

# NOV./DEC. 2011

## Merry Christmas and a Happy New Year

From all the staff, trustees and volunteers at  
Helensburgh & Lomond Carers.



## Festival of Food & Cook-off Event



**Saturday 26th November, 10.00am onwards**



In partnership with Ardardan Estate and Cameron House Hotel, we are having a 'Can't Cook, Won't Cook Event' as part of the Festival of Food at 12.00noon on the day. Come and join us for a day of fun including cookery demonstrations with the Cameron House chefs, raffle with top prize of a 'dine at home' experience with their executive chef, bottle tombola, book stall, 'name the teddy' and a chance to taste lots of goodies! Donations are urgently required for the bottle tombola.

## Carers Rights Day

**CARERS UK**  
the voice of carers

**Friday 2nd December, 10.00am - 2.00pm**

**The value of care provided by Scotland's unpaid carers is estimated at £10.3 billion!**

This year's theme is '**Money Matters**' so we have invited a range of organisations to give information and advice on how to manage money and highlight support available to carers. Those confirmed as coming include ACHA's Welfare Rights Officer, Argyll & Bute Care and Repair, Short Breaks Bureau, Shared Care Scotland and Argyll & Bute Council's Personal Assistants Advisor who will giving information on Direct Payments.

A light lunch will be provided so please let us know if you will be attending for catering purposes. It should be a very interesting day!



## Christmas Coffee Morning



**Thursday 8th December, 10.00am - 12.00noon**

To celebrate Christmas we are having a fundraising coffee morning at the Centre with a bake sale and book sale so donations are most welcome. We hope to see you there!



## Carers Christmas Lunch



**Wednesday 14th December, 12noon, Rosslea Hotel**

Join us for this year's Carers Christmas Lunch! We will be having carol singing, a saxophonist and a raffle so donations are welcome. It should be a great day! Please let us know if you would like to attend. If you need a lift or would be willing to drive, please let us know as we are hoping to organise car shares. Ex-carers are welcome and will be asked for a donation if they wish to attend and if spaces are available.

### CARERS CENTRE TEAM

**Eileen McCrory, Manager**

**Bella Fairman, Outreach Carer Support Worker**

**Sharon Richardson, Administrative Support Worker**

**You are always welcome to come in and speak to us.**

# Regular Events

## Carers / Ex-carers Coffee

### Morning & Drop-in

**Every Thursday, 10.00am - 12.00noon, Carers Centre**

Why not drop in for a cuppa and a chat with other carers and ex-carers. Our new volunteer Katrine will facilitate the coffee morning.

### Friendship Group

Coffee and chat or people with Dementia, their families and carers. The group is run in partnership with Alzheimer Scotland.

**Last Friday of every month, 10.00am - 12.00noon, West Kirk Cottage, Colquhoun Street**

Why not drop in for a cuppa and meet new friends!

## Evening Carers Drop-in

**3rd Thursday of each month, 7.00pm - 9.00pm, Carers Centre**

No appointment necessary, just drop in for a cuppa and a chat! Discuss your caring issues with other carers and find out about services.

### Walking Group

Do you enjoy walking? Do you enjoy good company? Join our walking group! Dogs welcome. Our next few meetings are on...

**Thursday 8th December, 12.30pm, Carers Centre**

**Wednesday 11th Jan, 1.30pm, Cardross paper shop car park**

If anyone would like a lift or has suggestions for future walks, please let Bella know. Remember to wear sensible shoes and bring water.

## Sugar Craft Classes

Have fun while learning a new skill! Why not join us at one of our classes.

**Every Wednesday, 10.00am - 12.00noon, Carers Centre**

**3rd Thursday of each month, 7.00pm - 9.00pm, Carers Centre**

Sugar craft uses sugar paste to make flowers and leaves to decorate cakes

### Carers Café

**3rd Thursday of each month, 10.00am - 12.00noon, Howie Pavilion, Rosneath**

Join us for a cuppa and a chat! Discuss your caring issues with other carers and find out about services.

**Contact Bella Fairman,  
Outreach Carer Support Worker  
for more details on 01436 673444**

# Upcoming Events

## Felt Workshops

**Wednesday 7<sup>th</sup> December, 11.30am - 1.30pm, Centre 81, Garelochhead**

Our felt workshops have been great fun and this will be your last chance to join in. Have fun and learn a new skill. Make your own Christmas presents. Contact Bella for further information.



## Friendship Group

### Christmas Coffee Morning

**Friday 9<sup>th</sup> December, 10.00am - 12noon, West Kirk Cottage, Colquhoun Street**

The Friendship Group will be held earlier in the month in December. We will be having mince pies and mulled wine so why not join us for some festive cheer!



## Learning Disability Forum

**Wednesday 14<sup>th</sup> December, 1.30pm - 4.00pm**

**Enable Cottage, South King Street**

At the next forum meeting we will be having talks from the Telecare Service and the Carers Centre! The Forum is still keen to have more parent carers attending. If anyone is interested in coming or would like any issues raised, please contact Bella.



**Please support our events!**

**Priority is given to carers for all social activities. Ex-carers are welcome to come if there are places available but will be asked for a donation towards costs.**

## URC Christmas Tree Festival

**Tuesday 13<sup>th</sup> - Sunday 18<sup>th</sup> December, 10.00am - 8.00pm, URC**

Helensburgh & Lomond Carers will be taking part in the festival again this year so why not pop along to see all the trees and be entertained by the musical interludes.



## Carers Lunch at Fifi & Ally's

We will be taking a group of 5 carers for lunch and drinks at one of Glasgow's best restaurants 'Fifi & Ally' in March 2012. We will be pulling names out of a hat so let us know if you would like to enter the draw.



## Staff Training Closure

We will close at 12.30 on Friday 9th December for staff training.



## Festive Holidays Closure

We will close at 3.00pm on Thursday 22nd December and will reopen at 9.00am on Monday 9th January 2012.



## Apologies for any inconvenience.

## Emergency Phone Numbers

**If an emergency arises during this time, please call:**



**Emergency Services**

**999**

**NHS24**

**08454 24 24 24**

**Social Work**

**01546 605 517**

See new Social Work call centre information on page 3.

# Carer Training

---

## Training Drop-in

**1st Thursday each month,  
10.00am - 12.00noon,  
Carers Centre**

Pop in and chat to Morag about training needs and opportunities. Discuss learning relevant to your caring role or your interests and personal development. Get advice on funding for learning.

## HearStart UK

**Tuesday 7th February, Time  
TBC, Carers Centre**

HeartStart is training coordinated by the British Heart Foundation to teach members of the public what to do in a life-threatening emergency. It will be run in partnership with the Rotary Club of Helensburgh Garelochside.

## Basic IT for Carers

**Thursday 1st December,  
11.00am - 12.00noon,  
Carers Centre**

Information session on our free programme of classes starting in January. The seven week course will cover basic computer skills, setting up and learning how to use email, getting to know the Web, how to keep in touch using Skype and how to access information for Carers on the internet.

Come along and have a chat about the course and let us know what you would like to see included.

**For further information on training opportunities, please contact:  
Morag MacLean, Training Coordinator  
[morag@northargyllcarers.org](mailto:morag@northargyllcarers.org)**

## Supporting Individuals with Autistic Spectrum Disorders

Unfortunately we had to cancel this training due to lack of numbers. However, we hope to reschedule it sometime in February 2012. Please let us know if you would be interested in attending so we can add your name to our waiting list.

## Massage Workshops

Due to the success of our recent Massage Workshops we are hoping to obtain funding to deliver some more courses to carers. Please let us know if you would be interested in attending so we can add your name to our waiting list.

# Useful Information

---

**Social Work Call Centre** Argyll and Bute Council have a new procedure for contacting Social work. If you call **01546 605517**, there is an automated message welcoming you to the Social Work line which will then give you the following options:

Press 1 for Criminal Justice

Press 2 for Telecare

Press 3 for Homelessness

Please hold to speak to an adviser for all other Social Work matters

An adviser will take the details and put you through to the allocated worker or the duty worker as appropriate. If for any reason the worker is not available an (email) message will sent. If you phone the call centre number after working hours you will be put through to on call social work. **Please let us know if you experience any difficulties with this especially during the festive season.**

**Patient Option** is an organisation which aims to make it quick, easy and safe for patients and carers to give feedback about their health care, and for health service providers to respond to and make use of feedback for service improvement.

**0845 113 0012**

**[www.patientoption.org.uk](http://www.patientoption.org.uk)**

**ParentLine Scotland** is a service provided by CHILDREN 1st who work to give every child in Scotland a safe and secure childhood. It is a free helpline for anyone caring for a child to call about any problem big or small. Calls are confidential unless a child is in danger.

**0800 028 2233** (9am - 5pm Mon, Wed, Fri & 9am - 9pm Tue, Thu)

**[www.parentlinescotland.org.uk](http://www.parentlinescotland.org.uk)**

**[parentlinescotland@children1st.org.uk](mailto:parentlinescotland@children1st.org.uk)**

**[www.careandsupportalliance.org.uk](http://www.careandsupportalliance.org.uk)**

Is a consortium of over 50 organisations representing older and disabled people, those with long-term conditions and their families. They are working together to promote urgent reform to tackle the crisis in our care system.

**[www.betterinfo.org.uk](http://www.betterinfo.org.uk)** provides people with learning disabilities, their families and people who work with them, with a single site where they can find accessible social care information on issues such as housing, transport, leisure and transitions.

**The Energy Assistance Package** is a holistic package to help maximise incomes, reduce fuel bills and improve the energy efficiency of homes. Help provided may include expert energy advice, benefits checks, standard insulation measures and enhanced energy efficiency measures including new boilers and central heating systems for those most at risk of fuel poverty. New regulations extend eligibility to include people in receipt of Carers Allowance. Contact the Energy Saving trust for more information: **0800 512 012**  
**[www.energyassistancepackage.com](http://www.energyassistancepackage.com)**



**If you no longer wish to receive a copy of Carers News or you would prefer to receive it by email please let us know.**

## **The Money Clinic**

Find out how to make the most of your money. Drop into the AVA office for more information:

Fuel poverty & energy information  
Benefits Information  
Debt Support

**FREE & CONFIDENTIAL**

Argyll Voluntary Action  
Colquhoun Square  
01436 671613  
helens.abvc@tiscali.co.uk

**Trustees Wanted!** Do you have a little spare time and a lot of enthusiasm? The Management Committee are looking to recruit new trustees. We would especially like to recruit an Accountant, however we would welcome any support offered. Please contact Eileen for more information.

## **Walking Group at Firkin Point**

The group had another lovely walk at Firkin Point on Wednesday 5th October, despite the slight drizzle! Afterwards we all enjoyed a delicious cake and coffee at the Village Inn in Luss. Why don't you join us next time?



## **Carers Lunch at Ardardan**

Our carers lunch at Ardardan on Wednesday 12th October was a great success with everyone enjoying good food and good company. Many thanks to Ardardan for making us feel so welcome!

## **Witches & Wizards Halloween Party**

Everyone had a spooky good time at our Halloween party on Friday 28th October. The games were hilarious and the costumes were excellent with the prize for best dressed going to Pocahontas Peggy and Robert the scary biker.



# **Helensburgh & Lomond Carers 200 Club**

Following our recent membership launch we had enquiries from several carers who were willing to make an annual contribution rather than the one off subscription of £2 that is a requirement of membership at present. Our constitution does not provide for annual subscriptions and to address this we are considering starting a 200 Club in order to raise much needed funds and to give the Members a chance of winning some cash.

This would cost participating members £1 a month (£12 annually) with monthly prizes and a larger annual prize to be drawn at the Christmas Lunch. The amount of prize money would depend on the number of participants, but with a full complement of 200 chances sold the monthly prizes would be £50 and £10 with an annual prize of £500! Each chance would be allocated a number between 1 and 200 and two numbers would be drawn at random each month.

It is a legal requirement that it is only open to members so if you have not already joined, now would be a good time to do so. With your support the first draw would take place in January 2012. Annual subscriptions to the '200 Club' can be made by sending a £12 cheque to the office prior to January. If any chances are unsold then members could purchase these at a later date. First come, first served but chances are limited to five per member.

## **Annual Carers Survey 2011/2012**

Our volunteers will be conducting our annual survey by phone, starting in December. We have opted this year to survey the first 50% of carers registered with us and next year the remaining 50%. However, should you wish to participate, please let us know. If our volunteers are unable to reach you by phone they will post the form to you. We would really appreciate it if you would take the time to fill it in and post it back to us in the stamped addressed envelope.

The survey helps us gain a broad picture of the views of carers about our services. We welcome your comments to evaluate the quality of our services, identify gaps and highlight where improvements are needed. Last year you told us, should funding become available, you would like the following services:

More therapy sessions	More learning/training events	Access at rural venues
More social events/activities	Evening events/activities	More home visits
More advice about health related issues	Access to evening appointments	

As a result of issues highlighted in last year's survey, we have responded to this by introducing new services and increasing existing ones such as short breaks, social activities and evening activities.

We look forward to getting your feedback.

**Helensburgh and Lomond Carers Centre, 17E East King Street, Helensburgh G84 7QQ**

**Tel: 01436 673444 Email: [admin@helensburgh-carer-support.org](mailto:admin@helensburgh-carer-support.org) [www.helensburgh-carer-support.org](http://www.helensburgh-carer-support.org)**

**Recognised Charity No. SC033382**