

Spring 2022



Newsletter

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Eden Carers trading as Carer Support Eden

Please if you do not want to receive this newsletter any longer phone our office and we will amend your preferences. Similarly if you no longer want us to support you in your caring role, phone our office.

EDEN CARERS IS NOW...CARER SUPPORT EDEN!!!



After much discussion and deliberation we have decided to adopt CARER SUPPORT EDEN as our trading name. We hope it will be clearer to people that we are supporting unpaid Carers, not providing paid Carers to provide domiciliary care.

Our new name also brings us more in line with the other Carer Support Organisations in Cumbria; Carer Support West Cumbria, Carer Support South Lakes and Furness Carers. We already work closely with these organisations and together we are in a consortium known as Carer Support Cumbria, delivering the Cumbria County Council / NHS funded All Age Carers Contract.

We are hoping that our new logo is still recognisable from the original Eden Carers one and that you like our fresh new look for 2022! Our email address, website, and legal name (Eden Carers) registered with Companies House and the Charity Commission remains unchanged.

DEAF AND PARTIALITY SIGHTED APPS

ARE YOU OR SOMEONE YOU CARE FOR DEAF/HARD OF HEARING?  

SignLive (<https://signlive.co.uk/>) and InterpreterNow are independent apps you can use to contact businesses, care services, and meetings, using online interpreters. Find them on Google Play or App Store.

The deaf person signs up and pays for the service. They contact an interpreter via an app – sign to the interrupter, who places the call, acts as an interrupter & speaks to the person / company being phoned. To obtain cost you have to contact them and they put you on the 'correct price plan'.

ARE YOU OR DO YOU CARE FOR SOMEONE WITH VISUAL IMPAIRMENTS?

Check out [Be My Eyes](https://www.bemyeyes.com/) (https://www.bemyeyes.com/) and [TapTapSee](https://taptapseeapp.com/) (https://taptapseeapp.com/).

Two of the many Apps designed to assist blind and partially sighted people with daily living. Available on Google Play and App Store.





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VOLUNTEER NEWS & VIEWS

Our Volunteer respite sitters are back in action! Since the lifting of restrictions and the introduction of the Booster Jab, we have taken the decision to reopen our Volunteer Sitting Service. We know how valuable a couple of hours respite can be for some Carers and our Volunteers are gradually making this happen - 'Sitting Volunteers' we thank you!

Relaxation time for Carers continues to be popular at The Retreat at Red Barn. If you would like a free relaxing treatment from our Volunteer Jo, she is available 10-11am on Wednesday mornings, call the office and we will organise a date for you. Treatments to choose from include; facial (including scalp & shoulder massage), facial or foot reflexology, back massage and a mini facial

Don't forget that our IT Support Volunteer, Dave, is available to help with any IT troubles you may be having. Recently, Dave has been helping Carers set up online shopping, create email addresses and troubleshooting printer problems. Our Volunteer Dave is happy to come to your home, free of charge and help with IT issues, no matter how small. If you could do with a little technology assistance, contact the office and we will arrange for Dave to visit you.

Finally, January is often the time that people look to make new resolutions or small life changes. If you know anyone that would like to Volunteer with Carer Support Eden please pass on the message that we would love to hear from them! We are always looking to recruit more Volunteers so we can continue to help support unpaid Carers in Eden.

All the best for 2022 from the Volunteer Team!

Sue Munro - Volunteer Services Coordinator



APPEAL FOR PATIENTS TO RETURN WALKING AIDS

An appeal has been launched for patients to return their walking aids after a large drop in the number of returns during the coronavirus pandemic. Staff at North Cumbria Integrated Care NHS Foundation Trust are appealing to patients to return crutches, walking sticks and zimmer frames.

Fiona Wright, deputy head of physiotherapy, said: "Many of you may have stored them away and forgotten they are in the home. Please bring them back so we can reuse them. It is perfectly safe to bring them back for them to be professionally cleaned so they can be safely reused by other patients."

The Cumberland Infirmary will have meet and greet volunteers at the entrance who will collect equipment handed in. You can also hand equipment in at Penrith and Alston Community Hospitals.



SOCIAL EVENTS

Hubs	Dates
Kirkby Stephen Hub Methodist Church Hall We are joining with the memory club the 1st Thursday of every month.	Thursday 10.30am-12pm 6 th Jan, 3 rd Feb, 3 rd Mar, 7 th April
Court Thorn Hub Court Thorn Surgery (1 st Monday of month, not Bank Holiday)	Monday 1pm-3pm 10 th Jan, 7 th Feb, 7 th Mar, 4 th April
Penrith Hub The George Hotel (1 st Tuesday of the month)	Tuesday 10.30am-12pm 4 th Jan, 1 st Feb, 1 st Mar, 5 th April
The Men's Hub Various venues, please contact the office (2 nd Tuesday of the month)	Tuesday 1.30pm-3.30pm 11 th Jan, 8 th Feb, 8 th Mar, 12 th April
Penrith Lunch Hub Lemon Tree Café, Devonshire Arcade, Penrith (2 nd Wednesday of the month)	Wednesday 12pm (please arrive at 12pm) 12 th Jan, 9 th Feb, 9 th Mar, 13 th April
Appleby Hub The Appleby Hub (3 rd Thursday of the month)	Thursday 10am—11 am 16 th Dec, 20 th Jan, 17 th Feb, 17 th Mar
Alston Hub The Swans Head (Top Pub) Alston (Last Thursday of the month)	Thursday 11am-12.30pm 27 th Jan, 24 th Feb, 31 st Mar, 28 th April
IT Home Support	One to One home visits arranged by appointment. Contact the office for more details or speak to your Support Worker.

What are our Hubs all about?

To get involved with our Hubs just come along on one of the dates above for a coffee and a chat with other Carers, no need to book in advance, and a volunteer or member of Carer Support Eden staff will be there to welcome you.

TALKS FOR CARERS

All talks take place at the Carer Support Eden office, involve a cup of tea, biscuits and are free of charge for our Carers. To book a place contact the office on enquiries@edencarers.co.uk or 01768 890280.

Art for Health & Well Being Juno Lowther Creative Minds Artist	Wednesday 23rd February 10.30am-12pm Immerse yourself in the relaxing and fun process of creating beautiful artwork. Juno will provide materials and ideas; all you need to bring is your enthusiasm. It will give you a chance to unwind, switch off from your busy life, be creative and do something a bit different!
Bees, Trees & 4 Legged Things! Madeline Teasdale Ullswater Catchment Management	Thursday 24th March 2-3pm Maddie runs Ullswater Catchment Management with her husband Dan, and is going to share with us the work they do for nature conservation, helping bees and regenerative farming.
Gardening for Wildlife Wendy Rheam Carer Support Eden Staff and experienced gardener!	Tuesday 26th April 2-3pm We all want to help wildlife. Our outdoor space; be it a balcony or an acre of a garden, we need to protect what is disappearing in the wild. It's a huge topic. This session, we will look at what we can plant in our gardens to provide food and shelter over the twelve months of the year. Let's swap ideas, I'm hoping to bring a few spare plants, if you have any bring them along.

THE GREAT DIGITAL PHONE SWITCH

In 2017, BT announced the digital telephone switchover. Over eight years, the UK will move from analogue telephone to a faster digital system. With work already underway, BT plans to switch off the old network for good in 2025. This change will affect homes and businesses throughout the UK. Current landline technology largely resembles the original systems of the 1800s. An analogue phone network relies on physical components like copper wires to carry voice signals between users. There's no doubt about it: the current system is ageing fast. Due to more complex demands, the network is struggling to keep up. In order to meet the growing need, BT plans to retire both PSTN and ISDN by the end of 2025.

If you speak to family and friends on Zoom, Skype or Whatsapp, you're likely already using the new system. This technology is called VoIP, or Voice over Internet Protocol. It allows users to make telephone calls via an internet connection. Therefore, VoIP removes the need for a physical transmitting device. This system offers many benefits to users. Firstly, VoIP calls are notably cheaper than PSTN, particularly over long distances. VoIP technology offers a faster connection for long-distance calls as data is transmitted via the internet. Another benefit is that providers can make upgrades by flicking a switch. Obviously, this is way more efficient than digging up the street to lay new lines.

What will the switch over mean for the average user. In short: from 2025, you will no longer plug your landline phone into its own socket on the wall. Instead, it will be plugged into your Wi-Fi router and work off your household internet connection. When it comes to the actual telephone service, most people will likely notice little difference. Eventually, everyone will need a broadband connection to make and receive landline phone calls. However, most people will be able to keep using their current landline handsets with a VoIP adaptor. If you don't currently have broadband, don't worry. The UK communications regulator, Ofcom, has said that providers must offer basic internet connections for phone calls only. Telecare alarms use a traditional landline connection. As has been noted, landlines will be affected by the switchover, but this is no cause for concern. Your telephone provider can supply an Analogue Telephone Adaptor (ATA). This will convert analogue signals to digital, allowing you to continue using your alarm as normal. This means that, during the digital telephone switchover, your alarm will function exactly as it does now.

Your telephone provider will contact you when work is about to begin in your area. The digital telephone switchover will not happen overnight. BT began work in 2017 and are completing the project in phases. You can contact them directly to find out when they intend to start work in your area.

COULD YOU COPE IN A POWER CUT? WOULD YOU BE VULNERABLE WITHOUT WATER?

Storm Arwen at the end of November hit parts of our region hard, and while we're no strangers to bad weather, the devastation caused to power and water supplies reminds us of how vulnerable we can be when the lights and heat go off.

If you feel you'd benefit from extra support when this happens, why not sign up as a Priority Customer with the Utility Companies? You'll be put on their priority list, contacted by their welfare teams, and offered additional help in times of need due to storm/adverse weather.

For Northumbria Water:
0345 733 5566. www.nwl.co.uk

For United Utilities and Electricity North West:
Sign up to our free priority services register and our welfare team will help keep you safe and comfortable until the power is back on. Contact us on 105 or 0800 195 4141, or email us at customerwelfareteam@enwl.co.uk

Northern Powergrid
Priority Services Membership team on 0800 169 2996 <https://www.northernpowergrid.com>

Northern Gas Network:
Call our Customer Care Team on 0800 040 7766 and select Option 3 when you hear the recorded message. You can also email the Customer Care Team at customercare@northerngas.co.uk.

Spring 2022

PARENT CARER CORNER

Free workshops to provide advice and support for parents and Carers.

Skills for People, an organisation providing support for people with learning disabilities and autism, are running a series of workshops in North Cumbria in association with Carlisle Mencap.

Cumbria SEND
Improvement
Programme



Positive Behavioral Support (PBS) is recommended as the best way to support people with behavior that challenges. This free three session course has been created by parents and PBS trainers, and is for parent / Carers of children with additional needs in North Cumbria. Other workshops are planned for families in other areas across the region later in the year. All workshops will be held on Zoom, with links to the sessions sent prior to the meeting.

The course will be held over three separate workshops as follows:

- **Friday 28th January**—An introduction to positive behavioral support, helping you to better understand your child's behavior.
- **Friday 4th February**—A more practical workshop, looking in more detail at strategies for support your child.
- **Friday 11th February**—Creating an individual positive behavioral support plan for your child, with additional support and guidance to help with this.

Each workshop will run from **10:00am until 12:30pm**, with a chance for questions until 1pm.

Parents and Carers can **book their free place** by emailing Jillian Allan on jillian.allan@skillsforpeople.org.uk or phoning on **0191281 8737**

FIT-FOR-ALL IS BACK!!!

The FitForAll Sessions have begun again, in the following venues:

- **MONDAYS** - Appleby, Bennett Room at Appleby Hub at 1.00pm
- **WEDNESDAYS** – Shap, Shap Memorial Hall at 1:15pm
- **THURSDAYS** –Penrith, Frenchfield Sports Field (outside class) at 10:30am
- **THURSDAYS** – Kirkoswald, Kirkoswald Village Hall at 1:00pm

Indoor sessions cost £3, and you are welcome to bring a flask/drink with you.

Gentle exercise and movement, suitable for all abilities and fitness – contact Roo Bannister for more details on 07581413422.

CARER-CONNECT CUMBRIA IS HERE

Carer-Connect is a unique online platform Carers can join to be together regardless of geographical distance. They can share their common experiences and provide each other with understanding, encouragement and advice.

COVID-19 has really highlighted the issue of acute social isolation and the importance of support and conversations for all unpaid Carers. This is why Carer-Connect is needed. Carer-Connect is predominantly a social space; a bit like Facebook and WhatsApp, with professional services and support built in. This safe and moderated forum is for Carers of all ages, living throughout Cumbria. To access the platform, visit www.carer-connect.org create your own private account protected by your own Email Address and Passwords. Or contact Carer-Connect on 01539 815970.



Give it a try and let us know what you think.

Newsletter

MEET SARAH

Hi, I'm Sarah and have just started at Carer Support Eden.

I grew up and live in Carlisle and currently care for my Dad who has early onset Alzheimer's.

I have previously worked in the community supporting those with physical health conditions, learning disabilities and have recently just finished working with the Crisis Team.

In my spare time, I enjoy being outdoors, going for walks and going to the theatre. I love to travel and have been to India, Australia, America and Europe and look forward to getting to do this again soon.

I am really looking forward to meeting all of you.



PHOTO COMPETITION – CUMBRIAN WEATHER AND WILDLIFE

Calling all photographers!

We know we are lucky to live in such a beautiful part of the country, and we would love to see your photos, on the theme of Cumbrian Weather and Wildlife.

So if you've taken a picture of Cross Fell in the snow, a beautiful autumnal tree, or a gorgeous red squirrel – send them in for your chance to win some M&S Vouchers!

Please submit your entry via email to: enquiries@edencarers.co.uk no later than Monday 21st February 2022.

With your permission, we will publish the winners in the next newsletter. Get snapping!



Facebook, Twitter and Instagram are a great way to keep up to date with our latest news and activities. We post our Hub dates and venues, talks for Carers, book club next reads, Carers trips and activities and lots of other information that we hope will be relevant to you in your caring role.

We also share campaigns from relevant national organisations. We try to keep our feed up to date by including information posts from a variety of local organisations.

You can comment on our posts or message us directly through our Social Media and it is also an easy way to share what Carer Support Eden are doing with your friends and family, who may in turn want to contact us for support in their Caring role.

Please join us with a like or a follow on Facebook, Twitter or Instagram @EdenCarers.



Autumn 2021 QUIZ ANSWERS

Thanks to everyone who entered the Autumn Quiz. We had a number of correct entries but chose three winners at random who all received a £10 M&S voucher.

Below are the answers for you to check:

- | | |
|---|------------------|
| 1. Hoglet | |
| 2. Hazel | |
| 3. Rotterdam | |
| 4. King James 1 (of England - James VI of Scotland) | |
| 5. Libra | |
| 6. Leonardo Di Caprio | |
| 7. Pumpkin | |
| 8. St Andrews | |
| 9. November | |
| 10. American Dirt | |
| 11. Priti Patel | |
| 12. Betty's | |
| 13. Adam Peaty | |
| 14. M&S | |
| 15. Italy | |
| 16. Starling | |
| 17. Windermere | |
| 18. Grasmere | |
| 19. Apple | |
| 20. Jay Blades | |
| | Anagrams |
| | 21. Netherlands |
| | 22. South Africa |
| | 23. North Korea |
| | 24. Bangladesh |
| | 25. Switzerland |
| | 26. Mongolia |
| | 27. Singapore |
| | 28. Sierra Leone |
| | Riddles |
| | 29. Footsteps |
| | 30. David |
| | 31. The Future |

Please have a go at our Spring Quiz; enclosed.
Amanda loves receiving your answers!!

Future Events

If you have any ideas for future Adult Carers newsletters and activities we would like you to tell us about it. Please contact us by phone 01768 890280 or

email: enquiries@edencarers.co.uk



TEST YOUR SMOKE ALARM NOW

A working Smoke Alarm can help save lives

Ensure everyone in your household knows what to do if a fire occurs

To request a FREE 'Safe & Well' visit
For a home fire safety assessment

Contact Cumbria Fire & Rescue Service on 0800 358 4777

IMPORTANT

EMERGENCY PLANS

If there are any changes to the details we have for your Emergency Plan, please advise us immediately so that we can amend the Plan/Card details.

Emergency Out of Hours Contact Adult Social Care

Out of office hours and during Bank Holidays, Carers can contact Cumbria County Council Switchboard
01228 526690 In the event of an emergency or not.



THANK YOU

Carer Support Eden would like to thank the following for their continued support:

- * Cumbria County Council—Adult Social Care
- * Cumbria Country Council—Children's Services
- * Cumbria Community Foundation
- * North Lakes Hotel & Spa for pamper sessions
- * Carer Support Eden Volunteers
- * Joanna Griffiths at The Retreat, Greystoke
- * Masons United Grand Lodge of England
- * The National Lottery Community Fund

FUNDRAISING

With continued funding cuts, donations are becoming increasingly crucial to continue and **INCREASE** the services and activities we provide. We want to make a difference, making your caring role easier. *Please, consider supporting Carer Support Eden so we can continue our work supporting Carers through a donation, memorial funding or a legacy.*

Carer Support Eden Statement of Intent

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

Accessibility: Carer Support Eden 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 us on 01768 890280.

Whilst every care is taken to ensure that the information is correct, Carer Support Eden 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 Carer Support Eden.

FOUR EASY WAYS TO CONTACT US:

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4. **By Phone:**
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Lead Carer Support Worker

Sarah Jewett

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Generic Carer Support

Coordinators:

Amanda Milton

Emma Watson

Jenny Soulsby

Patsy Newsome

Volunteer Coordinator:

Sue Munro

Admin/Finance Coordinator:

Vacant



ARMED FORCES
COVENANT

EMPLOYER
RECOGNITION
SCHEME

BRONZE AWARD