



Carers 4 Carers

Finding support through supporting each other

November/December 2023

It was lovely to see so many members at our meeting last month when we were joined by Sophie Hilleary, High Sheriff of Warwickshire. She spent time with our carers learning about their experiences and, although she has no powers to help as such, carers appreciated the opportunity to 'say it as it is'. We rounded off the morning with some music together and everyone left with a smile. Last weekend I attended a workshop exploring the music of Thomas Weelkes who died 400 years ago this month. As part of the day, we learnt fascinating details of the historical background to the music we were singing. I was interested, but not surprised, to learn that even 400 years ago, it was believed that singing was good for both bodily and mental health.



During the morning I shared some information from the BBC's 'Be Scam Safe' campaign which really ignited the conversation and was much appreciated. I'm including some of this information, with extra details overleaf.

Eleven years ago we held our first exploratory meeting of Carers4Carers and it was no accident that I chose Carers' Rights Day that year for the occasion. This awareness day is now held on a Thursday so no longer coincides with our meeting and this year will be held on 23rd November with the theme 'Your rights: today, tomorrow and in the future'. Read more inside.



This will be the last newsletter of the year as we do not publish one in December. Where has the year gone? It is my pleasure therefore, on behalf of our Carers4Carers' team of volunteers, to wish everyone a very Happy Christmas and the fervent wish you will be able to enjoy a period of well-deserved rest.

OUR MONTHLY MEETINGS

Carers4Carers meets on the **fourth** Friday of the month, except in December, when it's the second Friday. We meet at Kineton Village Hall, Mill Street, Kineton, CV35 OLB, 10.30 a.m. until 12 noon. We start with time for coffee and chat and then the main part of our meeting will start at about 11 o'clock. It is not necessary to book in advance for either the Carers' Group or the Companionship Group. However, if you'd like to know more or would like to introduce yourself before joining us for a meeting, you are welcome to get in touch by phone or email.

Friday 24th November— following our usual 'coffee and chat' time, we'll learn how to make a simple Christmas decoration with Sue Renshaw. We always have lots of fun with our crafting activities and there's plenty of time for more chatting. Our Companions will also be having a crafty time making a surprise for their carers.

Friday 8th December— this is our Christmas meeting with seasonal refreshments and music. Anita, our therapist, will also be offering her mini-massage treats.

Friday 26th January— Andrew Revell from Shipston Home Nursing will tell us about the organisation and the care and support they offer in the community.



Carers4Carers is part of the network of Omega Support Groups Reg. Charity No. 1120322

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BE SCAM SAFE

The BBC's recent campaign, launched on 23rd October, on the importance of being alert to possible scams produced a raft of valuable programmes on both radio and TV. If you have access, many of these programmes can still be viewed or listened to via BBC iPlayer. Type 'Morning Live' into Google to be taken to all the programmes and articles that were broadcast that week. www.bbc.co.uk/mediacentre/2023/be-scam-safe-week also gives details of some of the radio programmes.

With the cost of living crisis, the scammers are becoming even more wily and keeping a step ahead of them is a challenge for businesses, agencies and you and me. Stop Scams UK brings together businesses from the banking, technology and telecoms sectors to work together to stop people being scammed. These sectors are the three most affected by fraud. It works with many of the largest banks, tech giants such as Google and Meta and telecoms companies BT and Three amongst others.

159 is a freephone number from Stop Scams UK. It enables customers to connect with their bank safely and securely if they receive an unexpected or suspicious call. If you are called by someone claiming to be from your bank or asking for financial or security details, you can call 159 to check if the contact is legitimate. The number receives approximately 17,000 calls a month. Criminals regularly 'spoof' numbers; i.e. the number that appears on your phone might be the correct one for your bank, but the call is coming from the scammers. 159 will always be safe as it cannot be spoofed and 159 will never call you. The following is direct advice from Stop Scams UK:



If someone calls you claiming to be from your bank, or asking for personal financial information, here is what you can do:

- Don't be rushed into doing anything. Stop the conversation. Don't carry on talking to the person on the phone but hang up. By putting the phone down, you could be stopping a potential scam.
- Hang up, then wait a few seconds. Then call **159**. If you can, use a different phone.
- You will hear a menu of 16 bank brands. Choose yours and you will be taken straight through to your bank.
- You can check with them if what you heard is true: e.g. a scammer pretending to be from the fraud department of your bank might tell you they have seen some unusual transactions on your account.
- Your bank will update you and give you some tips as to what to do next time, to avoid being scammed and keep yourself safe.
- The bank brands you can reach on 159 are: Barclays, Bank of Scotland, The Co-Operative Bank, First Direct, Halifax, HSBC, Lloyds, Metro Bank, Nationwide Building Society, NatWest, Royal Bank of Scotland, Santander, Starling Bank, Tide, TSB and Ulster Bank.

Don't be embarrassed to end a call if something doesn't seem right. If the call is genuine, the caller will be happy for you to check it out via 159.

.... and finally, don't forget to report scams to Action Fraud 0300 123 2040 or report texts to 7726, which spells FRAUD on your phone. The reports that are made, the more evidence is provided to stop them.

CARERS RIGHTS DAY

Carers Rights Day is promoted by Carers UK and, in conjunction with numerous organisations and individuals, aims to raise awareness of carers. It helps to identify carers and signpost them to information, advice and support. With the right information, carers are empowered to feel more confident in asking for what they need and challenge when their rights are not met. This is not just in connection with access to health and social care but also in the workplace, education, at home or in dealings with other professionals.



Some current rights are:

- A right to request flexible working hours
- A right to be identified as a carer on your patient records by your GP to ensure you receive appropriate support and services
- Under the Equality Act 2010, you are protected against direct discrimination or harassment because of your caring responsibilities
- Carers in need of support are entitled to a carer's assessment to ensure they are offered that support
- If you, or the person you care for is being discharged from hospital, the hospital must identify you as a carer and consult with you on future care.

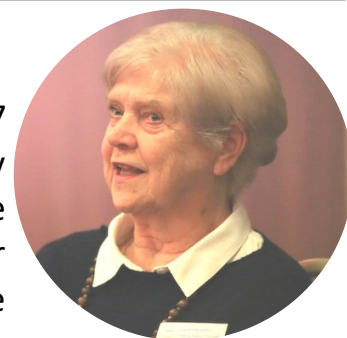
A new Act should come into effect in 2024 to give carers the right to request up to 5 days unpaid leave and ask for changes to working hours or place of work more than once a year.

Carers UK continues to campaign for future rights for carers too which include a fairer social security system so that carers can live free from poverty and greater access to good quality and affordable social care, including the ability to take a break from caring.

Continually raising awareness through days such as Carers' Rights Day all helps towards attaining these goals. They shouldn't be 'pie in the sky', although many feel they are. Reality should be possible. Keep a look out for items on the news on TV or radio and if you or family members use Facebook or other forms of social media, items should be appearing there, including from our own County Council. More information is available at [CarersUK](https://www.carersuk.org).

MEET ANNE —ONE OF OUR VALUED VOLUNTEERS

My name is Anne Baker. I trained to be a primary school teacher (5—7 year olds). I began my teaching career at R.A.F. Gaydon County Primary School. This was in the 60s when there were the V Bombers on active service. After teaching there for five years, I then went on a teacher exchange programme to the USA. This was for one year. I loved the experience. Back home I taught in various schools and ended my career at Kineton Primary School, which I loved.



I began helping with Carers4Carers and I really enjoy it. I also volunteer as a Room Guide at Charlecote Park.

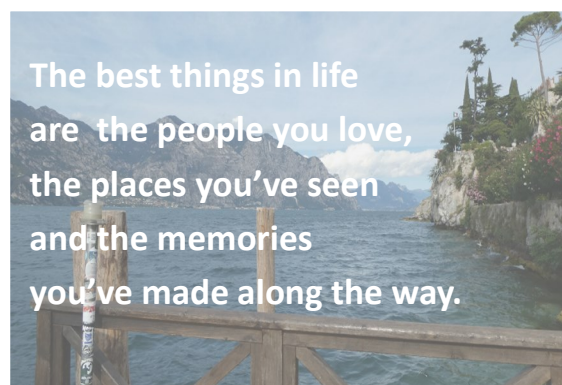
IMPORTANT CONTACTS AND LINKS



- **Caring Together, Warwickshire**, the carer support service for Warwickshire carers. Phone 0800 297 5544 or visit www.caringtogetherwarwickshire.org.uk
- For consumer complaints, consumer help and advice or to report an issue to Trading Standards, please contact the Citizens Advice Consumer Service on 0808 223 1133.
- For consumer or business help and advice, including details of an approved trader scheme, please visit our website: <https://www.warwickshire.gov.uk/tradingstandards>
- Advice on scams and rogue traders: Report fraud directly to Action Fraud on 0300 123 2040 or Citizens Advice Consumer Helpline on 0800 223 1133. More advice available at: www.warwickshire.gov.uk/doorstepsellers ; www.actionfraud.police.uk/.
- Healthwatch Warwickshire— www.healthwatchwarwickshire.co.uk ; 01926 422823 (9 a.m. to 5 p.m. on weekdays) and email info@healthwatchwarwickshire.co.uk
- **Silverline**—available 24/7 as well as a befriending service www.thesilverline.org.uk/ . Email: info@thesilverline.org.uk or phone 0800 4 70 80 90
- Warwickshire County Council: www.warwickshire.gov.uk/ 01926 410 410 . For social media go to www.facebook.com/WarwickshireCountyCouncil or search 'Social Media' on the website for details of dedicated links such as Instagram and Twitter.
- **Searchout Warwickshire**—the replacement for the Warwickshire Directory can be found at <https://searchout.warwickshire.gov.uk/>
- **Act on Energy**— for information about energy efficiency and hardship support. Phone 0800 988 2881 or visit actonenergy.org.uk/
- **Samaritans**— phone 0116 123. Information about others ways of getting in touch can be found at <https://www.samaritans.org/>

POSITIVITY CORNER

A time to reflect and perhaps to smile.
November is a time when we remember.
It's the warm, happy memories that often
help us through the dark times.



BOOKING YOUR TRANSPORT TO OUR SEPTEMBER MEETING

Please let us know if you would like a seat on the Back&4th community bus by **Friday 17th November**. If you're not sure whether you can come, it's still worth ringing up and booking a seat. It's easier to cancel it later if necessary than squeeze it in last minute. Use the phone number or email address below to let us know and we'll be in touch the following week with a pick-up time. We request a small contribution towards the cost for those able to pay it.