

## NEWSLETTER:SUMMER 2011

### Eden Carers have officially opened their new office in Mardale Road.

The office offers more privacy, more space, is fully accessible and has free parking. Several Carers had said that the old site at Gloucester Yard was difficult to get to being up a steep hill and with no parking close by.

Richard Spencer had to rely on an understudy, carer Ben Carr, to cut the ribbon and officially declare Eden Carers new offices at Mardale Road open for business. Richard was unable to attend at the last minute due to his caring duties but has been a highly

valued member of Eden Carers Board of Trustees ensuring Carers views are heard at the highest level, is retiring after 10 years of service. Richard said, 'I have been privileged to see Eden Carers develop as well as benefit from their support. I would encourage all people who are providing unpaid care for a loved one to contact them - I never realised how much help there was.' Richard will be standing down from his Trustee duties at the next AGM in September this year but he is encouraging any Carers who may be interested in 'stepping in to his shoes' to contact Eden Carers. 'I have enjoyed giving something back for all they have given me', said Richard.



Photograph: Frederick Cameron Wilson



Drop in for information at the following times/days:

**10 a.m. - 12 noon**  
**2 p.m. - 4 p.m.**

**Tuesdays, Wednesdays,**  
**Thursdays.**

Other times by appointment with Carers Support Co-ordinators.

**Contact Us:** Eden Carers, The Office, Mardale Road, Penrith, CA1 9EH  
T: 01768 890280  
E: [enquiries@edencarers.co.uk](mailto:enquiries@edencarers.co.uk)  
W: [www.edencarers.co.uk](http://www.edencarers.co.uk)



Join us on facebook

## 'THROUGH THE KEYHOLE'

Eden Carers will be holding their **Annual General Meeting (AGM)** on **Thursday 8th September 2011 at 2.30 p.m.**

Knowing that AGMs are on a par with going to the dentist (necessary but lots of other things we would rather do instead) we have decided to keep the business of the AGM short (no more than 25 minutes maximum) and to the point. Once that is over with we will have tea and cakes, an opportunity to chat with staff and trustees and a chance to see behind the scenes at our new office.

As you will see from our front page, Richard Spencer, who has been a highly valued member of our Board of Trustees ensuring Carers views are heard at the highest level, is retiring after 10 years of service. Are you a Carer, or even a former Carer, who could spare a couple of hours six times a year, and who would like to join our small Board of Trustees? Training and support will be given and Richard would be more than happy to give you the 'Carer's' perspective of being a Trustee.

If you think you may be interested, please contact me, Cilla Clarke, at Eden Carers or come along to our short AGM and chat to any of the Trustees.



## SHOPPING TRIP - GREтна GATEWAY & HOUGHTON HALL GARDEN CENTRE

**Thursday 25th August 2011**

**Only £3 per person (carers / cared for )**

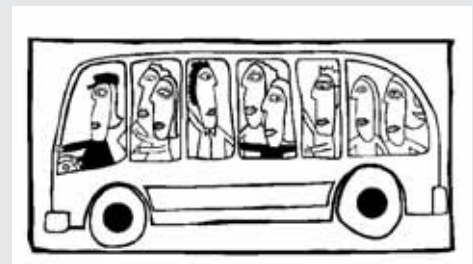
9.30 a.m. depart Penrith Sandgate Bus Station for Gretna Outlet Village.

Plenty of time for browsing the shops before we depart for Houghton Hall Garden Centre for tea/coffee and cake!

Returning to Penrith by 3.30 p.m.

**Places are limited, so please book early.**

Please call Heather or Wendy on 01768 890280 to book your place.



## Sarah's Story

I started at Eden Carers as a 3rd year Social Work Student in September 2009 and stayed as volunteer with the Young Carers until November 2010 when I became a paid member of staff on a temporary basis, covering for Brendan.

In January 2011 I was awarded a place on the Vodafone World of Difference programme which meant that Vodafone paid for me to work for Eden Carers for a short period of time. So from March 2011 until June 2011 Vodafone paid me to work with the Young Carers service and also to do a project on Parent carers (which I have left Brendan to complete).

But now it is time for me to say good bye as the Vodafone programme has finished and I have another job. I just want to say thank you so much for having me and teaching me loads about Carers. I will miss you all lots and wish everyone good luck for the future.

*Sarah Hodgson*



## Turn spare time into shared time.... ...Eden Time Bank arrives in Penrith....

If you live in the Penrith area, you now have an opportunity to get involved in the Eden Time Bank, who have recently established a hub at Carlisle Eden Mind. This is in addition to their other hubs in Appleby and Kirkby Stephen, which have been operating for over 3 years.

The Time Bank is a way for people to share their skills and time with others in their community and be rewarded for it.....in time. For every hour given providing a service for another member, a time credit is earned which can be used to obtain help from another member, saved 'for a rainy day' or donated to someone else in the Bank who perhaps needs extra help. Eden Time Bank is a member of Time Banks UK [www.timebanks.co.uk](http://www.timebanks.co.uk), a national network of almost 100 banks, and is the first in Cumbria.



Membership is open to both individuals and organisations living and operating in the Penrith area: anyone can apply to join and it costs nothing. Prospective members are interviewed to identify their wants and offers and asked to provide 2 references from others in their community. Once the membership process is complete, an account is set up to manage their time credits.

The Eden Time Bank is coordinated in Penrith by Howard Long, from an office at Carlisle Eden Mind on Tuesdays each week. If you are interested in joining or simply finding out more at this stage, you can make contact with the bank on [edentimebank@yahoo.co.uk](mailto:edentimebank@yahoo.co.uk) or ring 07800 843455 or pop in to Rowan House for a chat on Tuesdays between 10am and 1.00pm or 2.00pm and 4.00pm.

Eden Time Bank-Penrith, c/o Carlisle Eden Mind Ltd, Rowan House, St. Andrew's Place, Penrith, CA11 7XZ

Source: Eden Time Bank

## GIVE CARERS A BREAK

Are you a Carer? Do you provide unpaid support to someone who is ill, disabled, or has mental health or substance abuse problems?

Let's campaign together to make sure Carers get the breaks they need from caring. The Coalition Government announced in November that they would make £400million available to pay for breaks for adult and Young Carers. The Princess Royal Trust for Carers, together with Crossroads Carers are warning that the money will not be ring-fenced, and PCTs will still be able to spend it on other areas instead of Carers. We can't leave it to chance, and by campaigning together, we can work with PCTs to make sure Carers' voices are heard.

### Let's campaign for breaks for Carers!

If you're a Carer, you can get involved in the "Give Carers a Break" campaign by:

1. Filling in a "Give Carers a Break" campaign postcard, and submit it to your local Carers' Centre (Eden Carers) so that we can present them en masse to the Primary Care Trust, local authority or MP.
2. Write to your MP, local councillors and PCT chief executives. Make sure that you include details on how this issue affects you and your family.

Postcards and templates for the letters can be found on The Princess Royal Trust for Carers website: [www.carers.org/news](http://www.carers.org/news)

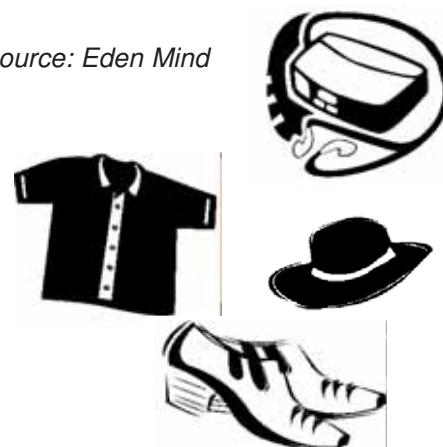
Source: Carers.org

## Wanted - Your Unwanted Items!

Carlisle Eden Mind urgently needs donated stock for their 'Something in Mind' charity shops in Penrith and Appleby. They need clothes, shoes, bags, games, accessories, curtains, bedding, books, DVDs, CDs, toys, bric-a-brac, and small electrical items in saleable condition.

All monies raised with your donations will go into providing local support for local people. Please call 01768 214332 to arrange pick-ups from the Penrith area.

Source: Eden Mind



## Disabled Person's Railcard

From Sunday 2 January 2011 the price of a one year Railcard is £20 and the price of a three year Railcard is £54.

The Disabled Persons Railcard is the only Railcard which offers a nationwide discount on most rail fares to the cardholder and one adult companion travelling with them. There is no minimum fare and no time restrictions on when the Railcard can be used to get discounts.

- ⇒ Save 1/3 on most rail fares across Britain
- ⇒ For you and a companion
- ⇒ Costs just £20 for one year or £54 for three years

You may qualify if you:

- ⇒ Receive disability-related benefits
- ⇒ Are registered as deaf or use a hearing aid
- ⇒ Are registered as visually impaired
- ⇒ Have epilepsy



See [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk) for more information and to download an application form. Or telephone 0845 605 0525 (7a.m. to 10 p.m, Monday to Sunday)

Source: [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)

---

## MONEY MADE CLEAR

Moneymadeclear guides from the Consumer Financial Education Body (CFEB) aim to help you understand financial matters and manage your money better.

Guides are available to give you clear information on

- ⇒ Basic Bank Accounts
  - ⇒ Borrowing money
  - ⇒ The facts about Credit Unions
  - ⇒ Insurance
  - ⇒ Making your budget work for you
  - ⇒ Saving and investing
- And other titles*

### [www.moneymadeclear.org.uk](http://www.moneymadeclear.org.uk)

On the Moneymadeclear website you can also find

- ⇒ A budget calculator - helps work out if you have enough money to cover your bills
- ⇒ Comparison tables for savings accounts and mortgages
- ⇒ A mortgage calculator to help you estimate your monthly payments



Source: [www.moneymadeclear.org.uk](http://www.moneymadeclear.org.uk)

## Scams: Watch Out!

Scams are schemes to con you out of your money. They usually come by post, phone or email. There are hundreds of scams - fake lotteries and prize draws, bogus health cures, investment scams and get-rich-quick schemes. Every year, 3 million people in the UK fall victim to scams, including people from all walks of life, no matter how alert or clued up you think you are.

**Remember, if it sounds too good to be true, it probably is!**

Spotted a scam? If in doubt, don't reply. Instead, **bin it, delete it or hang up**. You can also report the scam to Consumer Direct at [www.consumerdirect.gov.uk/scams](http://www.consumerdirect.gov.uk/scams)

If you think you've been caught by a scam, call Consumer Direct for advice on 08454 04 05 06. The Office of Fair Trading also produces a free booklet "Scambuster" (code OFT831).

For a copy telephone the OFT on 0800 389 3158

Source: [oft.gov.uk](http://oft.gov.uk)



---

## Debt Help After Bereavement

Bereavement is difficult enough to deal with on its own, but surviving partners are often left to deal with any joint debts, along with the financial implications of a loss of income from the deceased.

In the event of bereavement, do try to remember to contact your creditors as soon as you can to tell them about your change in circumstances. In most cases they will be sympathetic, but if your debts are getting on top of you, CCCS can give you free, transparent and impartial debt advice.

A free online debt counselling service is available at [www.ccs.co.uk](http://www.ccs.co.uk) or call Freephone Helpline on 0800 138 1111.

Source: [www.ccs.co.uk](http://www.ccs.co.uk)

## ECHO FAMILY FUN DAY & CAR BOOT

11 am - 2 pm, Sunday 14 August 2011, Penrith Rugby Club  
All Proceeds to Eden Young Carers and Hospice at Home

All Day Events (Inside if wet!) include Performances, Face Painting, Hoopla, raffle, Hook a Duck, Giant Hoopla and much more!

Car Boot £5 in advance or £6 on the day.

**FREE BUS** from Market Square Kirkby Stephen at 10.30 a.m. calling at Brough, Appleby and Kirkby Thore. (Places on the bus are limited, so please book early).

Contact Jenny, Eden Housing Association 01768 861435

## THE UNIVERSITY OF THE THIRD AGE (U3A)

U3A is a daytime educational, creative and leisure organisation for retired and semiretired people. The members organise its activities and offer their own skills, knowledge and experience for the benefit of fellow members. It is a self-help organisation and is about learning new things, expanding horizons, sharing skills and experiences, making new friends and enjoying new challenges. No qualifications are needed to join, and none are given.

Activities are mainly organised around small interest groups e.g. languages, local studies, walking, though most U3As have monthly meetings with a guest speaker to which any member may go.

The cost is modest, usually less than £15 per year, depending upon the U3A.

Your nearest U3As are:

Penrith and North Lakes U3A (membership around 500),  
contact number 07938 595017;

South Lakes U3A, based in Kendal (membership 700+),  
contact number 01539 735525

U3A National website is [www.u3a.org.uk](http://www.u3a.org.uk) also gives access to individual U3As.

Anyone wishing to form a U3A in the Kirkby Stephen area please contact Angela Davies on 016974 75217.

*Source: U3A*



Eden Carers' staff and students say thank you to 'Cakeheads', suppliers of the generous donation of wonderful cakes which were distributed to Carers in April.

## National Autistic Society

New Freephone helplines now available.

- ) Education Rights Service  
0808 800 4102
- ) Autism Helpline  
0808 800 4104
- ) Parent-to-Parent Service  
0808 800 4106

*Source: National Autistic Society*

## MOTABILITY CAR SCHEME

The Motability Scheme allows disabled people to exchange a part of their Higher Rate Disability Allowance or War Pensioners' Disability Allowance for a scooter or powered wheelchair.

More info on the scheme can be found at;

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



Providers now include Cumbria Mobility Ltd, based in Carlisle, who are an NHS accredited supplier and dealer of mobility equipment and a supplier for the Motability Scheme in Cumbria for scooters and powered wheelchairs.

Cumbria Mobility Ltd can be contacted on telephone 01228 538383

*Source: Motability*

## Age Concern Carlisle & Eden - Memory Lane Café

Support group for people with memory problems. Sandgate Room, Penrith Methodist Church From 10 a.m. to 12 noon.  
Contact Valerie Jayne on 017683 54918 for more details.

Thursday 21st July 2011

(Speaker Adele Pescod)

Thursday 18th August 2011

(Speaker - Eden Community Alarms)

Thursday 15th September 2011

(Speaker - Continance Nurse)

## LOOKING AT TAKING A BREAK?

Everyone needs a break occasionally and this is especially true for Carers. Carers UK have a factsheet ("Taking a Break" EW1016) looking at what help is available to help Carers to get a range of breaks, including holidays and short breaks as well as implications for benefits. They also produce a range of other factsheets, which are free to Carers (one copy only, including free P&P).

To order a copy either phone Carers UK on 0808 808 7777 or download from their website at [www.carersuk.org](http://www.carersuk.org)

Source: [www.carersuk.org](http://www.carersuk.org)



## YOUR BREAK - YOUR WAY

If you are planning a break 'away from it all', you might consider the splendid surroundings of Dalmellington House, Ayrshire or Carlogie Mansion, Angus. Both properties are owned and run by East Ayrshire Carers and offer 1-7 night breaks specially tailored to the needs of Carers. You will be able to join in with day trips, complementary and beauty therapies, or just do your own thing. Prices from £30 per night B&B.

For more information contact East Ayrshire Carers Centre on 01292 550717 or email [karen@eastayrshirecarers.co.uk](mailto:karen@eastayrshirecarers.co.uk)

Source: East Ayrshire Carers Centre

## THORNTHWAITE LODGE - LUXURY ACCESSIBLE SELF-CATERING HOLIDAYS FOR CARERS

Age Concern Carlisle and Eden run a fully accessible self-catering Holiday Lodge at Thanet Well Park, near Greystoke. The Lodge is run on a not-for-profit basis, and price are well below those for comparable commercial holiday accommodation, inclusive of linen, fuel, towels and most equipment.

The Lodge can be booked by those who care for older adults, or a terminally ill or severely disabled person of any age. It is fully accessible, including wheel/walk-in wet room, and sleeps up to 4 people. Warm and cosy, with panoramic views of the Northern Fells, the Lodge may be booked by calling Age Concern Carlisle & Eden on 01768 863618 or email [office@accarlisleeden.org.uk](mailto:office@accarlisleeden.org.uk)

Source: Age Concern Carlisle & Eden



### CONTACTING EDEN CARERS

Perhaps you have been registered with us for some time but things may have changed. You may feel you need more support now or would like your emergency plan reviewed. You may never have had a Carer Assessment or emergency plan and would now like one. Or you may just want someone to talk to. Please call 01768 890280 to arrange an appointment.

## DEAF/BLIND COMMUNICATOR GUIDE SCHEME

Cumbria DeafVision recently announced that their Deaf/Blind Communicator Scheme is now available across Cumbria. The service is aimed at anyone in the County who is deemed to have a combined hearing and sight impairment that causes difficulties with communication, access to information and mobility.

The communicator's role is to help to give people control of their lives in the following areas - communication, independence, integration, stimulation, mobility and choice.

The services that can be provided by the communicator are visits according to need, reading correspondence, enabling people to make telephone calls, to guide outside the home, to assist in effective communication, to assist where appropriate to complete forms, to escort to appointments, to catch up with friends, to enable to shop to make purchases of choice and to take part in leisure and recreational activities.

The service can be purchased privately at a cost of £16 per hour in which case you would contact Simon Crabb on 01228 606434. Alternatively a person may request a specialist Dual Sensory Loss Assessment be carried out to see if they meet the criteria for financial support to access this scheme. Anyone wishing to explore this possibility should either contact the Social Work team at Deafvision on 01228 606764, their existing Social Worker if they have one, or the local Social Services Customer Service department.

Source: DeafVision, 3 Compton Street, Carlisle, Cumbria, CA1 1HT

## Mentalhealthcare.org.uk

www.mentalhealthcare.org.uk is a website for family members and friends of people with psychosis. It gives up-to-date, evidence-based information about schizophrenia, bipolar disorder and other mental health problems that may involve the symptoms of psychosis. There is information about causes, symptoms and treatments. The site aims to help relatives and friends in their caring role.

www.mentalhealthcare.org.uk has been created by researchers and mental health professionals in response to research that shows that Carers of people with psychosis are often not given the information they need and want.

The site includes short films of experts talking about different aspects of psychosis to complement the text, summaries of pertinent research and "Ask the" pages where visitors can submit questions about psychosis to a psychiatrist, a psychologist and a pharmacist.

Source: [www.mentalhealthcare.org.uk](http://www.mentalhealthcare.org.uk)

---

## The Telephone Preference Service (TPS)

TPS is a central opt out register whereby individuals can register their wish not to receive unsolicited sales and marketing telephone calls. It is a legal requirement that all organisations (including charities, voluntary organisations and political parties) do not make such calls to numbers registered on the TPS unless they have your consent to do so.

The TPS can accept the registration of mobile telephone numbers, however it is important to note that this will prevent the receipt of marketing voice calls but not SMS (text) messages. If you wish to stop receiving SMS marketing messages, please send an 'opt-out' request to the company involved.

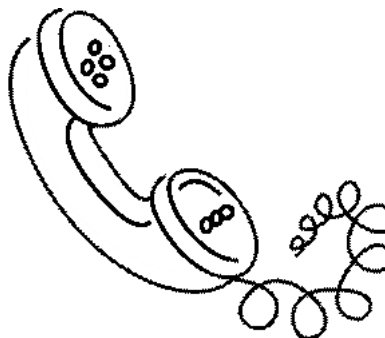
Before you register with TPS remember that it may prevent you from receiving relevant and worthwhile information. For instance charities find telemarketing to be an economical way to raise awareness and much needed support.

It is FREE for Individual consumers to register their residential address on TPS. Once a number has been registered it will become effective in 28 days.

No money is received from the Government to run the Service, the direct marketing industry pays for it.

For more information and to register, go to [www.tpsonline.org.uk](http://www.tpsonline.org.uk) or call the TPS registration line on 0845 070 0707.

Source: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)



## Universal Credit

Department of Work and Pensions state that "Universal Credit will mean that people will be consistently and transparently better off for each hour they work and every pound they earn. It will cut through the complexity of the existing benefit system to make it easier for people to get the help they need, when they need it. By utilising tried and proven information technology, we will streamline the system to reduce administration costs and minimise opportunities for error or fraud.

"Our reforms put work, whether full time, part time or just a few hours per week, at the centre of our welfare system. As such it extends a ladder of opportunity to those who have previously been excluded or marginalised from the world of work".

If given the go-ahead by Parliament, the new system will start for new claimants in October 2013, with people migrating over from existing benefits during the following four years. However, it could take 10 years to come into effect fully.

To find out more about Universal Credit.

<http://www.dwp.gov.uk/docs/universal-credit-full-document.pdf>

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

---

## THANK YOU

Eden Carers would like to thank the following for recent funding and contributions...

Carer's Legacy

BBC Children In Need

Cumbria County Council Adult Social Care and Children's services, including Grant Funding for individual Carers and Young Carers, plus Grant for new office telephone system

Vodafone UK

## DATES FOR YOUR DIARY

**Drop in Coffee Mornings** are held monthly, often with speakers on various topics (see below). Drop in for coffee and to meet other Carers between 10.30 a.m. and 12 noon.

Tuesday 16 August 2011 - Penrith Library Meeting Rooms with Speaker, Jen Rhodes, Pharmacist, 'Medicines Advice and Top Tips' (rescheduled from April)

Tuesday 20 September 2011 - Penrith Library Meeting Rooms

Tuesday 18 October 2011 - Penrith Library Meeting Rooms

**Thursday 25 August 2011 - Carers' shopping trip** (see page 2 for booking details)

**Thursday 8 September 2011 - Eden Carers' Annual General Meeting, at The Office, Mardale Road, Penrith, CA11 9EH** (see Page 1 for more details)

### Adult Carers' Lunch Club

Get together over lunch (normally around £5-£7) at various venues from 12 noon

Tuesday 2 August 2011 - The Soup Kitchen, Devonshire Arcade, Penrith

Tuesday 6 September 2011 - 'Five' Cafe (next to Eden Mind), Devonshire Street, Penrith

Tuesday 4 October 2011 - Lemon Tree, Devonshire Arcade, Penrith

Tuesday 1 November 2011 - The George Hotel, Devonshire Street, Penrith

### EDEN CARERS' STATEMENT OF INTENT

"Eden Carers is committed to identifying and eliminating prejudice and all forms of discrimination, direct and indirect, which restrict or hinder the promotion of equal opportunities, the provision of equal treatment and the positive valuing of diversity throughout all areas of its work and activities."

EDEN CARERS welcomes any comments, suggestions or criticisms about their work as a means of giving good service. Comments should be sent to the Chairman of Eden Carers in the first instance.

### Eden Carers' Newsletter Now Available Electronically

In order to make best use of the Charity's funds, by saving on printing and postage, we are encouraging those readers of our Newsletter who currently receive it by post to read our Newsletter on line if they possibly can. The newsletter is available to view at <http://www.edencarers.co.uk/Newsletter.htm>

If you would prefer to receive the newsletter by email, please let us know.

#### Join our free mailing list

If you would like to receive a regular copy please telephone us on: **01768 890280** or e-mail - [enquiries@edencarers.co.uk](mailto:enquiries@edencarers.co.uk)

**FREEPOST RSRE-ASTY-RYRR**

**EDEN CARERS**

**The Office**

**Mardale Road**

**Penrith CA11 9EH**

**Name**.....

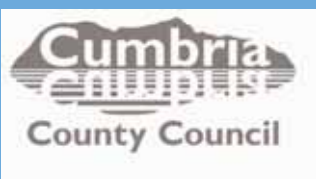
**Address** .....

**Postcode**.....

**Tel:** .....

**email:** .....

Accessibility: Eden Carers will do what is reasonable to provide information in alternative formats on request. If we encounter difficulties meeting your request, we will discuss the best solution for you. Please contact the Newsletter Editor on 01768 890280.



**Eden Carers**

Registered Office : The Office, Mardale Road,  
Penrith CA11 9EH.

Charity Registration No 1101719  
Company Registrarion No 4939903



Whilst every care is taken to ensure that the information is correct, Eden Carers cannot accept liability for omissions or inaccuracies or for any consequences arising therefrom and cannot take responsibility for the quality of any of the services or products mentioned. Any opinions expressed are those of the authors and not necessarily of Eden Carers.