



Carers' Voice

Jan - Mar 2022



Enfield Carers Centre

Empowering Carers

A Network Partner of

CARERS TRUST

Enfield Carers Centre

Britannia House,

137-143 Baker St

Enfield EN1 3JL

020 8366 3677

E: info@enfieldcarers.org

www.enfieldcarers.org

Charity No: 1140089

If you look after a relative, friend or partner who: is frail; elderly; has a mental illness; a disability; long-term or life-limiting illness or if they have a substance misuse condition, then you are a Carer, also known as an Unpaid or Family Carer. Enfield Carers Centre is here to support you in your caring role.

Our Aim For The New Year: Improving Carers' Wellbeing

Every year, as we celebrate New Year's Eve, and the dawning of a New Year, we make promises to be different, better, healthier, happier but often these, well intentioned, resolutions fall by the wayside. We understand that, particularly for those in a caring role, it is very difficult to find time to focus on our own health and wellbeing and to have a sustained feeling of harmony energy, safety and peace.



At Enfield Carers Centre (ECC) we are focusing on Carers' health and wellbeing, particularly during the current pandemic. We understand that life is continually changing and services and support that you relied on in the past, may not always be available. We are all living in a very different world, and it's so important now, more than ever, to take care of your own wellbeing.

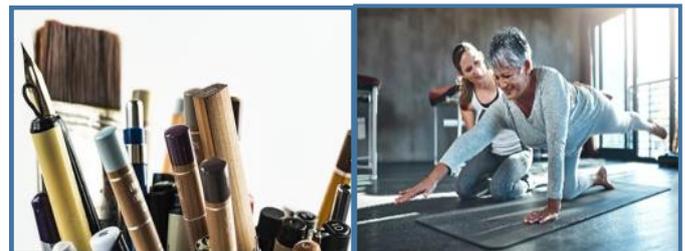
Our pledge for 2022 is to work with Carers, young and old, and help you try to achieve personal balance in your lives. We will aim to make our support and services fit around your caring commitments, in order to help you to focus on your own physical and mental health.

From January 2022, we're engaging an Online Digital Befriender who will help Carers who want to join the online world, attend our events and activities and even attend the first online event with you while you get settled.

ECC is now part of a new local initiative called **Enfield Wellbeing Network** which will provide befriending, one-to-one support and advice on health and wellbeing. **See page 7 for more details.** Free Health and Wellbeing packs will be available to Carers on the ECC register.



ECC will also provide more holistic activities such as art therapy, creative writing, etc. to bring Carers together and help relieve the stress of their caring role.



At ECC we understand how difficult it can be to focus on your own needs, when you're busy and so concerned with the person you care. So, we want to work with you, in this coming year, to help you to achieve some of your own wellbeing goals which, in the long run, will benefit both you and the person you care for.

For more information and our "Stay Well This Winter" pull-out see pages 7-12.

Wishing you a happy and peaceful New Year and a hope for all of us that 2022 will see more of a return to "normality" and calm.

Carers Contract
Funded by



Dementia Care at NMUH

A letter from North Middx. Hospital to Carers of Enfield

Here at North Middlesex University Hospital, we are continuing to try to improve the quality of care for people living with dementia and for their Carers.

North Middlesex has around 400 patients on its wards every day, and our own audits show around 25% of these patients have some degree of confusion, including dementia or delirium.

We've been promoting the specific care needs of patients admitted who have dementia or confusion for several years, with more than one thousand five hundred staff members having attended face to face training on dementia care.

Mark Warwick, from Enfield Carers Centre helps provide Carer Awareness training to our staff, promoting the important role that Carers have both at home and in the hospital and the considerable resources that Enfield Carers Centre has to support Carers in Enfield.

The training we provide aims ensure our staff are dementia aware, as well as some other specific training for clinical staff which includes communication, nutrition, and delirium.

All patients we meet, who are known to have dementia are given a specific electronic alert on their hospital records; this helps us track where these patients are currently in the hospital. We also want staff to put in place a patient-centred care document, called **"10 Important Things About Me"**, which helps us know more about any patient living with dementia, and how best to help care for them during their hospital admission.

This document includes their food preferences, called a **"Food Passport"**.

North Middlesex is a part of John's Campaign [John's Campaign \(johnscampaign.org.uk\)](http://johnscampaign.org.uk) and we are committed to allowing the main carers of someone who has dementia to be able to visit them in hospital. We also have a **"Carer's Passport"** to support this. Sadly, due to Coronavirus, visiting was initially suspended for all patients, but as soon as possible, exceptions were made for patients with dementia. Although some restrictions remain, we will get back to the previous visiting arrangements when the Coronavirus situation improves.

If your loved one needs to attend the Hospital it would be really helpful for us at North Middx. Hospital if you do the following:

- *Let the hospital staff know that the patient has dementia*
- *Help the staff complete the **"10 Important Things About Me"** and **"Food Passport"** documents*
- *Make sure we have your correct contact details and ask for a **"Carer's Passport"** if you would like one.*
- *Raise any concerns you have as soon as possible, particularly any issues at home, so we are aware and have as much time as possible to try to help*





it's time... to lose weight



Maintaining a healthy weight isn't just good for your physical health, it plays a vital part in your mental well-being too.

What we offer...

- 12 x weekly workshops covering 45 minutes nutritional advice and 45 minutes physical activity

Who can lose weight with us?

- Anyone aged 18+ who lives in Lower Edmonton, Edmonton Green, Jubilee, Haselbury, Ponders End, Enfield Highway, Southbury, Turkey Street, Enfield Lock, Upper Edmonton.
- Your BMI needs to be equal or greater than 25

What do I do now?

Email: clinical.contactcentre@nhs.net

Tel: **0333 005 0095**

EveryoneHealthEnfield

Workshops are held at:

- The Qube
- Edmonton Library
- Enfield Town Library
- Ordnance Unity Centre
- Millfield House

It's all FREE!

In partnership with



Come along to our singing group

Join other people with dementia at a Singing for the Brain® session in Enfield

Our Singing for the Brain sessions use singing to bring people with dementia together in a friendly and stimulating activity.

Where to find us?

Bourne Methodist Church
The Bourne
Southgate
N14 6RS

Our Singing for the Brain® session runs

Starting Tuesday 28th September 2021:
2pm - 4pm



'I love Singing for the Brain® which I call singing for the soul. The group lets me meet other people with dementia, which makes me feel that I am not so different after all.'

Irene, who has dementia

To find out more contact us on:

enfield@alzheimers.org.uk
07522 219 363
alzheimers.org.uk



Congratulations! £25 AMAZON VOUCHER WINNER

We are pleased to announce that **Neil Pruden** is the lucky winner to receive a £25 Amazon voucher in our **quarterly Carers Assessment Team Draw**.

Please remember to always advise us of any changes in your circumstances!

Did you know? Enfield Carers Centre can offer you help to join our ONLINE Support, Training & Social Events?



Carers IT Lending Library

If you would like to join our support groups and training sessions without coming into the Centre, but you don't have or can't afford a computer, laptop or tablet, we can lend you a tablet* and teach you how to use it free of charge. If you already have a device but need help, call us.

***a refundable £30 deposit is required**

****you will need your own broadband / data to connect**

Call ECC 020 8366 3677, explain which event you'd like to attend and ask for more information.

Replacement Care

If you need someone to sit with your loved one whilst you attend our events, we can provide you with free homecare services from our specialist Homecare Team or using a service you're already using or are familiar with.

EyPIC Hub Nights On Zoom

Alternate Wednesdays 5.00pm-6.00pm

All Hubs are hosted by ECC staff so they're safe and only Young Carers registered with ECC will be able to join.

12th January 26th January
23rd February 9th March
23rd March Young Carers Action Day



Thursdays 4.00pm–5.30pm – EyPIC Homework Club (Term-time only)

Fridays 4.30pm–5.00pm – The Kindness Club

IMPORTANT NOTE: Face-to-face activities are currently paused due to the pandemic.

If you would like to join any of our events contact us on 0208 366 3677 or 07809332106

Recent times have been hard on everyone and especially on family Carers. Do you need a break from caring? Could you use a few hours each week to recharge, sleep, enjoy your hobby, meet friends, go shopping or just enjoy some uninterrupted time?



Homecare Services
From the
Charity
You Can Trust

Our Homecare Services include:

- **Sitting Services**
- **Personal Care**
- **Companionship**
- **Medication Management**
- **Meal preparation**

And much more. Talk to a member of our Homecare team about your needs.

Call 020 4519 2654 or
Email homecare@enfieldcarers.org

£17.50 per hr
Weekdays
£19.50 per hr
Evenings & Weekends

Our professional and experienced staff are trained to work with both adults and children. They'll focus on learning about the likes and dislikes of your loved one. Discovering what's important to them helps us to plan activities and deliver more meaningful care.

Mental Health Carers 2022 Training Programme

ECC are offering free training for up to 15 Carers per session. Each session lasts 2 hours and pre-booking is essential. Please call 0208 366 3677 to book.

Topic	Dates & Times	
Caring for someone with Schizophrenia	Thursday 17/02/22	11am-1pm
Caring for someone with Dementia	Thursday 24/02/22	11am-1pm
Caring for someone with Anxiety /OCD	Thursday 03/03/22	1pm-3pm
Caring for someone with a Personality Disorder	Thursday 10/03/22	1pm-3pm
Caring for someone with an Eating Disorder	Tuesday 15/03/22	1pm-3pm
Caring for someone with Depression	Thursday 24/03/22	11am-1pm
Caring for someone with Covid-Related Anxiety	Thursday 31/03/22	1pm-3pm

From April, Mental Health Carers Support sessions will be held every other month. Look out for more details in the next newsletter

CARERS GP & HEALTH FORUM

Wednesday 16th March 11am– 1pm

- Health & Wellbeing Services
- GP & Hospital - Enfield updates
- Covid-19 - Local news



To join the Zoom Forum: Click: <https://bit.ly/ecc-group>

Join by phone call: 020 3051 2874 enter the Meeting 944 315 1703#

Call 0208 366 3677 to book if you want to attend in person

Free Manual Handling Training

Learn how to lift and move people safely without injuring your back!

If you are looking after someone who cannot move about easily or is confined to bed or a wheelchair, then this course is for you.

This is a 2-day course and Carers must attend both days. As well as receiving a certificate, you will be added to Enfield Council's Insurance Policy as a person trained and qualified to lift with a paid care worker.



Tuesday 1st February 9.30am—4.30pm

Wednesday 9th February 9.30am—4.30pm

£40 returnable deposit required

CALL TO REGISTER YOUR INTEREST 020 8366 3677



CARERS' LEGAL INFORMATION TELEPHONE APPOINTMENTS

Hadley Long from Michael Anvoner Solicitors

Craig Ward from Craybeck Law



FREE ten or fifteen minute telephone appointments for Carers with one of the above solicitors. Topics covered*: Care Act 2014; Care Home Matters; Carers Rights; Community Care; Court of Protection; Lasting Power of Attorney; Trusts or Wills.

*Sessions are subject to availability. Call 0208 366 3677 to book an appointment

Craig Ward

Tuesday 25th January 2pm-3pm

Wednesday 23rd February 2pm-3pm

Tuesday 22nd March 2pm-3pm

Hadley Long

Thursday 20th January 10am-12pm

Thursday 17th February 10am-12pm

Thursday 17th March 10am-12pm

ONLINE First Aid Training

FREE British Red Cross online workshop for Carers with certificate of attendance

This workshop is delivered via Zoom. You will learn about every day first aid. The aim is to build confidence so you can help someone in a first aid emergency, using the objects that you have around you.

Wednesday 9th March 2022

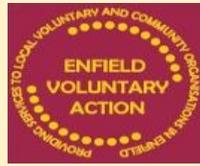
11:00 am – 12:30pm

**Call ECC to book and receive
the login details: 020 8366 3677**





New Year Heralds Boost to Our Borough's Health and Wellbeing



Community led 'Enfield Wellbeing Network' to start taking referrals from residents interested in

preventing and managing health conditions

A new initiative designed to support Enfield's residents to improve their health and wellbeing and self-manage long-term conditions is set to go live in time for the New Year.

Enfield Wellbeing Network is a partnership of voluntary and charity organisations including Age UK Enfield, Enfield Carers Centre and Mind in Enfield, who have come together to help local people to boost their health and wellbeing.

A large number of residents are living with long-term health conditions, with more people in Enfield living with hypertension (high blood pressure) than any other London borough, and only Harrow has more living with diabetes. The Enfield Wellbeing Network will aim to equip people with the confidence, knowledge and skills to manage their own health and wellbeing effectively, both to prevent developing new health conditions and to manage existing ones.



Residents will be able to refer themselves into the service or be referred by healthcare professionals, friends, family, or community organisations.



Once referred, people will be invited to chat with a dedicated Health & Wellbeing Worker who will ensure that the programme is suitable for their needs; if so, they will work together for a maximum of twelve weeks to help set manageable health and wellbeing goals, provide information and explore practical support. The participant may be matched with a volunteer buddy or befriender or a member of the staff team to support them to achieve their goals.



There will also be a series of Wellbeing Empowerment Sessions and Community Health Checks across the Borough over the next three years, held in places which are safest, most inclusive and accessible for residents.

To find out more about the **Enfield Wellbeing Network**, how you can take part and/or volunteer as a **Health and Wellbeing Buddy**, contact ECC on 0208 366 3677. The service will open for referrals in January 2022.

CARERS WELLBEING WORKSHOPS

Online Workshops 10:00am – 11:00am

run by Enfield's Improving Access to Psychological Therapies Team

**Thursday 27th January
Friday 25th February**

**Mental Health Awareness
Achieving a Good Life Balance**

**To book a place
call 020 8366 3677**



Free Membership Offer with Don't Tone Alone Wellbeing Services



ECC is happy to announce that we are continuing our working relationship with the wonderful people at Don't Tone Alone (DTA) providing wellbeing and exercise classes to carers and their families as we have for many years.

We have a limited number of free 3-month membership passes for the DTA Wellbeing Platform and App. If you're interested in downloading the app and accessing on-demand classes and health coaching, we may be able to help you with this.

The benefit of being a member and having the app on your smartphone is that you can dip in and out of the wellbeing and exercise services when it's convenient for you and fit it around your caring role.

ECC has a limited number of free 3-month memberships (normal cost - £10.99 a month)

In order that the service is used by those most likely to use it, we will ask you to fill out a short application form before we apply for membership for you. This service is probably best suited to Carers who are already used to doing some

exercise but are struggling to fit it into their life currently.

Because the membership is managed through an app you will need to be able to use a smart phone and have access to the Internet to use all services listed below. The benefit of this is that DTA will be able to track your progress e.g. how many times you've logged in and what improvements have been made in your health and wellbeing which is helpful. Your journey will be tracked and reported on (anonymously) at the end of the three-month period.

The platform offers access to the following:

- *On-demand exercise classes*
- *Two live exercise classes per week*
- *30-minute free Health Coaching*
- *Breathing exercises, meditation, and mental wellbeing tools*
- *Online-Community to interact with to reduce social isolation & loneliness*
- *E-books tools & resources*

For more details and to apply please call ECC on 0208 366 3677 or email info@enfieldcarers.org



It's Time To Focus On Your Own Mental Health & Wellbeing

It's been another tough year for everyone but more so for Family Carers, which is why this is an ideal opportunity to join in a training session totally dedicated to Carers



Join us and other Carers at this workshop as we share how Covid-19 has affected us and our families. Discuss tips and ways of staying strong. Reflect on what you've learnt, build confidence in your ability to survive what has, for many, been one of the most difficult times we've ever been through.

Date: Thursday 10th February Time: 1.00pm—3.00pm

Places are limited to 15, so please call ECC on 020 8366 3677 to register your interest

STAY WELL THIS WINTER

Information and services for Enfield residents

Don't put it off -
get the flu jab now

NHS

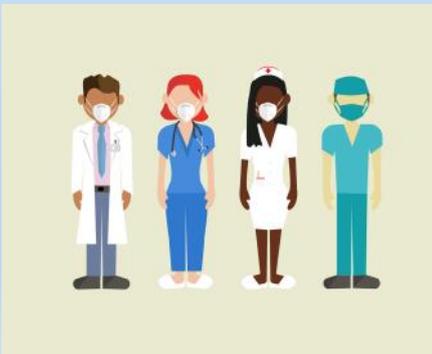
STAY WELL
THIS WINTER



NHS 111

When it's urgent but isn't a life threatening illness or injury, visit 111.nhs.uk or call 111 free from mobiles and landlines. The service is available 24 hours a day, 7 days a week.

Trained advisors will help you get the right medical attention when you urgently need it and can put you through to healthcare professionals or direct you to an urgent treatment centre, emergency dental services, GP, pharmacy or another more appropriate local service.



For life-threatening injuries or conditions such as a heart attack or stroke, go to A&E or call 999

Ask your pharmacist

Your local pharmacist can give you friendly, expert advice about over-the-counter medicines for common conditions, such as diarrhoea, a runny nose, or a painful cough or a headache, without the need for an appointment.

As well as dispensing prescriptions, pharmacists provide a range of services, including emergency contraception and incontinence supplies. To find a pharmacist near you, visit [nhs.uk/ find-a-pharmacy](https://nhs.uk/find-a-pharmacy)



Evening and weekend GP services

Evening and weekend GP appointments are available for adults and children at GP practices in Enfield. Anyone who is registered with an Enfield GP or lives in Enfield can request an appointment.

Appointments are available from 6.30pm to 8pm on weekdays and 8am to 8pm on weekends and bank holidays including Christmas Day, Boxing Day and New Year's Day. Call **03000 333 666** to book an appointment.

Urgent dental care

If you need urgent dental treatment, contact your usual dental practice. They may be able to see you or direct you to an urgent dental care service.



If you do not have a regular dentist, contact NHS 111 for advice on where you can get urgent care.

Urgent mental health support



If you need help for a mental health crisis or emergency, you can speak to a qualified mental health professional and access information and advice about local services in Enfield, on our helpline: **0800 151 0023**.

The crisis phone lines are available 24 hours a day, 7 days a week, 365 days a year.

For general mental health and wellbeing information, please visit Enfield Council's website: <https://new.enfield.gov.uk/healthandwellbeing/healthy-you/2016-2>

Boost your immunity

Getting fully vaccinated against COVID-19, and getting a flu jab will provide protection for both yourself and those around you. Find the latest advice on vaccinations at northcentrallondonccg.nhs.uk/my-health/covid-19



Register with a GP

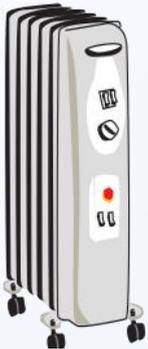
Being registered with a GP practice will help you get the right care when you need it. Anyone in England can register and receive care from a GP practice – you do not need proof of address or immigration status, ID or an NHS number. To find out how to register, visit www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery

Keep warm

Cold weather can make some health problems worse and even lead to serious complications, especially if you are 65 or older, or if you have a long-term health condition.

It is important now more than ever to keep well by keeping warm. Here are some top tips for the months ahead:

- Heat your home to at least 18°C (65°F), if you can. You might prefer your main living room to be slightly warmer
- Stay hydrated - drink plenty of hot drinks and water throughout the day
- Eat well – fill up with warm, nutritious meals
- Stay active – keep moving to ensure you generate sufficient body warmth
- Layering is key – wearing several thin layers will keep you warmer than one thick layer of clothing, as the layers trap warm air

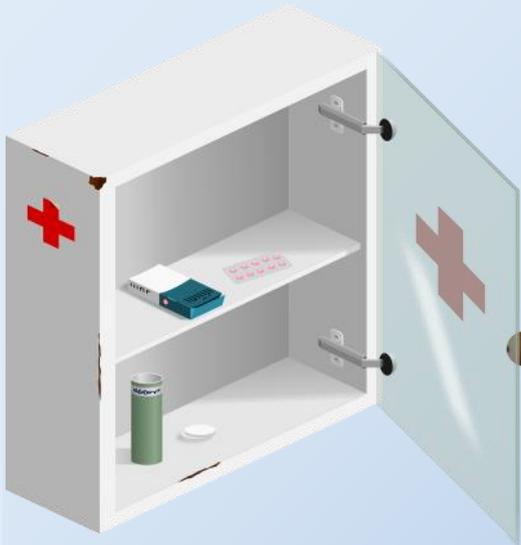


You may be entitled to a grant from the government to help with your heating costs. For more on the government schemes, visit simpleenergyadvice.org.uk and gov.uk/browse/benefits/heating Call Enfield Carers Centre too.



You can find out more information about keeping well this winter by visiting Enfield Council's website:
www.enfield.gov.uk/KeepWellThisWinter





Check your medicine cabinet

Be prepared this winter and restock your medicine cabinet. You can treat most common minor illnesses, such as coughs and sore throats, at home using over-the-counter remedies.

Also, you can order your repeat prescriptions without needing to go to a GP surgery or pharmacy using the NHS App, visit [nhs.uk/nhs-app](https://www.nhs.uk/nhs-app), or GP online services, go to <https://www.nhs.uk/nhs-services/gps/using-online-services/>

Look out for other people

Older neighbours, friends and family members, may need a bit of extra help over the winter. Keep in touch and make sure they have enough supplies and prescription medicine, in case they can't go out for a few days. If they need help when the GP practice or pharmacy is closed or they're not sure what to do, NHS 111 can help.



Visit [111.nhs.uk](https://www.nhs.uk/111) or call 111



DID YOU KNOW? As an unpaid carer, you can use the priority lines for queueing at any Vaccination Centre providing booster jabs. Take your ECC Gold Carers Registration Card and Sir David Pearson's letter (pages 13 & 14) with you to the Vaccination Centre.

If you're a Carer, but don't already have a Carers Registration Card or are not registered with Enfield Carers Centre, please email or post a head and shoulders photo of yourself (against a plain background) with your first and last name clearly written/typed. Replacement cards are £3.95. New cards are without charge.



Department
of Health &
Social Care

CARE

Adult Social Care Delivery
Directorate
39 Victoria Street
Westminster
London
SW1H 0EU

To:

Local Authority Chief Executives
Directors of Adult Social Services
Chief Executives of Integrated Care Systems
All registered providers

17 December 2021

Dear Colleagues

Priority access to COVID-19 Booster vaccinations for social care workers

I'm writing to reiterate and highlight an important aspect of the NHS COVID-19 booster campaign.

On 14 December, NHS England issued operational guidance to all vaccination centres on the delivery of boosters. This included a request to all sites that they consider how best to support clinically vulnerable, and **frontline health and social care workers, to access queue management and priority lines** when presenting a valid ID. Sites are also to make reasonable adjustments for pregnant women, the clinically vulnerable, including LD/autism and SMI, as well as for their carers.

It's so important that social care workers, and anyone receiving or giving care, whether paid or unpaid, gets their booster this winter, and I am grateful for the priority that has been given to allow this priority access. In order to get priority access at a vaccination centre, sites will likely ask to see a workplace photo ID, or a recent letter or payslip from their employer as proof of their employment, so do encourage this where possible.

For some social care workers and unpaid carers having an ID is not possible, and they therefore may feel discouraged from requesting this priority service. I ask of colleagues that this letter to be cascaded to all of those social care workers and carers whom it may support in giving them access to priority lines for queueing at any vaccination centre.

For vaccination centre staff, please allow the bearer of this letter priority access to your services, as they have been identified as a social care worker or carer.

Being vaccinated and boosted against COVID-19 is the best way we can mitigate against the Omicron variant this winter. I'm very grateful to all the social care workers and carers that have



Department
of Health &
Social Care

CARE

done such a fantastic job throughout the course of this pandemic, and we are committed to ensuring everyone in the sector is as protected as possible and has access to vaccines.

Of course, social care workers and carers, indeed everyone over the age of 18, can also continue book a vaccination slot via the National Booking Service¹ and should do so now if it has been two months since their second dose so that they can receive their booster vaccination once three months has passed. They can also use any walk-in vaccination centre² to get protected and use this letter to request priority access on site.

Kind regards,

David Pearson

Sir David Pearson

Chair Social Care Task Force, Department of Health and Social Care

Free Counselling & Advice Helpline For Family Carers in Enfield



MEDIGOLD
HEALTH



Enfield Carers Centre
Empowering Carers

This helpline offers counselling and advice on a variety of personal, family or workplace issues and is paid for by Enfield Council and provided by Wellbeing Solutions, an independent company.

Whatever our age or background, from time to time we all have problems – whether personal, family or work-related.

Talking to a counsellor or an advisor can help us understand a problem, try a different approach or just learn how to cope with a situation we can't change. The helpline's aim is to help you find your own solution to whatever is worrying you.

Confidentiality

The service is confidential and anonymous. No identifying information is communicated to Enfield Carers Centre (ECC). Only in extreme circumstances would your identity be revealed. E.g. if clinical professionals think you may harm yourself or others.

Making Contact

Call Enfield Carers Centre and we will provide you with a code to access the service which is **available 24-hours a day, 365 days a year**. The helpline will arrange for a counsellor or an advisor to call you back at a convenient time. As an alternative to calling, you can book an appointment online.

Counselling Support

If you want counselling support, your first therapy session will be a telephone counselling assessment. The counsellor may then recommend and arrange a course of weekly counselling, for a short time period, to help you overcome a more troubling issue.

This is not part of ECC's Counselling Service but is a short-term intervention to help you with a certain issue or problem. If you need more long-term counselling, you can be referred to ECC's Counselling Service.

Practical Advice

If you need professional advice or factual information on any legal, money, health, work or personal issue, a free telephone consultation with a specialist advisors can be arranged.



0208 366 3677

To access the service call:

Email: info@enfieldcarers.org

wellbeing solutions

Enjoy Some “Me Time”—Take a Break

Lunch at Zaza

Enjoy a 2-course lunch with a drink in beautiful surroundings with other Carers

Date: Friday 4th February
Time: 1.00pm

Address: 88-89 Chase Side
Enfield, EN2 6NX
To register your interest, call
0208 366 3677



WOW!

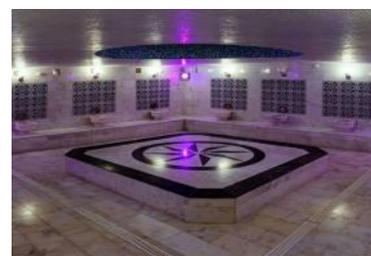
LESS THAN HALF PRICE SPA Experience

Escape to a “mini Mediterranean” experience leaving you feeling refreshed & energised
2nd March—Ladies only
11th March—Mixed sessions

2 hour use of all Spa facilities plus a 20-minute Turkish Bath experience

The Old Hammam
& Spa, Edmonton

£15 per Carer contribution
Normally £35!
To register your interest, call



0208 366 3677

EVENING

Online Dance Sessions

Come and have some fun, relax and meet other Carers for some gentle dance at ECC!

Every Monday
6pm - 7pm
on Zoom

Free dance sessions for all ages and abilities



Call to book **020 8366 3677**

AFTERNOON

Online Yoga Sessions

Friday 3-4pm on Zoom

Come and join other Carers for free yoga and relaxation.

Classes are aimed at all levels. You can log in with the whole family!



To book a place & get the log in details call:

020 8366 3677

CARERS' VOICES PAGE

This is your page - if there is anything you would like to share with us, whether it's a picture that makes you smile, recommendations for a book or film you've read or seen, a recipe you'd like others to try, or a tribute to a loved one, let us know and we'll do our best to include your contribution in the next edition of the Carers Voice.

Last year, during the Autumn we held a Creative Writing Course, and found that we have many literary artists amongst you! Below are two of the poems written by carers, but we do not have enough space to add them all here, so look at for more in our future newsletters!

When I'm Out & About

Kevin Patrick Dempsey

When I'm out and about, I'm scared,
I panic and come across as weird,
People look at me and laugh or smile,
It hurts so much, why do I beguile?

For thirty years I've been someone else,
A grateful product of the national health,
Why do they bother with such as me,
Relics of some past tragedy?

It's all so different to how it used to be,
Moment to moment, I'll have a coffee,
Practicing C.B.T. at every opportunity,
My mind sick, I say unto thee.

Cultures, differences, everywhere,
Shall I look back, I'm so scared.

People don't know bout my experience,
I get so bored with young people's difference,
I get so scared, think someone will drop
Me, for LOOKING at them, at the bus stop.

Knife crime everywhere, it's more than I can
bare,
Stretched so far, doing this n that,
Playing cricket for people, without a bat.

When I'm out and about, I wanna be in bed,
The derision in Sainsbury's goes straight to me
head,
Adrenalin shooting up my temples,
from the negative cues, I wish it was simples.

Another thirty years ahead,
I hope to join in, not just lay on my bed.

Dollops of Mess & Motions

S Morgan

Home is fully flavoured with love, joy and laughter.
Home is a place where all sorts of tears can be
produced.

Accompanied by the smells of Yankee candles and
scatters of mess.

Where teas are made, and spoons are clanging
against mugs helping to many motions.

Home is where a good dollop of motions can be
made.

Home is where you can repeat the process to what
motion

FREE Incontinence Pads

We have a small stock of incontinence pads on
offer. If you are interested, and would like to
arrange collection, please call ECC on 0208 366
3677

**For diagnosis and management of
continence, speak to your GP for referral to
the Continence Service.**

EMERGENCY OVERNIGHT REPLACEMENT

**If you're having trouble sleeping because
of caring responsibilities, talk to ECC
about our free emergency overnight
replacement care*.**

**We'll cover the cost so you can get a good
night's sleep and recharge your batteries.
Ask ECC staff for more details. *subject to
funding & availability.**

Carers' Bereavement Support Group Second Tuesday of every month 11am-1pm

Our Bereavement Group sessions cover
the 7 stages of grief

Grief is a natural reaction to losing a person you care about. There's no "correct way" to grieve. Our experiences of grief are unique. Grieving can be painful. It can't be instantly fixed and it won't just disappear. However grief and heartache will lessen and there will come a time in the future where you will be able to cope better with your loss. ECC run a therapeutic Bereavement Group and has supported many Carers over many years.

The first five sessions started last year and will continue until April. The whole 7-step programme will begin again in May.

Carers are free to attend any or all of the 7 steps.

11/01/22 - Step 5 The Upward Turn	08/02/22 - Step 6 Reconstruction & Work Through
08/03/22 - Step 7 Acceptance & Hope	12/04/22 - Next Steps



10/05/22 - Step 1 Shock and Denial	14/06/22 - Step 2 Pain & Guilt
12/07/22 - Step 3 Anger & Bargaining	09/08/22 - Step 4 Depression
13/09/22 - Step 5 The Upward Turn	11/10/22 - Step 6 Reconstruction & Work Through
08/11/22 - Step 7 Acceptance & Hope	13/12/22 Next Steps

Call 020 8366 3677 to book a face-to-face space
Face-to-face spaces are limited. On arrival, you'll need to show a negative lateral flow test result taken that morning and wear a mask throughout the session.

Or to join the group online click: <https://bit.ly/ecc-group>
Or call: **020 3051 2874** and enter the Meeting ID: **944 315 1703#**

Do you Have a Couple of Hours Per Week to Volunteer with ECC?

We are looking for **Health Buddy Volunteers**, from all walks of life to help us to deliver our **Health Buddy/Befriending Service** to Carers.

- Full training given
- Expenses covered
- Fulfilling and rewarding work
- References given after three months' service
- Free DBS check
- Flexible hours, set by you
- Minimum commitment—two hours per week

You will work under the guidance of our Carers Wellbeing Officers providing one to one support, in the community or at the Carers Centre to clients who need help to achieve some simple health goals, these may be:

- Going for a weekly walk
- Attending a class
- Joining an activity club

Please call **0208 366 3677** for more information or email: fionaj@enfieldcarers.org



Green Fingered Volunteers

We would also like to hear from those of you that are green fingered to help keep the 2 planters at the front of our Centre tidy and beautiful. We've recently cut down the wild bushes, so it's ready for a fresh spring start.

If you'd like to put your gardening skills to the test and have a few hours each month to spare, please contact Lia on 0208 366 3677 or

email:

Servicedevelopment@enfieldcarers.org



THANK YOU!

We couldn't let 2021 go by without thanking our volunteers for all that they helped us achieve. Although our doors were closed to personal callers for most of the year, the rest of our services continued. Volunteers helped with food deliveries, welfare calls, digital inclusion, homework club and tutoring with Young Carers, administrative tasks, counselling and much more!

GP & HOSPITAL VOLUNTEERS NEEDED

ECC urgently need volunteers to help us provide our local GP Surgeries and hospitals with information about Enfield Carers Centre. We want to make sure that everyone who becomes a Carer and visits their relative in hospital or goes with them to their GP appointments etc. can see and hear about the services we offer. We'd like all Carers to get support early on in their caring journey. We want to encourage all medical staff to recognise Carers and include them in discussions about discharge and healthcare planning.

Can you help us? Call ECC on 0208 366 3677 for a volunteer application pack.

Thank you to Enfield Disability Action for sharing this easy read guide on the Household Support Fund

I've heard some people get Household Support Funding. Who is eligible?

Enfield Council has identified people as "most in need" using information they already hold. Households receiving Housing Benefit, Council Tax Support or Universal Credit or whose income and circumstances are known by the Council put them in the "most in need" category to receive a payment.

If I'm eligible, how much will I receive?

Those targeted through Housing Benefits, Council Tax Support or Universal Credit data, will receive £100 cash via a paypoint link that will be emailed directly to you by the council, using the email address they hold for your claim or by post if no email address is held.

What can I use the funds for?

Cash via paypoint should be used for food, fuel and water costs and any similar essential need.

When will I receive it?

An email or a letter from the Council with the paypoint link was sent in December 2021. The Council will look again at the beginning of March 2022 so any new people identified as "most in need", will receive £100 cash via paypoint before the end of March 2022.

How do I apply? / When is the application form going to be available?

No one can apply for this payment and there is no application form or claims process. The payment is made based on the information Enfield Council holds of Households receiving Housing Benefit, Council Tax Support or Universal Credit.

If you are eligible you will receive £100 cash via paypoint, you will receive an email or letter to say you will be receiving this cash payment.

I haven't received a payment, but I need help as I'm struggling to pay my bills

If you are receiving Housing Benefit, Council Tax Support or Universal Credit please contact EDA on phone 07523 272298 or e-mail: independentliving@e-d-a.org.uk

If you do not meet the criteria please check out the information on the Financial Hardship website to see what other help and support you may be entitled to. <https://new.enfield.gov.uk/forms/covid19-welfare-advice-debt-and-benefit-support-referral-form/>

Is the Household support funding there to help those who have lost the £20 per week from their Universal Credit?

The Household Support fund was given to Local Authorities by central government to support those most in need this winter, during the final stages of economic recovery. It has not been given to replace the removal of the £20 per week from Universal Credit.

I know someone who has the same income and circumstances as me, but they've received a payment and I haven't. Why is this and what help can I receive?

It may appear that you have the same income and circumstances but there are many factors that would identify someone as being more in need than another. For more information and if you receive Housing Benefit, Council Tax Support or Universal Credit please contact EDA on 07523 272298 or e-mail: independentliving@e-d-a.org.uk



CARER SUPPORT GROUPS

To join a support group online use this link: <https://bit.ly/ecc-group>
Or call: **020 3051 2874** and enter the Meeting ID: **944 315 1703#**

Email or Call 0208 366 3677 to book a face-to-face space

Until further notice, when attending the Centre you will need to comply with **BOTH** of the following:

- wear a mask throughout your session/support group/appointment unless eating or drinking
- Show us a negative test result on arrival (taken that day)

In the event that you arrive without your negative test result you will be required to take a test *before* entry or will be refused entry and given the zoom login details.

PLEASE NOTE: You **cannot wait in the Centre** whilst your test is being conducted.

Event	Date	
COFFEE & CHAT MORNING 11am—12.30pm 3rd Tuesday each month	Enjoy some social time. Meet and chat with other Carers. Make new friends over tea and biscuits! 18th January, 15th February, 15th March	
CARE HOMES COFFEE MORNING 10.30am—11.30am Last Friday of bi monthly	Do you have a family member in a residential or nursing home? Are you caring for someone who might need a home in the future? Join our session to learn more. 28th January, 25th March	
CARERS “ESSENTIALS” SESSIONS 11.00am—12.00pm Quarterly 3rd Friday of the month	Are you new to caring or newly registered at the Carers Centre? Speak with a member of our team, find out more about our services or get advice and information 18th February	
DEMENTIA CARERS SUPPORT GROUP 2.00pm - 3:30pm 3rd Thursday each month	Are you caring for someone living with Dementia? we’re here to support you. Meet other Carers in similar situations 20th January, 17th February, 17th March	
EVENING/WORKING CARERS CHAT 6.00pm - 7:30pm Quarterly	Find out about our services, chat to staff and other carers. We’re here to help. Thursday 31st March	
LEARNING DIFFICULTIES & AUTISM CARERS GROUP 12.30pm—2.00pm 1st Friday bi monthly	Meet other carers in similar situations.	
	CARING FOR CHILDREN UNDER 18 7th January	CARING FOR ADULTS 18+ WITH LD OR AUTISM 4th March
Bereaved Carers Group 11.00am—1.00pm 2nd Tuesday of each month	Therapeutic sessions covering the 7 stages of grief. 11th January, 8th February, 8th March See page 17 for more info	