502 380475 or Pat Cruse on 01502 511892

Mildenhall group

1-3pm - Market Cross Surgery, IP28 7EG. Third Monday of each month
Contact our Health team on 01473 835407

Needham Market group

11-1pm - Community Centre, IP6 8BB. Second & fourth Tuesday
Contact Amanda King on 01449 258418 or Pat Gould on 01473 831129

Newmarket group

1-3pm. The Rookery Medical Centre, CB8 8NW. Second Thursday of each month
Contact our Health team on 01473 835407

Stowmarket group

1.30-3pm - Hillside Community Centre, IP14 2BD. First Thursday of each month
Contact Liz on 07936380127

Sudbury group

1.30-3.30pm - Sudbury Community Health Centre, CO10 2DZ. Second Tuesday of each month
Contact our Health team on 01473 835407

Wickhambrook group

1.30-3.30pm - Wickhambrook Memorial Centre, CB8 8XP. First Tuesday of each month
Contact our Health team on 01473 835407

Woodbridge group

1.30-3pm - Framfield Medical Centre, IP12 4FD. Third Tuesday of each month
Contact Fiona Baker on 01394 384028



Courses to help you in your caring role

Caring with Confidence sessions

Would you like to gain information & tools to help in your caring role?

Caring with Confidence is a completely FREE selection of information sessions & programmes designed to provide you with information, tools & resources to make your caring role easier.

“Caring with Confidence was helpful for both emotional & mental health support and for practical advice & contacts - I learned a lot”.

Topics covered

- Coping with being a carer
- Managing your finances
- Understanding your rights & entitlements
- Balancing your caring role with other aspects of your life

The sessions happen across Suffolk. In the coming months, we have sessions starting in Sudbury and Bury St Edmunds. We will also shortly be advertising the dates and locations of further sessions to run in the new year.

Feeling Stronger to Connect- Bungay and Brandon

We are excited to offer a brand new information programme called Feeling Stronger to Connect. Feeling Stronger to Connect is a four week information programme, with each session being two hours long. Feeling Stronger to Connect aims to provide you with information to support you in your caring role but also works to make sure you can meet others and link with your local communities. We not only offer information but also taster activities, healthy living advice, health checks and local resources. This really is a fantastic way to meet other people in a supportive and fun environment.

The programme also includes a reunion session with a free afternoon tea!

Feeling Stronger to Connect starts in Brandon on 7th February from 1pm and in Bungay on 9th January from 1pm.

How to book

For more information & to book your place, email us cwc@suffolkfamilycarers.org or call 01473 835446.

Information, advice, guidance and emotional support

Our IAGES team are here to help

Our IAGES is a FREE & confidential service for family carers, families & friends with mental & emotional wellbeing needs. We aim to help you maintain your caring role & look after your own wellbeing by providing information, advice, guidance & emotional support.

One-to-one with an IAGES worker

If you would like some emotional support, the team offer one-to-one support with an IAGES worker. This may be via the telephone or face to face.



Open Space sessions for mental health family carers

We are running 'Open Space' courses for family carers. They consist of four sessions focusing on the issues and needs of family carers caring for those with mental health/emotional wellbeing needs. They will provide an opportunity to receive information, share ideas and experiences and meet other family carers who may be in a similar caring role.

The session plan is as follows:

Session 1 - Introduction and carers rights and services

Session 2 - Mental health awareness and positive change

Session 3 - Coping strategies, communication and boundaries

Session 4 - Emotional needs and resources

Please note: the order of these sessions may change from the above depending on the availability of external speakers.

Sessions continue in Haverhill on 9th November 10.30am - 12.30pm.

Peer-led information sessions

Developed from our programme & other group activities, these sessions provide an opportunity to receive & share information & peer support. Currently there are groups held once a month in Stowmarket (Richmond Fellowship, Cricket Meadow, The Lounge, 9 Finborough Road, Stowmarket, IP14 1PN) - last Wednesday of each month 2-4pm

Bury St Edmunds (The Oakes Barn, The Community Meeting room, St Andrews Street South, Bury St Edmunds, IP33 3PH) - last Tuesday of the month 6-8pm

Planning is in progress for a peer-led group in Ipswich. If you would like to get involved, please contact the team on the details below.

How to book

For more information and to book your place, please call **01473 835455** or email MH@suffolkfamilycarers.org.

Navigating the Road to Recovery

Do you care for someone who is affected by substance misuse?

Working in partnership with Turning Point, we run Navigating the Road to Recovery, a five session course specifically designed to give information & support to you if you care for someone who is affected by substance misuse, including alcohol.

We are running a NEW course at Lackford Lakes in Bury St Edmunds beginning on 27th November 2017.

We also run family drop-in sessions as part of our this programme. These take place at Turning Point in Ipswich, Lowestoft & Bury St Edmunds.

How to book

For more information & to book your place, please call Juanita on **01473 835411** or email subsmisuse@suffolkfamilycarers.org.



Moving & Handling training

Our Occupational Therapist can visit you at home to give you practical information and advice about how to move and handle the person you care for without injuring yourself.

‘The Occupational Therapist who visited me was very informative & professional - I am putting the advice into practice.’

How to book

For more information & to book your training, visit our website www.suffolkfamilycarers.org and complete our Moving & handling referral form.

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.....

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If you pay income tax at the higher or additional rate and want to receive the additional tax
relief due to you, you must include all your Gift Aid donations on your self-assessment tax
return or ask HM Revenue and Customs to adjust your tax code. Please return this slip along
with your cheque to Suffolk Family Carers, Freepost NATE 853, Claydon, IP6 0ZZ. Thank you!