

# CARERS news

ISSUE 14: SPRING/SUMMER 2018

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LGBT+ History Month, Training and Events

## WELLBEING

Coping with isolation as an older person

## INSIGHT

Carers speak out, Direct payments

## ACTIVITIES

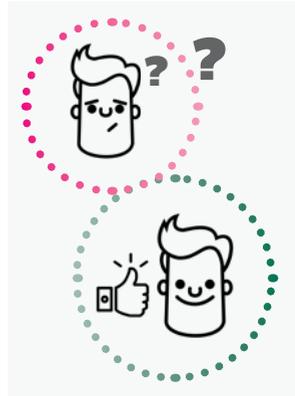
What's on for carers in Hackney this Spring



Image: Angela Groundwater, Hackney Museum, 2018

Carers News is published quarterly  
Carers News is published by the Carers Coordination Service on behalf  
of the Carers are the Bedrock Partnership

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## WHO WE ARE

Carers are the Bedrock is a partnership of local organisations committed to supporting carers. We can offer the following services:

- Information and advice on your rights as a carer
- A statutory Carer's Needs Assessment
- Information and advice on benefit entitlements
- Carers' support and information groups
- An invitation to events and activities for carers, such as Carers' Rights Day and Carers' Week
- The opportunity to be part of the Carers' Involvement Forum (CiF), which gives feedback on our services
- Signposting and referrals to a range of extra services such as advocacy, counselling, befriending, and more.

**T: 020 8533 0951**  
**E: [ccsadmin@hackneycarers.org.uk](mailto:ccsadmin@hackneycarers.org.uk)**  
**W: [carersarethebedrock.com](http://carersarethebedrock.com)**

## Carers are the Bedrock Partners

### PARTNERS OFFERING ASSESSMENTS:

**AGE UK EAST LONDON**  
82 Russia Lane, E2 9LU

**ALZHEIMER'S SOCIETY**  
30 Felstead Street, E9 5LG

**BIKUR CHOLIM**  
2a Northfield Road, N16 5RN

**CITY AND HACKNEY MIND**  
8-10 Tudor Road, E9 7SN

**CITY AND HACKNEY CARERS CENTRE**  
10 Church Crescent, E9 7DL

**DERMAN**  
66 New North Road, N1 6TG

### PARTNERS OFFERING OTHER SERVICES:

Hackney Caribbean Elderly Organisation, Chizuk, Hackney Chinese Community Service, Hackney Refugee Forum, Hands Inc, North London Muslim Community Centre, Positive East, Vietnamese Mental Health Service, St Joseph's Hospice.

### CONTACT US:

Email: [ccsadmin@hackneycarers.org.uk](mailto:ccsadmin@hackneycarers.org.uk)  
Telephone: 0208 533 0951

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## Welcome to Carers News, Spring/Summer 2018

Welcome to Carers News, keeping you up-to-date with all the latest info and services available to carers in the London Borough of Hackney. Please email your thoughts and comments to us at [ccsadmin@hackneycarers.org.uk](mailto:ccsadmin@hackneycarers.org.uk), or write to us via Carers Coordination Service, Social Action for Health, 1c Mentmore Terrace, London, E8 3DQ.

# UPFRONT

## CHCC is moving!

The Carers Centre is moving its office to Social Action for Health on 30th April, 2018.

### New address:

Social Action for Health  
1c Mentmore Terrace  
E8 3DQ



## Have you had a carers assessment?

Find out about the benefits of undertaking a carers assessment and how Carers are the Bedrock can support you.

**Call: 020 8533 0951**

## Free legal advice

Are you a Hackney resident in need of help with consumer and debt issues? If you owe money, Hackney Community Law Centre may be able to help you out.

Leave a message on the number below outlining your case. If your case is suitable, an appointment will be made with a volunteer lawyer on a Tuesday evening between 6pm and 8pm at Dalston CLR James Library.

**To book: 020 7633 4531**

## Free menopause awareness event:

RECLAIM THE MENOPAUSE

FIND OUT ABOUT  
MENOPAUSE SERVICES  
IN HACKNEY & SPEAK  
WITH HEALTH PROVIDERS

LEARN ABOUT THE  
INNOVATIVE COURSES  
AND SUPPORT GROUPS  
ORGANISED BY  
HANDS INC

FREE MESSAGES &  
REFRESHMENTS  
PROVIDED

FOR MORE INFO

CALL: 020 3051 8626  
menopause@handsinc.co.uk

[www.reclaimthemenopause.com](http://www.reclaimthemenopause.com)



**March 27th**  
**6:30-8:30PM**

Just bring  
yourself and a  
curious, open  
mind!

**Core Clapton,  
161 Northwold  
Road, Upper  
Clapton, E5 8RL**



**BOOK A PLACE NOW**  
**020 3051 8626**

Hands Inc. is a Carers are the Bedrock partner that aims to inspire health and wellbeing so that everyone is able to live well.

**Find out more about our  
partners, visit:**

[carersarethebedrock.com](http://carersarethebedrock.com)

# CHALLENGING ISOLATION THROUGH PODCASTING

## Hello Hackney 50+ podcast

Podcasting is a method of publishing audio files - usually recorded conversations - on the Internet.

Hello Hackney 50+ podcasts run on Friday afternoons, and are affiliated with the Hackney 50+ IT Drop-in sessions, a social inclusion service for all older Hackney residents.

The proposition on these podcasts is that the best way

to understand social isolation is to talk to older people who have direct experience of it in their own lives or the lives of their friends.

“

**We make podcasts because we think older people in this area have unique insights about the world changing around us- and there is no point keeping it to ourselves.**

**We talk, others listen - but what we really want is for those other people to join us. We hope to hear your voice too.**

“

I was at home with my own child for two years and when I got back to work it was then when I realised that I forgot how to talk to people. To have a place to go to that is structured in a community centre, with people who are running it, is a much safer proposition than us kind of wandering the streets and talking to whoever is around. Being part of something is fundamentally important.

Listen to the podcasts online, visit:  
**[dropin.szs.net/podcast](https://dropin.szs.net/podcast)**



You can also listen to the live broadcast every Friday afternoon around 2.15pm on:  
**[dropin.szs.net/livestream](https://dropin.szs.net/livestream)**



**E:** [hellohackney@szs.net](mailto:hellohackney@szs.net)

### Join the podcast sessions:

Whitmore Community Centre,  
2-4 Phillipp St, N1 5NU

**Fridays 2-4pm**



# CELEBRATING 20 YEARS OF SERVICE

LEARN ABOUT CITY AND HACKNEY  
CARERS CENTRE'S LONGEST  
RUNNING STAFF MEMBER;  
AMINA BEGUM

## Joining Carers Centre

It's a funny story actually. I came across this role at the Job Centre, but when I came for my interview I thought I was coming to the 'careers centre' because I obviously misread. Only on my interview day did I know exactly what I was going for but the interview went really well and I started employment on the 5th of January 1998.

There were about 4 members of staff and the database had 500 carers on it. Now if you compare it 20 years down the line, we've got a database of nearly 3000 carers and the staff

numbers have grown to about 24 people. That's something to be proud of.

## Going through various job roles:

I started off in reception. Then did bookkeeping. I became the Carers Coordination Service manager in 2014. Then I was at a phase in my life where I needed a change and that's when I decided I wanted to focus on finance. Through working here I realised that I really enjoy working with numbers, so I'm now office and finance manager.

## Dealing with challenges and changes

One of the main challenges for us is the funding side of things because every year we don't know what's going to go and what's going to stay.

When I first started, the centre had more of an open door policy so people could come in and there would be an advice worker available to sit and chat with them. Things have changed over the years in how grants and funding work. It's not as flexible as it was back then.

I think support groups are a way we keep a strong relationship with carers. When I first started there were

only two groups and now we have a lot more focused support groups. It really does help. It's a platform for them to join in and be with other carers in the same situation as them. I think carers really do value the support they get from the facilitators and their peers during these support groups. A lot of it is also about listening and giving carers that time and keeping them informed.

### **Fond memories:**

We did abseiling once! There's a castle near Heron Practice that has a climbing centre and few of us did a fundraising activity there. About 5 or 6 staff members abseiled down the building. It was nerve wracking at the time because I was one of the last to go down and it was really high up. That was quite a challenge but it was an amazing experience. We raised a lot of money

for the Carers Centre and it was such a team effort.

### **What you didn't know about Amina:**

I did a traineeship in west London working for an American airline. I absolutely loved it because ever since I was a child I've always wanted to work for an airline and work in an airport. I always had this fascination with aviation and airplanes, but because of my height I couldn't be an air hostess. I'm quite a short person.

### **You could have become a pilot!**

I don't know if I'd trust myself with that many lives...but I'd quite like a flight simulation experience one day.

### **Understanding the role of a carer:**

I've got personal experience from my home life, witnessing

members of my family deal with being a carer. I've seen first hand how demanding and stressful it is. It's been an eye-opener working with many carers that came through the door with different challenges and roles. It has made me realise that people sacrifice so much for the person they care for, to give them a bit of help and support is such a nice feeling.

### **What has kept me going over the years...**

I thrive on knowing that where I'm working is a place that's helping and supporting others. You feel that sense of purpose. No matter what my role within the organisation, I know it's for a good cause and that I'm working towards something bigger.



**There's lots going on in Hackney for carers and the people they care for. Carers are the Bedrock have listed a few of our favourite sessions below**

# EVENTS & TRAINING FOR CARERS

**SPRING/SUMMER 2018**

## FOOT CLINIC FOR OVER 60S

Hoxton Health is running a community based foot health clinic run by qualified chiropodist. Treatment and advice for corns, callouses and bunions. **Location:** St Mary's Community Hall, Kent Street, Haggerston, E2 8PH. **Cost:** £5. **Every first Thursday** of the month, Upcoming date: 5th April, 3rd May. **Call:** 0207 739 2533



## TAI CHI COFFEE MORNING

Rise and shine with coffee & cake, thoughtful conversation, Tai chi and affordable osteopathy. What a way to start the day. For over 50s. Pay what you feel.

**Call:** 0300 561 0161

**Email:** [info@coreclapton.org](mailto:info@coreclapton.org)

**Location:** Core Clapton  
161 Northwold Road, E5 8RL

**THURSDAYS 11AM-12.30PM**



## FOOD FOR LIFE SOCIAL PROGRAMME

A weekly drop-in cook and eat group that: shares recipes and cooking tips, cooks nutritious and delicious meals, builds confidence and motivation to cook.

**Call:** 0207 033 8529

**Email:** [food@shoreditchtrust.org.uk](mailto:food@shoreditchtrust.org.uk)

**Location:** The Shoreditch Trust  
Healthy Living Centre, 170 Pitfield  
Street, N1 6JP

**THURSDAYS 11AM-1PM**

# COMMUNITY EVENTS



## GARDENING COURSES AT ST. MARY'S SECRET GARDEN: 50 PEARSON STREET E2 8EL



### Gardening with Added Wellbeing

Starts 27th March 1.30pm - 4.30pm:  
16-week course for people with experience of mental ill health, provided by Hackney Learning Trust. Explore the therapeutic side of gardening.

### Introduction to Gardening

Starts 7th April 10.30am - 1.30pm:  
8-week course with an 'urban twist'. Ranging from seed sowing, soil and compost, food growing, weeds, houseplant care and more.

**E: [INFO@STMARYSGARDEN.ORG.UK](mailto:INFO@STMARYSGARDEN.ORG.UK) // T: 0207 739 2965**

## CrISP PROGRAMME BY ALZHEIMER'S SOCIETY

Carer Information and Support Programme



The CrISP programme provides an opportunity for you to talk in a friendly and confidential environment about your experiences of caring and supporting the person with dementia and the impact it is having on you. A series of five weekly free workshops aim to provide you with information & support.

For more information, contact Janet:



I feel I can cope better now and although I have learnt the journey of dementia is different for each individual, I feel more prepared for what I may have to face in the future. I found the programme helped in many ways and particularly in gaining a better understanding of dementia and how to cope on a day-to-day basis. I have learnt not to be afraid to ask for help and that it is important to take care of myself in order to manage the care of my husband.

**E: [JANET.SEBASTIAN@ALZHEIMERS.ORG.UK](mailto:JANET.SEBASTIAN@ALZHEIMERS.ORG.UK)  
T: 020 8533 0091**

# LGBTQ HISTORY MONTH 2018

On 1st February 2018, LGBT+ History Month 2018 event at the Hackney Museum was featured on Hackney Today.

Out and About is a project for LGBTQ elders, managed by City and Hackney Carers Centre.

The project took centre stage this February, when Hackney Museum exhibited the wallpaper created by

the group in collaboration with artist Angela Groundwater. Hackney Today was present at the exhibition launch night, and featured the project in a double page spread (shown here). Visit page 12 for an in-depth look at the artwork.



## COMMUNITY NEWS

### DEMENTIA-FRIENDLY FILM SCREENINGS AT HACKNEY PICTUREHOUSE

An accessible cinema experience that is enhanced to suit the needs of people living with dementia. Come half an hour before the film for free tea, coffee and biscuits. Tickets: £4 per person, with a free place for accompanying carers. Hackney Picturehouse, 270 Mare Street, E8 1HE.



Friday 27th April, 11am  
Gigi [PG]



Friday 25th May, 11am  
Carmen Jones [U]



Friday 22nd June, 11am  
There's No Business Like  
Show Business

## VOLUNTEER OF THE MONTH

SANDRA VOLUNTEERS FOR HANDS INC AND IS AN  
AMBASSADOR FOR THE MENOPAUSE PROJECT



## SANDRA

“

Sandra joined us almost a year ago when she signed up for a course with the Menopause Programme. She found the course very helpful and it inspired her to volunteer for us.

Sandra is a delight. She has a very bubbly personality and we are always laughing when she is around.



## FROM PERSONAL OBJECTS TO LGBT+ HISTORY

OUT AND ABOUT LGBTQ PROJECT  
2017-2018: A COLLABORATION  
WITH ARTIST ANGELA  
GROUNDWATER

Angela chose to work with the Out and About project, which is managed by City and Hackney Carers Centre, in order to help showcase the lives and stories of lesbian, gay, bi and trans Londoners in Hackney. She wanted to tell stories that might otherwise pass untold, and represent the kind of narratives not often showcased in mainstream media.

Members of the LGBTQ community are more likely than their heterosexual counterparts to be single, live alone and be estranged from their families. This can lead to comparatively higher levels of isolation among older members of the LGBTQ community.

Funded by The Big Lottery via Connect Hackney, Out and About used a combination of life coaching and a 'coaching ally' service to help reduce isolation and increase wellbeing among this population.



City & Hackney Carers Centre



### BEGIN YOUR JOURNEY HERE

Project participants were asked to bring items of personal significance to a workshop with Angela Groundwater in Autumn 2017. The wallpaper was created from the stories and items shared at the workshop.

*I thought, what can I do to show my gay identity? I could bring a Pride flyer or some LGBT badges but then I thought, it's not me...*

*My LGBT identity is so ingrained in me that I don't need that. I brought along other things to tell you more about me as a person.*

*The 'gayness' is just...always there.*

## EYEDROPPERS

JULIA, 52, LESBIAN

My partner died in March last year. We were together for five years.

She had complications from diabetes quite severely and had to get injections in her eyes, and use eye drops.

These little tubes are the eye drops she used – the packets were dotted everywhere around the flat, and the sight of them reminds me of her.

## DOLL

DONALD, 60, GAY MAN

These dolls were called 'Campus Cuties' and were released in 1964. This figure is called 'Shopping, Anyone?'

I brought it because to me it symbolises "feminine" allure and glamour. I am a very feminine gay man and I like that.

I do believe in the fluidity of gender, and I chose this doll to symbolise that.

## JOURNAL COVER

CAROL, 60, QUESTIONING

I'm a 'late developer'. Still exploring my LGBT identity... if that's what it is.

I got rid of a lot of journals. ..some I shredded. Some I buried. But this one won't let me throw it away.

Journaling is a jumping-off point for the me that I can't show externally.

## NEWBORN'S WRISTBAND

ROS, 67, LESBIAN

After three years together, my girlfriend and I had a child. I attended the scans and his birth. I was ecstatic.

We split up when our child was two. After that I was told I had no legal right to see him, despite trying to co-parent him for the first two years.

This is his hospital wristband from the night he was born.



**Look at the wallpaper.  
Can you spot the objects they're talking about?**

## RUBBER DUCK

ROWENA, 74, LESBIAN

My blood family don't have much to do with me. I'm very much on my own. But I've got this big circle of gay friends. My gay family "are" my family. My friend Simon bought me this little duck, and the duck signifies my friendship with him and all my gay friends.

## PRODUCTS FOR SALE

This unique collaboration has given rise to a range of products exclusively created by Angela Groundwater. The artwork will be sustainably digitally printed onto silk squares, which will be the perfect addition to any wardrobe.

Other products, including notebooks, cushions and bedspreads, are coming soon. A percentage of the profits will go City and Hackney Carers Centre in order to fund future projects for LGBTQ+ elders.

Further info on our LGBTQ+ projects:  
[lgbt@hackneycarers.org.uk](mailto:lgbt@hackneycarers.org.uk)  
020 8510 1963

Order products via:  
[me@angela-groundwater.com](mailto:me@angela-groundwater.com)

# NAVIGATING PUBLIC SPACES AND MISTREATMENT

Carers News meets  
Dr Morris Breen, who cares  
for three people across  
London.

WORDS: RIM AL-AWADHI // ILLUSTRATION: RIM AL-AWADHI



**Administering almost every aspect of three people's lives, Morris refers to himself as the 'admin machine'.**



## Of the country's 6.5 million informal carers, one third are aged 65 and over.

Dr Morris Breen has been in retirement since 2009, but this has not meant any less work for him. He is caring for three vulnerable adults with their own distinct and demanding needs.

To reach his cared-for in Hackney, Morris travels fifteen miles each way. This causes him to spend a considerable amount of his caring role on-the-go.

**Carers News:** You called us recently to say that you had an incident whilst out in public with two people you care for. What happened?

"It was a Monday in December in one of JD Wetherspoon pubs, the one opposite Hackney Town Hall. It was the middle of winter. Rita had a hepatology consultancy appointment at Homerton that day." Rita, who Morris has known for forty years, is totally disabled, house-bound and requires a wheelchair to move her about.

"We ended up spending the whole day at the hospital. Rita was getting very irritable, very cranky.

Robert was getting fidgety and you'd expect that."

Robert has a learning disability and is autistic. He is fifty eight and has the mental age of five.

"I said to them, as we were leaving hospital, 'do you want to eat something now?' It was getting to supper time. It was dark and gloomy and I'm concerned about Rita because she doesn't move and there's a risk of hypothermia and her circulation and all that." They all agreed to eat together before taking Rita home and heading back to Bromley, where both Morris and Robert live.

"Now I would not normally go to this place but I thought...they've got to eat something. We find a table and I park Rita on the wheelchair. I normally order a meal and then I get her an extra plate and a spoon to feed her because her hands are deformed due to arthritis. They brought Robert's meal, it was cold. I had to go back and speak to them and this is the second time I ask for a plate and a spoon. The young lad eventually came in and brought her a saucer and said 'that will do her'. A saucer! For a cup. That will do her?"

Then the manager comes along and brings another meal to replace the cold one from earlier. He was wearing a scarf and the tassels of the scarf were in the meal! You couldn't make this up.

Then there was a couple of individuals sitting adjacent, and they kept looking at Robert because he has a tick, he does sudden head movements, with autism you get that now and again.

In the end Rita wouldn't eat and I certainly wouldn't feed her out of a saucer. We had this altercation with them and I felt that we needed to get out of there. I took Rita to the disabled toilet. It was filthy and it stank. So I got Rita and Robert ready and we walked out. I just called a taxi and we got home. It was such a bad experience. We were all so tired. Rita was frozen. You touch her hands and you can feel she was completely freezing. I reported this to Hackney's environmental health and they followed

it up. They got a warning, this pub. Which was quite right. I wrote to that organisation and do you think they could be bothered to respond? Absolutely not. Doesn't that say something about these companies? **I'm afraid this sort of experience is not uncommon.**

**CN:** What is it like navigating public spaces with someone in a wheelchair?

"Rita is not very big, but she's heavy because she's a dead weight when you're pushing. When you've got somebody with you in a wheelchair, you spend the whole time looking at the curb and considering every single thing along the way. If that wheelchair gets jammed she'd go flying out of it. How then do you deal with that?

**Public transport is always a challenge for us.** One time, I took Rita out in the wheelchair to an optician and we went there and everything was fine. Then we got on the bus and when we tried

to come off I pressed the disabled wheelchair button, it's a blue button not like the one you'd normally press to stop the bus, and that gives a different sound to the driver. As we were pulling up to the stop and I'm getting ready to come off, he just drives off! So I called him and he stopped the bus, he got out of the cab and he's having an argument with me over a disabled person in a wheelchair. I thought that he was going to hit me. It was appalling. It should never happen.

When I'm outside with Rita or any of the other two, some people look at you with judgement and contempt. When you ask them to move and they start to look at you as much as to say, 'well what do you want?' when it's obvious that I'm with someone on a wheelchair. **It's like they don't want to see it, they don't want to know. As the saying goes: 'there are none so blind as those who will not see.'**

**CN:** Do you get to enjoy your retirement?

“Even when I do go away and go through all the rigours of trying to organise other care things do happen. I was in America at Christmas the year before last. I got a phone call from Homerton Hospital intensive care saying we have your client Rita here. Saying ‘she had a stroke again but she’s now fit to move out can you come and take her?’ I had to leave my intended holiday, come back here, hire a car immediately and rush up here.

**This is part of the intensity of caring: the unplanned, never-intended circumstances with which we’re presented with.**

If my three clients were to go to appropriate care it’s going to cost tens of thousands of pounds a year to look after them and they wouldn’t get the same care that I provide.

**I can’t just simply walk away from them, they are not commodities, they are people.**

**CN:** Any advice you can give to other carers?

“Go to organisations such as the Carers Centre and find out what services and things are available to you.

**Anyone attending appointments should always take somebody with them.** Even if that person knows nothing about the subject, or if they don’t even speak, it is always a very good thing to do because that person will pick up on things and remember things that you yourself won’t because you were probably dealing with so much at the time.

**If you’re advocating for your cared for, you need to ask questions.** Say ‘I don’t understand this, can you explain it to me?’ so that when you have a quiet moment and you’re away from there, you

can then explain it to the person. After all, you are maintaining the dignity of the person you care for.

**Make yourselves heard. When something is justified; you have the right to make a fuss.**

Sometimes I think to myself, was I right? I could choose to ignore things but in the light of day you think hang on, this isn’t about me, it’s about them. If I don’t challenge that, if I don’t take appropriate action on behalf of that person, this kind of treatment will not change.

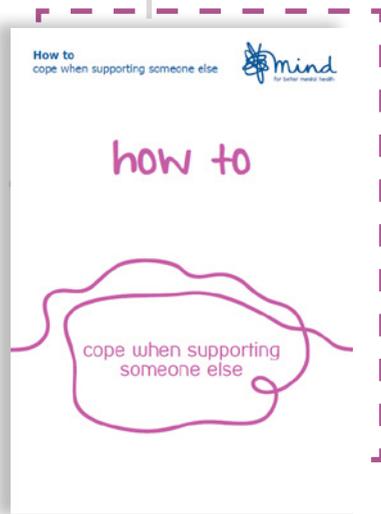
**Never be afraid to complain. I know it’s difficult and time consuming and tedious, but only by doing that and the more that people do that, will the treatment of carers and the person they care for will change.**

\*Apart from Morris Breen, the names in this article have been changed to protect the identities of the persons.

# MIND: “HOW TO COPE WHEN SUPPORTING SOMEONE ELSE”

**The Carers are the Bedrock partnership is made up of a range of organisations that reflect the diversity of the borough of Hackney.**

In this issue, we are highlighting a recently published booklet by Mind that addresses mental health for carers. The following extracts can be found at full length in the booklet.



(Mind booklet, 'how to cope when supporting someone else', 2017)

## How can supporting someone else affect your mental health?



// Although you may really want to care for someone, you may also find it difficult and upsetting.

### Some challenges you may face can include:

- Stress and worry
- Anxiety
- Less (or no) time for yourself
- Isolation and loneliness
- Money worries
- Lack of sleep
- Depression
- Frustration
- Anger and guilt
- Low self-esteem

# PARTNER FEATURE: CITY & HACKNEY MIND

## How can I support someone with a mental health problem?

It's not always easy for someone to explain what would help in the moment. Some people find it helpful to set up little systems for communicating – for example you could make colours stand for different needs, like this:

**Amber:** I can't talk but I do need company



## Be realistic about what you can take on

If you take on too much, you may feel as if you never achieve anything. If you have a clear idea about what you can do, and accept the parts that you can't change or do alone, what you can do and what you need help with.



## Talk about how you feel

It can be really important to have someone to talk to, especially if you are struggling to cope. You could:

- share your feelings with someone you trust – this might be a family member or a friend
- join a support group for carers
- visit the Carers UK or Carers Trust websites to find out about their online communities.

**Black:** I'm feeling vulnerable today

**Red:** I'm feeling angry and irritable but it's not because of you

**Blue:** I love you but I need time to be alone

When someone is unwell, it can sometimes be easier to say 'I'm feeling amber' than to find the words. Try to find something that works for you both.

## Looking after your physical health:

### Get enough sleep

Lack of sleep can make it difficult to cope with day-to-day challenges and can make stress and depression worse.

### Learn a relaxation technique

Relaxation techniques can help you feel more rested. Most of these techniques can be done for just a few minutes each day.

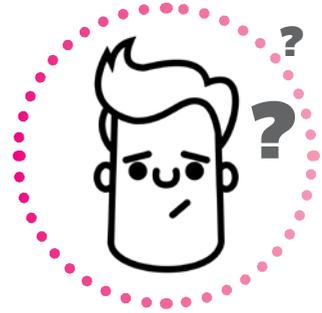
### Exercise and eat well

It's important to try and make time to look after your physical health as best you can. Try and eat healthily and do some kind of regular physical activity.

To view the full booklet online and find more advice, go to: [mind.org.uk/information-support/helping-someone-else/](https://www.mind.org.uk/information-support/helping-someone-else/)



# CONFUSED ABOUT DIRECT PAYMENTS?



*For this guide, Carers News spoke to direct payments team manager Robin Murray-Neill at Hackney Council. Murray-Neill has worked since 2003 in promoting direct payments and other forms of independent living for people who use social care and health care services.*

## LET'S BEGIN WITH THE TERMINOLOGY



If the council gives you the money, you have to arrange for those services yourself.



A direct payment is one way in which you can receive part or all of your personal budget.

### Direct Payments

Payments that the local authority makes to people who wish to have more control over the way in which their assessed needs are met.

It is a sum of money which otherwise the council would have used to provide services to people.

### Personal Budget

The amount of money that the council assesses it will need in order to meet your needs adequately.

From that personal budget, some or all of it can be made as a direct payment.

### Carers Allowance

A benefit that carers are given for the fact that they are caring for somebody with specific needs. This is not the same as direct payments.



**DIRECT PAYMENTS** ~~≠~~ **INCOME OR BENEFITS**

In partnership with  
 Hackney

## STEPS TOWARDS RECEIVING DIRECT PAYMENTS

- 1 Ask for an assessment by the local council if you feel you or someone that you are caring for have needs that the local council could help to meet.
- 2 If the local council assesses that you or your cared for have eligible support needs according to *The Care Act 2014*, you should expect to be informed which needs can be met through direct payments.
- 3 Those needs that are going to be met by direct payments will have to be clearly shown in your **care and support plan**.



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The care and support plan should be about a person achieving the outcomes in life they have set out to achieve. Enabling them to meet their eligible needs in such a way that's helping towards that person's desired outcome.

## WHAT DIRECT PAYMENTS CAN AND CANNOT BE USED FOR

To achieve the goals or needs that are set out in your care plan and to help you towards the outcomes that are important to you and your life.



x Gambling  
x Alcohol  
x Anything that is illegal  
x Extra money to cover personal costs not stated in your care and support plan.



To view the full article including the history behind direct payments and your responsibilities if you are a recipient of direct payments, go to: [carersarethebedrock.com/direct-payments](https://carersarethebedrock.com/direct-payments)

# SUPPORT GROUPS FOR CARERS

## MEET PEOPLE WHO KNOW WHAT IT'S LIKE

### SOMALI WOMEN

A group for Somali women who are carers to meet, socialise and share experiences.

**Place:** City & Hackney Carers Centre  
**Date:** 2nd Thursday of the month, 11am - 1pm  
**Facilitator:** Yuksel  
**Email:** [yuksel.konca@hackneycarers.org.uk](mailto:yuksel.konca@hackneycarers.org.uk)

### MENTAL HEALTH CARERS

A support group for carers of people with mental health needs. Speakers, trips and peer support.

**Place:** City & Hackney Carers Centre  
**Date:** 4th Tuesday of the month, 2-4pm  
**Facilitator:** Shaba  
**Email:** [shaba.noore-parvin@hackneycarers.org.uk](mailto:shaba.noore-parvin@hackneycarers.org.uk)

### VALUING CARERS

This group is open to all carers. We have guest speakers, creative activities and trips.

**Place:** City & Hackney Carers Centre  
**Date:** last Thursday of the month, 11am - 1pm  
**Facilitator:** Gurmeet  
**Email:** [gurmeet.kaur@hackneycarers.org.uk](mailto:gurmeet.kaur@hackneycarers.org.uk)

### MAGNOLIA

A group for Turkish and Kurdish women who are carers to meet, socialise and share experiences.

**Place:** City & Hackney Carers Centre  
**Date:** 2nd and 4th Tuesday of the month, 11am - 1pm  
**Facilitator:** Yuksel  
**Email:** [yuksel.konca@hackneycarers.org.uk](mailto:yuksel.konca@hackneycarers.org.uk)

### MALE CARERS

This group is open to all male carers. We meet at Whitmore Community Centre, 2 Phillipp St, N1 5NU.

**Date:** Last Tuesday of the month, 4-6pm  
**Facilitator:** Ken  
**Email:** [kenneth.flaherty@hackneycarers.org.uk](mailto:kenneth.flaherty@hackneycarers.org.uk)

**Support groups are a chance for carers to meet together to discuss their experiences, share ideas, and provide emotional support for one another.**

**To join any group, call:  
020 8533 0951**

## CARERS FEEDBACK



### ABOUT THE PREVIOUS ISSUE:

Thank you for featuring me in Carers News. It's a brilliant informative resource and this issue featured some great articles including challenging a DWP decision and stigma surrounding the menopause and menstruation.

I used to understand caring as something that was necessary, relentless, invisible, wholly unrewarded, and something 'women' and 'girls' did. I think about this a lot, often on a micro level- how many of my cis and transfeminine female and/or femme and non binary femme friends are expected to undertake this? And at what cost?

- Flo Brookes, artist and carer

### FROM FEEDBACK FORMS:

You are all doing a wonderful and supportive job. Thank you!

- Anonymous

It would be good if you provided like cooking class or fun day out for the carers. But everything is good I'm very happy for your support and help.

- Anonymous

**NOTED!**

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This newsletter aims to amplify carers' voices, share stories and make sure that our readers are kept up-to-date with the latest information and news.

Share your feedback and thoughts with us.

Email us with your input:  
[comms@hackneycarers.org.uk](mailto:comms@hackneycarers.org.uk)

Carers are  
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EMAIL: [CCSADMIN@HACKNEYCARERS.ORG.UK](mailto:CCSADMIN@HACKNEYCARERS.ORG.UK)  
TELEPHONE: 020 8533 0951

# CARERS CENTRE IS MOVING!

CITY AND HACKNEY CARERS CENTRE  
IS MOVING OFFICE ON  
**30TH APRIL 2018**

NEW ADDRESS:  
**SOCIAL ACTION FOR HEALTH  
1C MENTMORE TERRACE  
LONDON, E8 3DQ**



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