

# Carers News and Views

The Newsletter for Carers in Plymouth

SUMMER 2011



## Hello and welcome to summer!



This edition of **Carers' News and Views** is bursting at the seams with new services and ideas we want to share with you. Right now we are busy gearing up for Carers' Week in June – you can find out more on page 3 – we hope to meet up with old friends and new at the various events.

There are many new opportunities in this issue, including our Plympton carers' group (see page 2), more free stroke related support sessions (page 5) and websites we have heard about. We understand that many carers don't have computers and feel a bit frustrated when information is only available online; however, if your situation allows you an hour or so away from home, our local libraries are offering support. Please see page 11 for more information.

Visitors to the Woodland Terrace drop-in will have noticed a difference to the space we have available now that Colebrook's new 'Outreach Team' have taken up residence in the room where John and Charlette used to work; they have now moved in with us so that five of us share one room. This makes our appointment system even more of a necessity so that we can maintain confidentiality.

Finally, there would be no newsletter at all if it wasn't for the contributions made by carers and organisations. You'd soon tire of reading about the antics of the Carers Champions Team! Please, please, please keep sending us your stories, poems, hints, tips, photos (jpegs if possible) and news of any events that might interest others. We do have to prepare the newsletter almost two months before it is distributed, so we need plenty of notice!

Carers Champions Team

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If you would like receive this information in large print, Braille, audio or in a different language please contact us on 01752 211348 or e mail [carers@colebrookhousing.co.uk](mailto:carers@colebrookhousing.co.uk)

# Diary Dates and Opportunities...

Our survey last year revealed that there is a need for carers to have somewhere to meet at Plympton. Charlette has organised our response to this request and we are pleased to be able to tell you that on the first and third Monday of each month (except for Bank Holidays), there will now be a carers' group at Harewood House. The group will meet between 2.30 and 4pm to relax and enjoy a cuppa with other carers.

The Wednesday drop-ins at 3 Woodland Terrace, Greenbank and in the Union Rooms continue to thrive, with new people coming along just about every week. We have a visiting speaker on June 1, when Chris Wetherill

will be telling us about Plymouth Area Disability Action Network (PADAN). Our thanks go to Ross, James and Emily for their continued support as volunteers at the drop-ins and to the management at the Union Rooms for the 20% discount on food when we meet there.

At Crownhill there have been a number of new people attending; we are tremendously grateful to the British Red Cross for letting us use their premises. We have had to change to the **third Friday** each month because of other bookings there. Please see dates below.

Carers of any age in Plymstock can access support at a group run by Plymouth Age Concern (see page 10).

## DIARY DATES and OPPORTUNITIES

### May

- 4 11 and 18 Carers' drop-in at 3 Woodland Terrace 11am – 2pm
- 4, 11, 18 and 25 Carers' Support Programme at Crownhill (see page 11)
- 10 Carer Awareness Training for professionals (see page 11)
- 10 Stroke Awareness Day – no details available yet (see page 5)
- 12 Carers Champions at Derriford Hospital foyer (11am – 3pm)
- 16 Drop-in at Plympton 2.30 – 4pm (see above)
- 17 Support, information and advice for carers of stroke survivors (see page 5)
- 20 Drop-in at Crownhill 11am – 2pm (see above)
- 25 Drop-in at the Union Rooms 11am – 2pm

### June

- 1 Free health promotion and stroke prevention workshop (see page 5)
- 1 and 8 Carers' drop-in at 3 Woodland Terrace 11 – 2pm
- 1 Visiting speaker at 3 Woodland Terrace (see above)
- 4 Scoot-A-Long Disabled Activity Day on the Hoe (see page 10)
- 6 and 20 Drop-in at Plympton 2.30 – 4pm (see above)
- 9 Support, information and advice for carers of stroke survivors (see page 5)

### 13 – 19 Carers Week (see page 3 for details)

**Please note: There will be no drop-ins at Woodland Terrace or Crownhill during Carers' Week**

- 13 – 20 Plymouth Age Concern Skilled Hands Exhibition (see page 10 for details)
- 29 Drop-in at the Union Rooms 11am – 2pm
- 23 30 and July 7 and 14 Carers' Support Programme at Plymstock (see page 11)

### July

- 4 and 18 Drop-in at Plympton 2.30 – 4pm (see above)
- 6, 13 and 20 Carers' drop-in at 3 Woodland Terrace 11am – 2pm
- 5 Support, information and advice for carers of stroke survivors (see page 5)
- 12 Carer Awareness Training for professionals (see page 11)
- 13 Free health promotion and stroke prevention workshop (see page 5)
- 14 Carers Champions at Derriford Hospital foyer (11am – 3pm)
- 15 Drop-in at Crownhill 11am – 2pm (see above)
- 20 Carers Champions promotion at Sainsbury's, Marsh Mills 10.00 am – 3.00 pm
- 27 Drop-in at the Union Rooms 11am – 2pm

# Carers week 13-19 June



The title of Carers' Week this year is 'The True Face of Carers'; the picture of real life for carers is being created from a survey designed by Carers UK, which has taken place this spring. Becoming a carer can happen to anyone, as Angela Rippon has found. She will be taking her personal experience of caring to Westminster, when she will meet over 60 MPs at the Parliamentary launch of Carers Week 2011.

Here in Plymouth, we are working in partnership again with Carers UK, Plymouth City Council and Friends and Families of Special Children to offer a variety of activities. For more information about any of these, or to book a place, please call the relevant service, as indicated on the table below. For Carers UK (CUK) and Friend and Families of Special Children (F&F) call 204369; for Carers Champions (CC) call 211348.

Saturday 11	Monday 13	Tuesday 14	Wednesday 15	Thursday 16	Friday 17
Activities for young carers	Launch of Carers Week at Derriford Hospital foyer 10am – 3pm CC	Trip to The National Marine Aquarium for Carers and those cared for CC (There will be a non-refundable deposit/ contribution of £2.00 for this)	Plymstock and St Budeaux Libraries 'Caring for Carers' with displays of resources for carers CC	Carers UK Lunch at The Duke of Cornwall Hotel with 'Carer of the Year' awards CUK	Carer Awareness Day at Plymouth Guildhall 10.00 am – 3pm CC and PCC
F&F	Therapies and jewellery making CUK		Young carers' bowling event F&F		Tea Dance at The Duke of Cornwall Hotel 2.30 – 5pm CUK
		Cheese and wine evening with quiz CUK			Information and support at Morrison's Outland Road 10am – 3pm CC



Please see page 5 for Carers Week discounts

# A Carer's story

We would like to thank the carer who has contributed this very different and inspiring story. She would like to remain anonymous.



I became a carer in 2000. My husband had encephalitis and spent six weeks in intensive care; his toes curled during that time and screws were inserted to straighten them. He had to learn to walk again.

In 2003 we took a cruise to the Mediterranean; we were about to arrive back in Falmouth, when my husband fell out of bed. A Pott's fracture of his right ankle led to a piece of metal being put in his right leg. He had to learn to walk again.

While on the Isles of Scilly for Christmas 2006, my husband broke his left hip. For the third time he had to learn to walk again ... and my role increased.

I also have health problems; it's hard for elderly carers to keep caring for someone when they are ill themselves. In 1967 I was diagnosed with Crohn's disease; I also have Barrett's disease, heart problems and bipolar disorder. By 2008, I was doing everything for my husband – even though he could have done more for himself – and the mental and physical strain began to really get to me. I became very poorly and was taken ill. Things didn't improve and, in March 2009, I was admitted to Derriford Hospital for about six weeks. While I was there, my husband was supported by paid carers.

I came out of hospital very weak. For ten days we had meals-on-wheels, but my husband refused to eat them. By this time, I'd had enough; I just couldn't cope any longer with the mental and physical strain, and took an overdose. My life was saved by a paramedic, who had come to the house as my husband had yet another fall. My consultant could see that I was desperate.

The following Monday I saw an advert for a flat to rent and knew this was the answer. That same day I saw the flat, met the landlady and my future home was settled.

There is a long story of how we both adapted to the new arrangements, but in fact we both prefer our independence now. My Attendance Allowance pays for a carer in the mornings and I look after myself with sensible food and exercise. Unfortunately, my husband fell out of bed again, broke his tibia and had to relearn to walk yet again; but this time I was able to help him without making myself ill.

Twelve months on, we are the greatest of friends; we speak to each other two or three times a day on the phone and meet up when we can – once or twice a week.

We're better off apart than we ever were together.

# Focus on stroke

## Support and information for carers of stroke survivors and anyone wanting to avoid stroke

Once again we are offering **free** places on sessions at The Brickfields, Madden Road, Devonport thanks to funding from Plymouth City Council. **The support, information and advice sessions for carers of stroke survivors** provide an opportunity to find out about services available to them and for stroke survivors within Plymouth. They include presentations, demonstrations and a free lunch, as well as the chance to speak to representatives from Adult Social care, health professionals and other organisations.

### Dates

May 17	10.30am – 2pm
June 9	12.30 – 4pm
July 5	10.30am – 2pm

Our **Health promotion and stroke prevention workshops** are designed for anyone who wants to avoid having a stroke, particularly if they have a history of stroke in their family or if they have already had a stroke or mini stroke. We can offer individual nutrition advice and/or a gym induction – a chance to see how equipment is used, helping to eliminate that fear of gyms that some of us know! Also on offer is information about risk factors of stroke and about free services available in Plymouth as well as a short 'taster' exercise session and a free healthy lunch.

### Dates

June 1	10.30am – 2pm
July 13	10.30am – 2pm

For more information or to book a place on any of these dates, please call Carers Champions on **01752 211348** or Email [swebb@colebrookhousing.co.uk](mailto:swebb@colebrookhousing.co.uk)

## Stroke Awareness Day May 10 2011

We understand that arrangements are still to be confirmed, so look out in the local press for information, or call Plymouth area Stroke Association on 01752 664553 or 252172.

**Please see page 10 for further relevant opportunities**

## Therapies discounts

The Barbican Therapy will again be offering a very generous **25%** discount in Aromatherapy, Reflexology, Reiki, Hot Stone Massage and Thai massage during **Carers' Week 13-19 June 2011**.

To book your discounted treatment, just phone the Centre on **01752 266002** and mention that you are a Carer.

Maz Williams at Plymouth Natural Health Centre, 175 Outlands Road, PL2 3PY will also be offering **25%** discounts for carers during this week on Thai Foot Massage, Seated Shoulder Massage, Reiki, Kinesiology (which is Chinese muscle work to relieve

stress) or Crystal healing. To book this special offer, call **01752 298705** and say that you are a carer.



## You could be using this space for advertising!

Carers' News and Views is widely distributed to interested professionals as well as carers, reaching over 3,000 people every quarter. This provides a good opportunity for anyone wishing to advertise a product or a service within this readership. For details please call 01752 211348 or Email [carers@colebrookhousing.co.uk](mailto:carers@colebrookhousing.co.uk)



# Services

## Would you consider joining Colebrook's Voluntary Management Committee?

Your role will involve sharing your valuable experiences, thoughts and ideas about what people need from services and working with other committee members to help make the best decisions for the organisation.

The role of the committee is to ensure that Colebrook helps people to have a better quality of life, promoting recovery and independence and enabling people to be part of their local communities. We want to make sure you have the right services to meet your needs and your views are heard. We would require you to attend 8-10 meetings per year, and you would also be invited to Colebrook events and celebrations.

**If you have any questions or would like more information, please contact Kerry Thompson, Business Manager, on 01752 211247.**



## Home Fire Safety Visits

A big thank you goes to local fire officer, Martin Britten, for coming along to the drop-in. He talked about preventing fires in the home, where to put smoke alarms, other available alarms and tips for making sure that you can get out quickly in case of a fire.

Free home safety visits are now only available under a referral system; to qualify there has to be someone vulnerable living in the house; for example someone with hearing, sight or mobility problems, who is elderly or is receiving care at home. The visit should take no longer than 45 minutes and you may qualify for other free services, including a free smoke detector.

If you are concerned about improving safety in your home, you can:

Telephone free 0800 7311 822

Text 0780 0002 476

Email [firekills@dsfire.gov.uk](mailto:firekills@dsfire.gov.uk)

If you prefer, you can call us on 01752 211348 and we can refer you.



## Memory cafes and groups in Plymouth

The Plymouth branch of the Alzheimer's Society runs a carers' support group, singing for the brain and fortnightly memory cafes at Plymstock, Crownhill and Plymouth City Centre.

Call 01752 608900 for information on all of these.



# Services

## Blue Badge Reform

The Department of Transport has announced some changes to the Blue Badge scheme, which include increasing the powers of local authorities in order to tackle abuse and fraud. The new badge design will be harder to copy and the maximum chargeable fee will be increased to £10. Applicants will need to have independent mobility assessments from now on, but eligibility will be extended to more disabled children between the ages of 2 and 3 with specific medical conditions. There is no longer a Blue Badge Advice Line; the local number to call with your queries is 01752 308921.



## Dealing with change



Some change occurs as a result of our own choice; some are enforced on us by circumstance. Some people actually enjoy change and may go out of their way to create changes. However, for many, change is met by fear and uncertainty.

Part of being human is that we feel things, some feelings are more comfortable than others, but they are all normal. It is healthier to try to travel through the emotions, rather than avoid them. Trying to block out feelings for example by overworking or drinking will not make them go away!

These tips may help you through the process of change:

- Be open to change, it is a certainty in life.
- Change little things yourself; try wearing a new colour, eating new things, going to new places. Become more familiar with change.
- Allow yourself to feel; even if the feelings are uncomfortable, it is human and natural.
- Hold on to some familiar things. Especially when facing major life changes, it can be reassuring.
- Don't take change personally. A restructure at work is unlikely to be personally aimed at you.

- Counsellors are trained to help you deal with and understand your feelings and can accompany you on the journey through change. Talking to someone you don't know and who won't tell you what to do or how you should feel, but will actually listen to you can be really helpful.

Simply Counselling is a Community Interest Company and receive funding from Plymouth City Council to provide counselling to carers, stroke survivors and their families and carers for just £1 per session.

Please call 01752 266333 or visit the website

[www.simplycounselling.org](http://www.simplycounselling.org)

## Carers and their rights

Carers UK have published this guide to the law relating to carers. Information is included about Social Services obligations to carers, responsibilities of the NHS, the rights of disabled people, parent carers, young carers, financial issues and much more.

You can download this at [www.carersuk.org/Professionals/ResearchLibrary/Evaluationofrights/CarersandtheirRights-theLawrelatingtoCarers](http://www.carersuk.org/Professionals/ResearchLibrary/Evaluationofrights/CarersandtheirRights-theLawrelatingtoCarers) or order a copy from Carers UK Tel: **0845 241 0963**



# Finances

We are very grateful to Sarah German, from the Crime Prevention Team, for contributing the hints and tips this quarter. Sarah recently spoke at our drop-in.

## Top Tips to avoid being scammed

- Be suspicious of unsolicited letters, phone calls, or emails asking you to send money - check out the sender and ask the opinion of family, friends or neighbours.
- If an offer looks too good to be true, it probably is - trust your instincts.
- Always think twice - ask yourself, 'Can I afford to lose money on this?'
- Never send money to anyone who says you've won the lottery or a big prize - you'll never see your promised winnings.
- Don't be rushed into sending off money by time sensitive deadlines.
- Never ring a 090 number unless you're certain how much the call will cost and know what you are likely to receive.

- Never disclose your bank account, credit card or personal details to people you don't know.
- Don't send money off just because a letter seems official. Scammers often use this trick. If you haven't heard of them check them out before taking any action.
- Scammers often use fake testimonials to support their claims but don't let them fool you - make your own mind up.

## Useful telephone numbers to stop unwanted mail, telephone calls etc:

Mail preference service 08457 034 599

Telephone preference service 08450 700 707

Email preference service [www.e-mps.org](http://www.e-mps.org)

Fax preference service 08450 700 702

## For general information: Trading Standards / Consumer Direct – 08454 04 05 06

## Aftaid

This charity provides vital help for elderly people in financial need. If you are of state pensionable age, a UK citizen and on a lower income with minimal savings, you can apply for a grant. To be able to make any grant you need to give as much information as possible and you will need written support from your Social Worker,

Doctor or similar professional of the official care services. Grants can be provided for or towards nearly anything which is required to take away hardship from the day to day life of an older person.

Telephone: 0870 803 1950 or visit [www.aftaid.org.uk/home.html](http://www.aftaid.org.uk/home.html)

## Water Debt Gateway

This is for people who are struggling to pay water debts. There are still funds remaining from a scheme launched last year, The Freshstart Fund, which has been managed by the Citizens' Advice Bureau. The Water Debt Gateway is designed to make the system simpler. Whatever the size of your water debt, and whether you are a house owner or a tenant, you may be eligible for assistance. Carers Champions can refer you to South West Water (SWW); we will need your name, telephone number and SWW reference number.



# Finances

## A Guide to Mental Health and Debt

MoneySavingExpert.com has been put together with guidance from Mind, Citizens Advice Bureau, Rethink, Christians against Poverty and others. It provides support and information for individuals and carers, including explanations about; how mental health problems can cause severe debt and how severe debt can cause mental health problems, the difference between debt and debt crisis, how to get free debt counselling and dealing with emergencies. There are a number of useful contacts, including free debt counsellors and advice for specific conditions.

This guide can be accessed online at <http://images.moneysavingexpert.com/images/attachment/mentalhealthguide.pdf>



## Benefit changes

Benefits are changing rapidly as the government reforms the system. This can be worrying for carers and those they care for. Carers UK have produced information specifically for carers and you can get it here:

[www.carersuk.org/Newsandcampaigns/News/Frequentlyaskedquestions-CarersandWelfareReform?dm\\_i=74C,DVEV,PF3KL,I3O6L,I](http://www.carersuk.org/Newsandcampaigns/News/Frequentlyaskedquestions-CarersandWelfareReform?dm_i=74C,DVEV,PF3KL,I3O6L,I)

click on: Download the full list of questions and answers.

If you don't have access to the internet, we can get this information for you to have a look at.

## 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.

This website has been created by researchers at the Institute of Psychiatry, King's College London and by mental health professionals working at South London and Maudsley NHS Foundation Trust in response to research that shows that carers of people with psychosis are often not given the information they

need and want. It 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.

## The Devon and Cornwall Food Association Ltd (DCFA)

The DCFA plans to become part of FareShare UK, a national charity supporting communities to relieve food poverty and reduce the amount of good food wasted each year.

DCFA is working with a local food producer and student volunteers from Plymouth City College are helping distribute in-date food to charitable organisations in Plymouth. They need funding for permanent storage facilities, cold storage and transport plus a rota of drivers to make a weekly trip to Bristol to collect food from the FareShare South West outlet. If you can help, please call Geoff Read on 07745819828 or email [saudigeoff@yahoo.co.uk](mailto:saudigeoff@yahoo.co.uk)



# Groups

## **Plymouth Age Concern's 59th Annual Skilled Hands Art and Craft Exhibition**



With displays, demonstrations, refreshments and a raffle Admission £1.00

This year's optional theme is 'Fairyland' and anyone over the age of 50 can enter exhibits. 30 classes in the handicraft section and 6 in the art section allow plenty of opportunities to show off your skills.

Venue: Elspeth Sitter's House, Hoegate Street, Barbican PL1 2JB from Wednesday 15 – Saturday 18 June. For more information call 01752 665424 or 256020.

## **Plymouth Age Concern's William Venton Centre in Plymstock**

(top of the Broadway car park in Plymstock)

### **Support and Advice for Carers**

- Held on the first Monday of each month 1.30 – 3.30pm
- support and advice on various issues
- a chance to meet others in a similar position
- open to carers of all ages.

Other activities that take place at the centre include: Tai Chi, Music and Movement, Art Club, computer lessons, information and advice, hairdressing, chiropody, legal advice and counseling. For further information please telephone 01752 405632 or drop in to the centre.

### **New Work Club for Over 50s Jobseekers**

Wednesday mornings 10am - 12pm

This aims to give people in Plymouth the chance to meet others looking for work, build new contacts, share job hunting experiences and get advice on interview techniques, CVs and even volunteering opportunities.

For more information, or to register to attend, please call: 01752 405632 or

Email: [personnel@plymouthageconcern.org.uk](mailto:personnel@plymouthageconcern.org.uk)

## **Well Being Course for stroke survivors and their carers**

This aims to help reduce fears and worries, to provide opportunities to try new activities and to give you a more positive outlook for the future. For more details or to book a place, call Rosie on 01752 665424.

## **Beckly Over 18s Group**

This is held at The Beckly Centre to provide a social get together and is operated on a group basis; one to one support is not required so those who are able are welcome to come along by themselves or where necessary can be accompanied by their own support worker/ carer.

- £5 per session plus any external admission charges
- open access for weekly social activities on a drop in basis
- a mix of centre based evenings with currently applicable activities
- social interaction alongside events in the community
- light refreshments
- registration necessary

For more details contact Sarah Noble, The Beckly Centre, Mayers Way, Hooe Road, Plymouth PL9 9DF

Telephone: 01752 484433 or Email: [TheBecklyCentre1@aol.com](mailto:TheBecklyCentre1@aol.com)

## **Scoot-A-Long's Disabled Activity Day on Plymouth Hoe June 4 2011**

Aiming partly to raise funds for all terrain scooters/ wheelchairs, this day will also be great fun for all taking part and attending. Do you fancy joining in with time trials on your scooter, egg and spoon race or disabled cliff climb? The more faint-hearted can enjoy the stalls, bouncy castle and raffle. For more details call 01752 550751

# Training for carers & professionals

## Carers Support Programme

'A truly excellent course with plenty of time for discussion and questions, it made me feel valued as a Carer'

The Carers Support Programme provides an introduction to caring skills, managing continence issues, basic first aid, stress management, safer moving and handling, preventing falls and coping with dementia. Suitable for all carers who look after relatives, friends or neighbours, the course is entirely free for those taking part. It runs over four, morning sessions with a free lunch provided.

### Crownhill St John Ambulance Hall

Wednesday May 4, 11, 18 and 25.

### Plymstock United Church

Thursday June 23, 30, July 7 and 14.

For further information or to book a place on the course please contact Emma Healey at St John Ambulance Devon by ringing 01392 822646 or Email [emma.healey@devon.sja.org.uk](mailto:emma.healey@devon.sja.org.uk)



## Do you have contact with carers?

Carers Champions in partnership with Plymouth City Council invite all professionals who have contact with carers to attend one of our free Carers Awareness Workshops

- Carers lives and issues
- The Law and Carers Assessments
- The work of Carers Champions, Plymouth City Council adult social care and other agencies

### Dates

Tuesday 10 May and Tuesday 12 July\*

Time: 9.30am – 1pm

### Venue

The East End Community Resource Centre, 4a Cattedown Road, Prince Rock, Plymouth.

To book a place, please call 01752 211348 or Email: [carers@colebrookhousing.co.uk](mailto:carers@colebrookhousing.co.uk)

\*We can also deliver a shortened version of the training at your workplace at a time convenient to you.

## I don't have a computer!

Carers often miss out on accessing information that is only available online. All is not lost; your local library has computers with internet access and staff to support you, if you're not sure how to get started. It's best to contact them first to book a computer and ask if there will be someone there to help at that time.

If you are interested in learning to use the internet alongside other carers at a Plymouth library, we would love to hear from you. Please call us on 01752 211348



## re:solve training

Shekinah Mission, 24 Stonehouse Street, offers programmes to help people in a variety of different ways, including basic building and decorating, computer skills, courses to promote physical and emotional well-being and workshops to help deal with stress, anxiety and anger. Courses are open to all and funding may be available in many cases for those aged over 20. Telephone 01752 220330 for more details



# Advertisement

## Personal alarms from Call24

Call24 is a Plymouth based Telecare Response Centre which has been providing a much needed 'lifeline' to its customers for the past 25 years.

It has been recognised that the service provided is an essential part of allowing more vulnerable customers, to live their lives with dignity and independence, knowing that support is always there if they need it. In turn this enables people to live a more active lifestyle and can reduce the worry and anxiety for their family and friends.

Linked to the 24 hour monitoring centre, discrete wireless sensors are able to alert staff to potential home based crises.

After a sensors is activated, or simply at the touch of a pendant button, a call is placed through to the monitoring centre using a base unit plugged into the customers telephone line.

Charges for the service start at just £3.12 (excluding VAT) per week plus £14.99 for delivery. Most customers are eligible for a VAT free service which is dealt with when a minimum 12 month contract is taken out.

For more information on any of the services available please contact the office on **0800 085 0407** or visit the company's website at [www.call24hour.com](http://www.call24hour.com)



**Call24**, providing 24/7 telephone response at the touch of a button

**Go away on holiday this year knowing Call24 is looking after your loved ones at home**

Concerned for family and friends whilst you are away on holiday? If so, **Call24** can provide you with peace of mind. Our telecare alarm provides round the clock response in the event of any urgent need, helping them to remain safe, secure and independent. From only £3.12 per week\*



Equipment may vary from the pictures shown

Call us for more information on:

**Freephone 0800 085 0407**  
and quote Ref: DMCC

**Call24**  
24 hour help when you need it

\*Available from £3.12 (excluding VAT) per week plus £14.99 for delivery. (Note: most Call24 customers are eligible for a VAT free service which we will deal with when you order your Call24 alarm)

**Next issue out AUGUST 2011**  
**Deadline for articles is JUNE 3 2011**

**Disclaimer:** We reserve the right to select and edit articles submitted. The opinions expressed in this newsletter do not necessarily represent those of Carers Champions. Although we do our best to ensure information is accurate, we are not liable for any incorrect information or errors contained within.

If you would like to receive this information in a different format e.g. large print, Braille, audio or in a different language, please contact us on 01752 211 348 or email [carers@colebrookhousing.co.uk](mailto:carers@colebrookhousing.co.uk)



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is funded by Plymouth City Council

**The Newsletter for Carers in Plymouth**  
Summer 2011