

FACES of Kent

Carers are People First

NEWSLETTER

January 2012

In this issue: ▪ News & Information ▪ Your Health ▪ Volunteering ▪ Our New Name!

Welcome to 2012! Welcome to FACES of Kent!!

This year is going to be a really exciting time for us and everyone associated with our Centre.



Firstly we've changed our name from Swale & Canterbury Carers Support to **FACES of Kent**

Why FACES? We thought long and hard about what our name should mean and who it represents and the answer to both questions is simple, it's you the Carers!

FACES stands for **F**amilies **A**ffected by **C**aring **E**mpowerment **S**ervices, we want to remind everyone that Carers aren't a number or a statistic, but they are people. Our strap line will therefore quite simply be "**Carers are People First**" – all our services will remain as they were before, with greater emphasis being placed on your needs and how we can best meet these for you, therefore we welcome any feedback or suggestions you may have regarding improving our services.

We are hoping to move to a more accessible building later this year – ideally we would like to develop a "Centre of Excellence" for Carers – but first of all we need to identify a suitable premises and location!

In other news, as you may be aware, Chris Lovelock our Chief Executive Officer left at the end of November. Chris played a huge part in making our services what they are today and we would like to sincerely thank her for all her support over the years, she helped create a great foundation on which we hope to build bigger and better things. In the meantime, the Board have asked that I take over the CEO role on an interim basis and as such, I assure you of my full and total commitment.

Wishing you all a very happy and peaceful New Year
Best wishes,

Sandie

Next Newsletter

So you are aware, there will not be a February newsletter. We will be making a re launch newsletter ready for March which will contain the separate adult services sections, as well as carers health. It will also contain a venue, time and place for our **FACES of Kent Re launch party!**

Hospital Consultation Darenth Valley/Medway

A consultation meeting is to be held on Monday 30th January (10.30am – 12.00) at Phoenix House, Sittingbourne, regarding the merger between the two hospitals above – if any Carer has a comment/suggestion/question, can they please telephone the office and a member of staff attending the meeting will pose it for them. If any Carer wishes to attend, can they please also telephone the office to confirm, as there are limited spaces at the venue

Your Service—Your Say!

You asked that we make the Newsletter more applicable to the issues affecting you in your particular caring role.

We have! There are now dedicated pages for the type of support you give.

If you have any more ideas on how we can improve things, please contact the office on 01795 583440.

IF YOU WOULD LIKE TO RECEIVE YOUR NEWSLETTER VIA EMAIL OR LARGE PRINT FORMAT, PLEASE CONTACT CHARLOTTE IN THE OFFICE OR EMAIL:

admin@facesofkent.org.uk

The Reassessment of Incapacity Benefits.

As some of you may be aware through friends, family, support organisations or the media, from April this year a rollout of reassessments started for people on Incapacity Benefits. This is a national process and is expected to take 3 years and end in the spring of 2014. The people that this will affect are those on Incapacity Benefit, Severe Disability Allowance and Income Support paid on the grounds of illness or disability. Most people on these benefits for health reasons already have a Personal Capability Assessment every 3 years; this is being replaced with the new Work Capability Assessment. The scheduling for when individuals will go through this journey will be – as far as possible - at the time when they would be due their PCA.

A WCA is a medical assessment and looks at how a customer's health condition or disability affects their ability to work.

The assessment appointment

The assessment appointment is booked with ATOS Healthcare who provides medical service examinations on behalf of DWP. When attending the appointment it is important to arrive on time and take along the Appointment letter, Proof of ID, any hospital appointment or admission letters, tablets or other medicine that you are using at the moment (this includes inhalers), any medical aids – like walking aids, hearing aids, glasses and contact lenses.

It may be possible to claim back the travel costs to the interview and this should be explored before the interview takes place. During the assessment it is important people tell us as much about their conditions they can and if possible provide supporting evidence from 3rd party organisations. This will enable the Decision Makers within Jobcentre Plus to make a more informed decision.

What happens after your claim has been reviewed

If you are able to work

If you are found capable of work, Jobcentre Plus will call you to discuss what your benefit options are. They will also write to you.

You may be able to claim:

- Jobseekers Allowance
- Income Support for other reasons
- Pension Credit

If you are entitled to Employment and Support Allowance

Jobcentre Plus will call you to let you know. They will also write to you.

Your benefit will be transferred automatically and there will be no break in the payments you receive. If your existing incapacity benefits are more than the current rate of Employment and Support Allowance, you will receive a top-up payment.

Depending on how severe your disability or health condition is, you will be placed in one of two groups:

- Work related activity group
- Support group

Work Related Activity Group

If you are placed in the Work Related Activity Group, you will get support to help you prepare for suitable work. Your benefit may be affected if you do not take part in the work-related support.

Support Group

If you are severely disabled or have the most severe health conditions you be placed in the Support Group. You will not be expected to look for work and will get the extra support you need.

You will not have to take up any work-related support unless you want to.

If you disagree with a benefits decision

Once you have received the disallowance letter, you can appeal against the decision. Your appeal must be in writing and must be made within one calendar month of the date of the disallowance letter.

If you appeal against our decision that you are not entitled to Employment and Support Allowance following the Work Capability Assessment, you may be able to receive Employment and Support Allowance until the appeal outcome is known.

You need to be aware that the appeals process can be very time consuming and may take several months for the appeal to be heard.

More information on how to appeal is contained within the letter that we will send to you. You can request for form GL24 *if you think our decision is wrong*, this form will tell you how to appeal and explain the appeals process in full.

Please remember if you or someone you know undergoes this reassessment journey there is help available at every stage by ringing the contact number on the initial letter.

If you require more information in the meantime please contact

Swale: Sub Beachem

Sub.beachem@jobcentreplus.gsi.gov.uk

Canterbury, Herne Bay & Whitstable: Jayne Faulkner

2

Jayne.faulkner1@jobcentreplus.gsi.gov.uk

Pats Petition

Pat's Petition is the people's petition for every one who wants to tell the government how they feel about the perfect storm of cuts and changes affecting disabled people and carers.

Pat Onions submitted the e-petition to the government website.

Pat is blind and also a carer. When asked why she submitted this petition she said:

"We were determined to attend the Hardest Hit rally in Edinburgh. Determined, in spite of disability, to stand with the others who had made the long and difficult journey. Determined to show we were united as one voice against the vicious cuts we are all enduring. We knew there were many thousands who couldn't make it. Disability, ill health, providing care, or cost would prevent them coming. We made it.

To the many there and those who came in spirit.....this petition is for us all."

Pat's Petition reads – Stop and review the cuts to benefits and services which are falling disproportionately on disabled people, their carers and families.

Please sign the petition - even more - can you find other people to sign and support us and ways of reaching out to more people.

We must get this petition to 100,000 signatures for the government to hear it.

Sign Pat's Petition at -

<http://epetitions.direct.gov.uk/petitions/20968>

**Your voice.
Your treatment.
Your chance.**

Service User / Carer Consultation

What do you value about treatment?

What works now? What could be improved?

We want to hear from you. Your views will help us plan drug and alcohol treatment services for Kent & Medway prisons.

Come along and have your say:



**1pm—3pm, Thursday 26 January 2012 or
5pm—7pm, Thursday 26 January 2012 at**

Trinity Foyer, 20 Church Street, Maidstone, ME14 1LY

Sandwiches and refreshments will be provided at each session and travel expenses will be reimbursed on production of a valid receipt.

For more information please contact Sally Duncan, Service User/Carer & Workforce Development Officer on 07798 674061 or 01622 221676. Alternatively email, sally.duncan@kent.gov.uk



Sandie

COMPLAINT or CONCERN?

At FACES of Kent we aim to do our best to provide you with a professional, caring service. If at any time you are unhappy with the service, staff or volunteers we will aim to put that right as soon as possible. We have a full, formal Complaints Procedure, details of which are contained within our Complaints Leaflet, available from the office.

If you have a concern regarding the welfare of a child, young person or vulnerable adult, please contact the emergency services if the person is at immediate risk, social services on **08458 247100** or you can telephone me in confidence during office hours. **01795 583440**

ADULT CARER SUPPORT



Claire
Bateman



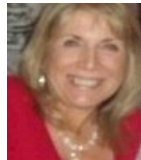
Kevin Bell



Penni
Lethbridge



Claire
Saunders



Sue
Mitchell

Adult Carers
Mindset Carers
Older Carers
Alzheimers & Dementia
Parent Carers

Canterbury District Partnership Group dates for meetings in 2012

Tuesday 21st February 10am – 1pm
Tuesday 29th May 10am – 1pm
Tuesday 4th September 10am – 1pm
Tuesday 27th November 10am – 1pm
All meetings will be held at St. Mary Bredin
Church, Nunnery Fields, Canterbury.

Swale District Partnership Group Dates for meetings in 2012

Thursday 16th February 10am – 1pm
Thursday 31st May 10am – 1pm
Thursday 13th September 10am – 1pm
Thursday 29th November 10am – 1pm
We will be hoping to hold these meetings at the
Masonic Hall, Albany Road, Sittingbourne, Kent.
For further information please contact
Diana Lovecchio 07577 915 510

Are you a parent/carer of someone with a learning disability?

If you are a parent or unpaid carer of a person with a learning disability aged 16+ we would like to hear from you. The Swale District Partnership Group meets 4 times each year to discuss and debate issues concerning people with learning disabilities, their families and carers. We will be holding an informal coffee morning for people to come and talk to us and each other so that we can get a better understanding of the needs of carers both locally and across the county. The coffee morning will be held on Thursday 26th January at 10.30am at the 'The Pulse' Café, 29 Park Road, Sittingbourne, ME10 1DR. For more information please contact Di Please phone 07577 915 510 R.S.V.P.

CASA Support visiting Ladies Group

Casa support will be speaking at the Sheerness Ladies Support Group in February about housing options/support which is available for Adults with learning difficulties. This may be of great interest to Carers who are caring for adults with learning difficulties.

Mindset London Trip!

Dates will be end of February/early March. It will be a London Break which includes coach travel, hotel and theatre trip on the Friday. Also a trip on the London Eye on the Saturday. All meals included (except drinks). Hotel rooms will be either double or twin – if a single carer wishes to go then they have to be prepared to share a room with another carer (same sex). We have included a slip for you to send to the office if you are interested in attending. This will not confirm your place but we will put you forward, as there are limited spaces available. As the date will be quite soon, please get back to us as soon as possible if you are interested.

AGM

Our AGM is being held on Tuesday 21st
February from 5pm till 7pm
At the Healthy Living Centre in the Abbey
Room.
All Carers are welcome!
Please let us know if you are likely to
attend.

Move and Groove!

A move and groove group is being held
every Thursday 10.30 – 1.30
which contains pressure free exercises
like table tennis, bowls, badminton and an
hours swimming, all for £2. It is a drop in
but if you need more information contact
Bernadette on 07507 890512.
(only for 18 - 65yrs)

FACES of Kent will not be held liable for the content of any external website or organisation/body advertising their services. In the event of a complaint, this should be taken up directly with the company concerned.



Nik Oddy



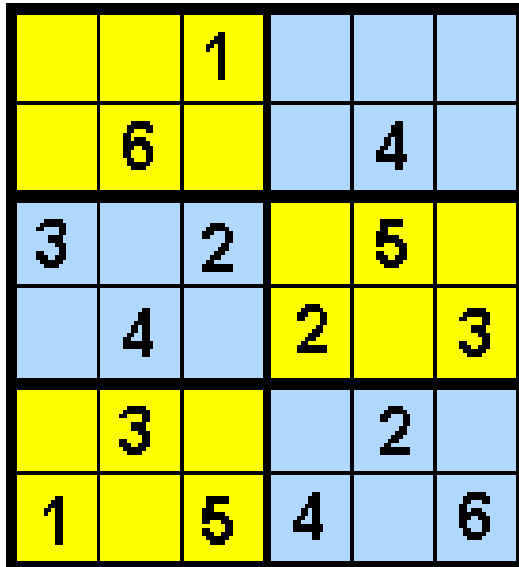
David Scoones



Karen Thorpe

David— 07523 971 896
 Nik— 07825 819 262
 Karen — 07934 442 059 (term-time only)

Club 518!



Junior Sudoku!

Tuesday 21st February Group Cancelled!

Due to the AGM being held 5-7 at the Healthy Living Centre, Sheerness group this week will be cancelled. All Young Carers are welcome to attend group at Sittingbourne on Thursday 23rd February, but transport will not be provided. Sorry for any inconvenience caused. Parents are more than welcome to attend the AGM regarding FACES of Kent.

School Subjects Wordsearch



Drama
 Maths
 Games
 Science
 English

French
 Geography
 Music
 History
 Spanish

Art
 Algebra
 Reading
 Law
 Chemistry

D R A M A T Y F B A R T N S M
 Q W D F X Y U I N M A Z R P N
 G K A E W F R B G A M E S A Y
 E J L D M R T T N N V N U N S
 O S G P S A X H S R X Z I I E
 G Y E O E S T A L I B C R S R
 R T B R Y T A H K A M X T H S
 A D R Y B J K M S Z T E K I C
 P X A Y R E A D I N G S H P I
 H F M O E N G T O D A F P C E
 Y V E N G L I S H S E D I L N
 U Z D U T H N L O N R L L K C
 H K C F R E N C H M V O A K E
 G T U N V C X A Z F W Q R W G
 M U S I C D X H I S T O R Y F S

PLEASE REMEMBER TO CALL THE OFFICE, NIK OR DAVID THE DAY BEFORE GROUP TO CONFIRM A PLACE!

What Does That Mean?
A-Z of Medical Terms - This Issue K
Kidney Infection
 A kidney infection is a painful, unpleasant illness that usually happens when bacteria travels up from your bladder into one or both of your kidneys. Symptoms come on quickly, within a few hours, and they can make you feel feverish, shivery, sick and with a pain in your back or side. Normally anti-biotics will help get rid of an infection

Joke Corner

What do you give a sick pig?
Oinkment

What do you call a man with a spade on his head? - Doug!
 What do you call a man without a spade on his head? - Douglas

VOLUNTEERING WITH FACES OF KENT



Hi

If you have a couple of hours spare Emma Page a week, or even just a few minutes—you could turn them into valuable support time for Carers! From helping out at support groups to ringing a Carer just to say “Hi!” The time you give us will make all the difference to them! Please get in touch to find out how you can help... we’re waiting for your call! 😊

07935 398 012

*Thank You!
Emma*

Volunteer Training
Saturday 10th March
10am-1pm
Buffet lunch

Bring a friend who is interested in becoming a volunteer!

Volunteers that have not done the first part of volunteer training that covers Child Protection and Safeguarding must do so.

Volunteers have already attended this training do not have to come but are more than welcome to have a refresher.

Please book your place by phoning/ texting Emma on 07935 398012

Volunteer T-Shirts

Volunteers will soon be receiving t-shirts with our FACES of Kent logo on to wear at groups, referrals and other events you attend with FACES of Kent so that you are recognised by our Carers.



FRIENDS of
YOUNG
CARERS



- Are you aged 16—18 years?
- Do you want to help others?
- Do you want to have **FUN**??!

If you answered YES to the above then we’d love to hear from you!!

We have volunteering opportunities throughout all our services that may be of interest to you!

- **Help at Support Groups**
- **Help on Activities**
- **Text Support or "Phone a Friend!"**

We provide you with:

- **Training**
- **Pay your expenses**
- **A reference for University or an employer**



Volunteering looks great on your CV and you’ll feel great too, knowing that any support you give can mean so much to others!!

WE CAN OFFER YOU:
 Full Induction • Training
 Expenses Paid • New Experiences • Activities
 + of course lots of FUN!

Q: COULD YOU VOLUNTEER?
A: OF COURSE YOU CAN!

We are looking for special people with special interests in things like:



- gardening
- fishing
- meditation
- beauty & skin care
- chess
- art & crafts
- needlecraft
- knitting
- puzzles
- Music
- drama
- dance
- Cookery
- ANYTHING AT ALL!**



We are looking for people like YOU!!
 Share your interests and hobbies, teach your learned skills to others!

DATES FOR YOUR DIARY

Canterbury Thanington Neighborhood Resource Centre	Faversham Family Action Faversham Kent	Herne Bay Baptist Centre 105 High St Herne Bay	Whiststable Evangelical Church Tankerton	Ladies Group Strode Crescent Sheerness	Men's Group 12pm-2pm Contact the office for Grahams number
February 7th 2pm-4pm	February 7th 10am-12 noon	February 21st 10:30am- 12:30pm	February 21st 2pm-4pm CVS speaking	February 20th 10:15am-12:15pm Casa Support Speaking	February 23rd
March 6th 2pm-4pm	March 6th 10am-12 noon	March 22nd 10:30am-12pm	March 22nd 2pm-4pm	March 19th 10:15am-12:15pm CVS volunteer cars and befriending speaking	March 29th
April 3rd 2pm-4pm	April 3rd 10am-12 noon	April 17th 10:30am-12pm	April 17th 2pm-4pm Police talk on crime prevention	April 16th 10:15am-12:15pm Jane from House of Colour speaking	April 26th
May 8th 2pm-4pm	May 8th 10am-12 noon	May 22nd 10:30am-12pm	May 22nd 2pm-4pm Jane from House of Colour Speaking	May 21st 10:15-12:15 Amanda Healthy Living Centre speaking	May 31st

IF YOU ARE A MINDSET CARER OR PARENT CARER YOU ARE WELCOME TO JOIN US AT ANY OF THE ADULT SUPPORT GROUPS AS ABOVE

MINDSET CARER SUPPORT GROUPS :

Swale CVS - Sittingbourne– 2nd Friday of every month– **12 noon– 2pm**

PARENT CARERS SUPPORT GROUPS:

Heritage Centre , Blue town- 21st March- **10am-12 noon (no February group)**

DRUG AND ALCOHOL SUPPORT GROUPS:

Swale CVS– Sittingbourne– 1st and 3rd Thursday every month– **10am—12 noon**

Information Regarding Men's Group

Graham Rogers will be taking over Men's Group. If you need any more information, contact the office. We will then pass on Graham's contact number to you.

Club 518!

SHEERNESS:

Sheerness Youth Centre, Meyrick Road - 4.00—6.00pm every Tuesday

SITTINGBOURNE:

Newhouse Youth Centre, Chalkwell Road- 4.00—6.00pm every Thursday

Club 518 will now continue during term times-please see separate timetable for details

If you hear of any groups/events or activities you think would interest other Carers, please let us know and we will advertise them in forthcoming editions of the Newsletter.

Thank You!

CONTACT US

01795 583440

9am - 5pm Monday to Thursday

9am - 4.30pm Friday

Suite 9 - Bank House
Broadway
Sheerness
Kent

Sandie Hornby—Acting Chief Executive Officer: (Full time) Any matter relating to staffing/volunteering; Community Development; Safeguarding Vulnerable Adults; Safeguarding Children; Young Carers Service, including “Caring Families” **M 07733 898 371** Sandie.Hornby@facesofkent.org.uk

ADMINISTRATION **Charlotte Stock**—(Full time) **01795 583440** Admin@facesofkent.org.uk

ADULT CARERS SUPPORT SERVICES

Penni Lethbridge—(Full time) Senior Team Leader + Parents **M 07827 328 602**

Penni.Lethbridge@facesofkent.org.uk

Claire Bateman—(Full time) Team Leader + ADFS **M 07825 819 261** Claire.Bateman@facesofkent.org.uk

Kevin Bell—(Full Time) + OCLD **M 07902 208 688** Kevin.Bell@facesofkent.org.uk

Claire Saunders—(Full time) + Mindset + Parents **M 07827 328 603** Claire.Saunders@facesofkent.org.uk

Sue Mitchell—(Full time) Sue.Mitchell@facesofkent.org.uk

YOUNG CARERS SUPPORT SERVICES

Karen Thorpe—Team Leader + Schools Development (term time only) **M 07934 442059**

Karen.Thorpe@facesofkent.org.uk

David Scoones—(Full time) **M 07523 971896** David.scoones@facesofkent.org.uk

Nik Oddy—(Full time) **M 07825819262** Nik.Oddy@facesofkent.org.uk

HEALTH PROMOTION

Alex Chapman—(Full time) **M 07523 971895** Alex.Chapman@facesofkent.org.uk

CARING FAMILIES

Michelle Parker—(Full time) **M 01795 583440 or 889230** Michelle.Parker@family-action.org.uk

VOLUNTEERING

Emma Page—(Part time) **M 07935 398012** Emma.Page@facesofkent.org.uk

Re-Registration Forms

In order that we can evaluate and continually improve our service, please can you complete the enclosed registration and evaluation forms and return them to us as soon as possible, but no later than 29th February 2012.

Thank You for your help

Company Ltd By Guarantee 05654506

