

Carers Bulletin

CITY of
WOLVERHAMPTON
COUNCIL

AUTUMN 2024

Carers Digital Offer



We are looking at our online digital offer to carers in Wolverhampton. This bulletin has a focus on smart technology which will support carers in their daily lives. Smart technology includes medication reminders, smart watches, voice activated systems, door video systems, and more. Smart technology ranges in price and affordability based on features of the device.

This bulletin contains a article about telecare who offer a range of devices which will support carers with their caring role. Also on Page 10 we have a article about the challenges that you may face when trying to access information online. We are really keen to understand what the barriers are, such as: **Do you have broadband at home? Do you know how to safely use the internet? Do you have a device at home that connects to the internet? Do you know how to use your device? What information are you looking for? Do you know how to use browsers safely?**

We need your opinions and experiences to develop our digital offer to carers. On Page 10 there is a link too a digital survey which will enable us to gather your thoughts and opinions about how we develop this offer to further support you. We will also be discussing this at the next carer support meeting on the 3rd of September at Wednesfield library where you will be able to complete the online survey with support.

If you would like further details regarding this please contact the Carer Support Team on 01902 553409

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Carer Support Groups

Our **Carer Support Groups** are based at **Wednesfield Community Centre** on the **first Tuesday** of every month.

Location: **Wednesfield Community Centre**
Upstairs Lounge, 2 Well Lane, WV11 1BW

Time: **11:30-13:00pm**

Upcoming Dates: **Tuesday 3rd September**
Tuesday 1st October
Tuesday 5th November
Tuesday 3rd December



You are not required to book the Carer Support Groups, please turn up for 11:30am if you wish to attend, refreshments will be available.

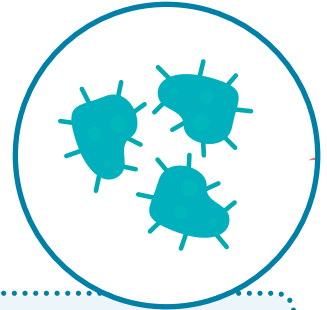
For any queries or questions regarding the Carer Support Groups please contact **the carer support team** on **01902 553409**.

'I attend the groups to improve my social life, its wonderful meeting new people, I try to pop into Bentley Bridge afterwards to do my shopping too.'

'I love attending the groups its great to get out the house and socialise with other carers'

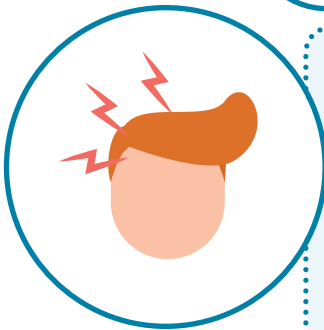
Flu: Keeping Well in Winter

Flu, also known as **influenza**, is a respiratory illness caused by a virus. Flu can affect anyone, and it can be a serious or life-threatening illness. People who are at higher risk of getting seriously ill from the flu include babies under six months, pregnant woman, older people, and those with certain long-term medical conditions.



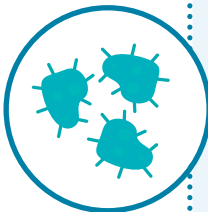
Flu symptoms come on very quickly and can include:

- a sudden high temperature
- an aching body
- feeling tired or exhausted
- a dry cough
- a sore throat
- a headache
- difficulty sleeping
- loss of appetite
- diarrhoea or tummy pain
- feeling sick and being sick



The most common complication of flu is a bacterial chest infection which can develop into pneumonia. Other complications include:

- middle ear infection
- septic shock - a severe and life-threatening infection of the whole body
- encephalitis - inflammation of the brain
- meningitis - inflammation of the covering of the brain.





People with the flu can be infectious 1 day before to 3 to 5 days after symptoms appear and flu is passed on by coughing and sneezing. A person can be infected either by breathing in droplets of the virus in the air or by touching surfaces on which they have landed. **Flu spreads easily in crowded populations and in enclosed spaces.**

To reduce the risk of spreading flu

- wash your hands often with warm water and soap
- cover your mouth and nose with a tissue when you cough or sneeze
- bin used tissues as quickly as possible
- get the flu vaccine



Protect yourself

The risk of infection can be minimised through the flu vaccination. The vaccine is safe and effective and is offered every year through the NHS to help protect people at risk of getting seriously ill from flu.

Flu vaccination for carers

Carers are eligible for a free flu vaccination through the NHS if they receive a carer's allowance or are the main carer for an older or disabled person who may be at risk if the carer gets sick. You should let your GP or pharmacy know that you're a carer when you arrive for your flu vaccine.

Useful resources

NHS: <https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>

Flu vaccination - Letter template for at risk patients and carers:
<https://www.gov.uk/government/publications/flu-vaccination-invitation-letter-template-for-at-risk-patients-and-their-carers>

Pub Lunches

The carer support pub lunches are an excellent opportunity for carers to get together and socialise reducing isolation.

To book onto the Pub Lunches please contact **The Carer Support Team on 01902 553409** and leave your details along with the date you would like to attend and menu choice, and a member of the team will be in touch to confirm your space and the time nearer to the preferred date. **Please note the meals are limited to spaces and will be bookable on a first come first serve basis**, please see the menu options below these will need to be decided prior to the meal and can't be changed once confirmed.

If you do not hear back from Lee with confirmation unfortunately the meal is fully booked, and you will be added to a reserve list in case a space becomes available and prioritised for the next available date.

The meals are available to carers of all ages including parent carers, to attend the meals you must be over 18 and known to the carer support team.

All meals hosted at:

The Gatehouse Pub, Donnington Grove, Wolverhampton, WV10 6EE.

- **Monday 14th October 2024**
- **Wednesday 13th November 2024**

Menu:

Chicken Parmigiana

Beef Lasagna

Steak & Ruddles Ale Pie

Classic Breaded Wholetail Scampi

Full English Breakfast

Classic Chicken New Yorker

Mac 'N' Cheese

Roast Veggie Lasagne

Mexican Pasta Salad

Chicken Tikka Masala

Mushroom & Ale Pie

Classic Fish & Chips

(Plant based option available)



Smart Tech & Handy Devices

Whether the person you care for lives with you, independently alone, or you look after them from a distance, there are helpful devices to use in the home that can help someone to regain some independence and give you more peace of mind.

Voice Activated devices

Voice Activated devices can help someone that has restricted mobility or ability to control appliances. These Voice Activated devices use voice commands to control appliances or electrical items in your home, such as heating, lights, television or even a taxi.

Automated devices for the home

Electric shutters, roller and curtains could help anyone who has restricted mobility or difficulty reaching the curtains or blinds.

Heating and lighting control

For lighting you can purchase smart switches and dimmers that work alongside phone apps. For heating you can get wireless thermostat control or thermostats controlled through phone apps.

Door video system

Door video systems can enable someone to see who's knocking without opening the door. This is great for people who may find it difficult to get to the door, or who don't want unknown callers.

Carer's Health

Smart watches

Smart watches are a device that can be attached to your wrist. Smart watches can benefit you in your caring role as they include many features for example heart rate monitoring, sleep tracking, calendar reminders, nutrition tracking and fitness tracking. This can be great to maintain your health goals.

Automated pill dispenser

Automated pill dispensers are a great way to ensure that you as a carer to keep up with your medical needs. Automated pill dispensers can remind you to take your medication on time. This is great for carers busy schedules.

Further information and guidance visit: <https://www.carersuk.org/help-and-advice/technology-and-equipment/smart-tech-and-handy-devices-for-the-home/>

Cost of Living Support

Carers struggling with the on-going cost of living crisis can seek help from the council in a wide variety of ways and should ensure they are getting everything to which they're entitled.

The City of Wolverhampton Council has prioritised helping all residents through the cost of living crisis and has already **invested £15.2 million to help** those in need afford daily essentials.

The council's cost of living team works with a network of valued partners across the city to help meet a variety of needs, including those of carers.

Any carer struggling should take a look at the cost of living page on our website **www.wolverhampton.gov.uk/cost-of-living-support** where there are details of a number of ways we can help.

One of the first could be applying for one-off urgent help from the **Household Support Fund**. This prioritises help for food and energy, but can also help with essential household items like white goods and small appliances and other essentials like clothing and bedding. The amounts awarded will vary depending on the make-up of the household.

If you want to find out more, have a read of the section on the website in the link above which advises how you can apply direct through various organisations or contact our **Customer Services on 01902 290241 (option 2)**.

We've also invested in creating a network of community shops across the city where Wolverhampton residents can **save £30 on average a week on their grocery shop**.

A flagship community shop, **Central Shop**, is also open at the **Queen's Building in Victoria Square** in the city centre along with the **Pomegranate café** offering hot drinks and snacks at competitive prices.


The Queen's is a joint venture with partners the **Good Shepherd and the Wolves Foundation**. See details of all the community shops and where you can find your nearest one at www.wolverhampton.gov.uk/cost-of-living-support/community-shops.

As a carer, it's also worth making sure you're getting everything you're entitled to – we've set up a special project to help people access 'missing benefits'.

The initiative from the council's **Welfare Rights Service** has found large numbers of people in Wolverhampton are missing out on valuable benefits, which could help them with the costs of day-to-day living.

The project has already helped to identify thousands in extra benefits people have been missing out on in the relatively short time it has been running.

It's definitely worth a check - **just call 01902 555351 or email wrs.benefitshelpline@wolverhampton.gov.uk**. There's also a 'missing benefits' portal on the council's website (all you need do is type in 'missing benefits') through which people can access a missing benefits assessment. **It's free and totally confidential, so why not give it a go?**



**Asking the
same question
over and over again.
over and over again.
over and over again.
over and over again.
over and over again.**

**It's not called
getting old, it's
called getting ill.**

If you or a loved one are
experiencing memory loss,
it could be a sign of dementia.

Help and support is just a
phone call or click away.

alzheimers.org.uk
0333 150 3456



**Alzheimer's
Society**

Together we are help & hope
for everyone living with dementia

Carers Digital Offer

We need your help to understand the difficulties and challenges when using online digital platforms.

What do we mean by this? **Do you have problems searching information online, do you find it confusing and difficult to find what you're looking for?** What do you think would help you to find what you're looking for? **What type of information are you looking for?**

We are now looking at challenges and opportunities to improve our digital offer which includes our current Council website and with your help other tools that can be added to support you as carers.

We want to work with carers to understand what information, advice and support you need to care for your loved ones, whilst maintaining your own health and wellbeing.

We would like to hear from carers who would be willing to work with us to develop an online offer which is easily accessible and user friendly. Our aim is to make this offer accessible to ALL AGE CARERS.

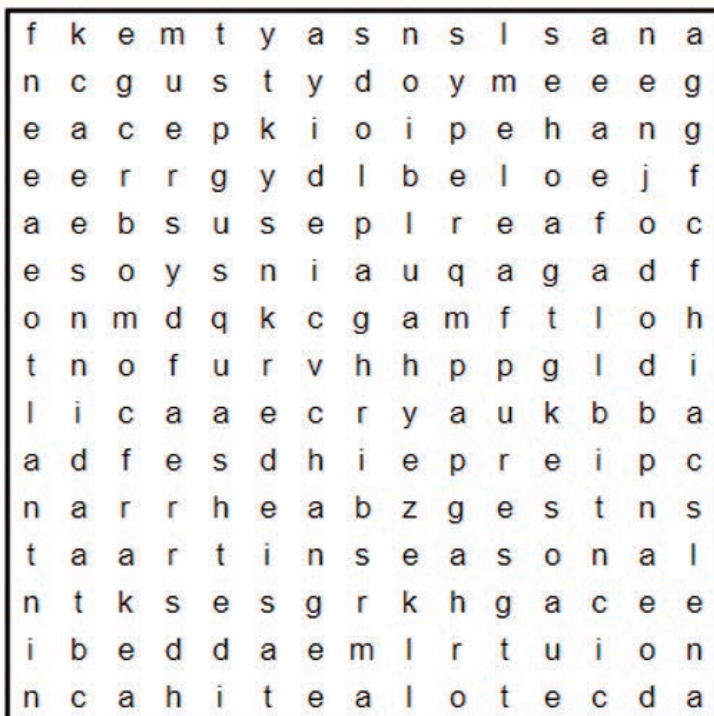


We are looking for volunteers to co-produce this work, helping us improve our online digital experiences for carers. **If you are interested in volunteering, please register your interest online via the link or QR code <https://forms.office.com/e/7nxqq8aEpp>**

Your participation will help us make a meaningful difference in the lives of Carers and those they care for. Together, we can create a digital environment that supports your needs and enhances your ability to provide care while maintaining your own health and wellbeing.

AUTUMN Word Search

Autumn, or Fall lies between the seasons of Summer and Winter. It is the season when the leaves change colour and are shed from the deciduous trees. Did you know that pumpkins were once believed to cure snake bite and remove freckles?



See if you can find the Autumn or Fall related words in our word search.

**Change
Crunchy
Fall**

**Gusty
Leaf
Red**

**Squash
Pumpkin
Season**

Safe Online Shopping



Make sure you're not left out of pocket by following our shopping tips below.

- If you are using a website or a seller you haven't used before, take a moment to do some checks.
Does the website look authentic? Are there lots of spelling mistakes, pictures and five star reviews?
Don't believe everything you read as it might not be genuine.
- Make a note of the courier and the expected delivery date for your items and retain invoices, receipts, guarantees and instruction manuals.
- Take a moment to read the terms and conditions linked to "free trials or free memberships". These are often time limited and require cancellation within a certain timeframe to avoid automatic payment.
- **Avoid payment by bank transfer.** Payments made by this method can be extremely difficult and often impossible to recover if something goes wrong with your purchase. If you are purchasing an item over £100 in value and you have a credit card, consider using this instead. If the retailer ceases trading or there is a fault with the product, you can contact your Card Provider for a remedy under Section 75 of The Consumer Credit Act 1974. Visa debit-cards, Mastercards and AMEX also offer a chargeback guarantee.
Report issues as soon as possible to your Card Provider and raise a complaint with them.
- Is the site and method of payment used secure? **Look out for https:// and the closed padlock.**

Report any concerns regarding fake websites to **Action Fraud** 0300123 2040, <https://www.actionfraud.police.uk>

For advice on your **Consumer Rights** contact the **Citizens Advice Consumer Service** freephone 0808 223 1133

FBC Manby Bowdler Solicitors

What is Power of Attorney?

A power of attorney in the UK, also known as Ordinary Power of Attorney (OPA), is a legal document that grants one or more people the authority to make decisions on behalf of another person. This covers various areas, including financial matters, healthcare decisions and property management.

What is Lasting Power of Attorney?

A lasting power of attorney (LPA) is a legal document in the UK that allows an individual to appoint one or more people as 'Attorneys', to make decisions on behalf of the individual should they lose the ability to do so themselves. This form of power of attorney remains in effect even if the person granting it loses mental capacity.

What is the cost of POA?

The cost of a power of attorney varies depending on the complexity and the involvement of legal professionals.

What are the benefits of lasting power of attorney?

A benefit of having a lasting power of attorney is peace of mind for you and loved ones that your affairs will be dealt with by someone you trust should you lose capacity to make decisions by yourself. It also allows you to choose who will handle your affairs and precisely how they should do it. This offers greater control over your life even when your unable to make those decisions yourself.

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Memory Matters

Do you have moments when you just can't remember someone's name? Are you concerned about your relative or friend, who seems to be getting more forgetful?

If the answer is yes, then Memory Matters could help.

Memory Matters is a friendly informal, telephone or face to face service, offering support and guidance to people with concerns about their memory pre-diagnosis. It is also aimed at relatives or friends that have concerns about someone and want to find out more information about the support that is available.

A trained professional is on hand to signpost and offer advice and information.

Guidance and support about the following:

- Initial contact with GP and the importance of early diagnosis
- Improving the home environment
- Encouraging an active mind/hobby
- Stimulating active social life through support groups in the community
- Healthy diet and nutrition
- Telecare equipment/Assistive technology solutions to remain independent for as long as possible
- Support for Carers
- Information & Signposting to relevant organisations

Please give **Joe Evans** a call on **01902 551852** or contact the **Community Support Service** for further information.

Community Support Service



Wolverhampton Telecare Service



What is Telecare and how can it help me?

Telecare consists of a range of personal and environmental sensors that enable people to remain safe and independent in their own home for longer. It aims to provide reassurance 24 hours a day to those living on their own or caring for vulnerable people, helping you to stay safe and providing the right support in crisis.

Telecare may be able to help you if you are:

- At risk of falling
- Recently discharged from hospital and requiring additional support and assistance at home
- Living alone
- Caring for someone that needs extra help
- Living with disabilities
- Living with a long-term health condition such as dementia.

Telecare sensors can detect events such as:

- Serious falls (e.g., fall detectors/bed sensors)
- Leaving the house and not returning (e.g., door sensors)
- Fire and smoke
- Floods
- Seizures



Contact Telecare today to make a referral

You or someone who supports you can make a referral to the telecare service. To make a referral you will need to give information on the person it is for and the reasons for the referral.

Once the referral has been made a telecare representative will get in touch to discuss how the service can help you.

Email: telecare@wolverhampton.gov.uk • Telephone: 01902 553585

To see a wide range of telecare solutions please visit: win.wolverhampton.gov.uk/telecare

Carers and Community Support social media accounts

 @WolvesCarers

 @CommunityOffer

 WolvesCarers

 Wolves Community Support

 Wolves-Carers-106695631107531

Carers and Community Support contact details:

Email: carer.support@wolverhampton.gov.uk

Email: community.support@wolverhampton.gov.uk

Tel: Carer Support Team - 01902 553409

Tel: Community Support Team - 01902 553445

You can get this information in large print,
braille, audio or in another language
by calling 01902 551155 or emailing
translations@wolverhampton.gov.uk

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