



Carers' Voice

JANUARY - MARCH 2021



Enfield Carers Centre

Empowering Carers

A Network Partner of

CARERS TRUST

Homecare Services From a Charity You Can Trust

Enfield Carers Centre now includes Crossroads Home Care Services

Supporting you *and* the person you care for

This is good news for carers because now as well as getting support for yourself we also offer high-quality respite, replacement care and sitting services all under one roof. No more hunting around trying to find a reliable home-care agency that you can trust to look after your loved one(s).

We know how important it is for Carers to have a break and recharge your batteries. Our highly-skilled, fully vetted and trained care support workers ensure this can happen.

Quality services at very competitive rates

Monday to Friday £17.50 an hour.

Weekend £19.50.

Overnight services - call for a quote.

Our visits are 1 hour minimum as we believe that less than an hour isn't a break and also it's essential for our Care Support Workers to spend quality time with each person they look after.

Our range of services include: assistance with personal care, shopping, domestic help, escorting to appointments, running errands, medication and mobility transfers. We can assist people of all ages: children, young adults, vulnerable adults living with mental ill health, learning difficulties, autism, challenging behaviour or long-term health conditions such as heart failure, stroke, dementia, and diabetes. We can assist with peg feeds, stoma bags and catheter care too.

Please get in touch with us for more details or to discuss your specific requirements on

020 8366 3677, option 1.

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.

Enfield Carers Centre is here to support you in your caring role.

We offer a wide range of services including: free training and information, respite activities and counselling and many more.

Give us a call and we will be happy to help.

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T: 020 8366 3677
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www.enfieldcarers.org
Charity No: 1140089

Carers
Contract
Funded by



Meet the New Members of our Team

Homecare Team



Alex Morgillo

Homecare Manager Alex has been working in health and social care for about ten years including as a care worker. He joined Enfield Carers Centre in October 2020 and supervises the Homecare Team. Alex is responsible for ensuring we deliver a safe, effective, responsive, and caring service for all our clients. Alex is the line manager for Vlatka and Graham (see below).



Vlatka Cesnik

Care Coordinator Vlatka joined Enfield Carers Centre in November 2020 as a Home Care Co-ordinator as part of the merged Crossroads Home Care Team. Vlatka trained as a nurse in Croatia and has experience of supporting children and people with disabilities and their families. Vlatka had been working for Crossroads for approximately 2 years before the merger.



Graham Addis

Care Coordinator Graham joined Enfield Carers Centre in November 2020 as a Home Care Co-ordinator. Graham had been working for Crossroads Lea Valley for approximately 2 years before the merger.

Transitions Advocacy Team



Kevin Phillips

Transition Advocate Kevin has worked as a social worker, advocate, and family support worker for 30 years. Kevin joined ECC in November 2020 as part of the merged Transition Team at Crossroads Care where he had worked for 8 years.



Lorraine Steward

Transition Advocate Lorraine has worked with children with special educational needs (SEND) and vulnerable families for many years. Lorraine worked with Crossroads for two years before the merger. Both Advocates support parent carers whose children have disabilities or special educational needs (SEND) and are moving from children's to adult services. Their work mainly focuses on issues related to social care & SEND matters including Education, Health Care Plan (EHCP) processes.

Finance Team



Sharon Kent

Finance Manager Sharon also joined the Enfield Carers Centre team in November 2020 as part of the merger with Crossroads - where she had spent 22 years in an Office Management/Finance role.

ECC is partnering Age UK Enfield in its



**i-Can Service:
A community-based service offering one-to-one support to adults 18+**

**Cheryl Codrington
iCan Navigator**

Cheryl joined Enfield Carers Centre on 2nd Nov 2020 and has been hard at work helping Enfield Residents living in the Edmonton N9 & N18 areas.

There are four Navigators in total, working for different charitable organisations, and covering different parts of the borough of Enfield. The Navigators focus on improving an individual's independence and well-being.

Cheryl has a wealth of experience gained in the social care sector over many years. Cheryl performed the role of iCan Navigator for 3 years employed by Crossroads until May 2020 (see below for more details of the iCan service).

What is the iCan Service?

The iCan Service is a free, impartial, confidential service which aims to improve the health and wellbeing of adults aged 18 or over, who are living in Enfield. This service

will support people, who have been diagnosed with Diabetes, Dementia, had a Stroke or a Fall. The service also supports people who are socially isolated or need end of life care .

The iCan service aims to:

- Improve the coordination of care for individuals
- provide someone who can help people to access health and social care services.



The iCan Navigators are trained professionals who work in partnership with health and social care providers to make sure that individuals get the appropriate care and support they need.

The support Cheryl provides will be open to everyone over the age of 18 and isn't limited to carers.

Cheryl says

"It feels great to be back in the role of iCan Navigator and I already feel part of the team at Enfield Carers.

I can also see that the iCan service complements the support already offered by my colleagues at Enfield Carers Centre.

So if you think that I can support you in some way and you live in the N9 or N18 area, please call the Carers Centre on 020 8366 3677) and ask for me".



Additional Funding to Help Carers

We are hoping to secure some additional funding from the wonderful people at Global Radio. We will find out if we're successful in early January so would like to hear from you if you think you could benefit from any of the following funds. The aim is to provide extra support to Carers and their families at this difficult time. Please contact us to register your interest .

Carers Transport Fund

If you wish to avoid public transport and you or the person that you care for need help with travel costs for essential journeys such as hospital appointments, shopping or to travel to family to provide care, please contact us and ask about the Carers Transport Fund.

Carers Hardship Fund

If you are on a low income and need help for essential items such as food and winter clothing or the replacement of an essential household items we may be able help. Please contact us for more details.

Carers Respite Fund

If you need a break, somebody to sit with your cared for while you go shopping or just to see friends and have a break, please give us a call.

Carers Digital Library

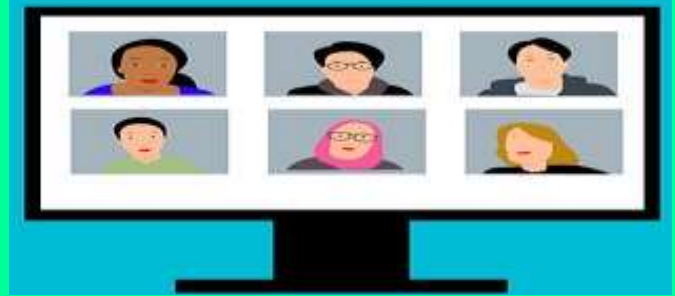
If you would like to borrow a device and to get some help to access online services and information we can help! We have a library of devices that can be loaned to carers for three months at a time and volunteers to help you to get online if you need it. Give us a call and find out more!

Please note that, in order for the funds to go to those most in need, all applications will be subject to a finance check.

All funds with the exception of the Digital Library will end 31st March 2021.

HELP TO GET ONLINE

Are you feeling left out as the rest of the world connects via the internet? Do you want to keep in touch with us, your family or friends but don't know how to use Zoom or other online activities? Perhaps you can't afford a computer, laptop or tablet?



We can help you.
Call us on: 020 8366 3677

£25 AMAZON VOUCHER WINNER



We are pleased to announce that Mr Stephen Bush is the first lucky winner to receive a £25.00 amazon voucher for returning his review letter back to ECC.

Congratulations



Enfield Carers Centre
Empowering Carers

CARERS

WELLBEING WORKSHOPS

Online Workshops run from 11.00am – 12.30pm

Our Psychological Wellbeing Practitioners will be running Wellbeing Workshops

- **Coping with Pandemic Fatigue - Thursday 11th March**
- **Stress Management - Thursday 8th April**

To Book a Place
Call 020 8366 3677

LET'S TALK

TALKING YOUR WAY TO
BETTER MENTAL HEALTH

NHS

FREE DEBT ADVICE IN ENFIELD

As a result of these challenging times it's understandable that many families may be facing financial difficulty, due to historic debts or that they may end up accumulating debt.

Understanding that this is a growing area of concern in our local community, a new **free debt advice** has been set up - supported by Community Money Advice, as well as being authorised and regulated by the Financial Conduct Authority (FCA).

Enfield Debt Centre is run in conjunction with North Enfield Foodbank. The Centre is conveniently located at the same premises as the Foodbank, at **Jubilee Central, 2 Lumina Way, Enfield EN1 1FS**.

Open on **Tuesdays, Thursdays** and **Saturdays** from **11am-3pm** (the same times as the Foodbank), the Centre offers support and advice, helping people to arrange payment plans with creditors and to manage their personal finances through budgeting. People can also be signposted to relevant organisations.

If you know of anyone who may need these services they can contact Fana, the Debt Centre Manager, by **phone on 07596 735789** or by **email info@enfielddebt.org**.

Face-to-face meetings can also be arranged during open hours either by Zoom or in person, by contacting Enfield Debt Centre in advance.



Online Courses for Unpaid Carers

Putting Carers First



These courses aren't a test – there is no grading or time limit. They are a self-help tool designed to keep you well in your role as an unpaid carer. The course bundle includes interactive quizzes, videos, downloads and worksheets, for you to take at your own pace, whether it's for 5 minutes daily, or for an hour once a week. You'll get plenty of hints and tips on how to acknowledge, rethink and balance the ways in which caring affects your life.

*Course one: What kind of carer are you? **FREE***

*Course two: How does caring affect your life? **FREE***

*Course three: Understanding and coping with challenges **FREE***

Courses 1, 2 & 3 are **FREE to all carers. Other courses are available. Please visit website to sign up www.promas.co.uk**

Enfield Carers Centre have been given a limited number of licenses to access all courses. Please call Enfield Carers Centre on **020 8366 3677** to register your interest.



FREE Online Exercise Classes



Stretch and Relaxation Class

Every Wednesday from 6th January to 10th February @ 6:30pm

Begin your new year with a relaxing start, improving your flexibility and mood.
Take time to balance your schedule and your body.

REGISTER NOW:

https://us02web.zoom.us/meeting/register/tZlvdequrDkiHdY-HmPqDNMwlkE8Jb0apk_j



LOW COST Online Exercise Classes



Don't Tone Alone are offering a range of online classes for all abilities.

CIRCUITS: Tuesday, Thursday @ 11am & Saturday @ 10am

BOXING: Friday @ 11am

MINDFUL MOVEMENTS: Wednesday @ 12:30pm

To book a block of 12 sessions for £25 visit

www.donttonealone.co.uk/shop/exercise-classes

Classes will take place over ZOOM.

For more information contact Don't Tone Alone Email: info@donttonealone.co.uk

Help may be available to those unable to pay. Please call ECC to enquire : 020 8366 3677

CARERS' LEGAL INFORMATION TELEPHONE APPOINTMENTS

Hadley Long from Michael Anvoner Solicitors OR
Craig Ward from Craybeck Law

Ten & fifteen minute phone appointments covering any of the following *:

Wills; Trusts; Lasting Power of Attorney; Community Care; Care Act 2014;
Carers Rights; Court of Protection or Care Home Matters

Thursdays: 21st January, 18th February, 18th March — 10am-12pm

Tuesdays: 26th January, 23rd February, 23rd March — 2pm-3pm

*sessions are limited and subject to availability

Call **020 8366 3677** to book

January - March 2021 Activities

To join our Video Activities and Support Groups from your computer or tablet you'll need an internet connection and a web-camera or smartphone with data. If you don't have a computer, internet or a smartphone—don't worry you can still dial in from your home phone or call us to discuss loaning a tablet from our IT lending library.

The phone call for our online activities will not cost you more than a local call. Dial the phone number, type in the meeting ID and Hey Presto!

You will be able to talk to everyone else in the phone/zoom meeting.

ONLINE Benefits Advice



Disability Benefits

Tuesday 26th January 2pm - 3:30pm

Understanding the criteria for Disability Benefits

Covering: Disability Living Allowance (DLA),
Personal Independence Payment (PIP) &
Attendance Allowance (AA)

Means Tested Benefits

Tuesday 23rd February 2pm - 3:30pm

Understanding the criteria for Means Tested
Benefits

Covering: Universal Credit (UC) , Council Tax
Reduction and Disregards

Carers Allowance

Tuesday 23rd March 2pm - 3:30pm

Understand Carers Allowance and the impact it can
have on other benefits

To Book Call: 020 8366 3677

If you'd like to help

us save the trees
and receive this
newsletter by email
instead or if you'd
prefer to be
removed from our
mailing list, please
let us know:

Call 020 8366 3677
or Email
info@enfieldcarers.org

Speak another
language? Let us
know and we can
provide a
translation



ONLINE Healthy Living Day

Thursday 4th March 2021

Time: 10am—2pm

It's important for all carers to keep themselves healthy and well so that they can continue looking after their cared for person. Often carers put their own health needs last because they're busy and concerned about the needs of their loved one. ECC recognises that carers are important too and recommends that GPs provide an annual health check for every carer. If you haven't had your health check, please ask your GP for one.

FREE HEALTH

ADVICE :Blood pressure, weight, diet, blood sugar control and fitness

Useful apps and websites to help you improve your health & wellbeing

Join in with some light & relaxing group exercises led by a fitness instructor

Chat with a qualified Nurse

Places are limited. Use ZOOM via app or browser

To register your interest ☎ 020 8366 3677

First Aid Training ONLINE

FREE 2-Hour online workshop for carers with certificate of attendance

Red Cross online workshop 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



Tuesday 2nd March

1:30 - 3:00 pm

Call to register your interest: 020 8366 3677



FREE TRAINING FOR CARERS



Learn valuable nursing skills to help prevent hospital admissions

Are you looking after a partner or relative who's ill or disabled? Are they being treated by their GP or District Nurses? Have they had surgery or an infection? If any of these situations apply to the person you care for, this free course will teach you basic nursing skills which will help you keep them healthy and avoid hospital stays or re-admissions.

Join our Zoom Training - <https://us02web.zoom.us/j/9443151703>

OR

Dial in 0203 051 2874 Meeting ID: 944 315 1703#



Medication Safety

Avoid Hospital (re-) admissions

Latest Covid-19 information for carers. Testing in Enfield.

Signs of infection and what action to take

Skin care and prevention of pressure sores/ulcers

Unwell out of hours? Where to go/who to call

Addressing swallowing Problems (Dysphagia)

Want to avoid an unnecessary trip back to A & E or to your GP? Join other carers on this crucial course and learn basic, but vital, clinical skills that once learned, you'll be able to use for life.

ONLINE WORKSHOP VIA ZOOM

Monday 8th February
Tuesday 30th March

Time: 10am - 1:45pm Call to book your place 020 8366 3677

This training is produced in partnership with CEPN with funding from Health Education England

Carer Support Groups

We are holding our support groups by Zoom video so that we can see as well as talk to carers. If you have internet access via a computer with a webcam or a tablet or smartphone—you can join the meeting by clicking on the link.

Don't worry if you don't have a computer or smartphone—you can still join the meeting by phone. Just dial the number and enter the meeting ID or ask us about borrowing a device.

We can also help you to get online and join in the groups. Call: 020 8366 3677 for more advice.

Daytime Carers Chats

Are you new to caring, or new to the Carers Centre? Find out more about the Centre/Speak to our staff

To join our zoom chat click link:

<https://us02web.zoom.us/j/9443151703>

Or call: 0203 051 2874

Enter the Meeting ID: 944 315 1703#

11am - 12:00pm

Monday 11th January

Friday 15th January

Monday 1st February

Friday 19th February

Monday 1st March

Friday 19th March

Multiple Sclerosis Carers

Held in partnership with
The SHANE Project

To join our zoom group click:

<https://us02web.zoom.us/j/9443151703>

Or call: 0203 051 2874

Enter the Meeting ID: 944 315 1703#

3pm - 4pm

Friday 15th January

Friday 19th March

Dementia Carers

To join our zoom support group click
<https://us02web.zoom.us/j/9443151703>

Or call: 020 3051 2874

Enter the Meeting ID: 944 315 1703#

Thursday 21st Jan 2pm-3:30pm

Topic: Thinking About Respite Options

Thursday 18th Feb 2pm-3:30pm

Topic: Peer Support Chat

Thursday 18th Mar 2pm-3:30pm

Topic: Making Time for Yourself as a Carer

Mental Health Carers

To join our zoom group click:

<https://us02web.zoom.us/j/9443151703>

Or call: 0203 051 2874

Enter the Meeting ID: 944 315 1703#

11am - 12:00pm

Monday 25th January

Topic: Thinking About Respite Options

This session is open to all carers

Monday 22nd February

Topic: Peer Support Chat

Monday 29th March

Topic: Making Time for Yourself as a Carer

Evening Carers Chat

Thursday 25th March

6:00pm—7:30pm

To join our zoom chat click:

<https://us02web.zoom.us/j/9443151703>

Or call:

0203 051 2874

Enter the Meeting ID: 944 315 1703#

Carer Support Groups (ctd.)

EVENING GROUP FOR MENTAL HEALTH CARERS

Supporting your loved one through a mental health crisis

Speak to members of Enfield's Mental Health Trust Crisis & Home Treatment Team. Learn how the team operates and how they support people in crisis or who have been admitted to the Mental Health Unit.

Share tips and strategies for coping and supporting your loved one.

6:30pm - 7:45pm

Tuesday 26th January

Tuesday 23rd February

Tuesday 23rd March

To join our zoom group **by computer** click:

<https://us02web.zoom.us/j/9443151703>



To join **by phone** call: 0203 051 2874

Enter the Meeting ID: 944 315 1703#

To join our Video Activities and Support Groups from your computer or tablet you'll need an internet connection and a web-camera or smartphone with data. If you don't have a computer, internet or a smartphone, don't worry you can still dial in from your home phone.

The phone call will not cost you more than a local call, for the length of the meeting. Dial the phone number, type the meeting ID and Hey Presto! You can talk to all the

Learning Difficulties and Autism Spectrum Disorder (ASD) Carers

10am - 11:30am

Friday 8th January

Guest Speaker: One-to-One Enfield

Friday 5th March

Topic: TBC

To join our zoom support group click

<https://us02web.zoom.us/j/9443151703>

Or call: 020 3051 2874

Enter the Meeting ID: 944 315 1703#

Bereaved Carers Group

Tuesdays 11am—1pm

12th January

9th February

9th March

Our staff are also available to talk to bereaved carers individually and/or in a group phone call. If you'd like to join us or receive a call, please add your name to our list by calling 020 8366 3677



Do you have a family member in residential or nursing care?
Are you caring for somebody who may need residential or nursing care in the future? You are invited to join our group.

Carers Care Home Network



Thursday 21st January
Thursday 18th March
6pm - 7:30pm



To join our zoom support group click
<https://us02web.zoom.us/j/9443151703>

Or call: 020 3051 2874
enter the Meeting ID: 944 315 1703#

The network has been created to provide support and advice to carers who have a loved one in nursing or residential care or who may be about to go through the process of choosing a care home.

CARERS GP & HEALTH FORUM

Wednesday 10th March
11am– 1pm

The following topics will be covered:

- ◇ **General Health Update**
- ◇ **Covid-19**
- ◇ **iCan (Isolation, Dementia, Falls)**
- ◇ **Healthcare**
- ◇ **Talking Therapies**



To join the Zoom Forum:

Click: <https://us02web.zoom.us/j/9443151703>

Or call: 020 3051 2874

Enter the Meeting ID: 944 315 1703#

We're still offering support to Young Carers over the phone and online.

Call us 10am-4pm Monday - Friday on 020 8366 3677 or

WhatsApp or text us on 07809 332106

Email us: youngcarers@enfieldcarers.org

Contact us to book a place on any of the events on these pages.

WEEKLY ACTIVITIES VIA ZOOM

Mondays 4:15–5:15pm
EyPIC Chat (all ages)

Wednesdays 5–6pm
EyPIC Hub Night (all ages) /
EyPIC Chat (teenagers only)

Thursdays 4–5:30pm
EyPIC Homework Club (all ages)

Fridays 4:30–5:15pm
Yoga (all ages)

HOMEWORK CLUB

Homework Club takes place on Zoom every Thursday afternoon 4-5:30pm during term-time.

Young Carers receive a 30 minute slot to go through their homework with a tutor.

Please contact us to book your place.

We need to know your **name**, **year group**, the **subject/topic** you would like help with (e.g. Maths – Algebra), and your preferred time slot.

Please be aware that places get booked up quickly!

EyPIC Hubs

Hub nights take place on Zoom once a fortnight 5–6pm

on the following dates:

- ◆ 13th January
- ◆ 27th January
- ◆ 10th February
- ◆ 24th February
- ◆ 10th March
- ◆ 24th March

These will feature a variety of online activities, including:

- ⇒ a theatre workshop
- ⇒ archaeology workshop
- ⇒ a boxing and mindfulness session
- ⇒ a comic art workshop
- ⇒ some escape rooms!



www.twitter.com/eypic_youth
www.facebook.com/EnfieldCarersCentreYoungCarers
www.instagram.com/eypic_youth

Time For A Break

Have a break - meet new people
who understand what it's like to be
a carer

SOCIAL EVENTS WILL BE VIA ZOOM

CARERS VALENTINE SOCIAL EVENT



Celebrate love in all its forms

Monday 15th February 2:00pm - 3:30pm

To show how much we love you, join us for a chat via Zoom

To Book your place call 020 8366 3677

ONLINE CARERS COFFEE MORNING

Tuesday 19th January

11:00am - 12:30pm



Grab your coffee, tea, biscuit or
cake and



Join via Zoom to chat and make friends with other carers.

To join our zoom chat click link below:

<https://us02web.zoom.us/j/9443151703> Or call: 0203 051 2874 & enter the
Meeting ID: 944 315 1703#

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 - you can get a good night's sleep and recharge
your batteries. Ask ECC staff for more details. *subject to funding &
availability



AT A GLANCE JAN — MAR 2021 Call 020 8366 3677 to book

DATE	VENUE	EVENT
21st, 26th January, 18th, 23rd February, 18th 23rd March 10am– 12pm or 2-3pm	TELEPHONE APPOINTMENTS See page 7 for details	LEGAL INFORMATION PHONE APPTS with Hadley Long or Craig Ward. Ten or fifteen minutes sessions re: wills, community care law, lasting power of attorney and deputyship. Call ECC to book an appointment.
26th January 23rd February 23rd March 6:30pm –7:45pm	VIDEO/TELE-CONF See page 12 for details	EVENING MENTAL HEALTH CARERS GROUP Speak to staff from the local Crisis & Home Treatment Team, learn more about how they operate.
21st January 18th March 6pm - 7:30pm	VIDEO/TELE-CONF See page 13 for details Thursday bi-monthly	CARE HOMES NETWORK Do you have a family member in residential or nursing care? Are you caring for someone who may need this type of care in the future? Join our network.
11th, 15th January, 1st, 19th February, 1st, 19th March 11am - 12pm	VIDEO/TELE-CONF See page 11 for details 1st Monday & 3rd Friday each month	DAYTIME CARERS CHAT Meet other carers and speak to one of our Carer Support & Advice Officers.
25th March 6pm - 7:30pm	VIDEO/TELE-CONF See page 11 for details Quarterly on a Thursday	EVENING/WORKING CARERS CHAT Chat to staff and other carers.
12th January, 9th February, 9th March 11am - 1pm	Call for details See page 12 for details 2nd Tuesday each month	BEREAVED CARERS SUPPORT GROUP Meet other ex-carers, build a life after caring, share your tips, experiences, concerns and discuss coping strategies.
25th January, 22nd February, 29th March 11am - 12:30pm	VIDEO/TELE-CONF See page 11 for details Last Monday of every month	MENTAL HEALTH CARERS SUPPORT GROUP Meet other carers in similar situations.
8th January, 5th March 10am - 11:30am	VIDEO/TELE-CONF See page 12 for details 1st Friday bi monthly	LEARNING DIFFICULTIES & AUTISM SPECTRUM DISORDER (ASD) CARERS GROUP Meet other carers in similar situations.
21st January, 18th February, 18th March 2pm - 3:30pm	VIDEO/TELE-CONF See page 11 for details 3rd Thursday of each month	DEMENTIA CARERS SUPPORT GROUP If you're caring for someone with dementia, we're here to support you.
15th January, 19th March 3pm - 4pm	VIDEO/TELE-CONF See page 11 for details 3rd Friday bi Monthly	MULTIPLE SCLEROSIS CARERS SUPPORT GROUP Held in partnership with The Shane Project. All MS carers welcome.