



# Healthwise Summer Newsletter

Dolphins Practice Patient Participation Group (PPG)

## CALLING ALL CARERS!

Monday 10th to Friday 14th June, 10.00am - 4.00pm

**We care about carers because they care about others**

### **Our National Carers Information Day aims:**

- To mark National Carers Week by showing local carers how much support is available to them and their loved ones, by bringing together in one place as many of the local service provider organisations as possible.
- To raise awareness of the crucial role that carers play in the provision of healthcare services within the local community.
- To identify 'hidden' carers, (for example, young people who care for a parent), who may not be aware that they fall into this category, or that they may be eligible for special support and state benefits.

A carer is someone who freely provides help and support to a partner, child, relative, friend or neighbour who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability.

Many people who look after ill, disabled or frail family or friends do not think of themselves as carers and are unaware of the support available to them. We hope this event will help to identify some of these 'hidden' carers and show them that there is support and help available locally.

Life as a carer may for some people be a perpetual struggle, with no thanks and no recognition. But it can also be a richly-rewarding experience that brings out the best in the human spirit.

Because this is an issue that may affect all of us at some point during our lives, we are urging everyone to come along and find out more about it.

**We look forward to seeing you there!**

**Whether or not you are a patient of The Dolphins Practice  
you will be most welcome**

The Dolphins Practice PPG Butlers Green Road, Haywards Heath RH16 4BN  
Tel 01444 414767 Email: [hsccg.dolphins-haywardsheath@nhs.net](mailto:hsccg.dolphins-haywardsheath@nhs.net).

**The following organisations are taking part in our National Carers' Week event:**

**ABBEY CARE:** A family-run agency providing domiciliary care services to promote and help maintain independence and enable people to continue to live at home. We cover Burgess Hill, Cuckfield, Haywards Heath and outlying villages. Contact Mrs. Agnes Downes (Manager) on 01444 455622.

**ACTION FOR DEAFNESS:** Action for Deafness is a charitable organisation providing advice, information and support to Deaf and hard of hearing people. Working from 6 Audiology sites, Action for Deafness provides NHS Hearing tests and hearing aids as well as expert aftercare. Assistive Listening Devices are available for demonstration and sale at our resource centres. Action for Deafness also provides Communication Training, Lip Reading and Sign Language courses.

[www.actionfordeafness.org.uk](http://www.actionfordeafness.org.uk) or 01444 415 582.

**AGE UK REDWOOD CENTRE:** Located on Perrymount Road, Haywards Heath, the Redwood Centre provides a friendly welcoming environment to meet new people, learn new skills, have a bite to eat and take part in activities. These services are for people in Haywards Heath and the North Area of Mid Sussex who would like support to remain living at home. Drop in to see us or call 01444 450248 or email [donna.parker@ageukwestsussex.org.uk](mailto:donna.parker@ageukwestsussex.org.uk).

**AGE UK REDWOOD SATURDAY CLUB,** Respite for Carers of Dementia Sufferers: People with dementia will be caringly looked after by trained staff in a friendly, safe environment within the centre. A hot meal will be served at lunchtime and coffee, tea and biscuits will be served throughout the day. Call 01444 450248 or 07840 652054 or email [donna.parker@ageukwestsussex.org.uk](mailto:donna.parker@ageukwestsussex.org.uk)

**ALZHEIMER'S AND DEMENTIA SUPPORT GROUP MID SUSSEX:** An independent organisation, we aim to provide support and information to carers looking after someone with these conditions. Meetings are held in Haywards Heath on the first Monday of every month. Further details can be found at: [www.dementia-support.org](http://www.dementia-support.org) or email [info@dementia-support.org](mailto:info@dementia-support.org).

**ARTHRITIS CARE** Haywards Heath & District Branch - meetings held at The Yews, Boltro Road, Haywards Heath on the fourth Monday of the month 7pm-9pm. Discussions, Talks, Visits, Get-togethers, etc. For further information contact 01342 313314.

**ASHENGROUND COMMUNITY CENTRE** is run by local people and is here to be used by all sections of the Community. We have space for more activities and would welcome new groups. The Centre can also be hired for meetings, parties and events.

Tel - 01444 447050 email - [AshengroundCC@talktalk.net](mailto:AshengroundCC@talktalk.net).

**BETTER LIFE MOBILITY:** We pride ourselves on offering affordable mobility products to help you enjoy better quality of life, enhance independence and enable you to live in your own home.

Contact 01342 717403 [graeme@ebetterlife.com](mailto:graeme@ebetterlife.com)

**CARE & COMPANY:** Formed in 1996 by Sally Corbin, we are an approved provider of domiciliary care for West Sussex County Council Social Services. For more information call 01444 871345 or visit our website at [www.careandcompany.co.uk](http://www.careandcompany.co.uk).

**CARE in Haywards Heath, Cuckfield & Lindfield:** Our volunteers provide practical neighbourly help for those in need, including transport, visiting and befriending, shopping, dog walking, and help in the home. Contact the Duty Officer on 01444 455955 or for more information go to [www.careinhaywardsheath.co.uk](http://www.careinhaywardsheath.co.uk).

**CARERS SUPPORT West Sussex:** We provide practical and emotional support for carers on a one-to-one basis and help getting services for carers and the people they care for. We also provide a voice for local carers in the planning of services. Call 01293 657040 or go to: [www.carerssupport.org.uk](http://www.carerssupport.org.uk)

**CENTRAL SUSSEX INDEPENDENT PATIENTS' FORUM (CSIPF):** We monitor local National Health Services and represent patients' interests on various local NHS committees. We are completely independent and receive no grants; our Forum has 21 members from all walks of life. Call 01444 236259 or go to: [www.accessgroup.btck.co.uk/CSIPF](http://www.accessgroup.btck.co.uk/CSIPF).

**CHURCHES TOGETHER IN HAYWARDS HEATH:** An ecumenical group of Churches in Haywards Heath working to promote the Christian ethos. For more information call: 01444 450470.

**CITIZENS ADVICE BUREAU (CAB):** The service helps people resolve their legal, money and other problems by providing free, independent and confidential advice, and by influencing policymakers. Call: 0844 4771171 (Advice line) or 01444 454575, or go to: [www.centalsussexcab.org.uk](http://www.centalsussexcab.org.uk)

**CROSSROADS CARE SOUTH CENTRAL AND NEIL'S CLUB:** Crossroads offers personalised respite care to unpaid carers by sending trained support workers into the home to take responsibility for the person with care needs, allowing the carer to have time for themselves. Services include: Adult, Children's services, Social Clubs and a countywide free Emergency Respite Service. Neil's Club is a weekly social and activities club for people with young onset dementia, which also holds a regular carers' support group.

Call 01903 790270 or email: [admin@crossroadscare-sc.org](mailto:admin@crossroadscare-sc.org) or [www.crossroadscare-sc.org](http://www.crossroadscare-sc.org).

**DEPARTMENT FOR WORK AND PENSIONS** - advice and help filling in forms for: Pension Credit, State Pension, Attendance Allowance, Disability Living Allowance, Carer's Allowance, Housing Benefits and all other state benefits. Visit website for telephone numbers [www.gov.uk](http://www.gov.uk)

**DIABETES** Burgess Hill and District Diabetes Support Group. We are a group run by volunteers who are or have someone close to them who has diabetes. We are based in Burgess Hill, West Sussex, and our group covers Burgess Hill and all the surrounding area. Meetings are at 8pm on the last Wednesday of each month in the Salvation Army Hall, near Burgess Hill Cinema. Tel 01444 236259

**FOOTCARE CENTRE Mid Sussex:** A professional, friendly chiropody and podiatry practice based in Haywards Heath. We offer a range of services with flexible appointments, including evening and Saturday appointments and home visits for those with mobility difficulties.

Call: 01444 412632 or email: [janecowardltd@btinternet.com](mailto:janecowardltd@btinternet.com)

**HAYWARDS HEATH FOODBANK** is a local Christian charity established in 2012 and based at 9 Sussex Road, Haywards Heath, to provide emergency food for local people in crisis.

Please contact Sally Martin for further information on 07884 106719 or email [info@haywardsheath.foodbank.org.uk](mailto:info@haywardsheath.foodbank.org.uk).

**HEADWAY HURSTWOOD PARK** provides day care and outreach service for people with an acquired brain injury. We also provide outreach services for the same group. We organise support groups for carers of those with an ABI. We offer help and advice to people affected by an acquired brain injury. Tel 01825 724323, email [info@headway-hp.co.uk](mailto:info@headway-hp.co.uk), website [www.headway-hp.org.uk](http://www.headway-hp.org.uk)

**ICIS:** A confidential and impartial signposting service for people in West Sussex. The Enquiry Team find services, groups or suppliers to help you. Call 0800 859929, or email: [enquiries@isis-info4life.org.uk](mailto:enquiries@isis-info4life.org.uk), or visit our website at [www.icis-info4life.org.uk](http://www.icis-info4life.org.uk)

**IMPACT TASTY TEAM:** The IMPACT Foundation is a small, locally-based charity; we run free 'Get Cooking' courses covering basic, budget, quick, healthy cooking. The courses are held locally, once a week for two hours, for 5-6 weeks. For further information call Lucinda or Elisabeth on 01444 457080 or email [lucinda@impact.org.uk](mailto:lucinda@impact.org.uk).

**INVICTA TELECARE:** Getting older or coping with an illness or disability can be an anxious time, not just for you but for family and friends too. Our customers enjoy the peace of mind that they get from our 'Personal alarm service', knowing that help is available 24/7 at a touch of a button.

Call: 0845 601 8523 or email@ [info@invictatelecare.co.uk](mailto:info@invictatelecare.co.uk).

**KLEINWORT REHABILITATION CENTRE:** A community rehabilitation centre, the responsibility of Sussex Community NHS Trust, that provides intermediate care and helps patients to make the transition between acute hospital care, gaining independence at home, or preventing unnecessary hospital admissions. For more information call: 01444 445600.

**MID SUSSEX OLDER PEOPLE'S COUNCIL (MSOPC):** Affiliated to the National Pensioners Convention, we represent the voice of older people in Mid Sussex to the authorities in areas such as Health, Social Care, Pensions, Tax, Adult Education and Personal Safety Issues. Call 01444 242760 or visit our website at [www.msopc.org.uk](http://www.msopc.org.uk).

**THE MID SUSSEX WELLBEING TEAM** provides free advice and guidance and support on all aspects of health and wellbeing: [www.midsussexwellbeing.org.uk](http://www.midsussexwellbeing.org.uk) email [healthy@midsussex.gov.uk](mailto:healthy@midsussex.gov.uk) tel 01444 477191

**MULTIPLE SCLEROSIS SOCIETY:** For those who experience more severe disability, respite homes can provide a much needed break for carers, as well as rehabilitation and recuperation for the person affected by MS. Your local contact for help, advice and friendship, Emma Sparrow, can be reached on: 07870 788917.

**NORTHERN PREVENTION ASSESSMENT TEAM (PAT)** is a multi-agency team helping people to stay healthy and remain independent. Contact: 01403 229510 or email [pat.north@westsussex.gov.uk](mailto:pat.north@westsussex.gov.uk).

**PARKINSON'S UK – Mid Sussex Branch:** A support group for people affected by Parkinson's, and their carers. For more information call **01444 483504** or go to: [www.parkinsons.org.uk](http://www.parkinsons.org.uk).

**RED CROSS HOME FROM HOSPITAL SERVICE:** Volunteers provide practical and emotional support for people who live alone without a carer, who have left hospital or a care home. Help with shopping, house work, companionship, meal preparation, confidence building, form filling, etc. Contact [CGanley@redcross.org.uk](mailto:CGanley@redcross.org.uk), or call 01444 473669, or go to: [www.redcross.org.uk](http://www.redcross.org.uk).

**reMEMber (the Chronic Fatigue Society):** The charity dedicated to helping people with CFS/ME get the best possible treatment. Self management courses, campaigning, information and advice. Contact Janice Kent (Director) on 01273 831733.

**THE RIPPLE POND** - Local Self-Help Support Group. If you are a family member of a wounded, injured or sick serviceman or woman and would like to join a group of other mums, dads, brothers, sisters, wives, husbands, girl friends, the self-help support group meets regularly in local areas of the UK. [theripplepond@gmail.com](mailto:theripplepond@gmail.com) or tel. 07968 310329.

**SAINSBURY CARELINE:** The supermarket provides a home delivery service for people who do not use a computer and cannot visit the store. Call the CARELINE on 0800 328 1700 to place your order.

**STROKE ASSOCIATION:** Charity supporting stroke survivors and their families and carers. They provide a telephone and visiting service, giving information, practical advice and emotional support following TIA and Stroke illness where necessary linking up with other health and social services and voluntary agencies. Carers groups are also run. For further information please contact Anne Jones tel: 01444 847420, email: [Anne.jones@stroke.org.uk](mailto:Anne.jones@stroke.org.uk).

**U3A - THE UNIVERSITY OF THE THIRD AGE:** We are a self-managed, lifelong learning group for older people no longer in fulltime work. We provide opportunities to share and pursue learning experiences in a wide range of interest groups – not for qualifications but for fun! For membership details contact Amanda Farthing 01444 243002

**WEST SUSSEX FIRE AND RESCUE SERVICE:** Through a combination of safety initiatives, group training to prevent fires and accidents happening and responding to emergencies, we help to make our community a safer place. We also provide information on safety in the home with smoke alarms, hard of hearing alarms to wake the occupier. Go to: [www.westsussex.gov.uk](http://www.westsussex.gov.uk).

**WEST SUSSEX YOUNG CARERS SERVICES:** Young carers are young people and children under 18, who take on physical, practical or emotional responsibilities at home because someone in their family is disabled, has been ill for a long time, experiences mental ill health, has a learning disability or has a problem linked to alcohol or drugs. Lots of children and young people want to help out and feel proud that they are lending a hand. At the same time the impact of these caring responsibilities may cause difficulties at home, in school/college or elsewhere. Sometimes it can be difficult to recognise someone as a young carer – but does this sound like your family or a family you know? Did you know there are thousands of young carers in West Sussex? For more information go to [www.westsussex.gov.uk/youngcarers](http://www.westsussex.gov.uk/youngcarers) or email [youngcarers@westsussex.gov.uk](mailto:youngcarers@westsussex.gov.uk) and ring 01903 270 300 if you want to make a referral.

**THE YEWS** is a special Community Centre and home to 25 small voluntary groups and other organisations in a friendly and relaxed setting. There are meeting rooms and a dining room and kitchen available for hire on a regular or one-off basis, and there is also play-space for young children and a small garden area. It aims to serve the needs of all local people. Contact details: Centre Coordinator, [yews@theyewscentre.org.uk](mailto:yews@theyewscentre.org.uk), 01444 412367, [www.theyewscentre.org.uk](http://www.theyewscentre.org.uk).

**CAROL PEARSON and JENNY HORTON**, both accomplished local artists, will be at the Dolphins Practice during the event on Tuesday 11<sup>th</sup>, Thursday 13<sup>th</sup> and Friday 14<sup>th</sup> from 2pm - 5pm, to introduce to carers the basic techniques of starting a new hobby of **painting for pleasure**. No prior experience is necessary. If your caring duties mean you are spending a lot of time at home caring for your loved one this can be an absorbing and satisfying hobby. Perhaps you have always wanted to try painting but have not had an opportunity; please just come along - no appointment necessary.

Did you know that the Dolphins Practice has a **Patient Group** to help you with queries or non-medical problems? The Friends meet once a month with Practice staff; we publish a newsletter, and organize activities for patients. These activities have included open days, carers' information days, and talks on various topics. We are always seeking patients' views and concerns, especially during our attendance at the Autumn Flu clinics, and try to get prompt answers to any problems raised. We would welcome new members to our committee.

We are holding our **Patient Participation Group AGM** at the Practice on Tuesday 18<sup>th</sup> June 2013 at 13:00. All patients are welcome to attend. Potential committee members are welcome to come along and learn more about our activities on behalf of patients.

If you would like a Group member to contact you with further information, please leave your name and phone number with the Practice Manager or email: [admin@dolphinspractice.co.uk](mailto:admin@dolphinspractice.co.uk)

Sponsors of the National Carers Week event are Haywards Heath Town Council and Sainsbury's