

# C.C.S.G. (Crossroads Carers Support Group)

**CARERS FREE COPY**

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Available Online

Reg. Charity Number 1123043

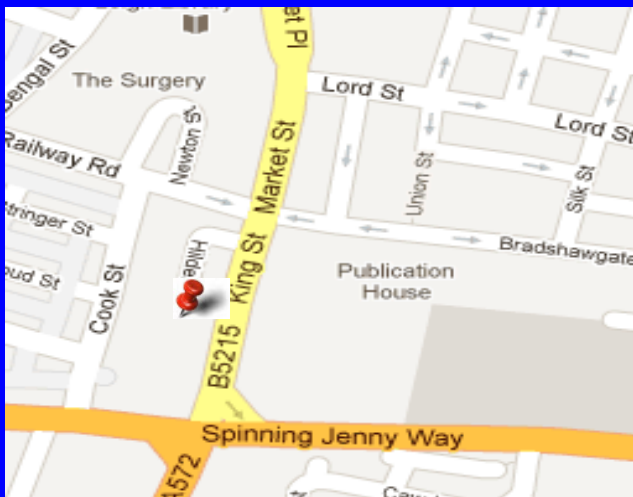
## Spring Newsletter

Hi Everyone. We hope you are well and keeping safe. Spring is here and most of us have had our injections, therefore things are looking brighter. Hopefully it won't be too long before we can meet up again.

Congratulations to our weekly raffle and afternoon tea winners.

Hope to see you all soon.

Regards Andrew Shacklady,  
Newsletter Editor



**KINGSLEIGH METHODIST CHURCH,  
KING STREET, LEIGH WE OPEN AT 11. A.M.**

Our Coffee Morning are closed at present due to the Coronavirus Epidemic.  
Dates will be available ASAP.



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**TELEPHONE: 07807 210913**

**[www.ccsgsupport.com](http://www.ccsgsupport.com)**

# MONEY MATTERS

## **Department of Work & Pensions**

Information & advice on welfare and pensions

[www.gov.uk/dwp](http://www.gov.uk/dwp)

DLA 0345 712 3456

PIP 0345 850 3322

AA 0345 605 6055

## **Tax Help for Older People**

**Offers independent advice from qualified tax advisers for people in later life on a low income.**

**Tel: 0845 601 3321 [www.taxvol.org.uk](http://www.taxvol.org.uk)**

## **United Utilities Grants**

United Utilities have a grant scheme for those who may not be able to meet their water bills and other associated costs, please see link below for further information, eligibility criteria etc: [www.uutf.org.uk](http://www.uutf.org.uk)

## **Utility Support**

If you are self isolating and have a prepay meter the following providers will send you out a top up for 2 weeks.

- British Gas – 0333 202 9802
- EDF – 0333 200 5100
- EON – 0345 052 000
- N Power - 0800 073 3000
- Scottish power – 0800 027 0072
- SSE – 0345 026 2658

## **Free debt advice and support**

**If you are struggling with debt here are some organisations who may be able to help.**

Debt Advice Foundation: 0800 043 4050 | [debtadvicefoundation.org](http://debtadvicefoundation.org)

Debt Support Trust: 0800 085 0226 | [debtsupporttrust.org.uk](http://debtsupporttrust.org.uk)

National Debtline: 0808 808 4000 | [nationaldebtline.org](http://nationaldebtline.org)

StepChange: 0800 138 1111 | [stepchange.org](http://stepchange.org)

More information on dealing with debt

Citizens Advice: [citizensadvice.org.uk/debt-and-money](http://citizensadvice.org.uk/debt-and-money)

Money Advice Service: [moneyadviceservice.org.uk/en/categories/taking-control-of-debt](http://moneyadviceservice.org.uk/en/categories/taking-control-of-debt)

## **Keep your money protected**

Money Saving Expert have an excellent page which outlines the various ways you can protect your money. Most important is **NEVER** to hand over your debit or credit card and PIN to someone else. Instead they suggest other methods, such as online bank transfer, PayPal, or the supermarket volunteer card.

Some of the banks have set up special bank cards, providing another, very safe method. Lloyds, Halifax and Bank of Scotland all have cards called 'Trusted Person Cards'. And NatWest, and Royal Bank of Scotland have a 'Companion Card'.

Both cards offer a similar service – they are cards to your account, but have a different number on the front, a different PIN, and a 5-7 day limit of £100. They also can't be used to buy over the phone, online, or abroad.

Santander has a similar scheme – open to two named carers, relatives or friends.

The person you ask to shop for you can use the card as normal, in supermarkets etc. Allowing you to feel more in control and reassured around others shopping for you. Contact your bank for more information.

**TELEPHONE: 07807 210913**

**[www.ccsupport.com](http://www.ccsupport.com)**

# Afternoon Tea Winners



Congratulations to our Afternoon Tea Winners.  
Here are a few of our winners receiving their prizes.



Congratulations to our weekly raffle winners  
who won a £10 Tesco Voucher

Christine Moorland  
Teresa Derbyshire  
Margaret Robinson  
Alison Waite  
Eileen Bocking  
Clare Wareing  
John Booth

## Support Crossroads Carers Support Group

When you shop at [smile.amazon.co.uk](https://smile.amazon.co.uk),  
Amazon Donates

Visit [smile.amazon.co.uk](https://smile.amazon.co.uk)

[smile amazon.co.uk](https://smile.amazon.co.uk)

**Connecting Carers** is a closed Facebook group for carers registered with CCSG. This community is a place for carers to meet, exchange practical tips and build friendships.  
To join please email [ccsg.group@email.com](mailto:ccsg.group@email.com)

# DEMENTIA CARE

## **Exercises for disabled people**

Get Yourself Active is pulling together resources for disabled people to keep exercising through the Coronavirus crisis. First up, some chair-based work outs:

[www.getyourselfactive.org/stories/get-yourself-active-at-home](http://www.getyourselfactive.org/stories/get-yourself-active-at-home)

## **Friends of the Elderly**

Grants up to £400 for home essentials, digital connection, financial support and essential living cost.  
0207 7308263  
[www.fote.org.uk](http://www.fote.org.uk)

## **Call in Time – Age UK**

A free telephone friendship service for people 60 and over. You will need to sign up via their website:

[www.ageuk.org.uk/services/befriending-services/sign-up-for-telephone-befriending](http://www.ageuk.org.uk/services/befriending-services/sign-up-for-telephone-befriending)  
Or call 0800 678 1602

## **BBC Music and Dementia**

Teaming up with the BBC World Service and listeners Across the world. BBC Music Memories has expanded its archive of clips and its range of \memory Radio Episodes to span decades, culture and life experiences.

Listen and find out more at;  
[www.bbc.co.uk/musiciandementia](http://www.bbc.co.uk/musiciandementia)

## **Being Heard**

This is Carers UK's self-advocacy guide for carers to help you get your voice heard when you care for someone, as well as speaking up for the person you care for. Download it here:  
<https://www.carersuk.org/help-and-advice/get-resources/being-heard-a-self-advocacy-toolkit-for-carers-uk>

## **The Herbert Protocol**

Do you care for someone who has dementia and worry that they might go missing? There is nothing more frightening or distressing than when a loved one, friend or neighbour fails to return when they should. For people living with someone with dementia, this could be quite common and The Herbert Protocol could give you some peace of mind.

The Herbert Protocol is a national scheme being introduced locally by Greater Manchester Police and other agencies which encourages carers and family members to compile useful key information which could be used in the event of a person with dementia going missing.

DOWNLOAD THE FORM & FIND OUT MORE AT: [www.gmp.police.uk/Herbert](http://www.gmp.police.uk/Herbert)

## **AVOIDING SCAMS AGENCIES THAT CAN OFFER MORE INFORMATION:**

- Take Five [www.takefive-stopfraud.org.uk](http://www.takefive-stopfraud.org.uk)
- Age UK offer two booklets, Information Guide Avoiding Scams and staying safe. Helpline 0800 855 6112 • [www.Ageuk.org.uk](http://www.Ageuk.org.uk)
- Independent Age Advice line 0800319 6789 • [www.independentage.org](http://www.independentage.org)

## **Tune into Deepness**

Deepness Dementia Radio is produced by Deepness Dementia Media – a community of people affected by the condition. Featuring everything from jazz and classical to rock and world music, as well as talk radio, storytelling and Dementia Island Discs. Listen live at [www.deepnessdementiamedia.com](http://www.deepnessdementiamedia.com)

# MENTAL HEALTH CARE

## **Clear Fear**

A free app (from stem4) to help Teenagers and young people manage the symptoms of anxiety.  
<https://stem4.org.uk>

## **Mental Health Urgent Response Team**

<https://www.nwbh.nhs.uk/urgent-response-team-wigan>

## **Rapid Response Team - Wigan and Bolton**

<https://www.nwbh.nhs.uk/rapid-response-team>

## **How do I get an Independent Mental Health Advocate?**

The staff in the mental health services you use, can give you the information and a leaflet. You or your family can ask for an Independent Mental Health Advocate.

An Independent Mental Health Advocate can come and speak with you about what they do and answer your questions.

## **Meditainment - App**

This app offers guided meditations and visualisation techniques, leading you on imaginative journeys to dreamlike destinations to explore and reflect on a wide range of wellbeing topics. Unique, highly accessible and engaging, the app's guided meditation journeys promote better mental wellbeing in an exciting and interesting way. Think meditation that takes you places!

## **My Possible Self - App**

This app lets you track how you feel every day with a Mood Tracker. Select from Great, Good, Okay, Bad, or Awful, and add notes and photos to each entry to personalise your moods.

**If you or someone you know may be struggling with their mental health, please don't be afraid to get the support you need.**

There are lots of places you can access support.

**If you're in a mental health crisis, please call the 24/7 mental health crisis line on 01942 636 395.**

<https://healthierwigan.nhs.uk/covid-19-mental-health-services/>

## **THINK WELLBEING IN WIGAN**

Free NHS therapy for adults over the age of 16 to help with common mental health issues such as anxiety, depression, panic, phobias, post traumatic stress disorder and obsessive compulsive disorder. Call 01942 255 675 or refer yourself online [www.nwbh.nhs.uk/think-wellbeing](http://www.nwbh.nhs.uk/think-wellbeing)  
If you need urgent help or an emergency appointment see your GP or call the mental health assessment team: 01942 482239

## **Mental wellbeing audio guides**

On this page you can listen to a series of mental wellbeing audio guides to help you boost your mood. You can listen to them privately, in your own time, to help you through feelings such as anxiety or a low mood.

<https://www.nhs.uk/conditions/stress-anxiety-depression/moodzone-mental-wellbeing-audio-guides/>

## **Breathing exercise for stress**

<https://www.nhs.uk/conditions/stress-anxiety-depression/ways-relieve-stress/>

# TRAINING AND LEARNING

## **Free Open University Courses OpenLearn**

Free courses are available immediately.

Our courses do not have a start and end date.

You can start right away or at a time that suits you.

There are around 1000 courses to choose from.

The courses always focus on a specific area of learning.

If you're interested in taking an Open University course

but are not sure what to study or if distance learning is

right for you, then OpenLearn lets you get a feel for

what's on offer.

<https://www.open.edu/openlearn/free-courses/full-catalogue>

## **Want to get into Knitting**

For a wide range of wool, craft supplies, free patterns and video tutorials visit

[www.lovecrafts.com/en-gb](http://www.lovecrafts.com/en-gb)

Let's Knit magazine has a good website for advice, chat and patterns at;

[www.letsknit.co.uk](http://www.letsknit.co.uk)

More free knitting and crochet patterns are available at;

[knitrowan.com/en/designs-patternsE](http://knitrowan.com/en/designs-patternsE)

## **Online learning**

There are some free online courses which cover all the basics, such as, how to use a keyboard and mouse or how to use a touchscreen. These websites are easy to navigate and you don't even need to register to start learning;

**Learn My Way** [www.makeitclick.learnmyway.com](http://www.makeitclick.learnmyway.com)

**Lloyds Bank Academy** [www.lloydsbankacademy.co.uk](http://www.lloydsbankacademy.co.uk)

**Age UK** guides on how to use the internet [www.ageuk.org.uk/information-advice](http://www.ageuk.org.uk/information-advice)

## **Online Learning Resources For Children and Young People**

**English**- <https://www.bbc.co.uk/bitesize>

**Maths** - <https://www.mymaths.co.uk>

**All subjects** - <https://www.senecalearning.com/en-GB/>

**Do2learn free social skills, self-regulation, songs, games and life-skills**

<https://do2learn.com/>

**Extensive speech & communication resources:**

<https://eput.nhs.uk/community-health-services/childrens/speech-language-therapy/resources>

**Resources including life-skills:**

<https://www.tes.com/teaching-resources/hub/whole-school/special-educational-needs/>

**ASDAN brand new free resources age 10-19+, life & work skills:**

<https://www.asdan.org.uk/resources/free-resources>

**150 sensory learning activities:**

<https://inclusiveteach.com/2020/03/20/150-sensory-learning-ideas/>

**A list of sensory activities, and general purpose planners to plan the day:**

<https://illinois-stay-at-home-kit-and-specialist-visual-planning-aids> to print



# Health Matters

**NEED TO FIND YOUR G.P. Click below;**

<https://www.nhs.uk/services/trusts/gps>

## **A carers assessment**

Under the Care Act 2014 which came into effect April 2015, you have a right to request a carer's assessment from the local authority if you have a need for support in your caring role. You can request an assessment regardless of the amount or type of care you provide, or your financial means.

You do not necessarily have to live with the person you are looking after or be caring full time to have an assessment.

You can have an assessment whether the person you are looking after has had a needs assessment, or if the local council have decided they are not eligible for support.

**Contact Wigan Carers Centre to request an assessment 01942 705959**

## **Asthma Attack Cards**

Asthma UK provides a pocket-sized Asthma Attack Card with guidance on what to do during and after an attack. Cards can be ordered, and free teaching resources downloaded, at:

[www.asthma.org.uk](http://www.asthma.org.uk)

## **HEALTH CHECKS ARE JUST 'BOX-TICKING'**

<https://www.autismeye.com/health-checks-learning-disabled/>

## **DOMESTIC ABUSE**

Domestic abuse is unacceptable in any situation, no matter what stresses you are under. If you are worried about domestic abuse there are a number of organisations out there who want to help.

- Refuge—Help line 0808 2000 247
- Women's Aid— Wigan 01942 496094
- Mankind— Helpline 01823 334244
- Drop in and Share (DIAS)- Helpline 01942 495230

## **Annual Health Check**

Parents are urged to get their children with learning disabilities registered for an annual health check. The organisation Contact want to remind parents to get them added to the GP learning disability register so they don't miss out.

Currently only 53% of people with learning disabilities are having the health check they are entitled to.

**Here is a useful webiste if you are looking for support while you're on the CAMHS waiting list.**

<https://youngminds.org.uk/blog/where-to-look-for-support-while-you're-on-the-camhs-waiting-list/>

## **Winston's Wish**

Supports bereaved children and young people under 19 as well as their parents/carers and siblings.

Telephone 08088 020 021

[www.winstonswish.org](http://www.winstonswish.org)

# CARERS OF CHILDREN AND YOUNG PEOPLE

## **Education Health and Care Plan**

If you disagree with the choice of school or college named in your child's plan (or aspects of the plan) you can appeal to the SEND tribunal.

For more information, see [www.ipsea.org.uk/appealing-to-the-send-tribunal](http://www.ipsea.org.uk/appealing-to-the-send-tribunal).

It is also advisable to contact SENDAS to see if the disagreement can be resolved without having to go to tribunal.

**How to potty train a child with autism: The complete guide** <https://ginadavies.co.uk/potty-training/complete-guide/>

## **Wigan Council**

Wigan website re local offer for SEND

<https://www.wigan.gov.uk/Resident/Education/Special-Educational-Needs-and-Disability/Local-Offer/Parent/index.aspx>

## **Developmental delay: Download your free guide...**

This guide is for parents and carers who think their child is not developing as they ought to be, or who have been told that their child has developmental delay or global developmental delay.

<http://ow.ly/Np5t50CQ3oO>

**Bedwetting** (also known as nocturnal enuresis) affects around half a million children and teenagers in the UK. It's an issue families can find very isolating and difficult to talk about openly.

It can take a huge toll on family life and affect kid's self-esteem and emotional well-being.

<https://www.eric.org.uk/Pages/Category/bedwetting>

## **Test your child's online safety knowledge with this online quiz**

Have fun with the whole family and find out just how much your child knows about keeping safe online with this online safety quiz. There are two versions available one for under 13s and one for over 13s.

<https://www.net-aware.org.uk/resources/>

## **Common concerns**

Is your child having difficulty meeting certain milestones?

It is never too early to seek help or advice.

<https://contact.org.uk/advice-and-support/health-medical-information/common-concerns/>

## **Children's health and wellbeing apps**

Rafi-Tone (free) The Rafi-Tone app is designed to make using an inhaler with a spacer easier and more fun for young children with wheeze or asthma symptoms. With guidance from Rafi Robot, the app's star, your child can improve their breathing technique.

## **HELPFUL FREE ONLINE RESOURCES FOR PIP**

Mencap. <https://www.mencap.org.uk/advice-and-support/benefits/personal-independence-payment-pip> (an on-screen PIP guide)



# YOUNG CARERS

## Who is a young carer?

There are about **175,000 young carers in the UK** who provide care or support to a family member who is disabled, physically or mentally ill, or has a substance misuse problem.

Their day to day responsibilities often include:

Cooking, cleaning, shopping, providing nursing & personal care and giving emotional support.

## Young Minds

Being a young carer can be difficult, and sometimes a 24/7 job.

How do you care for someone whilst also making sure you're looking after your mental health?

<https://youngminds.org.uk/blog/how-to-look-after-your-mental-health-as-a-young-carer/#tips-for-looking-after-yourself>

## KOOTH - Online support for young people

Watch the video below to find out how Kooth works and everything it has to offer.

<https://www.kooth.com/>

**CalmHarm App** has a range of tasks to help people resist or manage the urge to self-harm, such as  
Comfort,  
Distract,  
Express Yourself,  
Release,  
Random,  
Breathe.  
Why not have a look at the website <https://calmharm.co.uk/>

**YACbook** is an online community and resource centre for young adult carers across the UK. It has information on a range of subjects aimed at young adult carers such as mental health, education and work. It has regular blog posts and video interviews from young adult carers. You can also get involved and submit your own stories to the blog.  
<https://www.yacbook.co.uk>

## Online Safety website

<https://www.net-aware.org.uk/>

**ELSA Support** have a huge amount of brilliant resources available to download and print. Lots of stuff like wellbeing and calming strategies,  
[www.elsa-support.co.uk](http://www.elsa-support.co.uk)

## YOUNG CARERS ASSESSMENT

Some important things to know;

1. You should not be relied on to keep someone safe on your own.  
The Local Authority must find a way of addressing this if this is the case.
2. Your caring role should not have a negative impact on your health, wellbeing or education. The Local Authority must find a way of addressing this if this is the case.
3. If your circumstances change, you are entitled to have another assessment which should be revised on a regular basis.
4. You should also have what is called a 'transition assessment' before you turn 18, to make sure that the Local Authority is appropriately planning for your support as you become an adult.

**Contact Wigan Young Carers to request an assessment 01942 705959**

# GRANTS

## **Children Today**

Provides grants for specialised equipment, such as specialist seating, sensory equipment, weighted blankets and more.

Eligibility criteria: Children and young people with a disability up to the age of 25 years.

To apply: Contact [info@childrentoday.org.uk](mailto:info@childrentoday.org.uk)

You will need to provide a reference from a health professional who works with your child and a quote from the supplier of the equipment.

## **The Adamson Trust**

Provides financial help with the cost of holidays or respite breaks.

Eligibility criteria: Children and young people aged between 3 and 17 years with physical, mental or emotional impairments.

To apply: Download an application form from [www.theadamsontrust.co.uk](http://www.theadamsontrust.co.uk).

You will need to provide supporting evidence from a professional and details of the planned holiday.

## **Family Fund** - Help families across the UK

who have a disabled child or young person with additional complex needs or children and young people with a serious illness.

Applications for a Family Fund grant can be made by the parent or carer of the disabled child or young person. Young people aged 16 and 17 can make an application in their own right.

Telephone: **08449 744 099**

## **Zebras Recreation Fund**

The charity provides recreational funding to people living with disabilities and those who have undiagnosed conditions that limit their daily life. The funding will give people the chance to access leisure facilities and recreation where and when they want.

The funding can be put towards a family holiday or short break. It is available to disabled children and adults throughout the UK. <https://www.zebrascacharity.org.uk>

## **Disability Grants**

This website provides a lot of useful information and advice on holiday grants for disabled children, adults and their carers. Website: [www.disability-grants.org](http://www.disability-grants.org)  
Email: [contact@disability-grants.org](mailto:contact@disability-grants.org)

## **Happy Days Children's Charity**

[www.happydayscharity.org](http://www.happydayscharity.org)

Funds holidays and day trips for young people and their families, as well as day trips and activities for groups. Eligibility criteria: Children aged 3–17 years with learning difficulties, physical or mental disabilities, or with acute, chronic or life-limiting illnesses. Also young people who have been abused or neglected, witnessed domestic violence, been bereaved or who act as carers for a parent or sibling. To apply:

Download an application form from [www.happydayscharity.org/applications](http://www.happydayscharity.org/applications) or call 01462 530710.

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## **CCSG REGISTRATION FORM**

In accordance with the General Data Protection Regulation 2018 (GDPR) the information that you provide on this registration form will be entered into a secure, password protected database and the paper copy will be held in a locked filing cabinet. We collect and process information about you in order for us to be able to support your needs as a carer, for example by helping you with forms or referring you to another organisation for advice. Please ask for our Privacy Statement for more information about how we collect and process data.

### **Consent - please sign below**

I am a carer and I give consent for the Carers Information Service to collect and process my information, in accordance with the General Data Protection Regulation 2018 (GDPR) and the Carers Information Service Privacy Statement.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

Please complete this form in **BLOCK CAPITALS**. Fields indicated \* are mandatory, all others are optional.

### **YOUR DETAILS**

**Title First name\* Last name\***

**Address\***

**Postcode\***

**Telephone Number:**

**Email Address**

**Gender**

**Date of Birth\*** \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

**First Language**

**Name of doctor's surgery**

### **DETAILS OF PERSON YOU CARE FOR**

**Title First name**

**Last name Date of Birth** \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

**DISABILITY OR HEALTH CONCERNS**

# Useful Contacts For Carers

- Greater Manchester Police **Non Emergency Ring 0161 873 5050**  
For fire, police, ambulance **Emergency Ring 999**

## UTILITIES

Gas Escapes - **0800 111 999** Electricity Supply **0800 195 4141**  
Water Supply - Leaks **0800 330 033**

## HEALTH

Dental Emergency **01942 614390** Out of Hours **0333 332 3800**  
Wigan Accident and Emergency **01942 822 440**  
NHS Direct **111**  
Continence Service **01942 482497**  
G.P. Out of Hours **01942 829911**

## WIGAN COUNCIL

Phone: **01942 828777 (Adults) 01942 828300 (children)**  
Out Of Hours **0161-834-2436**

## ORGANISATIONS

**Crossroads Carers Support Group - 07807 210 913**  
**CALM Helpline for men - 0800 58 58 58**  
**Carers Assessments - 01942 705959**  
**Carers In Mental Health - 01942 261753**  
**Citizens Advice Bureau - 0300 330 1153**  
**Dementia Buddy - 01942 888990**  
**Domestic Violence Help - 0808 2000 247**  
**Lowton Mencap - 01942 608942**  
**Mental Health Crisis - 01942 636 395**  
**Mind - 0300 123 3393**  
**NSPCC - 0808 800 5000**  
**Sensoriel - 07434 870862**  
**Samaritans - 116 123 - Free Anytime**  
**Think Ahead Stroke Group - 01942 824888**  
**Victim Support - 0808 168 9111**  
**Wigan and Leigh Young Carers - 01942 705959**  
**Wigan Parent Carer Forum - 01942 939668**  
**Winston Wish - 0808 802 0111**

## CCSG Postal Address

C/O  
4, Cherington Drive  
Tyldesley  
Manchester  
M29 8WE



If you have anything you would like to see in the next newsletter, a poem, story, or your favourite recipe. Etc.  
Please E-mail it to:  
[ccsg.group@hotmail.com](mailto:ccsg.group@hotmail.com)  
or contact us on 07807 210913

This service is supported by Wigan Council

All the views expressed in the publication are individual and not necessarily the view or policy of the support group or its supporters.

Editor. Andrew Shacklady

You can access the Website by scanning the QR CODE



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